CLASS A

WATER AND/OR WASTEWATER UTILITIES

FINANCIAL, RATE AND ENGINEERING MINIMUM FILING REQUIREMENTS

OF

NI FLORIDA, LLC Exact Legal Name of Utility

VOLUME III



FOR THE

CLASS A AND B WATER AND /OR SEWER UTILITIES FINANCIAL, RATE AND ENGINEERING MINIMUM FILING REQUIREMENTS INDEX

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Docket No. 090182-SU

Pasco County

25.30.440 (1) DETAILED MAP

MAP PROVIDED SEPARATELY

Docket No. 090182-SU

Pasco County

25.30.440 (2) CHEMICALS USED

NOT APPLICABLE

Docket No. 090182-SU

Pasco County

25.30.440 (3) CHEMICAL ANALYSIS

NOT APPLICABLE

Docket No. 090182-SU

Pasco County

25.30.440 (4) OPERATIONS REPORTS

NOT APPLICABLE

Docket No. 090182-SU

Pasco County

25.30.440 (5) INSPECTION REPORTS

NOT APPLICABLE

Docket No. 090182-SU

Pasco County

25.30.440 (6) PERMITS

NOT APPLICABLE

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (7) NOTICES

NOT APPLICABLE

Docket No. 090182-SU

Pasco County

25.30.440 (8) FIELD EMPLOYEES

FLORIDA UTILITY GROUP, LLC - MANAGEMENT AND EMPLOYEES INVOLVED IN NI FLORIDA, LLC - HUDSON OPERATIONS - TEST YEAR 2008 (January through December)

Management

John Wittenzellner Jr.

President:

Manages operations, customer service, billing, collection

and employees for all Ni Florida, LLC owned facilities.

Terry Kelsey

Vice President:

Manages day to day operations and employees for all Ni

Florida, LLC owned facilities.

David DiLena

CPA:

Manages AR, AP and oversees billing and collection of

customer accounts.

Jenny Jernigan

Compliance Manager:

Manages compliance of day to day operations for all Ni

Florida, LLC owned facilities.

Corey Wittenzellner

Customer Service Manager:

Manages customer service for all Ni Florida, LLC owned

facilities.

Current Operation's Employees

John Willis, Field Supervisor:

John Willis is responsible for the day-to-day operation of

the Ni Florida, LLC – Hudson collection system.

Doug Patterson, Operator:

Doug Patterson holds Class B Wastewater Treatment licenses and is back up and vacation relief support for the day-to-day operation of the Ni Florida, LLC – Hudson

collection.system.

Roger Lake, Operator:

Roger Lake holds Class C Water and Class B Wastewater Treatment licenses and is back up and vacation relief

support for the day-to-day operation of the Ni Florida, LLC

- Hudson collection system.

William Denise, Operator:

William Denise holds Class C Water and Class C

Wastewater Treatment licenses and is back up and

vacation relief support for the day-to-day operation of the Ni Florida, LLC – Hudson collection system.

Facilities

The Ni Florida, LLC - Hudson collection system is located in the City of Hudson and serves more than 2,500 customers that are primarily located along canals and the Gulf of Mexico.

The system contains thirty-eight regular lift stations and four master lift stations for a total of forty-two lift stations. The master lift stations are visited on a daily basis and the regular lift stations are visited between two and five times a week (depending on location and proximity to surface water).

The collection system consists of 133,669 linear feet of 8-inch gravity main, 503 manholes, 19,349 linear feet of 6-inch service lines, 49,007 linear feet of 4-inch service lines and 65,991 linear feet of forced main.

As the entire facility is classified as a collection system, the following Department of Environment Protection regulation applies:

62-604.500 Operation and Maintenance.

- (1) Even though operation permits are not issued for collection systems, the operation and maintenance provisions of Rule 62-604.500, F.A.C., are applicable to both new and existing domestic wastewater collection/transmission facilities.
- (2) All collection/transmission systems shall be operated and maintained so as to provide uninterrupted service as required by this rule.
- (3) All equipment necessary for the collection/transmission of domestic wastewater, including equipment provided pursuant to subsection 62-604.400(2), F.A.C., shall be maintained so as to function as intended. In the event odor, noise or lighting adversely affect neighboring developed areas at levels prohibited by paragraph 62-604.400(2)(c), F.A.C., corrective action (which may include modifications of the collection/transmission system) shall be taken by the permittee. Other corrective action may be required to ensure compliance with rules of the Department.
- (4) Copies of record drawings and the operation and maintenance manual shall be available at a site within the boundaries of the district office or delegated local program permitting the collection/transmission system, for use by operation and maintenance personnel and for inspection by Department personnel.
- (a) The operation and maintenance manual shall provide for reliable and efficient operation and maintenance of the collection/transmission system.
- (b) The detail of the operation and maintenance manual shall be consistent with the complexity of the system. The manual shall 2be developed in accordance with the technical guidance document contained in paragraph 62-604.300(4)(i), F.A.C., and the unique requirements of the individual wastewater facility and shall provide the operator with adequate information and

description regarding the design, operation, and maintenance features of the facility involved, including an emergency response plan.

- (c) The operation and maintenance manual shall be revised periodically to reflect any alterations performed or to reflect experience resulting from operation.
- (d) A new operation and maintenance manual is not required to be developed for each project if there is already an existing manual that is applicable to the facilities being constructed.

Duties and Responsibilities

- a) Responsible for performing collection system operation and maintenance. Duties are to be completed in a reasonable and professional manner consistent with standard operating practices in order to comply with state and local regulatory rules and requirements. Must perform duties consistent with protection of the public health and the environment.
- b) Perform responsible, efficient, and effective on-site management and supervision of all system functions.
- c) Submit complete, accurate, and timely periodic operating reports.
- d) Report to the Owner and Department of Environmental Protection any serious system breakdown or condition causing or likely to cause serious, inefficient or unsafe discharge of wastewater in a manner not authorized by the current regulations.
- e) Submit accurate reports relative to collection system, including sampling and laboratory analysis.
- f) Maintain an operation and maintenance log for each maintenance task performed.
- g) Perform required preventative maintenance in conformance with equipment manufacturer recommendations. Repair or replace equipment of the collection system components as needed to keep the collection system operating under the current regulations.
- h) Perform various service order functions including but not limited to the following: customer complaints, reading and checking meters; cross-connection inspections; installing or repairing the collection system.
- i) Maintain the visual aesthetics of the facilities in compliance with company standards, including grounds maintenance, fence repairs, site security, lighting fixtures, and general grounds upkeep.
- j) Check the master lift station flow meters seven days per week and record readings and report any abnormalities.
- k) Check the master lift stations seven days per week. Perform complete cleanings of these lift stations every Monday, Wednesday and Friday. Verify proper operations. Repair and/or report any abnormalities.

- 1) Check the remaining lift stations on a scheduled basis to insure proper operations. Repair and/or report any abnormalities.
- m) Check chloride levels at the master lift stations weekly. If high levels are found, upstream testing may need to be performed to identify a problem area.
- n) Perform meter re-reads, deliver late notice door hangers, perform all required locates on a daily basis.
- o) Plug sewer lines as needed for delinquent accounts.
- p) Respond to after hour emergency call outs as needed.
- q) Perform cleaning of all lift stations on a scheduled basis. Remove debris from floats, pressure wash walls and pipe work. Verify proper operations.
- r) Assist County and other agencies for inspections or when needed to schedule shutdowns or diagnose utility problems.
- s) While performing these daily duties, visual observations are done to check for broken clean outs, leaks in sewer lines, and verification of proper operations.

Department of Environmental Protection

ISSUED:

3/17/2009

LICENSE NO.: 0007724

THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

TERRY R. KELSEY

CHARLIE CRIST

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

State of Florida

Department of Environmental Protection

ISSUED:

3/17/2009

LICENSE NO.: 0012905

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

TERRY R. KELSEY

CHARLIE CRIST

MICHAEL W. SOLE

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

Department of Environmental Protection

ISSUED:

2/25/2009

LICENSE NO.: 0008357

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

ROGER L. LAKE

CHARLIE CRIST

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

State of Florida

Department of Environmental Protection

ISSUED:

2/25/2009

LICENSE NO.: 0009332

THE CLASS B WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

ROGER L. LAKE

CHARLIE CRIST

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

Department of Environmental Protection

ISSUED:

3/27/2009

LICENSE NO.: 9542

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

WILLIAM R DENISE

CHARLIE CRIST **GOVERNOR**

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

State of Florida

Department of Environmental Protection

ISSUED:

3/19/2009

LICENSE NO.: 12068

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

WILLIAM R DENISE

CHARLIE CRIST

MICHAEL W. SOLE

SECRETARY

GOVERNOR

DISPLAY IS REQUIRED BY LAW

Department of Environmental Protection

ISSUED:

3/15/2009

LICENSE NO.: 0008528

THE CLASS B WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

DOUGLAS R. PATTERSON

CHARLIE CRIST

DISPLAYIS RECHIRED BY AW

MICHAEL W. SOLE

SECRETARY

Docket No. 090182-SU

Pasco County

25.30.440 (9) VEHICLES

Test Year Ended December 31, 2008

Vehicle Schedule

Company: Ni Florida, LLC Docket No.: 090182-SU

Test Year Ended: December 31, 2008

Ni Florida, LLC does not own vehicles because the contract operator provides all vehicles and equipment required to service the system.

Docket No. 090182-SU

Pasco County

25.30.440 (10) CUSTOMER COMPLAINTS

Customer S		

Make:	E/20/200	00	Account No.:	749
Date: Time:	5/28/20	00	Account No	in 你是我 _说 你就是我的人,我们就是我们的人,我们就是我们的人,我们就是我们的人,我们就是我们的人,我们就是我们的人,我们就是我们的人,我们就是我们的人,我们
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	ounting		Service	Trouble
	nt Balance	 	Service Availabilty	Sewer Back-up
	Adjustment		Reread Meter	Lift Station Alarm
	Payment		Lateral Line Leak	Lift Station Overflow
	ss Change	X	Broken Clean-out	Lift Station Oder
Request	New Service			Sewer Main Break
Final Re	eading/Bill			
Deli	nquent			
Rate	Question			
Misce	llaneous		Miscellaneous	Miscellaneous
Address: Phone (H): Phone (W):				
Phone (H):	Call: CHANG	E ADDRI	ESS TO; 320 DUBOSE LANE, COP	INERSVILLE, TN, 37047
Phone (H): Phone (W): Summary of			ESS TO; 320 DUBOSE LANE, COP	anting 11. 魏 _a nting page 11. January
Phone (H): Phone (W):	CHANG	ED ADD	ESS TO; 320 DUBOSE LANE, COP	
Phone (H): Phone (W): Summary of	CHANG	ED ADD	ESS TO; 320 DUBOSE LANE, COP	
Phone (H): Phone (W): Summary of Follow Up:	CHANG ag call:	ED ADD	ESS TO; 320 DUBOSE LANE, COF	
Phone (H): Phone (W): Summary of Follow Up: CSR recievin	CHANG g call:	ED ADD	ESS TO; 320 DUBOSE LANE, COF	

Wastewater

Customer Service - Inquiries and Complaint Log

Date:	5/28/200)8	Account No.:	482
Time:				
Acco	unting	Ì	Service	Trouble
THE RESERVE OF THE PARTY OF THE	t Balance		Service Availabilty	Sewer Back-up
Billing Ad	djustment		Reread Meter	Lift Station Alarm
	Payment		Lateral Line Leak	Lift Station Overflow
	s Change	Х	Broken Clean-out	Lift Station Oder
	lew Service			Sewer Main Break
	ading/Bill			
	quent			
	uestion			
	laneous		Miscellaneous	Miscellaneous
Summary of	Call: CHANG		ESS TO; PO BOX 5014, HUDSO	트리트 발표 전투 기업 보다를 통해 주세요. 는데 이 보다 (1) 이 보고 하는 모든
Follow Up:	CHANG	ED ADD	RESS	
CSR recieving	g call:		D.KELSEY	
CSR returning	g call:			
Work Ord	er No.:		528801	1
anagement R	eview:			Date: 5/28/08

Wastewater

Customer Service - Inquiries and Complaint Log

	/27/2008	Account No.:	789
Accounting		Service	Trouble
Account Balan	ce	Service Availabilty	Sewer Back-up
Billing Adjustm	ent	Reread Meter	Lift Station Alarm
Verify Paymer	nt	Lateral Line Leak	Lift Station Overflow
Address Chang	ge X	Broken Clean-out	Lift Station Oder
Request New Se	rvice		Sewer Main Break
Final Reading/	Bill		
Delinquent			
Rate Questio	n		
Miscellaneou	s	Miscellaneous	Miscellaneous
Phone (W): Summary of Call: Follow Up:	CHANGE ADDR	ESS TO; ADD SPOUSE MAK	RILYN TO BILL
CSR recieving call: CSR returning call: Work Order No.:		D.KELSEY 527802	
Management Review:		(JC)] Date: <u>\$\begin{align*} 2\lambda \lambda \lam</u>

Date: 5/27/20	08	Account No.:	2152
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Address: Phone (H):			
Address: Phone (H): Phone (W):			
Service Address: Phone (H): Phone (W): Summary of Call: CHANG	SE ADD	RESS TO; 709 MT MORIAH DR, CII	ІСІМАТІ, ОН 45245
Address: Phone (H): Phone (W):			VCINNATI, OH 45245
Address: Phone (H): Phone (W): Summary of Call: CHANG			VCINNATI, OH 45245
Address: Phone (H): Phone (W): CHANG Follow Up: CHANG		DRESS	VCINNATI, OH 45245
Address: Phone (H): Phone (W): Summary of Call: CHANG CHANG CHANG CSR recieving call:		DRESS	CINATI, OH 45245

Date: 5/20/20	008	Account No.:	657
Time:	Section of the Sectio	Luna	
Accounting		Service	Trouble
Account Balance	1	Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflo
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Brea
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Phone (W):		COMPANY OF	
			*
		ESS TO; 179 LAKESIDE W, BURLI	NGTON, WI 53105
	GE ADDR		
		RESS	
Follow Up:		RESS	

- erg	300.	er Service - Inquiries and C	The state of the s
Date: 5/20/20	08	Account No.:	2616
time:			
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarn
Verify Payment		Lateral Line Leak	Lift Station Overflo
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Brea
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
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Phone (H): Phone (W): Summary of Call: CHANG			ORTH, NH 03878
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Phone (H): Phone (W): Summary of Call: CHANG			/ORTH, NH 03878
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Date: 5/20/2	008	Account No.:	1368
Time:] _	
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflo
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Brea
Final Reading/Bill			
Delinquent	T		
Rate Question	1		
Miscellaneous	1	Miscellaneous	Miscellaneous
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	and Complaint Log	

1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2008	Account No.:	1868
Time:			
Accounting		Service	Trouble
Account Balance		Service Availability	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Phone (H):			
Address: Phone (H): Phone (W): Summary of Call: CHA		RESS TO; 136 FRIENDSHIP LANE,	DELANO, TN 37325
Phone (H): Phone (W): Summary of Call: CHA		RESS TO; 136 FRIENDSHIP LANE,	DELANO, TN 37325
Phone (H): Phone (W): Summary of Call: CHA	NGE ADDI	RESS TO; 136 FRIENDSHIP LANE,	
Phone (H); Phone (W): Summary of Call: CHA	NGE ADDI	RESS TO; 136 FRIENDSHIP LANE,	

Customer Service - Inquiries and Complaint Log	
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Date: 5/20/2	2008	Account No.:	3079	
Accounting		Service	Trouble	
Account Balance		Service Availabilty	Sewer Back-up	
Billing Adjustment		Reread Meter	Lift Station Alarm	
Verify Payment		Lateral Line Leak	Lift Station Overflow	
Address Change	X	Broken Clean-out	Lift Station Oder	
Request New Service			Sewer Main Break	
Final Reading/Bill				
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Rate Question				
Miscellaneous		Miscellaneous	Miscellaneous	
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Follow Up:	INGED AD	DRESS		å s
CSR recieving call:		D.KELSEY		
CSR returning call:				
Work Order No.:		520804	1 1	سمويد
Management Review:			Date: 5 000	

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Address Change X Broken Clean-out Lift Station Oder Request New Service Sewer Main Break Final Reading/Bill Delinquent Rate Question Miscellaneous Miscellaneous Miscellaneous Name: SINGLETARY, BENJAMIN Service Address: Phone (H): Phone (W): Summary of Call: CHANGE ADDRESS TO:9516 AQUA LANE, ODESSA, FL 33556 CSR recieving call: D.KELSEY	DAMPS AND THE PROPERTY OF THE PARTY OF THE P	800	Account No.:	1501
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Address Change X Broken Clean-out Lift Station Oder Request New Service Sewer Main Break Final Reading/Bill Delinquent Rate Question Miscellaneous Miscellaneous Miscellaneous Name: SINGLETARY, BENJAMIN Service Address: Phone (H): Phone (W): Summary of Call: CHANGE ADDRESS TO;9516 AQUA LANE, ODESSA, FL 33556 Follow Up: CHANGED ADDRESS CSR recieving call: D.KELSEY CSR returning call:	Billing Adjustment		Reread Meter	Lift Station Alarm
Request New Service Sewer Main Break Final Reading/Bill Delinquent Rate Question Miscellaneous Misce	Verify Payment		Lateral Line Leak	Lift Station Overflow
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Delinquent Rate Question Miscellaneous Miscellaneous Miscellaneous Miscellaneous Miscellaneous Cervice Address: Phone (H): Phone (H): Phone (W): Summary of Call: CHANGE ADDRESS TO:9516 AQUA LANE, ODESSA, FL 33556 CSR recieving call: D.KELSEY CSR returning call:	Request New Service			Sewer Main Break
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Name: SINGLETARY, BENJAMIN Service Address: Phone (H): Phone (W): Summary of Call: CHANGE ADDRESS TO: 9516 AQUA LANE, ODESSA, FL 33556 Follow Up: CHANGED ADDRESS CSR recieving call: D.KELSEY CSR returning call:			Miscellaneous	Miscellaneous
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CSR returning call:	Phone (H): Phone (W):	GE ADDR		SA, FL 33556
	Phone (H): Phone (W): Summary of Call: CHAN			SA, FL 33556
Work Order No.: 520803	Phone (H): Phone (W): Summary of Call: CHAN		RESS	SA, FL 33556
	Phone (H): Phone (W): Summary of Call: CHAN CHAN CHAN CSR recieving call: CSR returning call:		D.KELSEY	SA, FL 33556

Management Review:

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008 Time:	Account No.:	1217
Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	X Broken Clean-out	Lift Station Oder
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous
	ADDRESS TO;SERVICE ADDRESS ADDRESS	
CSR recieving call: CSR returning call: Work Order No.:	D.KELSEY	
		Date: 200

Wastewater

Customer Service - Inquiries and Complaint Log

Date:	5/20/20	08	Account No.:	1844
Time:				
Acc	counting	1	Service	Trouble
	ınt Balance		Service Availabilty	Sewer Back-up
	Adjustment		Reread Meter	Lift Station Alarm
	y Payment		Lateral Line Leak	Lift Station Overflow
	ess Change	Х	Broken Clean-out	Lift Station Oder
Request	New Service			Sewer Main Break
Final F	Reading/Bill			
De	linquent			
Rate	Question			
Misc	ellaneous		Miscellaneous	Miscellaneous
Address: Phone (H): Phone (W) Summary (As a maril esteten	ESS TO; SERVICE ADDRESS	
Follow Up:	CHANG	SED ADD	ORESS	
CSR reciev	ing call:		D.KELSEY	
CSR reciev	_		D.KELSEY	
CSR return	_		D.KELSEY 520801	

			d Complaint L	

D	E 10 10000		Account the	2660	
Date:	5/9/2008		Account No.:	2000	
Time:					
· · · · · · · · · · · · · · · · · · ·					<u></u>
Accoun	ting		Service	Trouble	
Account B	alance		Service Availabilty	Sewer Back-up	
Billing Adju	ıstment		Reread Meter	Lift Station Alarm	
Verify Pa	yment		Lateral Line Leak	Lift Station Overflow	
Address C	hange	Х	Broken Clean-out	Lift Station Oder	
Request Nev	w Service			Sewer Main Break	
Final Read	ing/Bill				
Delinqu	uent				
Rate Que	estion				
Miscella	neous		Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Ca	III: CHANGE	ÅDDI	RESS TO SERVICE ADDRESS		
Follow Up:	CHANGE) ADI	DRESS		
CSR recieving c	all:		D.KELSEY		
CSR returning c	all:				
Work Order	No.:		56818	11)
fanagement Rev	iew:	•	And	Date: 5/9/07	

Curtomor	Service - Inqu	rivies and Co	nmulaint lag
CHAINEL	DELAINE L'HIN	411 162 DITO C	Ollibionir FOP

Acco	unting		Service	Trouble
	t Balance		Service Availabilty	Sewer Back-up
	djustment		Reread Meter	Lift Station Alarm
	Payment		Lateral Line Leak	Lift Station Overflow
	s Change		Broken Clean-out	Lift Station Oder
	lew Service			Sewer Main Break
Final Re	ading/Bill	Х		
Delin	quent			
Rate Q	uestion			
Miscel	laneous		Miscellaneous	Miscellaneous
Name:		JAME	S EDWARDS	

Address:	
Phone (H): Phone (W):	
Summary of Call:	ON MONDAY 5/12 MOVING- SEND FINAL BILL TO 6028 KALEY DR, WINTER HAVEN, FL 33880
Follow Up:	METER READ FOR FINAL BILL
CSR recieving call:	D.KELSEY
CSR returning call:	
Work Order No	.: 56817
Management Review	r: Date: Sq(0)

Accounting Account Balance Billing Adjustment Verify Payment Address Change X Request New Service	Service Service Availability Reread Meter Lateral Line Leak	Trouble Sewer Back-up Lift Station Alarm
Account Balance Billing Adjustment Verify Payment Address Change X	Service Availabilty Reread Meter	Sewer Back-up Lift Station Alarm
Account Balance Billing Adjustment Verify Payment Address Change X	Reread Meter	Lift Station Alarm
Billing Adjustment Verify Payment Address Change X	Reread Meter	
Verify Payment Address Change X	Lateral Line Leak	
Address Change X		Lift Station Overflow
	Broken Clean-out	Lift Station Oder
VERIOR SELVICE		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous
Summary of Call: CHANGE AD	DRESS TO: 27835 ANNETTA DR, S	SOLON, OH, 44139
Follow Up: CHANGED A	DDRESS	
CSR recieving call:	D.KELSEY	
CSR recieving call: CSR returning call:	D.KELSEY	

Management Review:

