

State of Florida




Public Service Commission

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

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

DATE: October 1, 2019

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

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

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

Please place the attached documents into the docket file.

<p align="center">Consumer Information</p> <p>Name: KENNA GUNN</p> <p>Business Name:</p> <p>Svc Address: 116 50TH AVE W</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 09/13/2019</p> <p>Time: 13:48</p>
<p>County: Manatee Phone:</p> <p>City/Zip: Bradenton / 34207-</p> <p>Account Number: E25</p> <p>Caller's Name: KENNA GUNN</p> <p>Mailing Address: 116 50TH AVE W</p>	<p align="center">Utility Information</p> <p>Company Code: WS974</p> <p>Company: HEATHER HILLS UTILITIES, LLC</p> <p>Attn. Michael Smallridge1321239W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/04/2019</p> <p>Fax: R</p>	<p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: BRADENTON ,FL 34207-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 139815</p>	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: N</p>

Please review the attached correspondence in which the customer reports the following:

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

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

CUSTOMER INFORMATION

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

BUSINESS INFORMATION

Business Account Name: heather hills utilities llc

Account Number: unknown

Address: same same FL 34207

Water County Selected: Manatee

COMPLAINT INFORMATION

Complaint: Improper Billing against Heather Hills Utilities, LLC

Details:

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

I phoned HHU, LLC on 7-8-19 & 7-9-19 requesting and leaving word for Mike Smallridge to telephone me. He did not.

Heather Hills Estates Subdivision H20 Customers had received a NOTICE TO CUSTOMERS (5-28-19) advising a rate raise claiming "These rates should reflect for services rendered ON OR AFTER (EMPHASES ADDED) June 25, 2019".

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

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

Thank you, Kenna Gunn

PSC was contacted previously"

"From: K ENNA [mailto:kennahh353@yahoo.com]

Sent: Friday, September 13, 2019 11:39 AM

To: Consumer Contact; K ENNA

Subject: Heather Hills Util Complaint

Good morning Angela,

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

"From: K ENNA [mailto:kennahh353@yahoo.com]

Sent: Friday, September 13, 2019 11:47 AM

To: Consumer Contact; K ENNA

Subject: Heather Hills Util Complaint

Request No. 1321239W

Name GUNN ,KENNA MS.

Business Name

Hello Angela Calhoun, "

"From: K ENNA [mailto:kennahh353@yahoo.com]
Sent: Friday, September 13, 2019 12:06 PM
To: Consumer Contact; K ENNA
Subject: Heather hills Utilities Complaint recent H2O Bill

Ms. Angela Calhoun, Thank you for your help, it is much appreciated.
Another issue I had forgotten to mention is: When we W & S Customers receive from Heather Hills Utilities, LLC, the ANNUAL DRINKING WATER QUALITY REPORT the last being for 2018, the report identifies another Utility Company separate and apart from the actual W & S Company in question, and showing an inaccurate phone #. Seeing as Mike Smallridge has owned HHU, LLC for several years now it would be appreciated if the correct name of the actual Utility would be used in the future on the Annual Report. After all, this may cause much confusion in the future.
Thanks again, Kenna Gunn"

"From: K ENNA [mailto:kennahh353@yahoo.com]
Sent: Friday, September 13, 2019 12:11 PM
To: Consumer Contact; K ENNA
Subject: Heather Hills Utility, LLC My recent Bill

Hello Ms. Angela Calhoun,
This is my last e/mail for now. I hope these 4 documents assist you, I am an email away if I can be of further help. P.S. However, I do not enter my Yahoo account every day. Regards, Kenna Gunn "

Please note the attached customer correspondence

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint

Request No. 1321239W Name GUNN ,KENNA MS. Business Name _____

e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case scanned and emailed to company. Case taken by Diane Hood

Request No. 1321239W

Name GUNN ,KENNA MS.

Business Name

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