

Ann Cole

100318-WS

**From:** Ann Cole  
**Sent:** Monday, January 24, 2011 11:02 AM  
**To:** Office of Commissioner Brisé  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite  
**Subject:** FW: Service Management Systems  
**Attachments:** Comm Brise.doc

Thank you for this information, which has been printed and will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100318-WS.

**From:** Pamela Paultre **On Behalf Of** Office of Commissioner Brisé  
**Sent:** Monday, January 24, 2011 10:59 AM  
**To:** Ann Cole  
**Cc:** Baldwin English  
**Subject:** FW: Service Management Systems

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00485-11</u>		
DISTRIBUTION: _____		

Good morning Ann,

Please add this correspondence to Docket # 100318-WS.  
Thank you,

Pamela Paultre  
Executive Assistant to Commissioner Ronald Brisé  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
(850) 413-6036

**From:** Dick Omrod [mailto:romrod@cfl.rr.com]  
**Sent:** Friday, January 21, 2011 9:05 AM  
**To:** Office of Commissioner Brisé  
**Cc:** Baldwin English  
**Subject:** Service Management Systems

*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
321-723-5877  
romrod@cfl.rr.com

January 21, 2011

Commissioner Ronald A. Brise  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re.: Service Management Systems Hearing, January 25th

Dear Commissioner Brise,

If the Commission will not hold a hearing to examine the Service Management Systems utility, how it's operated, and what investments have been made in it, how can we as customers be protected? Compass Bank and its receiver have no reason to keep utility costs low. They are not utility operators and they don't have the public interest in mind, which is what a public utility with a monopoly should have. The bank only wants to cut its losses on a bad loan, and the receiver only sees an opportunity to make money.

I have heard that Compass Bank has found someone willing to pay over \$700,000, which I find very hard to believe considering the poor condition of the facilities. I've also heard that the FPSC set rates years ago based on a much lower amount than \$700,000. I find it hard to believe anyone is willing to pay that much. Something isn't right. This buyer must think he can just raise our rates later – no problem. I don't get a very good feeling about this, and I hope you are sitting up and taking notice so all of the people around here don't have to suffer for one person's bad finances.

Sincerely,

G. R. Omrod

*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
321-723-5877  
romrod@cfl.rr.com

January 21, 2011

Commissioner Ronald A. Brise  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re.: Service Management Systems Hearing, January 25th

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Sincerely,

G. R. Omrod

**Diamond Williams**

100318-WS

**From:** Diamond Williams  
**Sent:** Friday, January 21, 2011 10:35 AM  
**To:** Ellen Plendl  
**Cc:** Dorothy Menasco  
**Subject:** FW: Email for Docket 100318-WS

**Attachments:** FW: Service Management Systems; Consumer Inquiry - Service Management Systems



FW: Service Management Systems  
Consumer Inquiry - Service M

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100318-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00485-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ellen Plendl  
**Sent:** Friday, January 21, 2011 10:34 AM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Catherine Potts  
**Subject:** Email for Docket 100318-WS

See attached email and PSC response for correspondence side of Docket 100318-WS.

**Diamond Williams**

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**From:** Office of Commissioner Balbis  
**Sent:** Friday, January 21, 2011 9:53 AM  
**To:** Ellen Plendl  
**Subject:** FW: Service Management Systems  
**Attachments:** Comm Balbis.doc

Hi Ellen,

This is the e-mail I was talking about. It seems that it went to each commissioner individually. Please note that Commissioner Balbis is not on the panel that will be voting on this case.

Thanks for your help,  
Cristina

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**From:** Dick Omrod [mailto:romrod@cfl.rr.com]  
**Sent:** Friday, January 21, 2011 9:05 AM  
**To:** Office of Commissioner Balbis  
**Cc:** Lisa Bennett  
**Subject:** Service Management Systems

*Dick Omrod  
123 Caledonia Drive  
Melbourne Beach, FL 32951  
321-723-5877  
romrod@cfl.rr.com*

January 21, 2011

Commissioner Eduardo E. Balbis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re.: Service Management Systems Hearing, January 25th

Dear Commissioner Balbis,

If the Commission will not hold a hearing to examine the Service Management Systems utility, how it's operated, and what investments have been made in it, how can we as customers be protected? Compass Bank and its receiver have no reason to keep utility costs low. They are not utility operators and they don't have the public interest in mind, which is what a public utility with a monopoly should have. The bank only wants to cut its losses on a bad loan, and the receiver only sees an opportunity to make money.

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1/21/2011

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Sincerely,

G. R. Omrod

*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
321-723-5877  
romrod@cfl.rr.com

January 21, 2011

Commissioner Eduardo E. Balbis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re.: Service Management Systems Hearing, January 25th

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Sincerely,

G. R. Omrod

## Diamond Williams

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**From:** Randy Roland  
**Sent:** Friday, January 21, 2011 10:33 AM  
**To:** 'romrod@cfl.rr.com'  
**Subject:** Consumer Inquiry - Service Management Systems

Mr. Dick Omrod  
romrod@cfl.rr.com

Dear Mr. Omrod:

This is in response to your E-mail to Florida Public Service Commissioner Eduardo E. Balbis regarding Service Management Systems, Incorporated. Given the nature of your concerns, Commissioner Balbis feels it would be appropriate for specialized staff of the Division of Service, Safety and Consumer Assistance to respond directly to you.

You expressed a concern about the PSC's petition for order to show cause against Service Management Systems in Brevard County for failure to properly operate and manage a water and wastewater system. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 100318-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland  
Regulatory Program Administrator  
Division of Service, Safety & Consumer Assistance Florida Public Service Commission



**Ann Cole**

100318-WS

**From:** Ann Cole  
**Sent:** Friday, January 21, 2011 9:52 AM  
**To:** Samantha Cibula  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite  
**Subject:** FW: Service Management Systems  
**Attachments:** Comm Brown.doc

**CONSUMER**

Thank you for this information, which has been printed and will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100318-WS.