Wastewater

	08	Account No.:	41/8/9/11
Date: 5/6/20 Time: 5/6/20	i i i i i i i i i i i i i i i i i i i	Account No.	The same of the sa
	2		
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	X	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Service Address: Phone (H):			
Address:			
Address: Phone (H): Phone (W): Summary of Call: CHANG		ESS TO: 3331 BLACK OAK T	RAIL, BROOKSVILLE, FL 34604- ON ALL FOUR
Address: Phone (H): Phone (W): Summary of Call: CHANG	SE ADDR	ESS TO: 3331 BLACK OAK T	RAIL, BROOKSVILLE, FL 34604- ON ALL FOUR
Address: Phone (H): Phone (W): Summary of Call: CHANG		ESS TO: 3331 BLACK OAK T	RAIL, BROOKSVILLE, FL 34604- ON ALL FOUR
Address: Phone (H): Phone (W): Summary of Call: CHANG		ESS TO: 3331 BLACK OAK T	RAIL, BROOKSVILLE, FL 34604- ON ALL FOUR
Address: Phone (H): Phone (W): Summary of Call: CHANG	JNTS	ESS TO: 3331 BLACK OAK T	RAIL, BROOKSVILLE, FL 34604- ON ALL FOUR
Address: Phone (H): Phone (W): Summary of Call: CHANGACCOL	JNTS SED ADD	RESS ON ALL ACCOUNTS	
Address: Phone (H): Phone (W): Summary of Call: CHANGACCOL	JNTS SED ADD	RESS ON ALL ACCOUNTS	RAIL, BROOKSVILLE, FL 34604- ON ALL FOUR
Address: Phone (H): Phone (W): Summary of Call: CHANGACCOL	JNTS SED ADD	RESS ON ALL ACCOUNTS	
Address: Phone (H): Phone (W): Summary of Call: ACCOL	JNTS SED ADD	RESS ON ALL ACCOUNTS	

Date:

Wastewater

l	Custom	er Service - Inquiries and	Complaint Log	
Date: 5	/6/2008	Account No.:	862	
Time:				
Accounting		Service Service	Trouble	
Account Balanc	e	Service Availabilty	Sewer Back-up	
Billing Adjustme	nt	Reread Meter	Lift Station Alarm	
Verify Paymen	t	Lateral Line Leak	Lift Station Overflow	
Address Change	e X	Broken Clean-out	Lift Station Oder	
Request New Sen	vice		Sewer Main Break	
Final Reading/B				
Delinquent				
Rate Question		-		•
Miscellaneous		Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Call:	CHANGE ADDI	RESS TO: 601A FOUNTAIN HILI	DR., RACINE WI 53406	
Follow Up:	CHANGED AD	DRESS		
CSR recieving call:		D.KELSEY		
CSR returning call:				
Work Order No.:	1, 277	568014	Λ	1
Management Review:		AND	Date:	K

Care	tamar Carrias	والمستناء والمستوال	and Complaint	
	romer bervice	- mourries a	ana Compiaint	LOP
	1771		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Đ

Date: 5/6/2008 Time:		Account No.:	772
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	X	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
· -	gara S		
Phone (H): Phone (W): Summary of Call: CHAN			OUTH, EASTON, PA. 18045
Phone (W): Summary of Call: CHAN		SS TO: 116 GLEN MOOR CIR. SC	
Phone (W): Summary of Call: CHAN Follow Up: CHAN	GED ADDI	RESS	
Phone (W): Summary of Call: CHAN Follow Up: CHAN	GED ADDI	RESS	
Phone (W): Summary of Call: CHAN Follow Up: CHAN	GED ADDI	RESS	
Phone (W): Summary of Call: CHAN Follow Up: CSR recieving call: CSR returning call:	GED ADDI	RESS	
Phone (W): Summary of Call: CHAN Follow Up: CHAN CSR recieving call:	GED ADDI	RESS	

Wastewater

Date: 55 Time:	/6/2008	Account No.:	401
Accounting		Service	Trouble
Account Balanc	e	Service Availabilty	Sewer Back-up
Billing Adjustme	nt	Reread Meter	Lift Station Alarm
Verify Paymen	t	Lateral Line Leak	Lift Station Overflow
Address Change	e X	Broken Clean-out	Lift Station Oder
Request New Serv	/ice		Sewer Main Break
Final Reading/Bi	ill		
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
		ESS TO: 6337 PLEASANT DR	, ROME, NY 13440
Follow Up:	CHANGED ADD	RESS	
CSR recieving call:		D.KELSEY	
CSR returning call:]
Work Order No.:		568012	
Inagement Review	3.78 J. We	XVII	Date: (1.10)

Wastewater

Date:	5/6/2008	Account No.:	1460
Time:			
Accounting		Service	Trouble
Account Balar		Service Availabilty	Sewer Back-up
Billing Adjustm		Reread Meter	Lift Station Alarm
Verify Payme		Lateral Line Leak	Lift Station Overflow
Address Chan		Broken Clean-out	Lift Station Oder
Request New Se			Sewer Main Break
Final Reading/			
Delinquent			
Rate Questio			
Miscellaneou	is	Miscellaneous	Miscellaneous
Phone (W):	<u></u>		
Summary of Call:	CHANGE ADDR	ESS TO: 6028 KALEY DRIVE, WIN	TER HAVEN, FL 33880
Follow Up:	CHANGED ADD	RESS	
CSR recieving call:		D.KELSEY	
CSR returning call:			
Work Order No.:		568011	4

Wastewater

Date:	5/6/2008	Account No.:	2816
Time:			

Accounting Service		Trouble	
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous Miscellaneous	

Name:	ERA PEARSON REALTY
Service Address:	
Phone (H): Phone (W):	
Summary of Call:	CHANGE ADDRESS TO: 2178 MARINER BLVD, SPRING HILL, FL, 34609
Follow Up:	CHANGED ADDRESS
CSR recieving call:	D.KELSEY
CSR returning call:	
Work Order No.:	568010
lanagement Review:	Date: 5 0 0 K

		_		
Date:	5/6/2008	Account No.:	189	
Time:				
Accounting		Service	Trouble	
Account Balan	ice	Service Availabilty	Sewer Back-up	
Billing Adjustm	ent	Reread Meter	Lift Station Alarm	
Verify Payme	nt	Lateral Line Leak	Lift Station Overflow	
Address Chan	ge X	Broken Clean-out	Lift Station Oder	
Request New Se	rvice		Sewer Main Break	
Final Reading/	Bill .			
Delinquent				
Rate Questio	n			
Miscellaneou	ıs	Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Call:	CHÂNGE ADDI	RESS TO: 6800 AVERY RD, DUBLI	IN, OH, 43017	
Follow Up:	CHANGED ADI	DRESS		
CSR recieving call:		D.KELSEY		
CSR returning call:				
Work Order No.:		568009	$\mathcal{A}_{\mathcal{A}}$	

Wastewater

Date: 5	/6/2008	Account No.:	884/611
Accounting		Service	Trouble
Account Balance	e e	Service Availabilty	Sewer Back-up
Billing Adjustme	ent	Reread Meter	Lift Station Alarm
Verify Paymen		Lateral Line Leak	Lift Station Overflow
Address Chang		Broken Clean-out	Lift Station Oder
Request New Ser			Sewer Main Break
Final Reading/B			
Delinquent			
Rate Question	,		
Miscellaneous		Miscellaneous	Miscellaneous
Phone (W): Summary of Call:	CHANGE ADI	DRESS TO: 1925 BRANDY LAN	E, BRIGHTON, MI 48114-8945
	nusikan <u>a</u> u.		
Follow Up: :	CHANGED AI	DDRESS ON TWO ACCOUNTS	
CSR recieving call:		D.KELSEY	
CSR returning call:			
Work Order No.:		568008	
Management Review:	:		Date: (3/15/08)

Date: 5/6/	2008	Account No.:	1.45
Time:	i da jasan ila	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	X	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Service Address: Phone (H):			
Address:			
Address: Phone (H): Phone (W):	ANGE ADDR		, BRIGHTON, MI 48114-8945
Address: Phone (H): Phone (W): Summary of Call:	ANGE ADDR	ESS TO: 1925 BRANDY LANE	, BRIGHTON, MI 48114-8945
Address: Phone (H): Phone (W): Summary of Call:		ESS TO: 1925 BRANDY LANE	, BRIGHTON, MI 48114-8945
Address: Phone (H): Phone (W): Summary of Call: Follow Up: CHA		ESS TO: 1925 BRANDY LANE	BRIGHTON, MI 48114-8945
Address: Phone (H): Phone (W): Summary of Call: CHA CSR recieving call:		ESS TO: 1925 BRANDY LANE RESS D.KELSEY	, BRIGHTON, MI 48114-8945

Date: 5/6/20	08	Account No.:	1939.00
Time:			
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflo
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent	1 1		
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Address: Phone (H):		CKER, WERNER	
Service Address: Phone (H): Phone (W):			
Address: Phone (H): Phone (W): Summary of Call: CHAN		RESS TO: PO BOX 370, WEST SW	ANZEY, NH, 03469
Address: Phone (H): Phone (W): Summary of Call: CHAN	GE ADDF	RESS TO: PO BOX 370, WEST SW	보기의 시간 계속을 제 하는 것으로 살았다. 그 사이지
Address: Phone (H): Phone (W): Summary of Call: CHANGE Follow Up: CHANGE CHANGE	GE ADDF	DRESS	보기의 시간 계속을 제 하는 것으로 살았다. 그 사이지

Customer Service	- Inquiries	and Com	plaint Log

Date:	5/6/200)8	Account No.:	713.00	
Time:					
_					
Accour	iting		Service	Trouble	
Account E	1.00	-	Service Availabilty	Sewer Back-up	
Billing Adju			Reread Meter	Lift Station Alarm	
Verify Pa			Lateral Line Leak	Lift Station Overflow	
Address (X	Broken Clean-out	Lift Station Oder	
Request Ne		 ^		Sewer Main Break	
Final Read		 			
Deling		 			
Rate Que		 			
Miscella			Miscellaneous	Miscellaneous	
					_
Name:		LEISH	HMAN, JOHN		
			1		
Service	149	44 ED	GEWATER CIRCLE		
Address:					
Obana (U): F		.			
Phone (H): Phone (W):					
Priorie (VV).		<u>-</u>			
Summary of Ca	il: CHANG	E ZIP C	ODE TO 34686		ng þ. í
55		5 6 7340			
					٠.
	<u> </u>				
Follow Up:	CHANG	ED ZIP		Miles	
	ds			and the second of the second o	
CSR recieving c	all:		D.KELSEY		
CSR returning o	:all:				
Mark Oct	Na.		SCOOLS .		
Work Order	NO.:		568005		
lanagement Rev	, iour-	[Date:	/
nanagement Kev	IC W.			S/6/0X	<u>, </u>

	Custome	er Service - Inquiries	and Complaint Log	
Date: 5/9/2 Time:	800	Account No.:	1620	
Accounting	''	Service	Trouble	
Account Balance	 	Service Availabilty	Sewer Back-up	
Billing Adjustment		Reread Meter	Lift Station Alarm	٦
Verify Payment	+ +	Lateral Line Leak	Lift Station Overflow	7
Address Change	X	Broken Clean-out		
Request New Service			Sewer Main Break	٦
Final Reading/Bill				
Delinquent		· · · · · · · · · · · · · · · · · · ·		
Rate Question				
Miscellaneous		Miscellaneous	Miscellaneous	٦
Phone (H): Phone (W): Summary of Call: CHA	NGE ADDR	ESS TO OWNER; 22S6 H	IIDDEN LK DR, PALM HARBOR, FL 34683	_
	anderman, and a second	<u> </u>		
Follow Up:	NGED ADD	DRESS		
CSR recieving call:		D.KELSEY		
CSR returning call:				
Work Order No.:		56819	1 (-1)	
Management Review:	fig.	()()	Date: 190X	

- Wastewater -

Date:	5/6/200)8	Account No.:	2287.00
Time:]	· · · · · · · · · · · · · · · · · · ·
		1	Brusher of Market Bure 111 Decrease Day	Trouble
	ounting nt Balance	 	Service Service Availabilty	Sewer Back-up
	Adjustment	-	Reread Meter	Lift Station Alarm
	Payment		Lateral Line Leak	Lift Station Overflow
<u> </u>	ss Change	X	Broken Clean-out	Lift Station Oder
	New Service	 ^	Broker eleatr out	Sewer Main Break
	eading/Bill			000000000000000000000000000000000000000
	inquent			
	Question			· ·
	ellaneous		Miscellaneous	Miscellaneous
Phone (H): Phone (W):			30 TOWER	
			DDRESS	
Phone (W):		E OF A	DDRESS	
Phone (W): Summary o	f Call: CHANG	E OF A	DDRESS DRESS	
Phone (W): Summary of	f Call: CHANG CHANG	E OF A	DDRESS DRESS	

Wastewater

Date:	5/6/2008		Account No.:	2811/2745/2746
Time:				
Account	ting	1	Service	Trouble
Account Ba	alance		Service Availabilty	Sewer Back-up
Billing Adjus	stment		Reread Meter	Lift Station Alarm
Verify Pay	ment		Lateral Line Leak	Lift Station Overflow
Address Ch	nange	Χ	Broken Clean-out	Lift Station Oder
Request New	Service			Sewer Main Break
Final Readi	ng/Bill			
Delinque	ent			
Rate Ques	stion			
Miscellan	eous		Miscellaneous	Miscellaneous
Summary of Call	: CHANGE	OF ADD	RESS ON THREE ACCOUNTS	
Follow Up:	CHANGED	ADDRE	SSS	
CSR recieving cal	II:	·········	D.KELSEY	
CSR returning ca	II:			
Work Order N	o.:		568001	1.
anagement Revie	w:		700/	Date:

	Custome	er Service - Inquiries a	and Complaint Log	
Date: 5/ Time:	15/2008	Account No.:	2149	
Accounting		Service	Trouble	
Accounting Account Balance	,_	Service Availabilty	Sewer Back-up	
Billing Adjustme		Reread Meter	Lift Station Alarm	
Verify Paymen		Lateral Line Leak	Lift Station Overflow	
Address Chang		Broken Clean-out	Lift Station Oder	
Request New Ser	·	DIOREII CICAII OUC	Sewer Main Break	
Final Reading/B				
Delinquent	····			
Rate Question				٠.
Miscellaneous		Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Call:	CHANGE ADDR	ESS TO;SERVICE ADDRESS		
Follow Up:	CHANGED ADE			
CSR recieving call:		D.KELSEY		
CSR returning call:	11 - 1			
Work Order No.:		515804	1	/
Management Review:			Date:	7

Date:	5/15/2008	Account No.:	1534
Time:	371372000	Account No	1334
Ac.	counting	Service	Trouble
	ınt Balance	Service Availabilty	Sewer Back-up
	Adjustment	Reread Meter	Lift Station Alarm
	y Payment	Lateral Line Leak	Lift Station Overflow
	ess Change X		Lift Station Overnow Lift Station Oder
	: New Service	BIONEII CIEBII-OUE	Sewer Main Break
	Reading/Bill	- 	Sewer Main Break
	linquent		-
	Question	 	
	ellaneous	Miscellaneous	Miscellaneous
IVIISC	enaneous	Miscellaneous	Miscenarieous
Phone (H):			
Phone (H): Phone (W):			
	of Call: CHANGE AD	PDRESS TO;9108 US 19, PORT RICHE	
Phone (W):	of Call: CHANGE AD		
Phone (W):	of Call: CHANGE AD		
Phone (W):	CHANGE AD		
Phone (W): Summary of	CHANGE AD CHANGED A	DDRESS	
Phone (W): Summary of Follow Up: CSR recieving	CHANGE AD CHANGE AD CHANGED A	DDRESS	

Wästewater

	Custon	Ter Service Inquires and	complaint cog	
Date:	5/15/2008	Account No.:	2070	
<u> </u>	<u>tara mana matapad da 19066</u>	ט		
Accounting		Service	Trouble	
Account Balar		Service Availabilty	Sewer Back-up	
Billing Adjustm		Reread Meter	Lift Station Alarm	
Verify Payme		Lateral Line Leak	Lift Station Overflow	
Address Chan		Broken Clean-out	Lift Station Oder	
Request New Se	-		Sewer Main Break	
Final Reading/				
Delinquent		·		
Rate Questio	n			
Miscellaneou	15	Miscellaneous	Miscellaneous	
Service Address: Phone (H): Phone (W): Summary of Call: Follow Up:		RESS TO;SERVICE ADDRESS DRESS		
CSR recieving call: CSR returning call: Work Order No.:		D.KELSEY 515802	4	×
Management Review			Date: VVV	:

Date: 5/15/2	008	Account No.:	2353
Time:			
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Address: Phone (H):			
Address: Phone (H): Phone (W):			WILLE MD 31813
Address: Phone (H): Phone (W):		ESS TO;12238 DUCK LANE, BISHIF	V)LLE, MD 31813
Phone (H): Phone (W):			VILLE, MD 31813
Address: Phone (H): Phone (W): Summary of Call: CHANGE		ESS TO;12238 DUCK LANE, BISHIF	VILLE, MD 31813
Address: Phone (H): Phone (W): Summary of Call: CHANGE Follow Up: CHANGE CHANGE	SE ADDRI	ESS TO;12238 DUCK LANE, BISHIF	PVJLLE, MD 31813
Address: Phone (H): Phone (W): Summary of Call: CHANGE	SE ADDRI	ESS TO;12238 DUCK LANE, BISHIF	VILLE, MD 31813

Wastewater

Date:	5/14/200	08	Account No.:	2672	
inite.					
Accoun	ting		Service	Trouble	
Account B	alance		Service Availabilty	Sewer Back-up	
Billing Adju	stment		Reread Meter	Lift Station Alarm	
Verify Pay	ment		Lateral Line Leak	Lift Station Overflow	
Address C	hange	Х	Broken Clean-out	Lift Station Oder	
Request Nev	v Service			Sewer Main Break	
Final Readi	ng/Bill				
Delinqu	ent				
Rate Que	stion				
Miscellan	eous		Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Cal			ESS TO: 200SKYHILL DR. GOLDI	EN, COL 80401	
Follow Up:	CHANGE	ED ADD	ing the second of the second o		
CSR recieving ca	ill:		D.KELSEY		
CSR returning ca	ell:				
Work Order f Management Revi			514801	Date:	

Wastewater

C.	uston	ner Service - Inquiries an	d Compla	aint Log	
Date: 5/13/20 Time:		Account No.:		1789	
Accounting		Service Service	T	Trouble	
Account Balance		Service Availabilty	† · · · · · † ·	Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	,
Address Change	Х	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	
Service Address: Phone (H): Phone (W): Summary of Call: CHANGI		WILCOX DR RESS TO SERVICE ADDRESS			
Follow Up:	ED ADI	DRESS			
CSR recieving call:		D.KELSEY			
CSR returning call:	8 E				
Work Order No.:		512809		·1	,

Management Review:

Date:

Customer Service -	Inquiries and Complaint	Log

Date:	5/12/200	8	Account No.:	1290			
Time:							
Accoun	ting	7	Service	Tro	uble		
Account B	alance		Service Availabilty	Sewer	Back-up		
Billing Adju	stment		Reread Meter	Lift Stat	ion Alarm		
Verify Pay	ment		Lateral Line Leak	Lift Statio	n Overflow		
Address C	hange	Х	Broken Clean-out	Lift Stat	ion Oder		
Request New	Service			Sewer M	lain Break		
Final Readi	ng/Bili						
Delinqu	ent						
Rate Que	stion						
Miscellan	eous		Miscellaneous	Miscel	laneous		
Address: Phone (H): Phone (W): Summary of Cal	I: CHANGE	ADDRE	SS; N 9496 HOLLY RD, ST. CLO	up, wi, 53079			
Follow Up:	CHANGE	D ADDI	RESS			an in	
CSR recieving ca	oll: [D.KELSEY				
CSR returning ca	all: [v.i.				
Work Order I	No.:	******	512808				
Management Revi	ew:		5/0/08	Date:			

Wastewater

	Custom	er Service - Inquiries a	nd Complaint Log
Date: 5/12/20 Time:	008	Account No.:	2415
Accounting	1	Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Call: CHANG	SE ADDRE	SS: 8814 S. LAKESHORE RE	D, HARBOR BEACH, MI 48441
7 () () () () () () () () () (
Follow Up:	EÐ ADDF	RESS	
CSR recieving call:		D.KELSEY]
CSR recieving call: CSR returning call:		D.KELSEY]

Date:

Management Review:

Customer Service	

Date:	5/12/200)8	Account No.:	1392	: .
Time: [
Accou	nting		Service	Trouble	
Account 6	Balance		Service Availabilty	Sewer Back-up	
Billing Adj	ustment		Reread Meter	Lift Station Alarm	
Verify Payment			Lateral Line Leak	Lift Station Overflow	
Address (Change	. X	Broken Clean-out	Lift Station Oder	
Request Ne	w Service			Sewer Main Break	
Final Read	ling/Bill				
Deling	uent				
Rate Que	estión				
Miscella	neous		Miscellaneous	Miscellaneous	
Address: Phone (H): Phone (W): Summary of Ca Follow Up:	change		RESS; 15261 SNOW FLAKE DR, A	CHORAGE, AK-99516	
CSR recieving of CSR returning of Work Order	rall: [D.KELSEY 512806		
fanagement Rev	iew:			Date:	ļ

Management Review:

Wastewater

L.	Luston	ner Service - Inquiries a	ind Complair	nt Log	
Date: 5/12	/2008	Account No.:	negrej Eliza	479	
			1		NUMBER OF STREET
- Designing to the comment	marka ar juliang <u>a</u>	<u> </u>			
Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service	e			Sewer Main Break	
Final Reading/Bill	Х				
Delinquent					
Rate Question		• •			
Miscellaneous		Miscellaneous		Miscellaneous	
Name:	R.	MCDANIEL			
			_		
Service special	7101 GL	ILF BREEZE CIRCL	7		
Address:					
dide_e	<u> </u>	<u></u>			
Phone (H):					
Phone (W):	Aller Strategies				
		<u> </u>			
Summary of Call: CLC	SE ACCOL	INT, NO LONGER OWNER OF	F PROPERTY	:	
,					
	84				
<u> </u>				·	
Follow Up: SEN	IT FINAL B	ILL THE STREET	shrigheith greet		
" "" i " i " i " i " i " i " i " i " i					
					ar Lilin, 800
	-				
CSR recieving call:		D.KELSEY	7		
con recieving com			1		
CSR returning call:		. <u>.</u>			
con returning can.		<u></u>			
Work Order No.:		512805			
WOLK OLDER 110	1	\$ 1. 14 m Q + 2. 00 Q 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			

Date:

