

State of Florida



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

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

DATE: 01/02/2018
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20170151.

RECEIVED-PPSC
2018 JAN -2 AM 10:40
COMMISSION
CLERK

marjorie gallagher

410 49th. sve. Drive West

Bradenton, Florida 34207

December 14th.,2017

\

To: The Office of Commoission Clerk
Florida Public Servce Commisiion
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

This letter iid to object to the fee for new customers. We are not new , we were transferred. This Company did not get our statements to all of the residents. I wss nnotified by my deighbor and call then to get the amount I owed. I asked tht they note that I would send the payment that day, which I did. They still cahrged me a late fee.

The previous owner had tried to over charge me over 100.00 one month. I gave them my meter reading. I was informed,' I guess the boys made a mistake. There were story's from other neighbors , even taken to court because of over charging.

What are we getting for the over charge? they should be giving us a fee for being a customer or a bonus

Enclosed are my stat,ents that were correct snd they would have pocket the money, if I did not contest it. My usual bills are about 86.00 note.

Please give us a break, the owners of this development have charged us and not given us a thing for our money and State Law requires. The ATTorneys are the only ones making out/

Sincerely.

marjorie gallagher

Marjorie T Gallagher

PS. My last letter was not opened according to the Docket. #20170151-WS



Heather Hills Estates Utilities LLC
 4925 3rd Street West
 Bradenton, FL 34207

*1/5/17
 pd. L72VB-V#HC5*

Margorie Gallagher
 410 49th Ave. Dr. W
 Bradenton, FL 34207

Water/Sewer Bill

PREVIOUS BALANCE	\$76.18
PAYMENTS	\$76.18
CURRENT CHARGES	\$88.16
TOTAL DUE BY 01/21/2017	\$88.16
DUE AFTER 01/21/2017	\$93.16

ACCOUNT NUMBER	303	Heather Hills Estates Utilities LLC
CUSTOMER	Margorie Gallagher	4925 3rd Street West
SERVICE ADDRESS	410 49th Ave. Dr. W	Bradenton FL 34207
	Bradenton FL 34207	(941) 755-0123
BILL DATE	01/01/2017	

SERVICE	START	END	USAGE	AMOUNT
Water Base Charge	09/24/2016	12/24/2016		\$27.02
Water Usage \$3.10/1000g	09/24/2016 - 91800	12/24/2016 - 94400	2600	\$8.06
Sewer Base Charge	09/24/2016	12/24/2016		\$35.19
Sewer Usage \$6.88/1000g	09/24/2016 - 91800	12/24/2016 - 94400	2600	\$17.89
Payment 10/20/2016				(\$76.18)
TOTAL CURRENT CHARGES				\$88.16



Please detach below perforation and return with payment

9/23/16 # 0091 800 - 9 Pm. Water Reading

Heather Hills Estates Utilities LLC
 4925 3rd Street West
 Bradenton, FL 34207

21800 - meter
 0090490
 7/11/16
 B/A

Margorie Gallagher
 350 Orbit Drive
 Amhearst., NY 14228

Water/Sewer Bill

PREVIOUS BALANCE	\$88.15
PAYMENTS	\$93.15
CURRENT CHARGES	\$262.81
TOTAL DUE BY 07/21/2016	\$257.81 \$110.00
DUE AFTER 07/21/2016	\$262.81

ACCOUNT NUMBER	303	Heather Hills Estates Utilities LLC 4925 3rd Street West Bradenton FL 34207 (941) 755-0123
CUSTOMER	Margorie Gallagher	
SERVICE ADDRESS	410 49th Ave. Dr. W Bradenton FL 34207	
BILL DATE	07/01/2016	

SERVICE	START	END	USAGE	AMOUNT
Water Base Charge	03/24/2016	06/24/2016		\$27.02
Water Usage \$3.10/1000g	03/24/2016 - 84500	06/24/2016 - 104600	5900 20100	\$62.31
Sewer Base Charge	03/24/2016	06/24/2016		\$35.19
Sewer Usage \$6.88/1000g	03/24/2016 - 84500	06/24/2016 - 104600	5900 20100	\$138.29
Payment 04/07/2016		90400		(\$93.15)



\$ 147.81 - adjustment for error in reading

18.29
 34.60

TOTAL CURRENT CHARGES \$262.81

Please detach below perforation and return with payment

\$ 115.10



Mrs. Marjoire T. Gallagher
410 49th Avenue Dr. W
Bradenton, FL 34207

TAMPA FL 335
SAINT PETERSBURG FL
18 DEC 2017 PM 51



DISTRIBUTION CENTER

2017 DEC 26 AM 7:35

Florida Public Commission
2540 Sharnard Oak Blvd.
Tallahassee, Florida

32399-0850