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**From:** Samantha Cibula  
**Sent:** Friday, January 21, 2011 9:51 AM  
**To:** Ann Cole  
**Cc:** Kathleen Stewart  
**Subject:** FW: Service Management Systems

Hi Ann,

Please place this correspondence in Docket No. 100318-WS.

Thanks,  
Samantha

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**From:** Dick Omrod [mailto:romrod@cfl.rr.com]  
**Sent:** Friday, January 21, 2011 9:05 AM  
**To:** Office of Commissioner Brown  
**Cc:** Samantha Cibula  
**Subject:** Service Management Systems

*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
 321-723-5877  
 romrod@cfl.rr.com

January 21, 2011

Commissioner Julie I. Brown  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re.: Service Management Systems Hearing, January 25th

DOCUMENT NUMBER-DATE

00485 JAN 21 =

FPSC-COMMISSION OFFICE

1/21/2011

Dear Commissioner Brown,

If the Commission will not hold a hearing to examine the Service Management Systems utility, how it's operated, and what investments have been made in it, how can we as customers be protected? Compass Bank and its receiver have no reason to keep utility costs low. They are not utility operators and they don't have the public interest in mind, which is what a public utility with a monopoly should have. The bank only wants to cut its losses on a bad loan, and the receiver only sees an opportunity to make money.

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Sincerely,

G. R. Omrod

*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
321-723-5877  
romrod@cfl.rr.com

January 21, 2011

Commissioner Julie I. Brown  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re.: Service Management Systems Hearing, January 25th

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Sincerely,

G. R. Omrod

DOCUMENT NUMBER-DATE

00485 JAN 21 =

FPSC-COMMISSION CLERK

**Ann Cole**

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**From:** Ann Cole  
**Sent:** Friday, January 21, 2011 9:51 AM  
**To:** Office Of Commissioner Graham  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite  
**Subject:** FW: Service Management Systems  
**Attachments:** Chair. Graham.doc

Thank you for this information, which has been printed and will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100318-WS.

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**From:** Betty Leland **On Behalf Of** Office Of Commissioner Graham  
**Sent:** Friday, January 21, 2011 9:49 AM  
**To:** Ann Cole  
**Cc:** Mark Long  
**Subject:** FW: Service Management Systems

Please add to correspondence in docket #100318.

Thanks.

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**From:** Dick Omrod [mailto:romrod@cfl.rr.com]  
**Sent:** Friday, January 21, 2011 9:04 AM  
**To:** Office Of Commissioner Graham  
**Cc:** Mark Long  
**Subject:** Service Management Systems

*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
321-723-5877  
romrod@cfl.rr.com

January 21, 2011

Chairman Art Graham  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re.: Service Management Systems Hearing, January 25th

Dear Chairman Graham

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1/21/2011

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January 21, 2011

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G. R. Omrod

**Ann Cole**

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**From:** Ann Cole  
**Sent:** Friday, January 21, 2011 9:44 AM  
**To:** Office of Commissioner Balbis  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite  
**Subject:** FW: Service Management Systems  
**Attachments:** Comm Balbis.doc

Thank you for this information, which has been printed and will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100318-WS.

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**From:** Office of Commissioner Balbis  
**Sent:** Friday, January 21, 2011 9:26 AM  
**To:** Ann Cole  
**Cc:** Lisa Bennett  
**Subject:** FW: Service Management Systems

Ann,

Please add the e-mail below and the attachment to *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100318-WS.

Thank you,  
Cristina

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**From:** Dick Omrod [mailto:romrod@cfl.rr.com]  
**Sent:** Friday, January 21, 2011 9:05 AM  
**To:** Office of Commissioner Balbis  
**Cc:** Lisa Bennett  
**Subject:** Service Management Systems

*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
321-723-5877  
romrod@cfl.rr.com

January 21, 2011

Commissioner Eduardo E. Balbis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

1/21/2011

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Sincerely,

G. R. Omrod

1/21/2011



*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
321-723-5877  
romrod@cfl.rr.com

January 21, 2011

Commissioner Lisa P. Edgar  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re.: Service Management Systems Hearing, January 25th

Dear Commissioner Edgar,

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Sincerely,

G. R. Omrod

**Ann Cole**

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**From:** Ann Cole  
**Sent:** Friday, January 21, 2011 9:45 AM  
**To:** Roberta Bass  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite  
**Subject:** FW: Service Management Systems  
**Attachments:** Comm Edgar.doc

Thank you for this information, which has been printed and will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100318-WS.

---

**From:** Roberta Bass  
**Sent:** Friday, January 21, 2011 9:33 AM  
**To:** Ann Cole  
**Subject:** FW: Service Management Systems

Please place this correspondence in Docket No. 100318-WS. Thank you.

*Roberta*

Roberta S. Bass  
Chief Advisor to Commissioner Edgar  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6016 (Office)  
(850) 413-6017 (Facsimile)  
(850) 559-7291 (Mobile)  
[roberta.bass@psc.state.fl.us](mailto:roberta.bass@psc.state.fl.us)

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**From:** Dick Omrod [mailto:[romrod@cfl.rr.com](mailto:romrod@cfl.rr.com)]  
**Sent:** Friday, January 21, 2011 9:05 AM  
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**Cc:** Roberta Bass  
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*Dick Omrod*  
*123 Caledonia Drive*  
*Melbourne Beach, FL 32951*  
321-723-5877  
[romrod@cfl.rr.com](mailto:romrod@cfl.rr.com)

January 21, 2011

Commissioner Lisa P. Edgar  
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1/21/2011

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