Wastewater

Date:	5/12/20	08	Account No.:	2858	
Time:			Name and a state of the state o		
Accou	nting	I 1	Service	Trouble	
Account			Service Availabilty	Sewer Back-up	
Billing Ad	ustment		Reread Meter	Lift Station Alarm	
Verify Pa			Lateral Line Leak	Lift Station Overflow	
Address	· - · · · · · · · · · · · · · · · · · ·	Х	Broken Clean-out	Lift Station Oder	
Request Ne	-			Sewer Main Break	
Final Rea					
Delino					
Rate Qu					
Miscella			Miscellaneous	Miscellaneous	
<u> </u>		·	-		
Name:		FOU	RNJER, SUE		
Service		***************************************			
Address:	The second se	1			
•		,			
Phone (H):	727-74	2-3477			
Phone (W):					
					
Summary of C	all: CHANG	E ADDR	ESS; PO BOX 21152, ST. PETERSB	URG, FL 33742	
ŕ					
			doeka kurus ole kuju kalenda kan da ji ba kii. Cara a ka a a a a a a ka a a ka a a ka a a a a a a a a a a a a		
			de Transis (1965), 1965, 1976, 1977, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1 September 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976, 1976		
	- VO. 1991 / 1	·	<u>a partir de la capación de metro de la capación de</u>		124.
Follow Up:	CHANG	ED ADD	RESS		
•					
	ĺ				
			·		
	<u> </u>	· · ·	Annual de de la companya del companya de la companya del companya de la companya		
CSR recieving	call:		D.KELSEY		
CSR returning	call:				
Work Order	r No.:		512804		1
fanagement Re	view:	,		Date:	10
				1	

Wastewater

Date: 5/12/20 Time:	08	Account No.:	150	
Time.				
Accounting		Service	Trouble	
Account Balance		Service Availabilty	Sewer Back-up	
Billing Adjustment		Reread Meter	Lift Station Alarm	
Verify Payment		Lateral Line Leak	Lift Station Overflow	
Address Change	Х	Broken Clean-out	Lift Station Oder	
Request New Service			Sewer Main Break	
Final Reading/Bill				
Delinquent				
Rate Question				
Miscellaneous		Miscellaneous	Miscellaneous	
Phone (H): Phone (W): ummary of Call: CHANG	E ADDRE	ESS; 1616 MIDVALE RD, SPRING	6 FIELD, OH, 45504	
			·	
Follow Up: CHANG	ED ADDI	RESS		
CSR recieving call:		D.KELSEY		
SR returning call:				
Work Order No.:	a some parties	512803		ا م
nagement Review		$-\pi \forall t t$	Date:	1

	Custome	r Service - Inquiries a	and Complaint Log
Date: 5/	12/2009	Account No.:	2353
Date: 5/12/2008 Time:		Account No	
ime.			
Accounting		Service	Trouble
Account Balanc	e	Service Availabilty	Sewer Back-up
Billing Adjustme	nt	Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	2 X	Broken Clean-out	Lift Station Oder
Request New Serv	ice		Sewer Main Break
Final Reading/B	ar _		
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
, l	CHANGE ADDRI	ESS; 12238 DUCK LANE, BI	
CSR recieving call: CSR returning call:		D.KELSEY	
Work Order No.:		512802	
Management Review:			Date: 5108

	Customer	Service -	Inquiries	and	Compl	aint L	og
_			•				- 0

		ISTON	ner Service - Inquiries and	Complaint Log	
Date: 5/12/20		08	Account No.:	1133	
Time:			_		
le con control					
Accour			E. Service	Trouble	
Account 6			Service Availabilty	Sewer Back-up	
Billing Adju			Reread Meter	Lift Station Alarm	
Verify Pa			Lateral Line Leak	Lift Station Overflow	
Address (X	Broken Clean-out	Lift Station Oder	
Request Ne				Sewer Main Break	
Final Read	ling/Bill				
Delinq	uent				
Rate Que	estion				
Miscella	neous		Miscellaneous	Miscellaneous	
Address: Phone (H): Phone (W): Summary of Ca					
Follow Up:			CODE TO 32952		
CSR recieving c	-		D.KELSEY		
Work Order	-		512801	,	
lanagement Rev	iew:	· · ·		Date: SIDIC	X

Wastewater

Date: 6/23/200		08	Account No.:	2350	
Time:					
Accounting			Service	Trouble	
Account Balance			Service Availabilty	Sewer Back-up	
Billing Adjustment			Reread Meter	Lift Station Alarm	
Verify Payment			Lateral Line Leak	Lift Station Overflow	
Address Cl	nange	Х	Broken Clean-out	Lift Station Odor	
Request New	Request New Service			Sewer Main Break	•
Final Readi	ng/Bill				
Delinqu	ent				
Rate Que	stion				
Miscellan	eous		Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Call	: CHANGE	ADDF	SESS TO : 17119 NATURE TRA	L LUTZ, FL 33558	
Follow Up:	CHANGE	D ADC			
CSR recieving ca	II: [D.KELSEY		
CSR returning ca	-				
Work Order N	lo.:	· .	6238002	. 4	
lanagement Revie	ew:	1.		Date: (0/23/0)	

Wastewater

Accounting	3 4 4 5 9 1	Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change X		X Broken Clean-out	Lift Station Odor
Request New Se	rvice		Sewer Main Break
Final Reading/	Bill ·		
Delinquent			
Rate Questic	on		
Miscellaneou	us	Miscellaneous	Miscellaneous
Address:			
Address: Phone (H): Phone (W):	:	DDRESS TO : 5785 SP)RE RIDGE CT,	CINCINNATI, OH 45247
Address: Phone (H): Phone (W):	:		CINCINNATI, OH 45247
Address: Phone (H): Phone (W): Summary of Call:	:	DDRESS TO : 5785 SPIRE RIDGE CT,	CINCINNATI, OH 45247
Address: Phone (H): Phone (W): Summary of Call: Follow Up:		DDRESS TO : 5785 SPIRE RIDGE CT,	CINCINNATI, OH 45247
Service Address: Phone (H): Phone (W): Summary of Call: Follow Up: CSR recieving call: CSR returning call:		DDRESS TO : 5785 SP)RE RIDGE CT,	CINCINNATI, OH 45247

Wastewater

Date: 6/3 Time:	L8/2008	Account No.:	2403
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustmen	nt	Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	Х	Broken Clean-out	Lift Station Odor
Request New Servi	ce		Sewer Main Break
Final Reading/Bil	ı		
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Summary of Call: C	HANGE ADDRE	ESS TO : PO BOX 385, MOU	JNTAINDALE, NY 12763
Follow Up:	IANGED ADDE	RESS	
	· · · · · · · · · · · · · · · · · · ·	i i i i i i i i i i i i i i i i i i i	
CSR recieving call:	:	D.KELSEY	
CSR returning call:			3
Work Order No.:		6188001]
anagement Review:		(DIV)	Date: 6/8/08

Wastewater

Time:	6/17/2008	Account No.:	2100
imie.			
	7		
Accountin	1	Service	Trouble
Account Bala		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change		Broken Clean-out	Lift Station Odor
Request New S			Sewer Main Break
Final Reading			Sewel Wall Break
Delinquen			
Rate Questi			
Miscellaneo		Miscellaneous	Miscellaneous
C			
		AAF, KENNETH	
Service	1392	7 MARGO AVE	
Address:			
Phone (H): Phone (W):			
		DID NOT RECEIVE BILL. WANTED	BAL
Phone (W):		DID NOT RECEIVE BILL. WANTED	BAL
Phone (W): Summary of Call:	CUST STATED		BAL
Phone (W):	CUST STATED	DID NOT RECEIVE BILL. WANTED	BAL
Phone (W): Summary of Call:	CUST STATED MAILED COPY		BAL
Phone (W): Summary of Call: Follow Up:	CUST STATED MAILED COPY	OF BILL TO CUST.	BAL
Phone (W): Summary of Call: Follow Up: CSR recieving call:	CUST STATED	OF BILL TO CUST.	BAL

Customer				
Titeta ma a r	Camina	I managina c	and Came	alaint Lag
1 1151(3)(1)(4)	701111111111111111111111111111111111111	HILLING C	ann i mm	HARRI LEID
Castomici	JC: #1CC	muumics	and Com	JIUIII LUK

	<u> </u>	Storm	er service - inquiries and	Complaint Log	
Date:	Date: 6/16/2008		Account No.:	25	
Time:	0/10/2008		Account No [· · · · · · · · · · · · · · · · · · ·	
Accour	nting		Service	Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment			Reread Meter	Lift Station Alarm	
Verify Payment			Lateral Line Leak	Lift Station Overflow	
Address Change		Х	Broken Clean-out	Lift Station Odor	
Request Ne	w Service			Sewer Main Break	
Final Read	ling/Bill				
Delinqu	uent				
Rate Que	estion				
Miscella	neous		Miscellaneous	Miscellaneous	
Service Address: Phone (H): Phone (W): Summary of Ca	**************************************		ESS TO :PO BOX 321, OLDS M	AR. 34677	TO STATE OF THE PARTY OF THE PA
Follow Up:	CHANGE	D ADD	RESS		
CSR recieving c	all:		D.KELSEY		
CSR returning o	all:				
Work Order			6168005		
Nanagement Review:				Date:	4

Management Review:

Wastewater

	Custom	er Service - Inquiries and	Complaint Log
Date: 6,	/16/2008	Account No.:	421
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustme		Reread Meter	Lift Station Alarm
Verify Paymen		Lateral Line Leak	
Address Chang		Broken Clean-out	Lift Station Odor
Request New Ser			Sewer Main Break
Final Reading/B			
Delinquent			
Rate Question	n		
		Miscellaneous	
Miscellaneous Name: Service Address:	NICOL	EWOLFSON	Miscellaneous
Name: Service Address: Phone (H): Phone (W):	NICOL	EWOLFSON	
Name: Service Address: Phone (H): Phone (W):	NICOL	EWOLFSON	
Name: Service Address: Phone (H): Phone (W): Summary of Call:	NICOL	E WOLFSON ESS TO: 2801 NO. UNIVERSITY	
Name: Service Address: Phone (H): Phone (W): Summary of Call:	NICOL	E WOLFSON ESS TO: 2801 NO. UNIVERSITY	DR, #306, CORAL SPRINGS, FL 330

Date:

Wastewater

Date: 6/16/200		Account No.:	2530
Time:			
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Ch	ange	X Broken Clean-out	Lift Station Odor
Request New	Service		Sewer Main Break
Final Readir	ng/Bill		
Delinque	ent		
Rate Ques	tion		
Miscellane	eous	Miscellaneous	Miscellaneous
Phone (W): Summary of Call	CHANGE A	DDRESS TO : SOLD HOUSE, SEND FI	NAL BILL
Follow Up:	WORK ORE	DER FOR FINAL METER READ - SENT	
CSR recieving cal		D.KELSEY	
CSR returning cal	l:		
Work Order N	o.:	6168003	i 1
anagement Review:			Date:

Wastewater

	Cust	omer Se	rvice - In	quiries ar	nd Compl	aint Log		
Date: Time:	6/16/2008	10.	Account	No.:			1500	
Accounti	ng		Servi	 ce	<u> </u>	Tr	ouble	
Account Bal		S	ervice Ava	ailabilty			r Back-up	
Billing Adjust	ment		Reread N	/leter		Lift Sta	tion Alarm	
Verify Payn	nent		ateral Lin	e Leak		Lift Stati	on Overflow	
Address Cha	ange	X E	Broken Cle	an-out		Lift Sta	tion Odor	
Request New :	Service					Sewer I	Main Break	
Final Readin	g/Bill					-		
Delinque	nt			, , , , , , , , , , , , , , , , , , , ,		, , ,		
Rate Quest	ion							
Miscellane	ous		Miscellar	eous		Misce	ellaneous	
Phone (H): Phone (W):			100 mg/s					
Summary of Call:	CHANGE A	DDRESS T	O : 1376 H	LLSIDE DR,	TARPON SA	PRINGS, FL34	1689	i di santa
Follow Up:	CHANGED	ADDRESS			在集集 自由人			
CSR recieving call	:		D.KELSEY]			
CSR returning call	- - - -			· · · · · · · · · · · · · · · · · · ·	4			
Work Order No	o.:		6168002					2

Date:

Management Review:

Wastewater

Date:	6/13/20	08	Account No.:	494
Time:				
Account	ting		Service	Trouble
Account B	alance		Service Availability	Sewer Back-up
Billing Adju	stment		Reread Meter	Lift Station Alarm
Verify Pay	ment		Lateral Line Leak	Lift Station Overflow
Address Cl	hange	Х	Broken Clean-out	Lift Station Odor
Request New	Service			Sewer Main Break
Final Readi	ng/Bill			
Delingu	ent			
Rate Que	stion		• .	
Miscellan	eous		Miscellaneous	Miscellaneous
Phone (W): Summary of Call	: CHANG	E ADDR	ESS TO : P O BOX 7036, HUE)SON
Follow Up:	CHANG	D ADD	RESS	
CSR recieving ca	II: [D.KELSEY]
CSR returning ca	,	Section 18		
Work Order N Nanagement Revie		·····	6138002	Date: ((13/0)

Wastewater

		3(011	ier service - inquiries and co	Implant Log
Date:	6/13/200	8	Account No.:	2319
Time:				
			.	
	*STATE OF THE STATE OF THE STAT			1000 1 APPART AND THE
Accou			Service	rouble
Account I			Service Availabilty	Sewer Back-up
Billing Adj			Reread Meter	Lift Station Alarm
Verify Pa			Lateral Line Leak	
Address		X	Broken Clean-out	Lift Station Odor
Request Ne				Sewer Main Break
Final Read				
Delinq				
Rate Qu				
Miscella	neous		Miscellaneous	Miscellaneous
Service Address: Phone (H): Phone (W): Summary of Ca	ell: CHANGE	ADD	A TOWER DR RESS TO SERVICE ADDRESS DRESS	
CSR recieving of CSR returning of Work Order	call:		D.KELSEY 6138001_	
Management Rev			(0)	Date: (208

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/.12/2 Time:	JUO	Account No.:	[445] The second of the second
Accounting		Service	Trouble
Account Balance		Service Availability	Sewer Back-up
Billing Adjustment	-	Reread Meter	Lift Station Alarm
Verify Payment	+ -	Lateral Line Leak	Lift Station Overflow
Address Change	×	Broken Clean-out	Lift Station Odor
Request New Service	1 -	Droken clean out	Sewer Main Break
Final Reading/Bill	1 1		Server Manual Prediction
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Phone (W): Summary of Call: CHAN	GE ADDR	ESS TO SERVICE ADDRESS	
Follow Up:	SED ADD	RESS	
CSR recieving call:		D.KELSEY	
CSR returning call: Work Order No.:		6128002	

Date:

Management Review:

Wastewater

Date:	6/12/20	08	Account No.:	7 70	-
Time:	4-]		
Accoun	ting		Service	Trouble	
Account B	alance		Service Availabilty	Sewer Back-up	
Billing Adju	stment		Reread Meter	Lift Station Alarm	
Verify Pay	/ment		Lateral Line Leak	Lift Station Overflow	
Address C		Х	Broken Clean-out	Lift Station Odor	Х
Request Nev	v Service			Sewer Main Break	
Final Readi	ng/Bill				
Delinqu	ent				
Rate Que	stion				
Miscellan	eous		Miscellaneous	Miscellaneous	
				- · · ·	
Phone (H): Phone (W): Summary of Cal			D AND REQUESTED TO PLEASE SI	END TO SERVICE ADDRESS IN % ANTH	ONY
Follow Up:	MADEC	HANGI	ED TO ACCOUNT		
CSR recieving ca	-	awayi sir Bayari d	D.KELSEY		
CSR returning ca	n: [
Work Order N	lo.:		6128001		
lanagement Revie	ew:		TIXI	Date:	加

Wastewater

Date:	6/11/2008	Account No.:	235	r de c
Time:				
Accountin	18	Service	Trouble	
Account Bala	ance	Service Availabilty	Sewer Back-up	
Billing Adjust	ment	Reread Meter	Lift Station Alarm	
Verify Paym	ent	Lateral Line Leak	Lift Station Overflow	
Address Cha	nge	Broken Clean-out	Lift Station Odor	Χ
Request New S	Service		Sewer Main Break	
Final Reading	g/Bill X			
Delinquer	nt			
Rate Quest	ion			
Miscellaneo	oùs	Miscellaneous	Miscellaneous	
Phone (W): Summary of Call:	RENTER LEAV RICHEY, 3465		SEND BILL TO 5117 OYSTER COVE, NEW	PORT
Follow Up:	WORK ORDER	I FOR FINAL METER READ - PLA	CED BACK IN OWNERS NAME	
CSR recieving call:		D.KELSEY		
CSR returning call				
Work Order No).:	611816	,	,
lanagement Reviev	v: [1.1]		Date:	[0X

Wastewater

Date:	6/11/2008	Account No.:	235	_
Time:] _		
Accountin	g	Service	Trouble	1
Account Bala	ince	Service Availabilty	Sewer Back-up	1
Billing Adjustr	ment	Reread Meter	Lift Station Alarm	Ť
Verify Paym		Lateral Line Leak	Lift Station Overflow	7
Address Cha		Broken Clean-out	Lift Station Odor	
Request New S			Sewer Main Break	1
Final Reading		(
Delinquen				╽
Rate Questi				1
Miscellaneo	us	Miscellaneous	Miscellaneous	L
· · · · · · · · · · · · · · · · · · ·				
Phone (W):		VING - PUT IN REAL ESTATE GRP NAM	AE	
Phone (H): Phone (W): Summary of Call: Follow Up:	RENTER LEA	ER FOR FINAL METER READ - PLACED		
Phone (W): Summary of Call:	RENTER LEA	ER FOR FINAL METER READ - PLACED		
Phone (W): Summary of Call:	WORK ORD	ER FOR FINAL METER READ - PLACED		The second secon
Phone (W): Summary of Call: Follow Up:	WORK ORD	ER FOR FINAL METER READ - PLACED		And the second s

Wastewater

Date:	6/11/2008	Account No.:	2045	
Time:				
Ac	counting	Service	Trouble	
Acco	unt Balance	Service Availabilty	Sewer Back-up	
Billing	Adjustment	Reread Meter	Lift Station Alarm	
Verif	y Payment	Lateral Line Leak	Lift Station Overflow	
Addr	ess Change	Broken Clean-out	Lift Station Odor	Х
Request	t New Service		Sewer Main Break	
Final I	Reading/Bill			
De	linquent			
Rate	Question			
Misc	ellaneous	Miscellaneous	Miscellaneous	
Summary c	of Call: CUST CALLE	D TO REPORT LIFT STATION A	F DELMAR HAS ODOR	
	en e			ori Milai
Follow Up:	■ 1 装饰用的细点。	IFT STATIONS IN AREA. WE V T BLOCK.	TER LIFT STATION THAT RECEIVES FLOW FR VILL FOLLOW UP BY INSTALLING A CHERRY VSTALLOW	OM
CSR recievi	ng call:	D.KELSEY	3	
CSR returni	ing call:]	
Work Or	der No.:	61.1814		
nagement	Review:	(DU)	Date:	

Wastewater

Date:			Account No.:	1114		
Time:						
Account	ting		Service	Trouble		
Account B	alance		Service Availabilty	Sewer Back-up		
Billing Adju	stment		Reread Meter	Lift Station Alarm		
Verify Pay	ment		Lateral Line Leak	Lift Station Overflow		
Address Cl	hange		Broken Clean-out	Lift Station Oder		
Request New	/ Service			Sewer Main Break		
Final Readi	ng/Bill					
Delinqu	ent					
Rate Que	stion					
Miscellan	eous	Х	Miscellaneous	Miscellaneous		
Summary of Call		- A	NTINUES TO REQUESTED D REQUEST TO SEE RULES IN	USCONNECTION AND SUSPENTION OF BILLING WRITING.		
		ILY CONVERSATION, EXPLA	INED I WOULD RESEARCH THE REGULATIONS PONSE.			
CSR recieving ca	n: [J. WITTENZELLNER	:		
CSR returning ca	n: [3		
Work Order N	lo.: [611813	<u>,</u>		
anagement Revie	ew:		00/	Date: (6/11/08)		

Wastewater

Date:	6/11/200	08	Account No.:			1373
Time:						
Accou	ınting		Service			Trouble
Account	Balance		Service Availabilty	1	Se	wer Back-up
Billing Adj	justment		Reread Meter		Lift :	Station Alarm
Verify Pa			Lateral Line Leak		Lift St	ation Overflow
Address	Change		Broken Clean-out		Lift	Station Oder
Request Ne	ew Service				Sew	er Main Break
Final Rea	ding/Bill					
Deling	quent					
Rate Qu	uestion			Ī.		
Miscella	aneous	Х	Miscellaneous	1	M	scellaneous
Summary of C	TO ACC	1607	NTINUES TO REQUESTED DI REQUEST TO SEE RULES IN			SUSPENTION OF BILL
Follow Up:	1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	OVIDE I	LY CONVERSATION, EXPLAI HIM WITH A WRITTEN RESP	ONSE.		ARCH THE REGULATIO
CSR recieving			·查尔特特尔基础设施。1996年1996年1			
	call:		J. WITTENZELLNER]		
CSR returning	,		J. WITTENZELLNER]		
CSR returning Work Order	call:]		

Wastewater

T:	6/10/200		1373
Time:	1:35:00 A	M. J	
Acc	ounting	Service	Trouble
Accour	nt Balance	Service Availabilty	Sewer Back-up
Billing A	Adjustment	Reread Meter	Lift Station Alarm
Verify	Payment	Lateral Line Leak	Lift Station Overflow
Addre	ss Change	Broken Clean-out	Lift Station Oder
Request	New Service		Sewer Main Break
Final Re	eading/Bill		
Deli	nquent		
	Question		
	llaneous	X Miscellaneous	Miscellaneous
Address: Phone (H): Phone (W):	6809 OSPREY HUDSON, FL 727-845-4000		
Summary of	Call: CUSTOM	ER REQUESTED DISCONNECTION	AND SUSPENTION OF BILLING TO ACCOUNT
Follow Up:	EXPLANE STILL BE (WITTENZ	D THAT DISCONNECTION WAS N CHARGED. CUSTOMER WANTED ELLNER	AND SUSPENTION OF BILLING TO ACCOUNT OT A POSSIBLE SOLUTION AS A BASE FEE WOULD TO SPEAK TO MANAGER. REFER TO JOHN
·	EXPLANE STILL BE (WITTENZ	D THAT DISCONNECTION WAS N CHARGED. CUSTOMER WANTED	OT A POSSIBLE SOLUTION AS A BASE FEE WOULD TO SPEAK TO MANAGER. REFER TO JOHN
Follow Up: CSR recieving	EXPLANE STILL BE (WITTENZ g call:	D THAT DISCONNECTION WAS N CHARGED. CUSTOMER WANTED ELLNER	OT A POSSIBLE SOLUTION AS A BASE FEE WOULD TO SPEAK TO MANAGER. REFER TO JOHN
Follow Up:	EXPLANE STILL BE WITHENZ g call:	D THAT DISCONNECTION WAS N CHARGED. CUSTOMER WANTED ELLNER	OT A POSSIBLE SOLUTION AS A BASE FEE WOULD TO SPEAK TO MANAGER. REFER TO JOHN

Customer	Service - Inquiries	s and Complaint Log

Date: Time:	6/10/200 1:35:00 A		
panist		Processor States of the Processor States	
	counting	Service	Trouble
	unt Balance	Service Availabilty	Sewer Back-up
	Adjustment	Reread Meter	Lift Station Alarm
	fy Payment	Lateral Line Leak	Lift Station Overflow
	ress Change	Broken Clean-out	Lift Station Oder
	t New Service		Sewer Main Break
	Reading/Bill		
	elinquent		
	e Question		
Mis	cellaneous (X Miscellaneous	Miscellaneous
Phone (H)	727-845-4000)	
Phone (H) Phone (W Summary):		SUSPENTOIN AND BILLING TO ACCOUN
Phone (W	of Call: CUSTOM EXPLANI	MER REQUESTED DISCONNECTION AND	POSSIBLE SOLUTION AS A BASE FEE WO PEAK TO MANAGER. REFER TO JOHN
Phone (W Summary	of Call: CUSTOM EXPLANI STILL BE WITTEN:	MER REQUESTED DISCONNECTION AND ED THAT DISCONNECTION WAS NOT A CHARGED. CUSTOMER WANTED TO SI	POSSIBLE SOLUTION AS A BASE FEE WO PEAK TO MANAGER. REFER TO JOHN
Phone (W Summary Follow Up	of Call: CUSTOM EXPLANT STILL BE WITTEN:	MER REQUESTED DISCONNECTION AND ED THAT DISCONNECTION WAS NOT A CHARGED. CUSTOMER WANTED TO SI ZELLNER	POSSIBLE SOLUTION AS A BASE FEE WO PEAK TO MANAGER. REFER TO JOHN
Phone (W Summary Follow Up CSR reciev	of Call: CUSTOM EXPLANT STILL BE WITTEN: Ving call:	MER REQUESTED DISCONNECTION AND ED THAT DISCONNECTION WAS NOT A CHARGED. CUSTOMER WANTED TO SI ZELLNER	POSSIBLE SOLUTION AS A BASE FEE WO PEAK TO MANAGER. REFER TO JOHN

Wastewater

Time:	6/10/2008		Account No.:	853
	1.350 1.2 c. 5.00 100000000000000000000000000000000			
Acc	ounting		Service	Trouble
Accou	nt Balance		Service Availabilty	Sewer Back-up
Billing /	Adjustment		Reread Meter	Lift Station Alarm
Verify	/ Payment		Lateral Line Leak	Lift Station Overflow
Addre	ess Change	Х	Broken Clean-out	Lift Station Oder
Request	New Service			Sewer Main Break
Final R	eading/Bill			
	inquent			
	Question			
Misce	ellaneous		Miscellaneous	Miscellaneous
Name:		LAWSC	ON, DEAN	
Service Address:				
Phone (H): Phone (W):			1.8.4 + 18 2.4.4 + 19 2.4.4 - 19 3.4 - 19	
Summary of	CHANGE	ADDRES	S TO: 2606 ELIZABETH ST,	LAFAYETTE, IN 47904
	t r r t t t t t t t			The state of the s
Follow Up:	CHANGED	ADDRE	SS .	
Follow Up:	CHANGED	ADDRE	iss .	
Follow Up: CSR recievin		ADDRE	D.KELSEY	
	ng call:	ADDRE	The state of the s	
CSR recievin	ng call:	ADDRE	D.KELSEY	

Customer Service - Inquiries and Complaint Log	

t		_	
Date: 6	5/10/2008	Account No.:	2051
Time:			
Accounting	· · · · · · · · · · · · · · · · · · ·	Service	* Frouble
Account Balar		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payme		Lateral Line Leak	Lift Station Overflow
Address Chan	ge X	Broken Clean-out	Lift Station Oder
Request New Se	rvice		Sewer Main Break
Final Reading/	Bill		
Delinguent			
Rate Questio		•	
Miscellaneou		Miscellaneous	Miscellaneous
Service Address: Phone (H): Phone (W): Summary of Call:	CHANGE ADD	RESS TO: 2740 PACKARD RD,,	A-18, ANN ARBOR, MI, 48108
Follow Up:	CHANGED AD	DRESS	
CSR recieving call:		D.KELSEY	
CSR returning call:			
Work Order No.:		610808	
fanagement Review		70)	Date: 01008

Wastewater

	/2008	Account No.:	2281	····
Time:		j		
TANKS COUNTY OF THE SECOND		Service	Trouble	
Accounting Account Balance		Service Availabilty	Sewer Back-up	
Billing Adjustment		Reread Meter	Lift Station Alarm	_
		Lateral Line Leak	Lift Station Overflow	
Verify Payment Address Change	X	Broken Clean-out	Lift Station Oder	
		Biokeli clean-odc	Sewer Main Break	
Request New Service	-		Sewer man oreax	_
Final Reading/Bill				
Delinquent				
Rate Question		Miscellaneous	Miscellaneous	
Miscellaneous		Mizcellatieonz	Wilscendificous	_
Phone (W): Summary of Call: CH	ANGE ADI	PRESS TO: 1060 OVERPECK RD, M	OORESVILLE, IN 46158	
	at .			
	· <u>· · · · · · · · · · · · · · · · · · </u>			
Follow Up: CH.	ANGED AL	DDRESS		- -
CSR recieving call:		D.KELSEY		
CSR returning call:				
Work Order No.:	t is	610807		
Work Order No.:		610807	Date: 61008	

Wastewater

Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment	t	Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	Х	Broken Clean-out	Lift Station Oder
Request New Servi	ce e		Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Phone (H): Phone (W):		SECS TO: 2724 LAND OLAKES BLY	/D LAND O LAKES EL 34639
Address: Phone (H): Phone (W):		RESS TO: 2734 LAND O LAKES BLV	/D, LAND O LAKES, FL 34639
Address: Phone (H): Phone (W): Summary of Call: CI		RESS TO: 2734 LAND O LAKES BLV	/D, LAND O LAKES, FL 34639
Address: Phone (H): Phone (W): Summary of Call: Ci	lange addr	RESS TO: 2734 LAND O LAKES BLV	/D, LAND O LAKES, FL 34639
Address: Phone (H): Phone (W): Summary of Call: Follow Up: Cr	lange addr	RESS TO: 2734 LAND O LAKES BLV	/D, LAND O LAKES, FL 34639

Wastewater

	2008 Account No.:	708
Time:		
Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Oder
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Call: CH/		
Summary or can.	ANGE ADDRESS TO: 14922 CAPRI LANE	
	ANGE ADDRESS TO: 14922 CAPRI LANE	
Follow Up:	ANGED ADDRESS	
Follow Up: CHA CSR recieving call:	ANGED ADORESS D.KELSEY	

Hudson, Florida 346		er Service - Inquiries and C	Complaint Log
Date: 6/10	0/2008	Account No.:	646
Time:			
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change		Broken Clean-out	Lift Station Oder
Request New Service	e		Sewer Main Break
Final Reading/Bill	Х		
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Call: RE	NTER MOVE	ED OUT- CHANGE ADDRESS BACK	(TO OWNER See Land 1981)
) () () () () () () () () () (
Follow Up:	NT RENTER	FINAL BILL AND CHANGED ADDR	ESS TO OWNER
CSR recieving call:	Mit of Stripping	D.KELSEY	
CSR returning call:	L		
Work Order No.:		610802	
Management Review:			Date: (c/10/08

_	A ' 1		Complaint Log
fuctomor	Samura -	Induction and	LOMBIDINTING
Customer	Jei vice -	muunies enu	COMPRISING LOS

Date:	6/10/200	8	Account No.:	2871	
Time:					
Account	ing		Service	Trouble	
Account Ba	alance		Service Availabilty	Sewer Back-up	
Billing Adjus	stment		Reread Meter	Lift Station Alarm	
Verify Pay	ment		Lateral Line Leak	Lift Station Overflow	
Address Cl	nange	Х	Broken Clean-out	Lift Station Oder	
Request New	Service			Sewer Main Break	
Final Readi	ng/Bill				
Delinqu	ent				
Rate Que	stion				
Miscellan	eous		Miscellaneous	Miscellaneous	
	70040		AL TROPICAL PLTY		
Name:	PROD	ENII	AL TROPICAL RLTY		
Service	1.4	725 /	CATRINA LOOP		
Address:	14	733 (CATRINA LOOP		
Address.					
Phone (H): Phone (W):					
Summary of Cal	12 1929 111 1 1		RESS TO: 9108 US HWY 19. PORT	RICHEY, FL 34668, ATTEN: SHIRLEY	
	CERLOTT	Α			
Follow tine	CHANGE	D ADE	DECC		
Follow Up:	CHANGE	U ADI	XE3		
		- ostą o <u>tek</u>	<u> Proposition (Control de la tradación de la control de</u>		Sarl ·
CSR recieving ca	ii: [D.KELSEY		
	ţ				
CSR returning ca	ill:				
	_				
Work Order N	No.:		610801		
	r-			recovered the second	7
anagement Revi	ew:			Date:	

ustomer Se		

Date:	6/4/200	8	Account No.:		2536		
Time:	0/4/200			<u> </u>			
THIE.							
						·	·
Accoun	ting		Service		Troubl	e <u> </u>	
Account B			Service Availabilty		Sewer Back-up		
Billing Adju			Reread Meter		Lift Station		
Verify Pay			Lateral Line Leak		Lift Station O		
Address C		Х	Broken Clean-out		Lift Station	Oder	
Request Nev					Sewer Main	Break	
Final Read							
Delinqu							
Rate Que							ļ
Miscella			Miscellaneous		Miscellan	eous	<u> </u>
Address: [Phone (H): Phone (W): Summary of Ca	bil: CHANK	SE ADDR	RESS TO: 165 SUMMER ST	, SCITUATE, I	MA 02066		
Follow Up:	CHANG	GED ADI	DRESS	Spring artists (1994)			
CSR recieving of CSR returning			D.KELSEY				
Work Orde			604801			ť	L./
Management Re	view:		1002		Date:	6/4	108

Wastewater

Date: Time:	6/3/2008	Account No.:	628	
Hme:				

Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change	X	Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill	1 1		
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous

Name:	MACGLASHING, RICHARD
Service Address:	
Phone (H): Phone (W):	
Summary of Call:	CHANGE ADDRESS TO: #4 ROBERTS DR, HAMPTON, NH, 03842
Follow Up:	CHANGED ADDRESS
CSR recieving call:	D.KELSEY
CSR returning call:	
Work Order No.:	60381
lanagement Review:	Date: [42/08]

Wastewater

Date:	7/22/20	08	Account No.:	29	and the second
Time:	Charles of the control of the contro				
Accol	inting		Service	Trouble	
Account	Account Balance Billing Adjustment Verify Payment		Service Availabilty	Sewer Back-up	
Billing Ac			Reread Meter	Lift Station Alarm	
Verify P			Lateral Line Leak	Lift Station Overflow	
Address	Change	X	Broken Clean-out	Lift Station Odor	
Request N	ew Service		·	Sewer Main Break	
Final Rea	ading/Bill				
Delin	quent				
Rate Q	uestion				
Miscell	aneous		Miscellaneous	Miscellaneous	
Name:		GULF CO	DAST RENTALS		
Service		8431 SL	INNYDALE DR	•	
Address:					
Phone (H):	7278	631031			
Phone (W):					
Summary of (Call: CHANC	SE OF AL	DRESS: 17814 MERIDIAN BLV	D, HUDSON	
		77121			
Follow Up:	CHANG	SED ADD	RESS		1.
	e ta .	4 1 1 1 1 1 1 1			
ocn : :			· D VELCEV		
CSR recieving	; call:		D.KELSEY		
CCD	H.				
CSR returning	g call:	L			
	N.I	r	7220001		
Work Orde	er No.:	L	7228001		
Managamant	ouiou <i>e</i>	1		Date: 412708	
Management R	eview.			Li I Projek	

	Custom	er Service - Inquiries ar	d Complaint Log
Date: Time:	7/17/2008	Account No.:	2746
Account	ing .	Service	Trouble
Account Ba		Service Availabilty	Sewer Back-up
Billing Adjus		Reread Meter	Lift Station Alarm
Verify Pay		Lateral Line Leak	Lift Station Overflow
Address Ch		Broken Clean-out	Lift Station Odor
Request New		Droken cican out	Sewer Main Break
Final Readir			Sewer Main Break
Delinque			
Rate Ques			
Miscellane		Miscellaneous	Miscellaneous
IVIISCEIIAITE	2003	iviiscenarieous	Wiscenarieous
Phone (H): Phone (W):		Home Conference of the Confere	
Summary of Call	CUST REQUEST	ED ACCOUNT BAL ON SEVE	RAL ACCOUNTS: 2746,2811,2745
Follow Up:	GAVE BAL ON A	LL ACCOUNTS	
CSR recieving cal	ł: <u>"</u>	D.KELSEY]
CSR returning ca	No.	Section 1 to 1]
Work Order N	o.:	7178003	
Management Revie	w:	(100)	Date: 917/08

	Custom	er Service - Inquiries and C	Complaint Log	
Date: 7/1 Time:	6/2008	Account No.:	1104	i ir i
			Fig. 2.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.	
Accounting		Service	Trouble	
Account Balance		Service Availabilty	Sewer Back-up	
Billing Adjustmen	t	Reread Meter	Lift Station Alarm	
Verify Payment		Lateral Line Leak	Lift Station Overflow	
Address Change	X	Broken Clean-out	Lift Station Odor	
Request New Servi	ce		Sewer Main Break	
Final Reading/Bill				
Delinquent				
Rate Question				
Miscellaneous		Miscellaneous	Miscellaneous	
Phone (W): Summary of Call:	ODRESS CHAI	NGE: 368 S FOREST ST, BELLINH		
Follow Up:	HANGED ADD	DRESS		
CSR recieving call: CSR returning call:		D.XELSEY		
Work Order No.:		7168002		
Management Review:		780	Date: 7/16/08	

Wastewater

	Custo		TA SAMPLE FEB. 11
Date: 7	/16/2008	Account No.:	2786
Accounting		Service	Trouble
Account Balance	ce X	Service Availabilty	Sewer Back-up
Billing Adjustme		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Chang		Broken Clean-out	Lift Station Odor
Request New Ser			Sewer Main Break
Final Reading/E			
Delinquent			
Rate Question	3		
Miscellaneou	S	Miscellaneous	Miscellaneous
,		TO REQUEST BALANCE ON	SEVERAL ACCOUNTS: 2786,2787,2793,1640
CSR recieving call:		D.KELSEY	
CSR returning call:			
Work Order No.: Management Review:		7168001	Date:

Wastewater

Date:	7/11/2008	Account No.:	14
Time:			
Accountin	g	Service	frouble
Account Bala	ince	Service Availabilty	Sewer Back-up
Billing Adjusti	ment .	Reread Meter	Lift Station Alarm
Verify Paym	ent	Lateral Line Leak	Lift Station Overflow
Address Cha	nge	Broken Clean-out	Lift Station Odor
Request New S	ervice		Sewer Main Break
Final Reading	/Bill		
Delinquer	t X		
Rate Quest	ion		
Miscellaned	ous	Miscellaneous	Miscellaneous
Phone (W): Summary of Call:	CUST CALLED AND IN 2WKS	of the extra track to the first term of the contract of the co	FOR PAYMENT, WILL PAY 150 THIS WEEK
Follow Up:	NOTED ACCO	UNT	
CSR recieving call:		D.KELSEY	
CSR returning call			
Work Order No	o.:	7118002	
anagement Reviev	v:		Date:

Date:	7/11/2008	Account No.:	1508
Time:	kali viova		
Accounting	3	Service	Trouble
Account Bala	nce	Service Availabilty	Sewer Back-up
Billing Adjustn	nent	Reread Meter	Lift Station Alarm
Verify Payme	ent ·	Lateral Line Leak	Lift Station Overflow
Address Char	nge	Broken Clean-out	Lift Station Odor
Request New Se	ervice		Sewer Main Break
Final Reading,	/Bill >	X	
Delinquent	t		
Rate Questio	on	• .	
Miscellaneo	us	Miscellaneous	Miscellaneous
Address: Phone (H): Phone (W):			
Phone (H):	CUST CALLI	ED TO NOTIFY OF NEW OWNER	S. REQUESTING FINAL BILL
Phone (H): Phone (W):	CUST CALLI	ED TO NOTIFY OF NEW OWNER	S. REQUESTING FINAL BILL
Phone (H): Phone (W): Summary of Call:	NOTED ACC	ED TO NOTIFY OF NEW OWNER COUNT AND SENT FINAL BILL	S. REQUESTING FINAL BILL
Phone (H): Phone (W): Summary of Call: Follow Up:	NOTED ACC	COUNT AND SENT FINAL BILL	S. REQUESTING FINAL BILL
Phone (H): Phone (W):	NOTED ACC	OUNT AND SENT FINAL BILL	S. REQUESTING FINAL BILL

Wastewater

_			_				
Date: 7/8/2008		8	Account No.:	2266			
Time:	Time:						
	afa					1	
Accoun			Service		Trouble	 	
Account B		ļ	Service Availabilty		ewer Back-up	-	
Billing Adju		<u> </u>	Reread Meter		t Station Alarm	ļ	
Verify Pa			Lateral Line Leak		Station Overflow	ļ	
Address C			Broken Clean-out		ft Station Odor	ļ	
Request Nev		· .		Sei	wer Main Break	ļ	
Final Read						<u> </u>	
Delinqu		X					
Rate Que			• ,				
Miscellar	neous		Miscellaneous	IN IN	/liscellaneous		
Name:		Ď₽	IVID JONES				
Service	69	905 SI	GNAL COVE DR		٠		
Address:							
_							
Phone (H):							
Phone (W):							
Summary of Ca	II: CUST CA	LLED	TO - SENDING 74.16 IN MAIL. H	AS BEEN IN CA		ila ila Ta	
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	Mank						
		Milaan. Nga					
		2 4 5 °	HERBOOK AND MICHELL BOOK HER STORY	egitter, itemity explicit	the black of the control of the		
Follow Up:	NOTED	۸۲۲۲	INT				
TOROW Op.	110,20,	٠٠٠٠					
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66B	г		사사용(사사 <u>)</u>				
CSR recieving ca	III: [deng ning	D.KELSEY				
con .	· r		Carlotta and a superior of the				
CSR returning ca	an: [
	г						
Work Order I	No.: {		7088004				
	г				<u> </u>		
lanagement Revi	ew:			Date:	1/8/0	<u> </u>	
					.,		

			nplaint Log

Date: 7/8/2008		 }	Account No.:	2131		
Time:	77072000		Account 140	2131		
ιε. [· · ·		J			
Accour	nting		Service	Trouble		
Account Balance Billing Adjustment		Service Availabilty	Sewer Back-up			
Billing Adju	ustment		Reread Meter	Lift Station Alarm		
Verify Pa	Verify Payment		Lateral Line Leak	Lift Station Overflow		
Address Change			Broken Clean-out	Lift Station Odor		
Request Ne	Request New Service			Sewer Main Break		
Final Read	ling/Bill					
Delinqu	uent	Х				
Rate Qui	estion			· -		
Miscella	neous		Miscellaneous	Miscellaneous		
Name: Service	. 60		REK, ROSE			
Address:						
Phone (H): Phone (W):						
Summary of Ca Follow Up:	NOTED A		TO NOTIFY US THAT SHE WILE PA	YON FRIDAY 7/11		
					Number of	
CSR recieving c	all:		D.KELSEY.			
CSR returning o	:all:					
Work Order	No.:		7088003			
lanagement Rev	riew:			Date: 1/8/08		

Wastewater

Date:	7/8/200)8	Account No.:		1562	
Time:		Graphenia.				
Acco	ounting		Service		Trouble	
Accour	nt Balance		Service Availabilty		Sewer Back-up	
Billing A	djustment		Reread Meter		Lift Station Alarm	
Verify	Payment		Lateral Line Leak		Lift Station Overflow	
Addres	ss Change		Broken Clean-out		Lift Station Odor	
Request	New Service			<u> </u>	Sewer Main Break	
Final Re	eading/Bill					
Deli	nquent	Х				
Rate (Question				• .	
Misce	llaneous		Miscellaneous		Miscellaneous	
Phone (W): Summary of	Cust C	ALLED TO	O NOTIFY US THAT HE WII	L BE PAYING	BILL, HAS BEEN OUT OF TO	OWN.
			100 100 100 100 100 100 100 100 100 100			- ^{VI}
Follow Up:		ACCOU				
CSR recievin	ng call:		D.KELSEY			
CSR returnir	ng call:	sa				
Work Ord	der No.:	edus pede Posta, in l	7088002		,	
anagement Review:		in this		٦ ،	ate: 7/8/	-35

Wastewater

Huuson, Hornau 54007			
in the Eusi	tomer Service - Inquiries and C	omplaint Log	
Date: 8/11/2008 Time:	Account No.:	1373	
Accounting	Service	Trouble	
Account Balance	Service Availabilty	Sewer Back-up	
Billing Adjustment	X Reread Meter	Lift Station Alarm	
Verify Payment	Lateral Line Leak	Lift Station Overflow	
Address Change	Broken Clean-out	Lift Station Oder	
Request New Service	5,5,0,0,1,0,1	Sewer Main Break	
Final Reading/Bill			
Delinquent Delinquent			
Rate Question			-
Miscellaneous	Miscellaneous	Miscellaneous	
Service Address: 6838 OSPREY LE HUDSON, FL Phone (H): 727-845-4000 Phone (W): CUST COM		3E	
The state of the s	R, REFER TO J. WITTENZELLNER	S ERROR, CUSTOMER WANTED TO SPEAK	ro
CSR recieving call;	D,KELSEY		
CSR returning call:			
Work Order No.:	8118004		
Management Review:	J. WITTENZELLNER	Date: 6/11/2008	

J. WITTENZELLNER

Management Review:

Wastewater

Date:	8/11/20	80	Account No.:	William	1756	<u> </u>
Time:						
Accou	inting		Service	-134	Trouble	
Account			Service Availabilty		Sewer Back-up	5
Billing Ad	ljustment	X	Reread Meter		Lift Station Alar	m
Verify P	ayment		Lateral Line Leak		Lift Station Overf	low
Address	Change		Broken Clean-out		Lift Station Ode	er .
Request Ne	ew Service				Sewer Main Bre	ak
Final Rea	ding/Bill					
Delino	quent					
Rate Qu	uestion					
Miscella	aneous		Miscellaneous		Miscellaneous	,
		<u> </u>				
Name:	MALCOLM S	LIVE				
		-				
Service	6738 SEARA	NCH				
Address:	HUDSON, FL					
Phone (H):	727-845-400	0	The state of the s			
Phone (H): Phone (W):	727-845-400	0				
Phone (H): Phone (W):	727-845-400)				
Phone (W):	errent		NED OF EXCESSIVE LATE CHA	RĞE:		
	errent		NED OF EXCESSIVE LATE CHA	RGE:		
Phone (W):	errent		NED OF EXCESSIVE LATE CHA	RGE;		
Phone (W):	errent		NED OF EXCESSIVE LATE CHA	RGE;		
Phone (W):	errent		NED OF EXCESSIVE LATE CHA	RGE;		
Phone (W): Summary of C	Call: CUST C	OMPLAII			CUSTOMER WANTE	D TO SPEAK
Phone (W):	Call: CUST C	OMPLAII	CHECKED AND FOUND BILLIN		CUSTOMER WANTE	D TO SPEA
Phone (W): Summary of C	Call: CUST C	OMPLAII			CUSTOMER WANTE	D TO SPEAK
Phone (W): Summary of C	Call: CUST C	OMPLAII	CHECKED AND FOUND BILLINGER TO J. WITTENZELLNER	VG ERROR,		D TO SPEA
Phone (W): Summary of C	Call: CUST C	OMPLAII	CHECKED AND FOUND BILLIN	VG ERROR,		D TO SPEAK
Phone (W): Summary of C	Call: CUST C	OMPLAII	CHECKED AND FOUND BILLINGER TO J. WITTENZELLNER	VG ERROR,		D TO SPEA
Phone (W): Summary of C	Call: CUST C	OMPLAII NT WAS GER, REF	CHECKED AND FOUND BILLINGER TO J. WITTENZELLNER	VG ERROR,		D TO SPEAK
Phone (W): Summary of C Follow Up: CSR recieving	Call: CUST C ACCOU MANAC call:	OMPLAII NT WAS GER, REF	CHECKED AND FOUND BILLINGER TO J. WITTENZELLNER	VG ERROR,		D TO SPEAK
Phone (W): Summary of C	Call: CUST C ACCOU MANAC call:	OMPLAII NT WAS GER, REF	CHECKED AND FOUND BILLINGER TO J. WITTENZELLNER	VG ERROR,		D TO SPEAK
Phone (W): Summary of C Follow Up: CSR recieving of C	Call: CUST C ACCOU MANAC Call: call:	OMPLAII NT WAS GER, REF	CHECKED AND FOUND BILLINGER A C COCC C D.KELSEY	VG ERROR,		D TO SPEAK
Phone (W): Summary of C Follow Up: CSR recieving	Call: CUST C ACCOU MANAC Call: call:	OMPLAII NT WAS SER, REF	CHECKED AND FOUND BILLINGER TO J. WITTENZELLNER	VG ERROR,		D TO SPEAK
Phone (W): Summary of C Follow Up: CSR recieving of C	Call: CUST C ACCOU MANAC call: call:	OMPLAII	CHECKED AND FOUND BILLINGER A C COCC C D.KELSEY	VG ERROR,		D TO SPEAK

Management Review:

Wastewater

114430,1,1101	G	ustome	r Service - Inquiries and	Complaint Log	r		
Date: Time:	8/4/200	08	Account No.:	1	169		
Accou	inting		Service	Tro	ouble		
Account Balance			Service Availabilty	Sewer	Back-up		
Billing Ad	iustment	X	Reread Meter	Lift Stat	Lift Station Alarm		
Verify P			Lateral Line Leak	Lift Statio	on Overflow		
Address			Broken Clean-out	Lift Sta	tion Oder		
Request No				Sewer N	Main Break		
Final Rea							
Delino			- · · · · · · · · · · · · · · · · · · ·				
Rate Qu							
Miscella	aneous		Miscellaneous	Misce	llaneous		
Name: Service Address: Phone (H): Phone (W): Summary of C	FROM	I LANE	.00 SHUT OFF FEE AND \$200				
Follow Up:	i i		EAK TO MANAGER. REFER T		SATISFIED AND	·	
CSR recieving	call:		D:KELSEY				
CSR returning	call:						
Work Orde	r No.:		8048001				
Management Review:			I. WITTENZELLNER	Date:	6/11/200	8	

J. WITTENZELLNER

Wastewater

Date:	8/11/200)8	Account No.:		1169	RESTRICTED TO
Time:						
Accour	Accounting		Service		Trouble	
Account 6			Service Availabilty	Service Availabilty Se		
Billing Adj	Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Pa			Lateral Line Leak		Lift Station Overflow	
Address (Change		Broken Clean-out		Lift Station Oder	
Request Ne	w Service				Sewer Main Break	
Final Read	ling/Bill					
Deling	uent					
Rate Qu	estion					
Miscella	neous		Miscellaneous		Miscellaneous	
Phone (H): Phone (W): Summary of Ca	727-845-400		INED OF EXCESSIVE LATE O	HARGE;		
Follow Up:		ER, RE	S CHECKED AND FOUND BI EFER TO J. WITTENZELLNER DOO COVILED		CUSTOMER WANTED TO	O SPEAK TO
CSR recieving o	all:		D.KELSEY			
CSR returning o	call:					
Work Order	No.:	ti ay	8118001			
Aanagement Rev	iew.		J. WITTENZELLNER	Da ¹	te: 6/11	/2008

Customer Service - Inquiries and Complaint Log	-

Date: Time:	8/11/200	- 1	Account No.:				and the second
mile.	as-roof (Mississing Transport	<u> </u>					
Accou	nting		Service		Trou	ıble	SNA-PA
Account Balance			Service Availabilty		Sewer E	The state of the s	
Billing Ad		х	Reread Meter		Lift Statio	on Alarm	
Verify P			Lateral Line Leak		Lift Station	Overflow	
Address	<u> </u>		Broken Clean-out		Lift Station Oder		
Request No	ew Service				Sewer Ma	ain Break	
Final Rea	ding/Bill						
Delino	quent						
Rate Qu	uestion						
Miscella	neous		Miscellaneous		Miscella	aneous	
Name:	MALCOLM S]]			
Address:	HUDSON, FL			1			
,			<u> </u>				
Phone (H):	727-845-400	0					
Phone (W):		ndin ere e					
Summary of C	all: CUST CO	OMPLA	INED OF EXCESSIVE LATE CH	ARGE;			
		* * * * * .				-,,,	
		· · · ·		<u> </u>	<u> </u>		
				70 1 L L L L L L L L L L L L L L L L L L			
Follow Up:	E 100 4 4 30 10	. 4 : 1	S CHECKED AND FOUND BILL	ING ERROR,	CUSTOMER	WANTED TO) SPEAK TO
	WANAC	en, ne	FER TO J. WITTENZELLNER				
	1 m 1 m						
	The second of the	: * Mag Y	Ac. was	(x)	CHO		a section of the section of
CSR recieving call:			D.KELSEY]			
CSR returning	call:]			
Work Orde	r No.:		8118002]			
Management Review:			J. WITTENZELLNER	Dat	:e: [6/11/	/2008

Wastewater

nuuson, rionaa 34007		
C	stomer Service - Inquiries and (Complaint Log
Date: 8/4/200 Time:	8 Account No.:	1756
Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	X Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Oder
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous
Service 6738 SEA RA Address: HUDSON, FL Phone (H): 727-845-400 Phone (W): CUST N		ERTY
RECORI		
CSR recieving call:	D.KELSEY	
Work Order No.:	8048011	
Management Review:	J. WITTENZELLNER	Date: 6/11/2008

Wastewater

Accountin	В	Service	Trouble
Account Bala	nce	Service Availabilty	Sewer Back-up
Billing Adjustr	nent X	Reread Meter	Lift Station Alarm
Verify Paym	ent	Lateral Line Leak	Lift Station Overflow
Address Cha	nge	Broken Clean-out	Lift Station Oder
Request New S	ervice		Sewer Main Break
Final Reading	/Bill		
Delinquen	t		
Rate Questi	on		·
Miscellaneo	us	Miscellaneous	Miscellaneous
Service 673 Address: HUI Phone (H): 727 Phone (W):	-845-4000		
Service 673 Address: HUI Phone (H): 727 Phone (W):	8 OSPREY LAN DSON, FL -845-4000	1. 3. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4.	
Service 673 Address: HUI	8 OSPREY LAN DSON, FL -845-4000 CUST DISPUTE PREV TENENT C SLIVE. MR, SLIV AFTER NEW AC	ED 247,20 CHARGES ON ACCOUNT DID NOT HAVE ACCOUNT IN THEIR NA /E PAID BILL IN AN ATTEMPT TO EXP	ME, ACCOUNT WAS IN NAME OF MALCON EDITE NEW ACCOUNT FOR NEW TENANT. WANTED REFUND. CUST NOT SATISFIED A TENZELLNER
Service 673 Address: HUI Phone (H): 727 Phone (W): Summary of Call:	8 OSPREY LAN DSON, FL -845-4000 CUST DISPUTE PREV TENENT C SLIVE. MR, SLIV AFTER NEW AC	DID NOT HAVE ACCOUNT IN THEIR NAVE PAID BILL IN AN ATTEMPT TO EXPENDED TO MANAGER. REFER TO J. WIT	ME, ACCOUNT WAS IN NAME OF MALCON EDITE NEW ACCOUNT FOR NEW TENANT. WANTED REFUND. CUST NOT SATISFIED A TENZELLNER

Management Review:

Wastewater

Hudson, Florida 34667			
С	uston	ner Service - Inquiries and Co	omplaint Log
Date: 8/4/200 Time:	08	Account No.:	1114
Accounting		Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment	Х	Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change		Broken Clean-out	Lift Station Oder
Request New Service			Sewer Main Break
Final Reading/Bill			
Delinquent			
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Service 6804 OSPRE Address: HUDSON, FL Phone (H): 727-845-400 Phone (W): CUST D TENAN	XO ISPUTE		THAT WAS CLAIMED TO BE FROM PREV
TENAN			
SLIVE. N	AR. SLIV CUST	'E PAID BILL IN AN ATTEMPT. TO REC NOT SATISFIED AND WANTED TO SPI	
CSR recieving call:		D.KELSEY	
CSR returning call:			
Work Order No.:		8048013	

J. WITTENZELLNER

6/11/2008

Date:

Wastewater

Date:	9/25/2008	Account No.:	3713
Time:			
Account	ng	Service	Trouble
Account Ba		Service Availabilty	Sewer Back-up
Billing Adjus		Reread Meter	Lift Station Alarm
Verify Payr		Lateral Line Leak	Lift Station Overflow
Address Ch		Broken Clean-out	Lift Station Odor
Request New			Sewer Main Break
Final Readin			
Delinque			
Rate Ques			
Miscellane	ous	Miscellaneous	Miscellaneous
Summary of Call:	CHANGE ADDR	RESS: 15148 S STATE AVE, MIDDL	EFIELD, OH 44062
Follow Up:	CHANGED ADD	DRESS	
		in the state of t	
CSR recieving cal	l:	D.KELSEY	
CSR returning cal	l:		
Work Order N	o.:	9258001	
Nanagement Revie	w:	100	Date: 9/25/08

Wastewater

Date:	10/17/200)8	Account No.:	Tales et la		1853	
Time:							
Accounti	ng		Service		71	rouble	
Account Ba			Service Availabilty		Sewe	r Back-up	
Billing Adjus	tment		Reread Meter		Lift Sta	ition Alarm	
Verify Payr	nent		Lateral Line Leak		Lift Stati	on Overflow	
Address Ch	ange		Broken Clean-out		Lift St	ation Odor	
Request New	Service				. Sewer	Main Break	
Final Readin	ıg/Bill	Х					
Delinque	ent						
Rate Ques	tion						
Miscellane	eous		Miscellaneous		Misc	ellaneous	
Address: Phone (H): Phone (W):	727-65	7-403 9		j			
Summary of Call	: NEED FI	NAL BI	LL SENT TO 12501 GULF BLV	D, APT 20	5, TREASURE	ISLAND, FL3370)6
Follow Up:	FINALIZI	ED BILL	-ACCOUNT WENT BACK TO	OWNER	S NAME		
CSR recieving cal	n: [JANE]			
CSR returning ca	и: [DEBBIE]			
Work Order N	lo.: [145 1286 XI	10178001]			
lanagement Revie	ew:	nice de la companya d	7 A D	1	Date:		1/08

Water	
-\Mater	
WVAIPI	

	Custon	ner Service - Inquiries and C	omplaint Log	
Date: 11/2	6/2008	Account No.:	585	
Accounting		Service	Trouble	
Account Balance		Service Availabilty	No Water	
Billing Adjustmen		Meter Leak	Low Pressure	
Verify Payment		Service Line Leak	Water Quality	
Address Change		Broken Meter	High Chlorine Level	
Request New Servi	ce	Water Turn On	Main Break	
Final Reading/Bill		Water Turn Off		
Delinquent		Reread Meter		
Rate Question		Broken Meter Box/Top		
Miscellaneous		Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Call:	-W OWNER	, PLEASE SENT APPLICATION		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Follow Up:	NT APPLIC	ATION		
CSR recieving call:	7.1	DEBBIE		
CSR returning call:				
Work Order No.:		11268001		
Management Review:		$(\mathcal{D}(\mathcal{O}))$	Date: 11191/08	-

Wastewater

Date:	11/25/2008	Account No.:	1419
Time:			
The state of the state of the state of	The section of the se		
Accoun		Service	Trouble
Account B		Service Availabilty	Sewer Back-up
Billing Adju		Reread Meter	Lift Station Alarm
Verify Pay		Lateral Line Leak	Lift Station Overflow
Address C		Broken Clean-out	Lift Station Odor
Request Nev			Sewer Main Break
Final Read			
Delinqu			
Rate Que			• • • • • • • • • • • • • • • • • • • •
Miscellar	neous	Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Cal	Control of the same of the sam	AND STATED SHE MADE A BAN	NK TRANSFER #5055 AND NOTED THAT (\$60.58. RECEIVED LATE NOTICE FOR 12
Follow Up:		S. EXPLAINED SHE WOULD PRO	E ACCOUNT 2 MONTHS AS BANK DOES IN THE BOOK TO DO TWO TRANSACTIONS.
	all:	DEBBIE	
CSR recieving ca	- Tea. (A(C)		
CSR recieving ca			
_	all:		

Wastewater

Hudson, Florida 34667			
Custo	omer Service - Inquiries ar	nd Complaint Log	
Date: 11/25/2008 Time:	Account No.:	552	
Accounting	Service	Trouble	
Account Balance	Service Availabilty	Sewer Back-up	
Billing Adjustment	Reread Meter	Lift Station Alarm	
Verify Payment	Lateral Line Leak	Lift Station Overflow	
Address Change	Broken Clean-out	Lift Station Odor	
Request New Service		Sewer Main Break	
Final Reading/Bill			
Delinquent X	(
Rate Question			
Miscellaneous	Miscellaneous	Miscellaneous	
Phone (H): Phone (W):			
Summary of Call: CALLED DUI ON 12/02/0 Follow Up: NOTED ACC		- ASKED IF SHE COULD MAKE FULL PAYMENT	
CSR recieving call: CSR returning call: Work Order No.:	DEBBIE 11258003		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
anagement Review:	$\widetilde{\Lambda}$	Date: 11195/08	

Wastewater

- 1567 (1560 a 26	Chica and alek Mile		
Date: 11/2 Time:	5/2008	Account No.:	10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Accounting	//··	Service	Trouble
Account Balance		Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflo
Address Change		Broken Clean-out	Lift Station Odor
Request New Servic	e		Sewer Main Break
Final Reading/Bill			
Delinquent	X		
Rate Question			
Miscellaneous		Miscellaneous	Miscellaneous
Address: Phone (H):	ng Angel (1905) ng paggang ang ang ang ang ang ang ang ang a	SALLYN DR	
Phone (H): Phone (W):	CEIVED LATE	NOTICE - WILL BE SENDING \$10	0 12/2
Phone (H): Phone (W):	CEIVED LATE	等。 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年) 1985年(1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年)	0 12/2
Phone (H): Phone (W): Summary of Call: REC		等。 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年(1985年) 1985年) 1985年(1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年) 1985年)	
Phone (H): Phone (W): Summary of Call: REC		NOTICE - WILL BE SENDING \$10	
Phone (H): Phone (W): Summary of Call: REC		NOTICE - WILL BE SENDING \$10	
Phone (H): Phone (W): Summary of Call: Follow Up: NO		NOTICE - WILL BE SENDING \$10	
Phone (H): Phone (W): Summary of Call: Follow Up: CSR recieving call:		NOTICE - WILL BE SENDING \$10	
Phone (H): Phone (W): Summary of Call: Follow Up: CSR recieving call: CSR returning call:		NOTICE - WILL BE SENDING \$10	

Wastewater

mer Service - Inquiries and Complaint Log

Date:	11/25/20	08	Account No.:	2672
Time:]	
Accoun	ting		Service	Trouble
Account B			Service Availabilty	Sewer Back-up
Billing Adju			Reread Meter	Lift Station Alarm
Verify Pa			Lateral Line Leak	Lift Station Overflow
Address C		Х	Broken Clean-out	Lift Station Odor
Request Nev				Sewer Main Break
Final Read				
Delingu				
Rate Que				
Miscella	neous		Miscellaneous	Miscellaneous
Name:		FRAI	NK KNOWLES	
		<u>,, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>		·
Service		145	36 CORAL DR	
Address:		7		
L.				
Phone (H):	72025	3527	2	
Phone (W):	· · · · ·			
·				
Summary of Ca	II: CHANG	E ADD	RESS TO SERVICE ADDRESS	
Follow Up:	CHANG	ED AD	DRESS	
	1		e en	
		<u> </u>		
	ı	e male i n		
CSR recieving c	all:	156-16-2	DEBBIE	
CSR returning o	all:			
Work Order	No.:		112508001	
Management Rev	iew:			Date: (1125/08

Wastewater

	Customer	Service - Inquiries and	d Complaint Log	
Date: Time:	11/24/2008	Account No.:	1724	
Accountin	g T	Service	Trouble	
Account Bala		Service Availabilty	Sewer Back-up	Х
Billing Adjustr		Reread Meter	Lift Station Alarm	
Verify Paym		Lateral Line Leak	Lift Station Overflow	
Address Cha		Broken Clean-out	Lift Station Odor	
Request New S		broken cican out	Sewer Main Break	
Final Reading			Sever man preen	
Delinquen	·····		-	
Rate Questi	·····	· · · · · · · · · · · · · · · · · · ·		
Miscellaneo		Miscellaneous	Miscellaneous	
Service Address: Phone (H): Phone (W): Summary of Call:	6283679903 BELIEVES LINE IS SHOWING INACT	VE		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
Follow Up:	TO COME IN AND	OLE CHECKS OUT OK. ADV	SEWER BACK UP, RVICE TECH STATED NO CLEAN OUT IN RI SED CUST TO CALL PLUMBER.	JST IGHT
CSR recieving call:		DEBBIE		
CSR returning call:				
Work Order No.		11248004		
Management Review	: 7		Date: 11124/0	28

Wastewater

Date:	11/24/200	08	Account No.:	1558	
Time:					
Accour	nting	I	Service	Trouble	
Account E	Balance	Х	Service Availabilty	Sewer Back-up	
Billing Adju	ustment		Reread Meter	Lift Station Alarm	
Verify Pa	yment		Lateral Line Leak	Lift Station Overflow	
Address (Change		Broken Clean-out	Lift Station Odor	
Request Ne	w Service			Sewer Main Break	
Final Read	ling/Bill				
Deling	uent		· · · · · · · · · · · · · · · · · · ·		
Rate Que	estion				
Miscella	neous		Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Ca	III: WANTE) BAL			
Follow Up:	GAVE BA	L			
CSR recieving c	all:		DEBBIE		<u></u>
CSR returning of	:all:				
Work Order	No.: [<u>-</u>	11248002		
lanagement Rev	riew:	· · ·		Date:	·
			1		

Wastewater

Date:	11/24/2008	Account No.:	;; ;	2593	
	", • "	-			
Account	ing	Service	T	Trouble	[·
Account Ba	lance	Service Availabilty		Sewer Back-up	
Billing Adjus	tment	Reread Meter	Lift Station Alarm		
Verify Pay	ment	Lateral Line Leak		Lift Station Overflow	
Address Ch	ange	Broken Clean-out		Lift Station Odor	· ·
Request New	Service			Sewer Main Break	-
Final Readi	ng/Bill				
Delingue	ent	<u></u>			
Rate Ques	tion				
Miscellan	eous	Miscellaneous	X	Miscellaneous	
Name: Service Address: Phone (H): Phone (W): Summary of Call Follow Up:	STOPPED BY J.WITTENZE	LLNER PAY \$100. PER MONTH FOR TH		HAD ALREADY CALLED AND SPO	
CSR recieving cal CSR returning ca Work Order N Management Revie	l:	JOHN WITTENZELLNER 11248003]		
ranagement nevie	VV.	(DV)		Date:	OX.

Wastewater

Date:	11/21/2008	Account No.:	15/8
Time:	12.57PM		
		Service Service	Trouble
Accoun		Service Availabilty	Sewer Back-up
Account B		Reread Meter	Lift Station Alarm
Billing Adju			Lift Station Overflow
Verify Pay		Lateral Line Leak	Lift Station Oder
Address C		Broken Clean-out	Sewer Main Break
Request Nev			Sewer Main Break
Final Read		X	
Delinqu			
Rate Que			h dia a lla a a un
Miscellar	neous	Miscellaneous	Miscellaneous
Name:	G(DURLEY, KHRISTY	
-			
Service	135	23 OUTBOARD CT	
Address:	An again to the	HUDSON	
_			
Phone (H):	727-277-	3079	
Phone (W):			
Summary of Ca	II- RENTER LE	AVING - FINAL TO GO TO:2655 HIDD	EN CREEK DRIVE LOGANVILLE, GA.
	1 3.580° CC.	ON MONDAY 11/24/08	
	<u> </u>		The Committee of the Co
Follow Up:	WORK OR	DER FOR FINAL METER READ ON 11/2	24 AND WORK ORDER TO TRANSFE
	TO OWNE	R.	
			and the state of t
	🗔		
	all: ال	D.KELSEY	
CSR recieving ca			
_	all:		
CSR recieving concentrations of CSR returning contentrations with the CSR recievant of the CS	a	11248001	
CSR returning c	No.:		Date:

Wastewater

Date: 1	1/21/2008	Account No.:	2131
Time:	an an ann an	Account No	·CLATTER TO PART THE ALL OF THE ALL ALL ALL ALL ALL ALL ALL ALL ALL AL
Accounting	2	Service	Trouble
Account Balar	 	Service Availabilty	Sewer Back-up
Billing Adjustm		Reread Meter	Lift Station Alarm
Verify Payme		Lateral Line Leak	Lift Station Overflow
Address Chan		Broken Clean-out	Lift Station Odor
Request New Se			Sewer Main Break
Final Reading/			
Delinquent			
Rate Questio			
Miscellaneou		Miscellaneous	Miscellaneous
Address: Phone (H):		SEAVIEW BLVD	
Address:	ACCOUNT WA	50 AS FINALIZED ON 10/25/08. BALA	NCE 114.71 AFTER DEPOSIT. EXPLAINI PART OF RENT. LAND LORD DID NOT
Address: Phone (H): Phone (W):	727-225-478	50 AS FINALIZED ON 10/25/08. BALA	
Address: Phone (H): Phone (W):	ACCOUNT WALAND LORD VEHILL EXPLAINED BUNDERSTAND NEXT WEEK T	AS FINALIZED ON 10/25/08. BALA VAS SUPPOSE TO PAY FOR BILL AS	PART OF RENT. LAND LORD DID NOT SHE IS RESPONSIBLE FOR BAL. SHE E ARRANGEMENTS TO PAY. WILL BE I
Address: Phone (H): Phone (W): Summary of Call:	ACCOUNT WALAND LORD VEHILL EXPLAINED BUNDERSTAND NEXT WEEK T	AS FINALIZED ON 10/25/08. BALA VAS SUPPOSE TO PAY FOR BILL AS BILL WAS IN HER NAME THEREFOR DIS AND ASKED IF SHE COULD MAK O TALK AND MAKE ARRANGEMEN	PART OF RENT. LAND LORD DID NOT SHE IS RESPONSIBLE FOR BAL. SHE E ARRANGEMENTS TO PAY. WILL BE I
Address: Phone (H): Phone (W): Summary of Call: Follow Up:	ACCOUNT WALAND LORD VEHILL EXPLAINED BUNDERSTAND NEXT WEEK T	AS FINALIZED ON 10/25/08. BALA VAS SUPPOSE TO PAY FOR BILL AS BILL WAS IN HER NAME THEREFOR OS AND ASKED IF SHE COULD MAK O TALK AND MAKE ARRANGEMEN	PART OF RENT. LAND LORD DID NOT SHE IS RESPONSIBLE FOR BAL. SHE E ARRANGEMENTS TO PAY. WILL BE I

Wastewater

Date:	11/21/2008	Account No.:	1581
Time:			
Accor	unting	Service	Trouble
	Balance		Sewer Back-up
		Service Availabilty Reread Meter	Lift Station Alarm
	ljustment	Lateral Line Leak	Lift Station Overflow
	Payment Change	Broken Clean-out	Lift Station Overnow Lift Station Odor
		Dioken Clean-out	Sewer Main Break
	lew Service	v	Sewei Main bleak
		X	
	quent		
	uestion	B 4 : U	Miscellaneous
Miscell	laneous	Miscellaneous	Iviiscenarieous
Address: Phone (H): Phone (W): Summary of 0	7272263 Call: PLEASE SE	577 ND FINAL BILL, MOVED OUT OF	
Follow Up:	FINALIZED	ACCOUNT, PUT INTO OWNERS	NAME
CSR recieving	call:	DEBBIE]
CSR returning	g call:	· · · · · · · · · · · · · · · · · · ·	
Work Orde	er No.:	1121001	
Management Re	eview:	1002	Date: 11/21/08

Wastewater

Customer Serv		

Date: 1	1/12/2008	Account No.:	1009
Time:			
		Service	Trouble
Accounting	·	Service Availabilty	Sewer Back-up
Account Balar		Reread Meter	Lift Station Alarm
Billing Adjustm Verify Payme		Lateral Line Leak	Lift Station Overflow
Address Chan		Broken Clean-out	Lift Station Odor
Request New Se		Broken clean out	Sewer Main Break
Final Reading/			
Delinguent			
Rate Questio			
Miscellaneou		Miscellaneous	Miscellaneous
Miscendificati			
Name:	foi	i Anderson	
. gattier.			
Service	13230	Starfish Drive	
Address:			
	er in the court of the control of the control of		
Phone (H):	er flat.	TO CONTRACT TO STATE OF THE STA	
Phone (W):			
<u> </u>			
Summary of Call:	Customer em	ailed concerns regarding discre	pency with water charges and sewer charges.
•			
	ALTONOMY OF TAXABLE PARTY		
Follow Up:	Attached copi	ies of emails. Explained reason	for discrepencies.
•			or traffic (March) and training the second section of the section o
			o Mistro de Brighton de la companya de la companya La companya de la co
CSR recieving call:		John	
CSR returning call:			
Work Order No.		1009	
Management Review	:		Date: 11 20 08
	1	1 Y 2 W 2	

Reprinted Billing Statement

Ni Florida, LLC, 13825 US Hwy 19 Ste 301 Hudson, FL 34667 (727) 863-0205 mail pl

SHAW, KYLE 13230 STARFISH DR HUDSON FL 34667-1624

Current Meter Reading	641,000	11/19/2008
Prior Meter Reading	641,000	11/19/2008
Usage Amount		٠
Service		Charges
Adiustments		-10.49
Previous Balance		109.14
Balance Due:		\$98.65

Due Date:12/20/08

Ni Florida, LLC,

Customer Name: SHAW, KYLE

Service Address: 13230 STARFISH DRIVE

Account 00001009 Route Number: 1

Please return this portion of the bill with your payment.

SHAW, KYLE 13230 STARFISH DRIVE Account #:

00001009

Billing Date: 12/5/2008

Balance

98.65

Due Date: 12/20/08

Amount Enclosed: _____

Reprinted Billing Statement

John Wittenzellner

From:

Laurie Anderson [laurie.anderson@focusinc.com]

Sent:

Thursday, November 20, 2008 4:32 PM

To:

John Wittenzellner

Subject:

RE: Please help with this matter.

Mr. Wittenzellner,

I appreciate you getting back to me on this matter. While I see that overall the billing seems to come out with the same water usage, I still don't understand why there is a discrepancy on a monthly basis. Does your company not come out on a monthly basis? It seems that if this is the case then I should get a bill like the trash company....every three months. If this is not the case, and Ni Florida does come and check the meter monthly, which is how I am billed, then why do you not have the same numbers as the water company?

If it is a mistake, or something happened within the company to cause these discrepancies I totally understand. I too work at a company and not everything goes as planned, however I feel if this is the problem a simple letter accompanying my bill, explaining why there is a discrepancy would be in order. One cannot expect the average person, who has no knowledge on how things work at your company to just accept a sewage bill that is double their water bill, with no explanation.

Going forward from here I have only two requests. I would really like to know why there is a discrepancy from month to month between the water bill and the sewer bill, when they are supposedly based off the same meter. I'm not saying anyone's done anything wrong; I would just like to know why, because it doesn't make sense to me. My second request is that my late fee for the bill in question is taken off. I don't feel I should be penalized for trying to figure out what is going on, and I have never been late on a bill before.

With that said, I will say that I am highly impressed with the way that this situation has been handled since you have taken over. Customer service is so important, and you actually make more of an impression on people when something goes wrong and you resolve it, rather than if nothing ever happens. I would hope that maybe you could teach Debbie a thing or two on how to treat customers....after all she is supposed to be a customer service representative.:)

Thank you for your time.

L.J. Anderson Media Buyer Focus Inc.

P Go Green: Please think about the environment before printing this email!

----Original Message----

From: John Wittenzellner [mailto:j.wittenzellner@floridautility.com]

Sent: Thursday, November 20, 2008 4:07 PM

To: Laurie Anderson

Cc: Carey Thomas; Craig Sherwood; Debbie Kelsey; John Wittenzellner Subject: RE: Please help with this matter.

Laurie,

I have been able to gather the information I was looking for regarding this account.

While checking There was one call logged in for Laurie Anderson while Debbie was away. To date, the call was not returned by Debbie, but I placed two calls after receiving this email. Debbie was confused because Laurie Anderson does not have an account with Ni Florida, the account is in the name of Kyle Shaw.

I apologize to you Laurie for the confusion with Customer Service.

With that said, here are the water usage readings from Ni Florida and Pasco County for the last 6 months:

	Ni Florida	Pasco County
May	7000	6000
June	2000	4000
∃uly	0	3000
August	. 0	4000
September	9000	5000
October	4000	1000
Total	22000	23000

As you can see, during the six month period, we have billed 1000 less gallons than the usage billed by the County. Last month, we actually had the same meter reading. We should not have any problems with the account on a going forward basis. You are welcome to write or call me at any time.

John Wittenzellner President

----Original Message----

From: Laurie Anderson [mailto:laurie.anderson@focusinc.com]

Sent: Wednesday, November 12, 2008 4:05 PM

To: info@niamerica.com

Subject: Please help with this matter.

Dear Sir or Ma'am,

I am writing to voice my concern over the sewer bill that I received dated 8/22/08 - 9/19/08. I was told when I initiated my service with Ni Florida LLC that my sewer bill would be based on the number of gallons of water I used during the same time period.

I received my water bill from Pasco County Utilities, stating that I used 5000 gallons of water between the dates of 8/25/28 and 9/26/08, along with a bill for \$17.95. You can amagine my surprise the next day when I received a bill from Ni Florida LLC stating that I

had used 9000 gallons of water between the dates of 8/22/08 and 9/19/08, with a bill for \$62.25. There is an obvious discrepancy between the two bills.

I have spoken with Pasco County Utilities and was assured that the usage was correct. I contacted the local office of Ni Florida by phone on three occasions, with no answer. I left messages each time, none of which were returned. I then decided to go to the office located at

13825 Hwy 19 Ste 301 Hudson, FL 34667 to try and speak with someone to try and get this matter resolved. I spoke with a customer service representative who was unable to help me understand this discrepancy in any way. I asked to speak to a manager and there were none available.

I have now wasted a lot of time on this and I am becoming extremely frustrated. I feel that it should not be this difficult to resolve this matter. I have attached copies of both bills and would like to be contacted with an explanation. Please respond at your earliest convenience. Your help with this matter will be greatly appreciated.

Sincerely,

Laurie Jane Anderson

13230 Starfish Dr. Hudson, FL 34667

727 378 4608 863 370 8305

Laurie.Anderson@focusinc.com

	${\tt Information}$	from	ESET	NOD32	Antivirus,	version	of	virus	signature	database	3607
(20081112)											

The message was checked by ESET NOD32 Antivirus.

http://www.eset.com

_____ Information from ESET NOD32 Antivirus, version of virus signature database 3628 (20081120)

The message was checked by ESET NOD32 Antivirus.

http://www.eset.com

John Wittenzellner

From:

Laurie Anderson [laurie.anderson@focusinc.com]

Sent:

Friday, December 05, 2008 4:41 PM

To:

John Wittenzellner

Cc:

cthomas@niamerica.com; csherwood@niamerica.com; Debbie Kelsey

Subject:

FW: Please help with this matter.

Mr. Wittenzellner,

I am resending an email that I sent 11/20/08 and never received an answer. I am extremely disappointed that this problem has not yet been resolved. Furthermore, I received a disconnection notice on my garage door this morning. I am appalled by the lack of customer service Ni Florida provides to their customers.

I thought we were on the right track a couple of weeks ago, as I noted in the below email, but after two weeks with no response and a disconnection notice on my door I see that I was mistaken. I called today at 4:00pm and left a message for customer service, which I have absolutely no faith at all will be returned. Mr. Wittenzeller, you stated in your last email that I was "welcome to call or email you at any time," however you gave no phone number and did not return my email.

Please contact me to resolve this matter.

L.J. Anderson 863 370 8305 cell 727 378 4608 home

----Original Message----

From: Laurie Anderson

Sent: Thursday, November 20, 2008 4:32 PM

To: 'John Wittenzellner'

Subject: RE: Please help with this matter.

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Sincerely,

Laurie Jane Anderson

13230 Starfish Dr. Hudson, Ft 34667

727 378 4608 863 370 8305

Laurie.Anderson@focusinc.com

(20081112)
The message was checked by ESET NOD32 Antivirus.
http://www.eset.com
Information from ESET NOD32 Antivirus, version of virus signature database 3628 (20081120)
The message was checked by ESET NOD32 Antivirus.
http://www.ocot.com

Wastewater

Date:	11/6/2008	Account No.:	3068
Time:			
Accounting		Service	Trouble
Account Balar		Service Availabilty	Sewer Back-up
Billing Adjustn		Reread Meter	Lift Station Alarm
Verify Payme		Lateral Line Leak	Lift Station Overflow
Address Char		Broken Clean-out	Lift Station Odor
Request New Se			Sewer Main Break
Final Reading/			
Delinguent			
Rate Question			
Miscellaneo	JS X	Miscellaneous	Miscellaneous
Summary of Call:	Customer wrot	e letter and asked forlenie	ency due to leak
Follow Up:	Explained polic	y to customer.	
CSR recieving call:	<u>'</u>	Debbie	
CSR returning call:	+ 4/h;	Debbie	
Work Order No.:		3068	
anagement Review:			Date:



Boat and Motor Superstores

36851 U.S. 19 N. • Palm Harbor, Florida 34684 (727) 942-PROP • Toll Free (800) 417-7160 • Fax (727) 938-3585 • kenyonpowerboats.com

November 6, 2008

RE: ACCT # 00003068

Dear Supervisor John Wittenzellner;

We are writing you to ask for some leniency regarding our sewer bill we received for 6919 Puffin LN. Due to the economic situation we had to close this location. We have been able to rent it out to Source One Marina. We believe that in the mix of moving out somehow a pipe was damaged. As soon as we were notified from your meter reader we reacted. We turned off the water and have fixed the situation. Please advise us.

Thank You In advance

Brad W. Kenyon

ne salled















Ni Florida, LLC, 13825 US Hwy 19 Ste 301 Hudson, FL 34667 (727) 863-0205 THE DESCRIPTION TYPE OF SERVICE METER READING TO THE PREVIOUS CHARGES PRESENT Sewer 1204000 1033000 171,000 1,078.63 11/20/08 0003068 GROSS AMOUNT TO BE PAID NET AMOUNT TO BE PAID 1,088.63 1,078.63 MAIL THIS STUB WITH YOUR PAYMENT

6919 PUFFIN LN

Service From 9/19/	2008 TO 10/24/200	8 00003	068 10/30/08
METER READ CLASS	TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
			1 000 63
	1.078.63	10.00	1,088.63

KENYON POWER BOATS ING 36851 US HIGHWAY 19 N PALM HARBOR FL 34684-1233

TOLL FREE # - I-877-233-0101

hallbackfullathalbaladadablaballat

Wastewater

Date:	11/5/2008	Account No.:		1237	
Time:					
Account	ing	Service		Trouble	
Account Ba	alance	Service Availabilty		Sewer Back-up	
Billing Adjus	stment	Reread Meter	Х	Lift Station Alarm	
Verify Pay	ment	Lateral Line Leak		Lift Station Overflow	
Address Ch	nange	Broken Clean-out		Lift Station Odor	
Request New	Service			Sewer Main Break	
Final Readi	ng/Bill				
Delinqu	ent				
Rate Que:	stion				
Miscellan	eous	Miscellaneous		Miscellaneous	
Summary of Call		LACCOUNTS: 1237,943,1141,12 HAT ALL READING WERE TOO H		76,1240,: WANTED THEM ALL RE-	-
Fołlow Up:	WORK ORDE	R FOR RE-READ. ALL READING V	WERE C	CORRECT.	
CSR recieving cal	1:	DEBBIE			
CSR returning cal	1:	DEBBIE			
Work Order N	0.:	1105001			
nagement Revie	w: [Date: 11/5/08	

Wastewater

	Custom	er service - triquirtes a	nd complaint log	
Date: 1	2/31/2008	Account No.:	1300	_
		-		
Accounting	ţ	Service	Trouble	
Account Balar	тсе	Service Availabilty	Sewer Back-up	
Billing Adjustm	ient	Reread Meter	Lift Station Alarm	
Verify Payme	nt	Lateral Line Leak	Lift Station Overflow	
Address Chan	ge	Broken Clean-out	Lift Station Odor	
Request New Se	rvice		Sewer Main Break	
Final Reading/	Bill			
Delinguent	х			_
Rate Questio	n			
Miscellaneou	ıs	Miscellaneous	Miscellaneous	
Service Address: Phone (H): Phone (W): Summary of Call:	8620764 Cust called que Thought we pu	t check back through. Expl	urned check fee and did not understand. lained we did not. Stated she's been ill, daughte aughter call me, Thanked me for assistance.	er.
Follow Up:	re issi	ued check	t woodned	
CSR recieving call:		Debbie]	
CSR returning call:	2.2]	
Work Order No.:		12318001]	
anagement Roview:	1, 1	$\rightarrow (f)$	Date: Dailos	

Wastewater

Date:	12/29/2008	Account No.:	2179	
Time:				
Account	ing	Service	Trouble	1
Account Ba		Service Availabilty	Sewer Back-up	Х
Billing Adjus	stment	Reread Meter	Lift Station Alarm	
Verify Pay		Lateral Line Leak	Lift Station Overflow	
Address Ch		Broken Clean-out	Lift Station Odor	
Request New	Service		Sewer Main Break	
Final Readir	ng/Bill			
Delinque	ent			
Rate Ques	stion			
Miscellane	eous	Miscellaneous	Miscellaneous	
Phone (H): Phone (W): Summary of Call	848-4522 : SEWER BACKIN	G UP. CHECKED CLEAN OUT - PR	OBLEM APPEARS TO BE FROM CLEA	N OUT
Follow Up:	work order:	sent side of clean	en out	
CSR recieving cal	II:	DEBBIE	•	
CSR returning ca	II:			
Work Order N	lo.:	12298001	,	
lanagement Revie	ew:		Date: Date:	9/08

Wastewater

Date: 12	2/23/2008	Account No.:	496	
Accounting		Service	Trouble	_
Account Balan	ce	Service Availabilty	Sewer Back-up	Х
Billing Adjustme	ent	Reread Meter	Lift Station Alarm	
Verify Paymer	nt	Lateral Line Leak	Lift Station Overflow	
Address Chang		Broken Clean-out	Lift Station Odor	
Request New Ser	vice		Sewer Main Break	
Final Reading/E	Bill			_
Delinquent				<u> </u>
Rate Question	1			
Miscellaneou	5	Miscellaneous	Miscellaneous	
	WOULD LIKE SO	and the state of t	O HER SEWER. WE DID NOT. SHE CALLI ND CHECK LINE. EXPLAINED THAT IF IT' ERSTOOD.	
Follow Up:	WORK ORDERS	SENT TO CHECK LINE		
CSR recieving call:		DEBBIE		
CSR returning call:				
Work Order No.:	1 . 4 . N	12238001		
lanagement Review:		800	Date: 12/2	3/08

Wastewater

Date:	12/22/2008	Account No.:		1340	
Time:					
Account	ting	Service		Trouble	
Account Ba	alance	Service Availabilty		Sewer Back-up	
Billing Adju	stment	Reread Meter		Lift Station Alarm	
Verify Pay	ment	Lateral Line Leak		Lift Station Overflow	
Address Ci	nange	Broken Clean-out		Lift Station Odor	
Request New	Service			Sewer Main Break	
Final Readi	ng/Bill				
Delinqu	ent				
Rate Que	stion				
Miscellan	eous	Miscellaneous	х	Miscellaneous	
			,		
Name:	MF	RS. DUFFY	j		
с Г	6500 611	THATER DUAR	1		
Service	6528 SAI	TWATER BLVD	ļ		
Address:			j		
Phone (H):					
Phone (W):					
Those (vv).					
Summary of Cal	: CUST CALLED R	EQUESTING PLUG IN SEWER	R. HAS A	TENANT AND TENANT HAS NOT	BEEN
, , , , , , , , , , , , , , , , , , , ,	1			WER. EXPLAINED WE COULD SE	
	SOMEONE TO	PLUG THE SEWER, BUT IT WI	LL COST F	HER \$70.	
Follow Up:	SHE STATED TH	IAT THE OTHER COMPANY N	IEVER CHA	ARGED HER. AND WANTED TO	KNOW
•	ANOTHER WAY	. CHOSE NOT TO PLUG SEW	/ER		
CSR recieving ca	H:	DEBBIE	Ì		
			1		
CSR returning ca	ili:				
Winds Order B		12220001	1		
Work Order N	NO	12228001			
anagement Revi	ew:		1	Date: 12/20/0	K
			,	10110010	<u> </u>

Wastewater

Date:	12/18/2	008	Account No.:	2162
Time:				
Accoun	ting		Service	Trouble
Account B	alance		Service Availabilty	Sewer Back-up
Billing Adju	stment		Reread Meter	Lift Station Alarm
Verify Pay	ment		Lateral Line Leak	Lift Station Overflow
Address Cl	nange		Broken Clean-out	Lift Station Odor
Request New	Service			Sewer Main Break
Final Readi	ng/Bill			
Delinqu	ent	Х		
Rate Que	stion			
Miscellan	eous		Miscellaneous	Miscellaneous
Name:		LIZ	(BK REP)	
Service		6515	DRIFTWOOD	
Address:				
			 -	
Phone (H):	35268	389990		
Phone (W):				
Summary of Call				SYSTEM. SYSTEM HAS BEEN PLUGGED D
	IO NO	N PAYM	ENI.	
	,			
Follow Up:	FAXED:		ENT AND APPLICATION TO 352-	-688-1025
			The Control of the Co	•
				entronomia. National de la companya de la compa
		· · · · · · · · · · · · · · · · · · ·		
		r	· · · · · · · · · · · · · · · · · · ·	
CSR recieving ca	lk:	<u> </u>	DEBBIE	
CSR returning ca	ll:			
	1	г		
Work Order N	o.:	L	12188002	
Work Order N			12188002	Date: 12/18/08

Ni Florida, Inc. 13825 US HWY 19, 727-863-0205 727-869-5913 727-863-0205 Fax # 727-869-5913

FAX

	Pages:
To: 6-1-2	
Fax: 352688 1025	
Date: 13 18 08	
Re: USIS Delftwood	Urgent For Review Please Comme Please Reply
From: FUG - Deb Kelsey	Please Recycle
	Please Recycle
Fax: 727-869-5913	Please Recycle
From: FUG - Deb Kelsey Fax: 727-869-5913 Phone: 727-863-0205 Cc:	Please Recycle
Fax: 727-869-5913 Phone: 727-863-0205 Cc:	Please Recycle
Fax: 727-869-5913 Phone: 727-863-0205 Cc:	Please Recycle
Fax: 727-869-5913 Phone: 727-863-0205 Cc: Comments:	Please Recycle

NI FLORIDA, LLC 13825 US HWY 19, SUITE 301 HUDSON, FL 34667 727-863-0205

RESIDENTIAL APPLICATION

ACCOUNT N	MBER: DATE:
NAME:	PHONE NO:
SERVICE ADI	RESS: HUDSON, FL 34667
MAILING AD	RESS:
() OWNER	() RENTAL (PROVIDE COPY OF LEASE OR PROOF OF SALE)
IF RENTAL: (WNER INFORMATION:
NAME:	PHONE NO:
WNER ADD	ESS:
The Composition Customer may adve such appa The Composition Customer public Ser Bills for wailing bi When a C	ement, the Customer agrees to the following: ny shall not be responsible for the maintenance and operation of the Customer's pipes and facilities. The grees not to utilize any appliance or device which is not properly constructed, controlled and protected or which ely affect the wastewater service; the Company reserves the right to discontinue or withhold wastewater service tus or device. ny may refuse or discontinue wastewater service rendered under application made by any member or agent of a organization, or business for any of the reasons contained in Rule 25.30.320, Florida Administrative Code. Any d connections to the Customer's wastewater service shall be subject to immediate discontinuance without notice with Rule 25.30.320, Florida Administrative Code. ter agrees to abide by all existing Company Rules and Regulations as contained in the tariff. In addition, the as received from the Company a copy of the brochure "Water and Wastewater Service" produced by the Florida ice Commission. stewater service will be rendered monthly, as stated in the rate schedule. Bills must be paid within 20days of stewater service will be rendered monthly, as written notice, service may be discontinued. tomer wishes to terminate service on any premises where wastewater service is supplied by the Company, the equires (oral, written) notice within 3 days prior to the date the Customer desires to terminate service.
Signature:	Date:

Reprinted Billing Statement

Ni Florida, LLC, 13825 US Hwy 19 Ste 301 Hudson, FL 34667 (727) 863-0205

> TRUSTEE, WELLS FARGO BK N 7105 CORPORATE DR MS B-PLANO TX 75024-4100

Current Meter Reading Prior Meter Reading		11/24/2008 11/24/2008	Ni Florida, LLC,	
Usage Amount	0		Due Date:12/2	20/08
Service		Charges	Customer Name: Service Address:	TRUSTEE, WELLS FARGO BK 1 6515 DRIFTWOOD DR
Previous Balance		259.51	Account 00002162	Route Number: 15
Balance Due:		\$259.51		

Please return this portion of the bill with your payment.

TRUSTEE, WELLS FARGO BK N

6515 DRIFTWOOD DR

Account #:

00002162

Billing Date: 12/18/2008

Balance

259.51

Due Date: 12/20/08

Amount Enclosed: ____

Reprinted Billing Statement

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/19/20		2148	_
Time:			
Accounting	Service	Trouble	_
Account Balance	Service Availabilty	Sewer Back-up	-
Billing Adjustment	Reread Meter	Lift Station Alarm	
Verify Payment	Lateral Line Leak	Lift Station Overflow	_
Address Change	Broken Clean-out	Lift Station Odor	-
Request New Service	2707011 010077 040	Sewer Main Break	
Final Reading/Bill		, and the second	_
Delinquent		-	_
Rate Question		·	
Miscellaneous	Miscellaneous	Miscellaneous	
			Ī
Name:	LINDA BENNETT		
		-	
Service 64	412 DRIFTWOOD DR		
Address:		·	
Phone (H): 727-810	0-4034		
Phone (W):			
·			
		IN, , WHILE ON DRIFTWOOD/SEAVIEW, USING	ŝ
PROFOU	ND LANGUAGE	•	
<u> </u>			ar.
Follow Up: Spi	ske o world-		.::
	· · · · · · · · · · · · · · · · · · ·		
conii	D. C.	1	
CSR recieving call:	DEBBIE		
CSR returning call:		}	
Con returning Can.	· · · · · · · · · · · · · · · · · · ·		
Work Order No.:	12198002		
Work Order Wo	12198002		

Date:

Management Review:

L	Custome	r Service - Inquiries a	nd Comp	laint Log	
Date: 12/1	18/2008	Account No.:		2155	
Time:	7				
Accounting	7 1	Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	1
Billing Adjustment	:	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	1
Request New Service	e			Sewer Main Break	1
Final Reading/Bill					
Delinquent					
Rate Question		·			1
Miscellaneous		Miscellaneous	Х	Miscellaneous	1
Phone (W): Summary of Call: CU	ANTS TO KNOW PLAINED POLIC	WHY HE'S BEING CHARGED	FOR SEWER	IIS TIME IS JUST A CONSTRUCTION WHEN HE'S NOT EVEN USING IT SAGE, THERE IS STILL A BASE FEE. CALL HIM.	
Follow Up: FO	RWARDED TO	Jant ree	olue	d	
CSR recieving call:		DEBBIE			
CSR returning call:	5.	w. Henzellne]		
Work Order No.:	<u>:</u>	12178001			}
anagement Review:		751)	1 0	Date: [2] [8]	108

Wastewater

Date:	12/12/2	800	Account No.:		1464	
Time:	a same and a second of the second of			<u> </u>		
_		Va. 4. přířímů				
Accoun	ting		Service		Trouble	1
Account B	alance		Service Availabilty		Sewer Back-up	
Billing Adju	stment		Reread Meter		Lift Station Alarm	
Verify Pay	ment		Lateral Line Leak		Lift Station Overflow	
Address C	hange		Broken Clean-out		Lift Station Odor	
Request Nev	v Service				Sewer Main Break	
Final Readi	ing/Bill					
Delingu	ent					
Rate Que						
Miscellan	eous	Х	Miscellaneous]	Miscellaneous	
Phone (W): Summary of Cal]; CUST CA FOR THE HE STATI	LLED AND S	STATED THAT HIS RENTER LEFT THE PLAINED TO CUST THAT THE ACCOUNT IN HIS NAME AN ANYTHING. STATED RENTERS HA	OUNT IS IN HIS N ND DOES NOT KN	IAME, AND GOING TO EVELANE IOW HOW IT GOT INTO HIS NAM	ADDRESS. IE THAT HE
	 	<u> </u>				
Follow Up:	REFERE	OTO JOI	HN W			
	Co	nip	land rese	lud		
CSR recieving ca	ill:		DEBBIE			
CSR returning ca	afl:	-	witten zellre]		
Work Order I	No.:		12128001			
anagement Revi	ew:			Date	e: [12]12/0	28

12128001

EXPLAINED THE RENTERS MAY NEVER HAVE PLACED THE BILL IN THEIR NAME, LEAVING HIS NAME ON THE ACCOUNT, THEREFORE, LEAVING HIM THE RESPONSIBLE PARTY. WANTED TO KNOW HOW IT GOT IN HIS NAME TO BEGIN WITH WHEN HE NEVER SIGN UP FOR ANYTHING. EXPLAINED THAT IT'S BEEN IN HIS NAME THAT WE DID NOT CHANGE IT HOWEVER IT MAY BE BECAUSE THERE IS A BASE FEE OF \$15.72 FOR SEWER WHETHER OR NOT THERE IS ANY USAGE. SO OUR POLICY IS IF A RENTER LEAVES A PROPERTY AND ASKS TO DISCONNECT SERVICES, WE THEN WILL PUT SEWER BACK INTO THE HOME OWNERS NAME.

ASK S FOR POLICY ON THE ABOVE. WOULD LIKE IT FAXED TO HIM.

Resident Acct# [00001464] ACTIVE Dwner Acct# [Name IVYACHESLAV FINGERHAN Route Book Comment bervice Address [13604 EVELANE DRIVE ETRANSFERRED FROM 5/31/06 Mailing Address [13604 EVELANE DRIVE 1 Billing Comment 1 State IFL1 Lip 134567 City CHUDSON Book-Sequence [2.363] Deposit Date [/ /] ID# [] Puaga [Ø] Souding Multiplier (1988) Sollows Digit (4) Mater Type () Materi (l Metor Units [GA] Deposit Balance Average Current Rate Code CURRENT 38----59 0.00) 46.74] [0.00] [46,74) [46,74] Sewer [36,77] [(R.) Transfer [0.00] [0.001 0.803] 0.001 [68-----89 ---90+ Reconnect [0.00] [6, 68] 0.00] [0.00] [[] *** 8.801 E 0.00] Other 0.00) [0.00) [0.000 0.00] Penalties Į 0, (Q) [6.60) Beginning Balance [1.87] [Beginning Deposit Balance L Avg. Usage 0.60] 0.001 [Totals [46.74] [1 (43.65 48,74] [4000] MONTH RESIDING MI TEI: FHER CHAND II HERWIT 3.精制 PAYM NI 1070 PE PE DAME PENN HOS (GR MINES BRE! CHART OATE PAYENTS 07/21/08 448360 6468 46, 74 0.60 Ø. & 0.00 8, 89 11: ð. **9**3 06/20/09 434888 8220 57.08 0.00 6.00 0.00 8.00 07/08/08 114.18 05/27/08 425000 7000 8.00 0.20 1.1 0.00 51,31 0.00 5.19 84/25/88 419000 4693 36.46 0.60 8.03 8.80 6.60 65/21/86 85.73 5200 0.08 03/26/05 415000 41,57 9.00 2.02 0.00 ā. 16 11 . 6.20 3.64 03/23/08-70.79 02/26/08 410000 4.566 36.48 0.60 8.00 01/25/08 4000000 26.9 3.12 01/28/08 34.35 3299 31.23 0.00 0.00 0.00 9.68 0.00 12/26/87 483368 3336 31, 23 8.80 3.12 -I I11/26/27 400000 1000 20.89 0.00 8.98 9. W 0.00 12/10/07 58.98 1.1 9.80 10 10/25/07 333000 488 36.48 2.00 0.00 6.60 2.74 0.00 09/25/07 395000 4838 36.42 0.90 0.00 9.90 3.00 1 1 15,72 00 I = I9.00 00/25/07 391000 ř (V 0.00 0.08 07/25/07 391000 30€ 31.23 2.00 0.00 6 N 8.08 I = I2.93 05/25/67 41.57 0.00 6 69 4.16 07/30/07 150.03 369840 9.60 TOTALS 52082 514,77 99.8 0.00 8.00 26, 13 506.03

Cust	tomer Service - Inquiries and (Complaint Log
Date: 12/9/2008	Account No.:	1469
Time: 22/3/2000	//ccount No.	
		·
Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	x Miscellaneous	Miscellaneous
Address: Phone (H): Phone (W): Summary of Call: Cust mailed month	d letter wantine to know why sewer	and water charges were not the same each
Follow Up: Responded	with following letter.	
CSR recieving call:	Debbie	
CSR returning call:	J Wittenzellner	
Work Order No.:	1469	

		41.57	329
7/1/2008	36.4		
8/1/2008	36.4	36.4	339
9/1/2008	46.74		
10/1/2008	41.57		
	161.11	77.97	83.14 balance due

Why am I being charged for 5000 usage with Ni Florida and the water is 2000.

Ni Florida is the biggest rip off company. I am going to report Ni Florida to consumer affairs.

Additional office of the state of the

12/12/2008

FUG - Deb Kelsey Ni Florida, LLC 13825 US HWY 19, STE 301 Hudson, Fl 34667

Jayne Scheets 13632 Evelane Drive Hudson, Fl 34667

Dear Mrs. Scheets

I apologize for any confusion you may be having in regards to the meter readings between Pasco Co and Ni Florida. I have been able to gather some information regarding this account.

The water usage readings from Ni Florida and Pasco Co for the past 6 months:

	Ni Florida	Pasco Co
June	5000	5000
July	6000	6000
Aug	4000	5000
Sept	4000	3000
Oct	6000	6000
Nov	5000	3000
Total	30,000	28,000

The meters are not necessarily read the same day by the County and our meter readers. Therefore, I would expect them to be similar when averaging the usage, but not when comparing them on a month to month basis. This Nov. Pasco Co read their meter on 11/7 and we read ours two week later on 11/20, thus the reason for the increase in usage.

If you should have any further questions, please feel free to call me and I would be glad to assist any way that I can.

Sincerely,

FUG - Deb Kelsey Customer Service Ni Florida, LLC



ACTION: DISPLAY	PASCO COUNTY	utility syštem – A	CCOUNT NU	MBER: 10	061902083
CYCLE: 10	METER IN	FORMATION STA	TUS: AB	ACTIVE	BILLED
LAST NAME: SCHEET	S	FIRST: WILLARD	INI'	rial: B	RELATE: N
SER.ST. NUM: 1363	2 ST. NAME: E	VELANE DR	PHON	E: 772 -	- 408 - 7438
SUBCODE: SR SEA	RANCH	OWN/TEN: O RATE	: 003 GEO	IND:	
IAL NUMBER:	40163641 WALK	SEQ: 0002950 METE	R SIZE:	3/4 CON	JPOUND
.MENTS:				SPI	LINSTR
LFG				LOC	CATION 16
DATE READ	READING	CONSUMPTION	DAYS 1	NO READ	MC1 MC2
11 / 07 / 2008	72000	3000	0		
10 / 17 / 2008	69000	6000	24		
09 / 23 / 2008		3000	29		
08 / 25 / 2008		5000	32		
07 / 24 / 2008		6000	36		
06 / 18 / 2008		5000	27		
05 / 22 / 2008	**	0	0		
/ /		0	O		
/ /		0	O		
/ /	•	0	0		
/ /	i	0	0		
/ /		0	O		
/ /		O	O		
	PTION FOR LAST				
HIT PF1 TO PRINT	A DUPLICATE METI	ER CARD		NEXT	FUNCTION:

∵Wa	ste	Wi	3	te	r

	Luston	ner Service - Inquiries and C	omplaint Log	
Date:	12/9/2008	Account No.:	1583	
Time:]		
Accou	inting	Service	Trouble	
Account	Balance	Service Availabilty	Sewer Back-up	×
Billing Ad	justment	Reread Meter	Lift Station Alarm	
Verify Pa	ayment	Lateral Line Leak	Lift Station Overflow	
Address	Change	Broken Clean-out	Lift Station Odor	<u> </u>
Request Ne	w Service		Sewer Main Break	
Final Rea	ding/Bill			
Deling				
Rate Qu				
Miscella	neous	Miscellaneous	Miscellaneous	-
Phone (W): [Summary of Ca	eil: CUST CALLED	AND STATED SEWER BACKING UP	INTO TUB.	
Follow Up:		SENT OUT TO CHECK OUR LINES		
CSR recieving o	all:	DEBBIE		
CSR returning o	call:			
Work Order	No.:	12908001		
anagement Rev	riew:	CYUZ	Date: 12-15	low

	Cu	stom	er Service - Inquiries and	Complaint Log
Date:	12/5/200	8	Account No.:	247
	10:00:00 AM		, tooballe rio	
		**************************************	l	
Accounti	ng		Service	Trouble
Account Bal	ance		Service Availabilty	Sewer Back-up
Billing Adjust	ment		Reread Meter	Lift Station Alarm
Verify Paym	ent		Lateral Line Leak	Lift Station Overflow
Address Cha	inge	Х	Broken Clean-out	Lift Station Oder
Request New S	ervice			Sewer Main Break
Final Reading	g/Bill			
Delinque	nt			
Rate Quest	ion			
Miscellaneous		Х	Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Call:	Called to			me with her address. Tenants moved out.
Follow Up:		6	upleted	
CSR recieving call	: [Christine	
CSR returning call	: [
Work Order No	o.: [_		120580001	
lanagement Revie	w: [(KU)	Date: 12/5/08

Wastewater

Date: Time:	12/4/2008	Account No.:		278	
Accounting	, 1	Service		Trouble	 -
Account Balar		Service Availabilty		Sewer Back-up	
Billing Adjustm		Reread Meter		Lift Station Alarm	;
Verify Payme		Lateral Line Leak		Lift Station Overflo	
Address Chan		Broken Clean-out		Lift Station Odor	
Request New Se				Sewer Main Breal	
Final Reading/					·
Delinquent					
Rate Questio				<u> </u>	
Miscellaneou		Miscellaneous	X	Miscellaneous	
Phone (W): Summary of Call:		ND STATED THAT SHE HASEWER WHEN IT DID NO		PHER POOL AND SHE IS BEWER.	EING
		- K-G			
Follow Up:	 A contract of the contract of the		e y transition of the contract	TER METER AND IT IS NO SET AND STATING THAT I	
CSR recieving call:		CHRISTINE			
CSR returning call:					
Work Order No.:		12048003			
anagement Review:		(00)		Date:	YOK

Wastewater

Date:	12/4/2008	Account No.	: 🗔		13,50	871	1 2 320	114
Time:								
Accounting	<u> </u>	Service			Tre	ouble		
Account Balar		Service Availa	bilty	1	Sewer	Back-up		
Billing Adjustm	nent	Reread Met	er		Lift Stat	tion Alarm		
Verify Payment		Lateral Line L	eak		Lift Statio	on Overflo	w	
Address Char		Broken Clean-	out		Lift Sta	tion Odor		
Request New Se					Sewer N	/lain Break		
Final Reading/								
Delinquent								
Rate Questio	n						}	
Miscellaneo	us	Miscellaneo	us	Х	Misce	llaneous		
Service Address: Phone (H): Phone (W):	14735 CA	GARDINER TRINA LOOP ID STATED THAT SI						
Summary of Call: Follow Up:	ASKING IF WE CO	OULD GIVE HER A I	BREAK.	JST IS RES	- <u>-</u> -		47012	
							,	
CSR recieving call:	_ : .	DEBBIE						
CSR returning call:								
Work Order No.	: 22	12048002						
1anagement Review	:			Date	2:		4/08	

Wastewater

Date:	12/4/200	8	Account No.:	1341
Time:				
Account	ing		Service	Trouble
Account Ba	lance		Service Availabilty	Sewer Back-up
Billing Adjus	tment	х	Reread Meter	Lift Station Alarm
Verify Pay	ment		Lateral Line Leak	Lift Station Overflow
Address Ch	ange		Broken Clean-out	Lift Station Odor
Request New	Service			Sewer Main Break
Final Readir	ng/Bill			
Delinque	ent			
Rate Ques	tion			
Miscellane	ous		Miscellaneous	Miscellaneous
Service Address: Phone (H): Phone (W): Summary of Call: Follow Up:	CUST CAI FEE AND READ ME	LED A		TOLD THAT SHE WOULD NOT RECEIVE A LATE TS TILL PAID OFF. BILL WAS HIGH DUE TO MIS
CSR recieving cal	1:		DEBBIE	
CSR returning cal	l: [
Work Order N	o.:		12048001	
anagement Revie	w:			Date: 10/4/08

Wastewater

Date:	12/3/2008	Accou	nt No.:	···· <u></u>	129	
Time:						
Accoun	ting	Sei	rvice		Frouble	1
Account B	alance	Service /	Availabilty		er Back-up	T
Billing Adju	stment		d Meter		tation Alarm	
Verify Pay		Lateral	Line Leak	Lift Sta	tion Overflow	
Address C	hange	Broken	Clean-out	Lift S	tation Odor	
Request Nev	v Service			Sewei	r Main Break	
Final Read	ing/Bill				,	
Delinqu	ent					
Rate Que	stion					
Miscellan	ieous	X Miscel	laneous	Mis	cellaneous	
Service Address: Phone (H): Phone (W): Summary of Cal	813-239-1	D QUESTIONING BIL	ING USAGE. ASKED		WITH HWW AS SHE DISC HER AT THIS TI	
Follow Up:	NOTED CU	ST ACCOUNT				
CSR recieving ca	it:	DEBBI				
CSR returning ca	all:					
Work Order I	No.:	1203800	04			
lanagement Revi	ew:	0		Date:	12/3/0	18

	Cu	stom	ier Service - Inquiries and C	omplaint Log	
Date:	12/3/200	8	Account No.:	895	
Time:					
Accounti	ng		Service	Trouble	
Account Bal	ance		Service Availabilty	Sewer Back-up	
Billing Adjust			Reread Meter	Lift Station Alarm	
Verify Paym	nent		Lateral Line Leak	Lift Station Overflow	
Address Cha	inge		Broken Clean-out	Lift Station Odor	
Request New S	Service			Sewer Main Break	
Final Reading	g/Bill				
Delinque	nt				
Rate Quest	ion				
Miscellane	ous	Х	Miscellaneous	Miscellaneous	
Name:		ROBE	RT MATHIAS		
					
Service	6	825 C	CURLEW LANE		
Address: .					
Phone (H):					
Phone (W):					
Priorie (VV).					
Summary of Call:	READING ACCOUNT	IS COR	RECT PER CUST. STATED SHE READ	SHE ONLY USED 2000GAL PER PASCO CO. HER METER AND 619 IS CORRECT. REVIEW VAS CHARGED BASE FEE ONLY, ZERO USAGE	ED
Follow Up:	I			AST BILLS. TOLD HER I WOULD HELP HE	R
	KEVIEW	IMEIVI	IF NEEDED.	e de la companya de	
CSR recieving call:	Ĺ		DEBBIE		
CSR returning call	: [
Work Order No	.: [12038003		
anagement Reviev	v: [Date: (2/3/0)	7

Date:	12/3/2008	Account No.:	1339		
Time:		THOOD WITH THOM			
Accounti	ng	Service	Trouble		
Account Bal	ance	Service Availabilty	Sewer Back-up		
Billing Adjust	ment	Reread Meter	Lift Station Alarm		
Verify Paym	ent	Lateral Line Leak	Lift Station Overflow		
Address Cha	inge	Broken Clean-out	Lift Station Odor		
Request New S	Service		Sewer Main Break		
Final Reading	g/Bill				
Delinque	nt				
Rate Quest	ion	•			
Miscellane	ous	Miscellaneous	Miscellaneous		
Phone (H): Phone (W): Summary of Call:	HAS NOT BEEN T SHE HAS PAID SO	HERE EXPLAINED ABOUT BA	HAD TO PAY SO MUCH MONEY FOR SEWER WHEN SH ISE FEE. STATES SHE UNDERSTANDS, BUT SINCE APRIL O CHECK TABBS PROGRAM FOR PAYMENT RECORD. IMBER		
Follow Up:	CUST CALLED BACK/STATED HER PHONE DISCONNECTED. TRIED TO EXPLAIN CHARGES AND PAYMENTS/ MAILING AUDITS TO CUST SO SHE COULD UNDERSTAND. CUST WAS SATISFIED, TOLD HER TO CALL BACK WHEN SHE GETS AUDIT IF SHE STILL NEEDS ASSISTANCE. ALSO CUST CHANGED ADDRESS TO SERVICE ADDRESS.				
CSR recieving call:		DEBBIE			
CSR returning call					
Work Order No	.:	12038002			
anagement Reviev	v:		Date: 19/3/08		

Wastewater

Date:	12/3/2008	Account No.:		2285	
Time:					
Accoun	nting	Service	1 1	Trouble	
Account 8		Service Availabilty	+	Sewer Back-up	
Billing Adju	——————————————————————————————————————	Reread Meter	x	Lift Station Alarm	
Verify Pa		Lateral Line Leak	 ^ 	Lift Station Overflow	_
Address C		Broken Clean-out	 	Lift Station Odor	
Request Nev		5.5	+	Sewer Main Break	
Final Read			 	Jewer Main Break	
Delinqu					
Rate Que			1		
Miscellar		Miscellaneous	+ +	Miscellaneous	
		<u></u>	<u></u>		
Name:	KEN	N AVERY	7		
_		- ' -	→		
Service	6322 TC	OWER DRIVE]		
Address:					
_					
Phone (H):	7279442099				
Phone (W):	1.	· ·			
_					
Summary of Cal	I: BILL TOO HIGH-	REQUESTED RE-READ			
			Papaga.		
				energy the Asset (Electric Administration C	
	 				
Follow Up:	WORK ORDER SI	ENT FOR RE-READ			
					- 1
		* * * .	. 111		
CSR recieving ca	ill:	DEBBIE]		
	<u></u> .		J		
CSR returning ca	all:				
	<u> </u>				
Work Order I	Vo.:	12038001			
lanagement Revi	ew:	10U7	D	Pate: 13/3/08	
		V			

Customer	Service	 Inquiries and 	Complaint	Log

Date:	12/2/2008	Account No.:			1795	
Time:						
Account	ing	Service		H4 1 H1 71	Trouble	
Account Ba	lance	Service Availabilty		Sev	wer Back-up	
Billing Adjus	tment	Reread Meter		Lift S	station Alarm	
Verify Pay	ment	Lateral Line Leak		Lift St	ation Overflow	
Address Ch	ange	Broken Clean-out		Lift	Station Odor	
Request New	Service			Sewe	er Main Break	
Final Readir	ng/Bill					
Delinque	ent				<u> </u>	
Rate Ques	tion					
Miscellane	ous	Miscellaneous	Χ	- Mi	scellaneous	
person			,			
Service	14832	ATLANTIC AVE				
Service .	14832 /	ATLANTIC AVE				
Address:			ļ			
Phone (W): Summary of Call:	and the second of the second o	BY OFFICE AND STATED THA		and the second second		
	ł .	Plained Although Unfor Paying but not Irate and				JEL.
Follow Up:		D. HWW GAVE CREDIT FROM			SAL. AND FAXED CRE	DIT.
CSR recieving cat	l:	DEBBIE				
CSR returning cal	l:					
Work Order N	o.:	12028004				
anagement Revie	w:			Date:	12/2/0	8

8724 NEW YORK AVE **HUDSON, FL 34667** PHONE: 727-868-1382 FAX: 727-869-6544

HUDSON WATER WORKS, INC.

	VY	7

ax #1795	. Now to
	Advanciount
To: NI America From: Llww	
Fax: 869-5913 Pages: 1	
Phone: Date: 12-2-08	
14832 ALCOUTIC AVE CC:	
☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Ple	ase Recycle
• Comments:	
RE: above address -	- 4
Because of leak we	have
Because of leak we Credited Customers water	Bill
down to 2,000 gals from.	34,000 gals
Stark you.	`
· Credited	. —
41.36	

	Custome	er Service - Inquiries	and Complain	Log	
Date:	12/2/2008	Account No.;		2002	
Accounting		Service		Trouble	7
Account Balar	nce	Service Availabilty		Sewer Back-up	
Billing Adjustm	ent	Reread Meter		Lift Station Alarm	
Verify Payme	nt	Lateral Line Leak	Li	ft Station Overflow	
Address Chan	ge	Broken Clean-out		Lift Station Odor	
Request New Se	rvice			Sewer Main Break	
Final Reading/	Bill				
Delinquent					
Rate Questio	n				
Miscellaneou	is	Miscellaneous		Miscellaneous	
Address: Phone (H): Phone (W): Summary of Call:	WATER METER F	STION WHY BILL KEEPS OR READINGS. STATED WAT HAT HWW WOULD FOL	ER IS GOING UP A LOW UP ON THAT	S WELL REQUESTED T	
Follow Up:	CUST TO CALL H				
CSR recieving call:	,	DEBBIE			
CSR returning call:	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
Work Order No.:		12028002		f	į
lanacement Reviews		7h(/)	Date:	(13/3	100

Wastewater

ting		
	Service	Trouble
alance	Service Availabilty	Sewer Back-up
stment	Reread Meter	Lift Station Alarm
/ment X	Lateral Line Leak	Lift Station Overflow
	Broken Clean-out	Lift Station Odor
v Service		Sewer Main Break
ng/Bill		
stion		
eous	Miscellaneous	Miscellaneous
Y 1	yment X hange v Service ing/Bill rent estion reous	yment X Lateral Line Leak hange Broken Clean-out v Service ing/Bill tent stion teous Miscellaneous

CSR recieving call:

CSR returning call:

Work Order No.:

Management Review:

Follow Up:

ADVISED CUST TO CALL BANK - WILL CALL BANK AND SENDING ANOTHER CHECK FOR BAL

Wastewater

Date:	12/1/200	08	Account No.:	1280
Time:				
Accoun			Service	Trouble
Account B			Service Availabilty	Sewer Back-up
Billing Adju	istment		Reread Meter	Lift Station Alarm
Verify Pay	yment	_X	Lateral Line Leak	Lift Station Overflow
Address C			Broken Clean-out	Lift Station Odor
Request Nev				Sewer Main Break
Final Read	ing/Bill			
Delinqu	ient			
Rate Que	estion			
Miscellar	neous		Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Ca	861-5		ACCOUNT FOR PAYMEN	NT RECEIVED
Follow Up:	DID NOT	Γ SEND 7	A NOV PAYMENT - WILLS	SEND IT ALONG WITH DEC
CSR recieving ca	əll: [DEBBIE	
CSR returning c	all:			
Work Order	No.:		121800014	
lanagement Rev	iew:	100		Date: 191108

Wastewater

Date:	12/1/2008	Account No.:	2637			
Time:	Tag]				
Accour	nting	Service		Trouble		
Account 6		Service Availabilty		Sewer Back-up		
Billing Adju	ustment	Reread Meter	X Lift Station Alarm			
Verify Pa		Lateral Line Leak	Lift Station Overflow			
Address (hange	Broken Clean-out	Lift Station Odor			
Request Ne	w Service			Sewer Main Break		
Final Read	ling/Bill					
Deling	uent					
Rate Que	estion					
Miscella	neous	Miscellaneous		Miscellaneous		
Name:	CARO	L - TREASURER				
_						
Service	1313	39 TILLER OR				
Address:	<u> </u>					
Phone (H):	727-863-967	78				
Phone (W):		<u>. :</u>				
			7417,531			
Summary of Ca	il: WOULD LIKE	RE-READ		함께도 하고 말은데 있는 아름		
	<u> </u>					
<i>-</i> 11	CENTURE WO	DV CORES FOR DE SEAD			\neg	
Follow Up:	SENDING WO	RK ORDER FÖR RE-READ			Ì	
	reo	1 contract				
1800 COLAKCA						
CSR recieving c	all:	DEBBIE				
_						
CSR returning o	call:					
Work Order	No.:	121800013				
Management Rev	riew:			Date: 10/1/05		
	-			<i></i>		

Ni Florida Work Order
Account #: 2637 Date: 12/1/08 Name:
Service Address: 3139 Tilles de CSignal Con Hudson, Fl 34667
() Final Bill (Read Meter): () Re read: 565 () Reconnect Service (Read Meter):
Amount past Due: Last payment date: Current Due: Total: () Other:
Field Opt. Comments Discription of Work Performed:
Itemized Parts List: Plug Other Parts: Cap Tail
Total Hours Worked: Field Opt. Signature Ni Florida, LLC. 13825 US Hwy 19, Hudson, FI 34667

Notified Cust. Reading "correct

Wastewater

Date:	12/1/200	08	Account No.:		1711/594/1554	
Time:						
Account	ing		Service		Trouble	
Account Ba	llance		Service Availabilty		Sewer Back-up	
Billing Adjus	tment		Reread Meter		Lift Station Alarm	
Verify Pay	ment		Lateral Line Leak		Lift Station Overflow	
Address Ch	ange		Broken Clean-out		Lift Station Odor	
Request New	Service				Sewer Main Break	
Final Readir	ng/Bill					
Delinque	ent					
Rate Ques	stion					
Miscellane	ous	Х	Miscellaneous		Miscellaneous	
Summary of Call	: SELLING TWO PR		F THE PROP/ SOLD #594,	MARIA DR./ ν	VILL SEND PAYMENT FOR	ROTHER
Follow Up:	FINALIZE	D BILL F	OR MARIA			
CSR recieving cal	i: [DEBBIE			
CSR returning ca	li:					
Work Order N	o.: [121800012			
anagement Revie	w: [700)	Dat	e: [<i>D][[[</i> C	28

Management Review:

Wastewater

	Custom	er Service - Inquiries a	nd Complaint Log			
Date:	7-7-7-2000		234			
Accounting		Service	Trouble			
Account Balan	ce	Service Availabilty	Sewer Back-up			
Billing Adjustm	ent	Reread Meter	Lift Station Alarm			
Verify Paymer	nt	Lateral Line Leak	Lift Station Overflow			
Address Chang	ge	Broken Clean-out	Lift Station Odor			
Request New Sei	rvice		Sewer Main Break			
Final Reading/I	Bill X					
Delinquent						
Rate Question	า []					
Miscellaneou	<u>s</u>	Miscellaneous	Miscellaneous			
Address: Phone (H): Phone (W):	i de a de		J			
,		WITH IN SYSTEM. WANTS NEW ADDRESS 6914 HARBO	13510 STACEY DRIVE TO CLOSE ON 1/1/09 - OR DRIVE, NOW -			
		ACCOUNT IN JAN - CHANGII OR BOTH PROP FOR METER	NG ACCOUNT FOR HARBOR DRIVE WORK READS			
CSR recieving call:		DEBBIE				
CSR returning call:						
Work Order No.: 121800011						

Date:

Wastewater

Date:	12/1/200	8	Account No.:	3846	
Time:					
Accoun	ting		Service	Trouble	
Account B	alance		Service Availabilty	Sewer Back-up	
Billing Adju	stment	nent X Reread Meter Lift St		Lift Station Alarm	
Verify Pay	ment		Lateral Line Leak	Lift Station Overflow	
Address C	hange		Broken Clean-out	Lift Station Odor	
Request Nev				Sewer Main Break	
Final Readi					
Delingu					
Rate Que					
Miscellan			Miscellaneous	Miscellaneous	
Name:		STEP	HEN SPOETH		
Service		1100	GULF BREEZE		
Address:					
Address.			·		
Phone (H):					
Phone (W):	 		·		
Priorie (W).	<u> </u>	<u> </u>		•	
Summary of Cal	I. CUSTICA	HED.	STATED THAT TENANT MOVED	OUT MIDDLE OF MONTH - HE'S BEING	
Summary or Car		4	BASE FEE WHOLE MONTH.		ñ.,
	CHANGE		PAGE (EE WINGE WORK)		
				<u> </u>	
				COLUNI CON CONTRACTOR CHICA OF ME	24/
Follow Up:	1) FINA	AL READ 11/12/08. ADJUSTED A	CCOUNT FOR 6.36. NOTIFIED CUST OF NE	:VV
	TOTAL				
					· ·
	-				
CSR recieving ca	ill:	<u> </u>	DEBBIE		
	_				
CSR returning ca	all: (.				
	-				
Work Order I	No.:		121800010		
	_			1.12	
Management Review: Date: Date:			Date: (3/1/Q)		
			And the same of th	ť	

•					
		The fire on a fire of the	nquiries and		
		Camina I.		I	
63	COSTORIA	Service - II	inflittec_ann	i i amniai	חדותם
		OCIVICE. II	MANIES OIL		111.1.02
-					- · · ·
-					

	12/1/2008	Account No.:	1035
Time:	· · ·		
Accounting		Service	Trouble
Account Balar	nce	Service Availabilty	Sewer Back-up
Billing Adjustm	ent	Reread Meter	Lift Station Alarm
Verify Payme	nt X	Lateral Line Leak	Lift Station Overflow
Address Chan	ge	Broken Clean-out	Lift Station Odor
Request New Se	rvice		Sewer Main Break
Final Reading/	Bill		
Delinquent			
Rate Questio	'n		
Miscellaneou	is	Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Call:	479-644-240 CUST CALLED	O STATED THAT HE SENT PAYMENT T	HRU BANK - FOR \$26.06
Follow Up:			ANK CALLED - CHECK NOT CLEARED - WILL S IT WAS THEIR ERROR. BANK TO NOTIFY
CSR recieving call:		DEBBIE	
CSR returning call:			
Work Order No.:		12180009	ž.
anagement Review:		100)	Date: WITOV

Wastewater

Date: [12/1/2008	Account No.:	2848
Accountin	g	Service	Trouble
Account Bala	nce	Service Availabilty Sewer Back-up	
Billing Adjustr	nent X	nt X Reread Meter Lift Statio	
Verify Payme	ent	Lateral Line Leak	Lift Station Overflow
Address Char	nge	Broken Clean-out	Lift Station Odor
Request New Se	ervice		Sewer Main Break
Final Reading	/Bitl		
Delinquen			
Rate Question	on		
Miscellaneo	us	Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Call:	CUST CALLED ST		IENT THRU BANK - CHECK #5264 FOR 29.73
Follow Up:	CHECK WAS PO	STED TO ACCOUNT #2448.	ADJUSTED BOTH ACCOUNT
CSR recieving call:		DEBBIE	
CSR returning call:			
Work Order No.		12180008]
Management Review:			Date:

Wastewater

Date:	12/1/2008		Account No.:	2531
Time:				
Accounti	ing	· .	Service	Trouble
Account Ba	lance	ance Service		Sewer Back-up
Billing Adjus	tment		Reread Meter	Lift Station Alarm
Verify Payn	nent X		Lateral Line Leak	Lift Station Overflow
Address Ch	ange		Broken Clean-out	Lift Station Odor
Request New	Service			Sewer Main Break
Final Readin	g/Bill			
Delinque	nt			
Rate Ques	tion			
Miscellane	ous		Miscellaneous	Miscellaneous
Phone (H): Phone (W): Summary of Call:	CUST CALL CREDITED	ED AN		NK PAYMENT FOR \$36.40 CK #5180. NOT
Follow Up:	CONTACT	BANK.	化工具工工作 化二氯化二甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基	# 5180 IN SYSTEM THAT SHE NEEDS TO STILL RESEARCHING, HOWEVER, CK HAS NOT
CSR recieving call	: [DEBBIE	
CSR returning call	: [
Work Order No	o.:		12180007	
anagement Reviev	w:		DO	Date: [3/1/08

Management Review:

Wastewater

Customer Service - Inquiries and Complaint Log

<u> </u>						
Date: 12/1. Time:	/2008	Account No.:	536			
Accounting		Service	Trouble			
Account Balance		Service Availabilty Sewer Back-up				
Billing Adjustment		Reread Meter	Lift Station Alarm			
Verify Payment	· · · · · · · · · · · · · · · · · · ·		Lift Station Overflow			
Address Change	X	Broken Clean-out	Lift Station Odor			
Request New Service			Sewer Main Break			
Final Reading/Bill						
Delinquent						
Rate Question						
Miscellaneous		Miscellaneous	Miscellaneous			
Address: Phone (H): Phone (W):	7306 GUL 63-3464	ALD STOOPS F BREEZE CIRCLE RESS TO PO BOX IN HUDSON				
Follow Up:	NGED ADD	DRESS				
CSR recieving call:		DEBBIE]			
CSR returning call:]			
Work Order No.:	G. J.	12180006				

Date:

Wastewater

Date:	12/1/2008	Account No.:	1071		907	
time:	Min Community (New York Page 1995) Page 1 - Man Angel (Page 1995) Page 1 - Man Angel (Page 1995)	!				
Account	ting	Service	T	i tali tra	rouble	
Account Ba	alance	Service Availabilty			er Back-up	
Billing Adju	stment	Reread Meter	Х		ation Alarm	
Verify Pay	ment	Lateral Line Leak		Lift Stat	ion Overflow	
Address Cl	nange	Broken Clean-out		Lift St	ation Odor	
Request New	Service			Sewer	Main Break	
Final Readi	ng/Bill					
Delinque	ent					
Rate Ques	tion					
Miscellan	eous	Miscellaneous		Misc	ellaneous	
Phone (W): Summary of Call	: WANTS RE-REA	AD. LIVING IN HOME AND SH	OWS NO	USAGE		
Follow Up:	WORK ORDER	SENT FOR RE-READ Ne CHO! 1	10			
CSR recieving cal	l: <u> </u>	DEBBIE				
CSR returning cal	l:	er qu				
Work Order N	o.:	12180005			, ,	
lanagement Revie	w: [Date:	10/1/0	28

Ni Florida Work Order

Account #: 907 Date: 1211/08
Name: fariell, Sundia
Service Address: 4902 5 and auling Hudson, FI 34667
() Final Bill (Read Meter): () Re-read: (923) 933
() Reconnect Service (Read Meter):
() Disconnect Service (Read Meter):
Amount past Due: Last payment date: Current Due: Total:
() Other:
Field Opt. Comments Discription of Work Performed:
Shows no usage - Hoes wage
emized Parts List:
Plug Other Parts: Cap
otal Hours Worked:
Field Opt. Signature Ni Florida,LLC. 13825 US Hwy 19, Hudson, Fl 34667
notified cust. of Adjustment?

Wastewater

Date: 1	2/1/2008	Account No.:	2540
Accounting		Service	Trouble
Account Balan	ce	Service Availabilty	Sewer Back-up
Billing Adjustment		Reread Meter	Lift Station Alarm
Verify Payment		Lateral Line Leak	Lift Station Overflow
Address Change		Broken Clean-out	Lift Station Odor
Request New Sei	vice		Sewer Main Break
Final Reading/I	3ill		
Delinquent	X		
Rate Questio	n .		
Miscellaneou	s	Miscellaneous	Miscellaneous
Service Address: Phone (H): Phone (W): Summary of Call: Follow Up:		AND TO NOTIFY NI THAT HE	WILL PUT PAYMENT IN MAIL FOR THE AMOUNT
CSR recieving call: CSR returning call: Work Order No.:		DEBBIE 12180004	
anagement Review:		$(\Lambda \Lambda U)$	Date:

Wastewater

Date:	DINK	Account No.:	-1510	
Time:				
Accounting		Service	Trouble	
Account Balan	ce X	Service Availabilty	Sewer Back-up	
Billing Adjustm	ent	Reread Meter	Lift Station Alarm	
Verify Paymer	nt	Lateral Line Leak	Lift Station Overflow	
Address Chang	ge	Broken Clean-out	Lift Station Odor	
Request New Sei	vice		Sewer Main Break	
Final Reading/	3ill			
Delinquent	Х			
Rate Question	n			
Miscellaneou	5	Miscellaneous	Miscellaneous	
Service Address: Phone (H): Phone (W): Summary of Call:	727-243-5773		WILL PUT PAYMENT IN BOX TONIGHT.	
Follow Up:	NOTED ACCOU	NT	(1) (1) (1) (2) (2) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	
CSR recieving call:		DEBBIE		
CSR returning call:				
Work Order No.:		12180003		
Management Review:		(X)	Date: 10 110	5

Wastewater

Date:	12/1/2008		Account No.:	2692		
Time:	1:12p	m				
	Accounting		Service	Trouble		
Account Balance			Service Availabilty	Se	wer Back-up	
Billing Adjustment			Reread Meter	Lift :	Station Alarm	
Verify Payment		11	Lateral Line Leak	Lift St	ation Overflow	
Address Change			Broken Clean-out	Lift	Station Oder	
Request New Service				Sewi	er Main Break	
Final Readi	ng/Bill					
Delinqu	ent					
Rate Que	stion					
Miscellan	eous	Х	Miscellaneous	Mi	scellaneous	
						L
Name:		Trace	y Secondo			
			"			
Service	7	300 Mai	ryland Avenue			
Address:		H	udson			
_		<u> </u>				
Phone (H):	364	-9376				
Phone (W):					•	÷
<u> </u>						
Summary of Cali	: She thi	nks there	is a leak from the sewer line. S	he is smelling t	ne sewer.	
						İ
					•	
						ļ
						
Follow Up:	John w	as called	to go out and check the premise	es. John went o	ut and found they a	so
•			nk and the washer / dryer is hoo			
	1		ne will have it drained.		•	
	j					1
	<u> </u>					
CSR recieving ca	ð:		Christine			
0						
CSR returning ca	11:					
Work Order N	lo.:	-	12180002			
		L				
lanagement Revie	ew:			Date:	7-5171/	7
<u> </u>					- 1 - 1 C	<u> </u>
		6	Control of the Contro			

Management Review:

Wastewater

Date:	12/1/2008	Account No.:	
	0:00:00 AM	Account No.,	645
			
Accounting		Service	Trouble
Account Balar		Service Availabilty	Sewer Back-up
Billing Adjustm		Reread Meter	Lift Station Alarm
Verify Payme		Lateral Line Leak	Lift Station Overflow
Address Chan		Broken Clean-out	Lift Station Oder
Request New Se			Sewer Main Break
Final Reading/	Bill		
Delinquent			
Rate Questio	on l		
Miscellaneou	ıs X	Miscellaneous	Miscellaneous
Service Address: Phone (H):		ances Avenue udson	
Address:	H		
Address: Phone (H): Phone (W):	She is late payin	udson g her bill and wanted the accoun	
Address: Phone (H): Phone (W):	She is late payin	udson	
Address: Phone (H): Phone (W):	She is late payin	udson g her bill and wanted the accoun	
Address: Phone (H): Phone (W):	She is late payin	udson g her bill and wanted the accoun	
Address: Phone (H): Phone (W): Summary of Call:	She is late payin \$36.40 by 12/15	udson g her bill and wanted the accounts/08. She is waiting for her Child	
Address: Phone (H): Phone (W):	She is late payin	udson g her bill and wanted the accounts/08. She is waiting for her Child	
Address: Phone (H): Phone (W): Summary of Call:	She is late payin \$36.40 by 12/15	udson g her bill and wanted the accounts/08. She is waiting for her Child	
Address: Phone (H): Phone (W): Summary of Call:	She is late payin \$36.40 by 12/15	udson g her bill and wanted the accounts/08. She is waiting for her Child	
Address: Phone (H): Phone (W): Summary of Call: Follow Up:	She is late payin \$36.40 by 12/15	udson g her bill and wanted the account (08. She is waiting for her Child	
Address: Phone (H): Phone (W): Summary of Call:	She is late payin \$36.40 by 12/15	udson g her bill and wanted the accounts/08. She is waiting for her Child	nt noted that she will make a payn Support Check to come.

Date: