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November 13, 2020

Adam J. Teitzman, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket No. 20200139-WS

Dear Mr. Teitzman,

Please find enclosed for filing in the above referenced docket the Direct Testimony and Exhibits of Sarah Lewis. This filing is being made via the Florida Public Service Commission's Web Based Electronic Filing portal.

If you have any questions or concerns; please do not hesitate to contact me. Thank you for your assistance in this matter.

Sincerely,

/s/Stephanie A. Morse
Stephanie A. Morse
Associate Public Counsel

cc: All Parties of Record

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Application for increase in water and)
wastewater rates in Charlotte, Highlands, Lake,) Docket No. 20200139-WS
Lee, Marion, Orange, Pasco, Pinellas, Polk, and)
Seminole Counties by Utilities, Inc. of Florida) FILED: November 13, 2020
_____)

DIRECT TESTIMONY

OF

Sarah Lewis

On Behalf of the Citizens of the State of Florida

J.R. Kelly
Public Counsel

Stephanie Morse
Associate Public Counsel

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c/o The Florida Legislature
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Attorney for the Citizens
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LIST OF EXHIBITS

Exhibit SL-1	Customer Complaints – Composite
Exhibit SL-2	Consent Order Data
Exhibit SL-3	PSC’s Complaint Activity Tracking System
Exhibit SL-4	Consent Orders Issued by DEP to UIF

1 **DIRECT TESTIMONY**

2 **Of**

3 **Sarah Lewis**

4 On Behalf of the Office of Public Counsel

5 Before the

6 Florida Public Service Commission

7 Docket No. 20200139-WS

8

9

I. INTRODUCTION

10

Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

11

A. My name is Sarah Lewis. My business address is 111 West Madison Street, Room
12 812, Tallahassee, FL 32399-1400.

13

14

Q. BY WHOM ARE YOU EMPLOYED AND WHAT IS YOUR POSITION?

15

A. I am an accountant and employed as a Legislative Analyst with the Office of Public
16 Counsel (OPC). I began my employment with OPC in July 2018.

17

18

**Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND
19 PROFESSIONAL EXPERIENCE.**

20

A. I received a Bachelor of Arts degree from Flagler College in accounting as well as a
21 Bachelor of Arts degree from Flagler College in business administration in 2005. Prior
22 to my work at OPC, I worked at the Florida Department of Education in the Office of
23 Funding and Financial Reporting as a Policy Analyst from 2016-2018 compiling fiscal
24 analyses for Florida House and Senate bills as well as compliance with Generally
25 Accepted Accounting Principles (“GAAP”), bond accounting, and various other
26 accounting-related analysis and reporting projects. This also included auditing of

1 district and school financial information. I worked at the Novey Law Firm as a Legal
2 Administrator from 2012-2016; my duties included accounting functions as well as
3 business management. Additionally, from 2011-2012, I performed various accounting
4 functions as a Staff Accountant with Goodwill Big Bend, where my duties included
5 budget modifications, grant procurement and other non-profit accounting functions,
6 including compiling and submitting sales tax calculations for 25 retail locations. From
7 2006 to 2011, I was an accountant for Applied Fiber Manufacturing, LLC where my
8 duties included, but were not limited to, in-house auditing of financial data for
9 budgeting and reporting purposes, as well as audits of contracts and data compilation
10 for break-even statistics and return on equity.

11

12 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE FLORIDA**
13 **PUBLIC SERVICE COMMISSION?**

14 A. No.

15

16 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

17 A. My testimony provides a summary of the various letters, exhibits, and other
18 documentation contained in the instant docket file and in other files of the Public
19 Service Commission (“PSC” or “Commission”) as relates to the quality of
20 service provided by Utilities, Inc. of Florida (“UIF” or “the Utility”) during or
21 after the test year. Sections 367.081(2)(a)1 and 367.0812, Florida Statutes (F.S.),
22 provide the Commission shall consider the quality of the service when setting
23 rates. Commission Rule 25-30.433(1), Florida Administrative Code (F.A.C.),
24 further details the Commission’s requirements as follows:

25

26

27

The Commission in every rate case shall make a determination
of the quality of service provided by the utility by evaluating the

1 quality of utility's product (water) and the utility's attempt to
2 address customer satisfaction (water and wastewater). In making
3 this determination, the Commission shall consider:

4 (a) The most recent chemical analyses for each water system as
5 described in rule 25-30.440(3), F.A.C.;

6 (b) Any Department of Environmental Protection (DEP) and
7 county health department citations, violations and provisions of
8 consent orders that relate to quality of service;

9 (c) Any DEP and county health department officials' testimony
10 concerning quality of service;

11 (d) Any testimony, complaints and comments of the utility's
12 customers and others with knowledge of the utility's quality of
13 service; and

14 (e) Any utility testimony and responses to the information
15 provided in paragraphs (1)(a)-(d), above.

16
17 For my testimony, I have reviewed the testimony and exhibits of the
18 Utility's witnesses for quality of service issues. I have gathered data from the
19 Florida Department of Environmental Protection ("DEP") filed with the
20 Commission in response to Commission Staffs' requests, consent orders
21 obtained from DEP's OCULUS database, and UIF's Minimum Filing
22 Requirements (MFRs) addressing quality issues. I have also assembled letters
23 filed by UIF's customers in the PSC's docket. My testimony provides all of this
24 information in a summary format for the Commission to consider in its
25 determination of UIF's quality of service.

26
27 **Q. WHY DID YOU INCLUDE QUALITY OF SERVICE ISSUES THAT**
28 **OCCURRED AFTER THE TEST YEAR?**

29 A. The Commission should make its determination of quality of service based upon
30 the most up-to-date information available. Quality of service issues, such as

1 water quality, affect the customers' quality of life and their pocketbooks. If a
2 situation that arose after the test year affects the quality of service determination,
3 then it could be an indication of an issue which the Commission should consider
4 when making its determination.

5

6 **II. DEP QUALITY OF SERVICE ISSUES**

7 **Q. WHAT DID YOU REVIEW REGARDING QUALITY OF SERVICE**
8 **ISSUES IDENTIFIED BY DEP?**

9 A. DEP's information about UIF's quality of service issues was obtained from a
10 number of sources. I reviewed the documentation submitted by the Utility with
11 its MFRs as well as its responses to the deficiency letters issued by the DEP. I
12 also reviewed the documentation available to the public on DEP's Oculus
13 database. While Oculus contains information related to UIF's systems going
14 back many years, I have only included items from 2015 (from UIF's last base
15 rate case) through January 2020. While these dates range outside of the test year
16 in the current docket, it is important to review the more recent violations to show
17 ongoing issues with the different facilities owned by the Utility. This Consent
18 Order data is attached to my testimony as SML-2, and the Consent Orders issued
19 by DEP to UIF are attached to my testimony as SML-4.

20

21 **Q. CAN YOU SUMMARIZE THE HIGHLIGHTS OF THE LIST OF DEP**
22 **QUALITY OF SERVICE ISSUES?**

23 A. Yes, I can. I created a summary of the list, which includes five categories of
24 water and wastewater issues. My summary is attached to my testimony as SML-
25 2. These five categories pertain to six of UIF's systems, some of which have
26 more than one quality of service issue. All six systems listed are subject to

1 consent orders between the Utility and DEP related to violations by the Utility.
2 Most notable is the raw sewage spill that occurred at facility ID #WU413, which
3 was also the subject of customer correspondence to the PSC, and is listed in my
4 customer complaint summary attached to my testimony as SML-1.

5

6 **Q. DO YOU HAVE ANY COMMENTS REGARDING YOUR FINDINGS**
7 **REGARDING THE QUALITY OF SERVICE ISSUES IDENTIFIED BY**
8 **DEP?**

9 A. Yes, I do. These issues should be included for consideration by the Commission
10 in this rate proceeding and should be evaluated as a part of the overall quality of
11 service issues in this docket. The Commission's evaluation should include
12 consideration of these issues, even if the Utility has since corrected any
13 deficiencies. The customers who have experienced these quality of service
14 issues have continuously paid rates even when UIF was not in compliance with
15 primary or secondary water standards. No utility, including UIF, should be
16 allowed to operate in non-compliance during its test year, later resolve its
17 deficiencies for its rate case, and then expect to receive a clean bill of health from
18 the Commission with respect to setting new rates.

19

20 **III. CUSTOMER COMPLAINTS TO THE UTILITY**

21 **Q. DID YOU REVIEW THE CUSTOMER COMPLAINTS FILED AS PART**
22 **OF THE UTILITY'S MFRs?**

23 A. Yes, I reviewed these customer complaints and tabulated all the quality of service
24 complaints. This tabulation is included with my testimony as SML-1 and the
25 complaints received through the PSC's Complaint Activity Tracking System are
26 attached as exhibit SML-3. Duplicative complaints were submitted to OPC and

1 I attempted to exclude these duplicates. The years 2017-2020 were requested
2 from the Commission for all complaints.

3 **Q. WHAT HIGHLIGHTS DID YOU FIND WHEN YOU REVIEWED THE**
4 **BILLING COMPLAINTS?**

5 A. Generally, my review shows that most of the billing complaints occurred after a
6 customer received a high bill and UIF conducted a follow-up investigation to
7 determine whether there was either a leak that was the responsibility of the
8 Utility, or a meter malfunction, as determined by a meter test and re-reading of
9 the meter for accuracy. I would also note that several of the billing complaints
10 also included complaints relating to the quality of service provided by the Utility.

11 The majority of complaints relate to billing - either due to the 2016 rate
12 increase, subsequent pass-through increases, and interim rate increases - or to
13 protesting upcoming rate increases.

14 Several complaints relate to quality of customer service,
15 water/wastewater quality and problems with receiving refunds from the Utility.
16 These issues appear to have been resolved only after the customers subsequently
17 made formal complaints to the PSC, which was after the customers first
18 attempted to resolve their disputes with UIF.

19 A number of miscellaneous complaints that did not identify the specific
20 UIF system are included in the customer complaints list.

21 I also spoke personally to three customers from different UIF systems
22 about the quality of the water and issues related with the quality.

23 Dana Elliott, who resides at 625 Grand Vista Tri, Leesburg FL 34748,
24 had to purchase a water softener filtration system that cost approximately \$5,000.
25 She also stated she spends approximately \$20 a month for bottled water for
26 drinking, as the water that comes directly from the facility is undrinkable. Ms.

1 Elliot stated that the unfiltered water emits a black substance as well as a rust
2 color substance that stain the streets and sidewalks. Her toilets are stained orange
3 from the water.

4 Gail Russakov, who resides at 306 Cambridge Dr., Longwood FL 32779,
5 stated that she has lived in her house for 30 years. She did not have water quality
6 issues until UIF took over her utility. She stated that one of the more notable
7 issues was that a strong chemical smell has emitted from the unfiltered water.
8 This occurred sporadically for a while although she has not noticed it during the
9 past year. She also has to filter her water for drinking. She was told that the
10 reason for past rate increases is that UIF needed to replace the pipes on her street;
11 however, she has not witnessed activity on this project.

12 Barry Saylor, who resides at 33125 Meadow Green Ct., Leesburg FL
13 34748, stated that he has had to purchase two water filtration systems so that the
14 water can be usable and drinkable. The first system was a water softener system
15 that cost approximately \$4,000. The second system cost approximately \$1,600
16 and was a three filtered treatment system utilizing a paper filter, a charcoal filter
17 and a Nuvo filter. Mr. Saylor stated that he has had to replace his toilets due to
18 staining and etching from a black substance that builds up as well as a rust
19 colored stain. He also stated the sprinkler systems stain the houses, sidewalks
20 and driveways. He further stated his yearly water bill is nearly what he is paying
21 for his property taxes on his home and is as much as his yearly homeowners'
22 association fees, and that this seemed exorbitant.

23 Numerous customers have submitted letter complaints against the Utility
24 for poor quality of water, poor customer service, and the high rates they are
25 forced to pay for water and wastewater. Notably I read numerous complaints
26 that stated the cost of the water and wastewater from UIF exceeded the

1 customers' electricity bills. This was a widespread complaint.

2

3 **Q. DO YOU HAVE ANY CONCERNS REGARDING THE COMPLAINTS**
4 **THAT YOU REVIEWED?**

5 A. Yes, I do. It appears that customers in many cases never received responses to
6 their complaints until and unless they contacted the Commission, which was after
7 first contacting UIF. This is further borne out by the customer complaints that
8 were also obtained from the PSC, which included approximately 1,000 pages of
9 documentation related to 201 complaints. Some of these complaints involved
10 multiple issues per incident. But more importantly, most of these customers
11 never received a response from the Utility until they reached out to the PSC and
12 filed a formal complaint.

13

14 **IV. CUSTOMER LETTERS**

15 **Q. DID YOU REVIEW THE CUSTOMER LETTERS FILED IN THIS**
16 **DOCKET?**

17 A. Yes, I did. I reviewed and logged each of the customer letters and customer
18 comments filed at the Commission in this docket. I have included these
19 complaints in my customer complaint compilation, Exhibit SML-1.

20

21 **Q. WHAT ELSE DO YOU INCLUDE IN EXHIBIT SML-1?**

22 A. Each letter and comment is categorized in the exhibit. The majority of the
23 customer letters and comments express concerns relating to the Utility's request
24 for another rate increase. Many of these systems have seen repeated increases
25 requested by UIF every 3 years or so. These increases are in many cases
26 substantial and are in addition to the annual price index and pass-through

1 increases obtained by the Utility. In addition, there are numerous customers who
2 have commented that the quality of the water is so bad, it is insulting to continue
3 to pay more for it.

4

5 **Q. ARE THERE ANY TYPES OF LETTERS THAT ARE NOT INCLUDED**
6 **IN YOUR SCHEDULE?**

7 A. No. I am not in possession or aware of any other types of customer letters.

8

9 **V. CONCLUSION**

10

11 **Q. PLEASE SUMMARIZE THE MAJOR CONCERNS YOU IDENTIFIED**
12 **DURING YOUR REVIEW OF THE COMPLAINT-RELATED**
13 **DOCUMENTATION IN THIS CASE.**

14 A. The utility has entered into several Consent Orders with DEP due to deficiencies
15 and problems with its operations. Additionally, the documents indicate the
16 Utility does not respond to customer complaints until and unless the customers
17 subsequently contact the PSC, and the PSC forces the Utility's hand. Even with
18 the complaints filed at the PSC, customers sometimes have to reach out to the
19 Utility multiple times to get a response from the Utility. This is particularly
20 concerning when it relates to a necessary repair, refund request, or water quality
21 or safety complaints.

22 The following UIF systems are either currently subject to active Consent
23 Orders or have been subject to Consent Orders during a time period relevant to
24 this case:

- 25 ○ Lake Utility
- 26 ○ Wekiva Hunt Club

- 1 ○ Sanlando Utilities
- 2 ○ Mid-County
- 3 ○ Pinellas-County owned by Utilities Inc.

4

5 **Q. DO YOU HAVE ANY RECOMMENDATIONS REGARDING QUALITY**
6 **OF SERVICE?**

7 A. Yes, I do. I recommend that the Commission consider the large number and
8 severity of the quality of service issues experienced by UIF’s customers, the
9 length of time those issues have existed, whether UIF has attempted to resolve
10 those known issues, and the existence of DEP violations or consent orders during
11 or after the test year. My recommendation is based upon the available quality of
12 service information provided by UIF, received through discovery, obtained from
13 DEP’s Oculus database, and contained in the Commission’s files, much of which
14 I have attempted to summarize in my testimony. Based upon the quality of
15 service information currently known from the test year and thereafter relating to
16 specific UIF systems, and summarized in my testimony, I recommend the
17 Commission consider a finding of marginal or unsatisfactory quality of service
18 for the following systems: Lake Utility, Wekiva Hunt Club, Sanlando Utilities,
19 Mid-County, and Pinellas-County owned by Utilities Inc.

20 If the Commission makes a finding of unsatisfactory quality of service,
21 for all or some of the systems, I recommend the Commission reduce the return
22 on equity for the Utility by at least 50 basis points. If a specific system or systems
23 have a history of repeated or unresolved issues, the return on equity should be
24 reduced by 100 basis points. “History of issues” includes past Commission
25 decisions, as well as the history of past customer complaints against a particular

1 system. In addition, the quality of service determination should include systems
2 where the quality of service may have been found satisfactory in the past, yet
3 there are strong indications that the customers are dissatisfied with the secondary
4 standards, pressure, or other water/wastewater issues, and the Utility has failed
5 or refused to address those issues when it received customer complaints. If UIF
6 ignored evidence presented in prior rate case proceedings that its customers are
7 dissatisfied with the quality of service, and no action was taken to address or
8 improve that service, then that supports a reduction in the return on equity. A
9 well-run utility should not wait until the Commission imposes a penalty before
10 it decides to (a) respond to its customers, and (b) provide the satisfactory quality
11 of service that its customers are paying for and deserve.

12

13 **Q. WHAT ABOUT THE QUALITY OF SERVICE FINDINGS FOR THE**
14 **REMAINING UIF SYSTEMS?**

15 A. Although I do not have any specific recommendation at this time for the systems
16 not listed in my testimony, this does not mean the remainder should be
17 considered satisfactory by default. Customers are still sending complaints to the
18 PSC's docket file in this case, and the customer service hearings have not yet
19 been held. Additionally, the discovery period in this case has not closed.
20 Therefore, it is possible additional information will be provided by customers
21 and others before the hearing in this matter. I based my recommendations above
22 on available public information about the systems I discussed, as well as
23 information received from discovery to date.

24 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

25 A. Yes, it does.

CERTIFICATE OF SERVICE
DOCKET NO. 20200139-WS

I HEREBY CERTIFY that a true and correct copy of the foregoing Citizens' Notice of Service has been furnished by electronic mail on this 13th day of November 2020, to the following:

Dean Mead Law Firm
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Utilities, Inc. of Florida
Mr. Patrick C. Flynn
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/s/Stephanie A. Morse
Stephanie A. Morse
Associate Public Counsel

UIF
 Customer Complaints

Date	Customer Name	Company Code	Complaint details	Company Response
2/28/2018	Adams, Lindsey	WS251	Billing	A leak was repaired by UIF but water was not billed to customer. Meter reread for accuracy.
9/18/2020	Ahrens, Pamela		unfair rate increase	None
12/4/2017	Akeblersane, Ismail	SU749	Billing.	Account corrected and adjustment made.
9/21/2020	Alberts, Denise	WS641	Leak on customer side, upset with bill	Courtesy leak adjustment
11/6/2020	Aloisio, Susan		Billing complaint, too high	None
6/19/2018	Anderson, Sharon	WS251	Billing	UIF provided notices of rate increases provided to customers.
9/11/2019	Angelos, Peter	WU553	Billing	Meter reread and tested.
10/17/2020	Arpey, Louis		Billing complaint, too high	None
9/6/2019	Balash, Steve	WS251	Billing	Meter reread and tested.
2/16/2018	Barnes, A.	WS251	Late fee charged but not due.	Late fee removed.
6/19/2019	Bass, Judy	WS251	Billing	Customer has leak.
6/19/2019	Bass, Judy	Ws251	Billing	Customer leak issues and customer repair problems.
9/14/2020	Batwin, Howard		unfair rate increase	None
11/22/2017	Bentley, Jason	WS641	Unusually high water usage, thinks there is a leak.	Tested meter and replaced.
4/5/2019	Bernys, Richard	WS251	Billing	Meter reread for accuracy, leak on customer side noted
9/18/2020	Bevits, Bruce		Upset with Commission for rubber stamping increases	None
6/19/2019	Boccia, Francesco	SU749	Billing	Not UIF's customer, Customer notified.
2/16/2019	Bognanni, Leonardo	WS251	Backflow preventer needs to be installed by customer per utility.	Utility stated per DEP that cross connection back flow must be installed.
10/18/2017	Bohnert, Kurt	WS251	New bill is too high and does not believe it is correct.	Meter was reread for accuracy and the read was higher than it was previously. No leak was detected. Phone calls and written communication sent to customer and explained billing charges.
11/27/2018	Bosworth, William	WU553	Construction hurting property value	Utility offered to fence lift station
9/10/2020	Breight, Donelda	WU413	Water quality and billing	System has been flushed and customer notified of upcoming increase meter was reread for accuracy and the read was higher than it was previously. No leak was detected. The meter is brand new.
10/18/2017	Brooks, Nancy	WU372	Customer states she was overcharged, company was contacted to check for a leak but noone came from the company.	

Date	Customer Name	Company Code	Complaint details	Company Response
11/17/2017 1/23/2020	Brooks, Nancy Buel, Daniel	WU372 WS641	Customer called back and said UIF never contacted her about the complaint. She knows the meter is new but that she doesn't believe it was set to zero when installed. She says she has no leaks and that this is a spike in her usage. Billing, bad water quality	UIF states email communication was sent. They are not receiving undeliverable error messages. UIF also states that they mailed a response and offered a phone number for her to call if she has any more concerns. Offered to test her meter, customer declined the offer. Response not listed in paperwork
3/4/2020	Burd, Jesse	WS251	Customer says being threatened to be sent to collections, a refund is due, noone will answer at company	Not UIF's customer, Customer notified.
10/11/2017	Canfield, David	WS251	Improper bill, customer says bill is double last bill. Knows there is a rate increase but believes this to be too high.	Meter was reread for accuracy and the read was correct. Customer was offered a meter test by contacting customer service.
7/24/2020 9/21/2020	Casey, Paula Chapman, Beverly	WS251	Terminated service, still receiving bills unfair rate increase	Billing software caused a delay in the refund process None
12/5/2017 1/8/2018 9/18/2020	Chiarenza, Mary Clark, Patricia Coates, Ryan	WS251 WS251	Billing. Billing. Rates already too high, unfair rate increase	Reread meter for accuracy, noted notices of rate increase, smal leak on customer side. Tested meter. None
10/11/2019 9/17/2020 6/17/2019 9/10/2018	Cole, Bruce Collazo, Julio Cooney, Cleve Cooper, Larry	WU413 WU553 WS251 WU553	inquiry about 1.2 million gallons raw sewage dumped in sweetwater creek 10/8/19 New rates and water quality Billing Billing	Equipment malfunction Supplied water report Meter misread, credit applied Meter reread for accuracy.
9/3/2019	Cortes, Maria	Ws641	Disconnected service	Disconnected due to unpaid bills.
5/23/2019 9/18/2020	Covet, Bryan Cross Creek Country Club	WS251	Billing unfair rate increase	Customer notified. Services restored Meter tested for accuracy, billing history explained None
10/4/2018	Cruz, Claribel	SU749	Billing	Not UIF's customer, Customer notified.
11/15/2017 9/8/2020 6/14/2019	Cuff, Sheri Cunningham, Roger Cunningham, Roger	WS251 WS251	Billing. unfair rate increase Billing	UIF provided notices of rate increases provided to customers. None Meter misread, credit applied
7/10/2019	Dadamo, Patty	WU372	Service disconnected	Notices were sent, payment has not been made
8/2/2018 9/22/2020	Dalati, Alia de Villalvilla, Marry Anne	WS251	Billing deteriorating quality and high rates	UIF provided notices of rate increases provided to customers. None

Date	Customer Name	Company Code	Complaint details	Company Response
7/5/2018	Dempsey, Perry	SU291	Sewer not working due to work by utility	Not UIF's customer, Customer notified.
11/28/2017	Di Marco, Attilio	WS251	Water pressure too high and pipes are bursting	Advised customer to install a pressure reducer valve.
5/1/2019	Dolan, Dan	WS251	Billing	Meter reread for accuracy
5/13/2019	Dolan, Dan	WS251	Billing	Meter was read correctly. Notified of rate increase
3/19/2018	Duhon, Lauren	WS251	Billing	UIF provided notices of rate increases provided to customers.
4/6/2018	Dunn, Martha	WS251	Billing	Meter was tested and a credit was given.
6/6/2018	Dunn, Russell	WS251	Billing	Leak on customer side. Did not affect usage. Repairs made shut off valve.
11/9/2017	Ellenburg, Mike	WS251	Billing.	UIF provided notices of rate increases provided to customers.
10/2/2020	Engel, bill		unfair rate increase	None
6/21/2018	Ernandez, Paul	WS251	Billing, bad water quality	Reached out to customer about water quality. UIF provided notice of rate increases provided to customers.
9/18/2020	Evans, Steve		unfair rate increase	None
9/14/2020	Faust, Ronald	WS641	Billing	Meter and irrigation checked, leaking heads
6/1/2020	Ferwerda, Peter	WS251	Billing	Meter tested, sprinkler system timer issues and broken head
6/7/2019	Field, Heather	WS251	Billing	Meter misread, credit applied
8/4/2020	Fischer, James	WS251	Water pressure problems	Water quality report provided, repaired valve for pressure
1/23/2020	Flores-Aponte, Lissette	WS641	Contaminates found in water	Utility explained testing and results.
2/13/2018	Foster, James	WS251	Late charge 8 days after bill received.	Contaminates were noted and explained. Late fee removed.
10/31/2017	Fourez, Shawn	WS251	Customer states they were overcharged.	Copies of the notices sent to customers about the rate increase were provided to the PSC. Customer usage was reviewed and seems to be correct and customer was billed correctly.
12/5/2017	Frazee, Hugh	WS251	Billing.	UIF provided notices of rate increases provided to customers.
6/18/2018	Freeman, Michelle	WS251	Wants meter replaced	Meter replaced
3/2/2018	Fuller, Lara	WS251	Lost water. Boil water notice. Black water	UIF issued boil water notice and repaired problem.
6/21/2019	Gable, Todd	WS251	Billing	Meter misread. Billing is accurate
5/23/2019	Garver, Steve	WS251	Billing	Meter read incorrectly, billing adjusted

Date	Customer Name	Company Code	Complaint details	Company Response
3/6/2018	Gerges, Nabil	WS251	Billing	Meter reread for accuracy. UIF provided notices of rate increases provided to customers.
6/17/2019	Gibson, Brian	WS251	Billing	Meter misread
2/13/2018	Gilmore, Norma	WU413	Billing.	Not UIF's customer, Customer notified. issued a credit for overcharged late fee and UIF provided notices of rate increases provided to customers.
2/13/2018	Golchini, Debbie	WS251	Billing.	Meter was tested for accuracy, billing history provided
7/19/2019	Green, Geoff	WS251	Billing	Replaced flow meter, chlorine pum and relocated chlorine feed piping from pump skid
7/15/2020	Gregg, Charles	WS251	Odor in water	Refund being sent
8/25/2020	Griffin, Jerry	WU372	Waiting on refund	None
11/3/2020	Gumple, John		unfair rate increase	None
9/17/2018	Gumple, John		unfair rate increase	None
7/2/2019	Gustafson, Mary	WS251	Billing	Billing history provided
7/2/2019	Gustafson, Mary	WS251	Billing	Meter misread did not affect this customer
6/21/2018	Halperin, Bertha	WS251	Billing	Meter reread for accuracy.
2/8/2018	Hamilton, Gayle	WS251	Billing.	UIF provided notices of rate increases provided to customers.
9/11/2020	Hammer, George		unfair rate increase	None
7/30/2019	Hammer, George	WS251	Billing	Credit adjustment made
11/6/2017	Hastings, Brandy	WS251	Customer states that her rate has increased and that she has a broken water meter valve at the street that utility won't repair.	UIF notified customer of approved rate increases. Meter valve was inspected and found to be in working order.
3/23/2018	Hibbard, John	WS251	Billing	New meter installed and tested.
5/24/2018	Hiltbrand, Brett	WS251	Billing	Meter tested and registering low.
9/17/2020	Hiltin, john		unfair rate increase	None
5/7/2018	Holmes, Natalie	WU372	Billing	Water leak on customer side. Meter tested, working properly.
9/28/2020	Hooven, Frances		unfair rate increase	None
7/1/2019	Jensen, Jay	WS251	Needs to shut off water to house for repair	Utility turned off valve for customer.
3/1/2018	Kelly, Edward	WS251	Billing	
12/4/2017	Kimble, Estela	SU749	Billing.	Water and wastewater consumption compared for proper billing.
9/11/2018	King, Janice	WU553	Billing	Meter reread, no leaks detected
10/30/2017	King, Peter	WS641	Overpayment by customer was not returned.	Check was mailed on September 1, 2017 and company apologized for the delay in refund.
1/22/2019	Kiwan, Yahya	WU553	Billing	3 year usage history provided to customer
11/22/2019	Kosmac, George	WS251	Late fees	Late payment

Date	Customer Name	Company Code	Complaint details	Company Response
9/10/2020	Kring, Robert		unfair rate increase	None
7/2/2019	Lasine, Sue	WS251	Billing	Meter reread for accuracy, meter was tested
7/2/2019	Lasine, Sue	WS251	Billing, needs meter tested	Meter tested
1/14/2020	Lawrence, Charles	WS251	Need deposit refund	All credits were provided on last bill
1/2/2018	Leary, Patrick	WS251	Billing.	UIF provided notices of rate increases provided to customers.
4/3/2019	Lehman, Joyce	WS251	Needs water pressure checked	Work order was dispatched, pressure tested, attempted to contact customer
5/21/2019	Lehman, Joyce	WS251	Water pressure valve needs testing	Tested and accurate
2/16/2018	Lopez, Eugene	WS251	Billing.	Meter reread and tested. Meter replaced. Issued credit for late fee.
11/6/2017	Loverte, John	WU372	Billing high, house was empty during service dates, states there is also a leak.	Bill was reviewed, found correct, issued a courtesy credit and put on payment plan. Meter functioning properly, no leak.
7/1/2019	Magnes, Matthew	WS251	Billing	Utility provided billing breakdown
7/1/2019	Magnes, Matthew	WS251	Billing	provided deferred payment option
9/18/2020	Markham, Gene		Rates already too high, unfair rate increase	None
9/20/2020	Mathis, Dave		unfair rate increase	None
6/19/2018	McCausland, Michael	WS251	Billing	Leak on customer side. Service shut off due to non-payment.
11/1/2017	Mcgee, Jo	WS251	Customer states there is a water leak on the company's side and UIF stated that they were not coming to repair the leak.	UIF states that they advised the customer that they would repair the leak and the repair has been delayed due to ground water. Customer was then informed that the leak was scheduled for repair
9/14/2020	McNally, Donna		rates already too high, unfair rate increase/Upset with Commission	None
7/2/2018	Meccarielli-Leo	WS641	Billing	Account is not in deferred payment arrangement
9/14/2020	Metevier, Ronald and Ann		deteriorating quality and high rates	None
12/5/2018	Milch, Fredrick	WS251	Billing	Adjustment for wastewater given
10/30/2019	Milland, Lydia	WU553	Billing	Meter reread and tested, customer sprinkler leaks
1/18/2019	Minkow, David	WS251	Billing	Meter replaced, new meter tested, Irrigation system has leaks
2/14/2018	Mohlenhoff, Jonathan	WS251	enrolled in autopay and utility charging a late fee.	Issued a credit for incorrect late fee.
8/21/2018	Mohlenhoff, Jonathan	WS251	Billing and water leak on customer side	Billed at lower rate because of customer leak as a courtesy.
10/5/2020	Morello, Frank	WS641	Billing	No leaks found, meter tested
3/18/2020	Morris, Kenneth	WS251	Billing	Attempted to explain bill and state of refund for deposit

Date	Customer Name	Company Code	Complaint details	Company Response
7/22/2020	Moser-Barker, Allexander	WS251	Service outage rates already too high, unfair rate increase/Upset with Commission	Apology for outage affecting more customers than on the notice
9/14/2020	Moskowitz, Mark			None
6/17/2019	Murphy, Sean	WS641	Water leak	Not UIF's customer, Customer notified.
12/17/2019	Nardi, Bernadette	WU413	Billing	Not UIF's customer, Customer notified. Meter test offered. Irrigation was set up incorrectly
9/18/2019	Newton, Leigh	WS251	Billing	Meter reread for accuracy
7/26/2019	O'Brien, Karen	WS251	Billing	None
10/9/2020	Pasek, Craig		unfair rate increase	UIF provided notices of rate increases provided to customers.
2/19/2018	Patel, Arvind	Ws251	Billing	Refund processed and wired
5/29/2020	Patrick, Mark	WS251	Customer overpaid bill	
3/12/2018	Pendley, Janice	Ws251	water leak	A credit adjustment was made by utility
7/15/2019	Percy, Susette	WS251	Billing	Meter was underreported, credit given Customer notified of usage history and pass through fees
7/6/2018	Petitpas, Marc	WS251	Billing	
9/24/2018	Poires, Todd	WU553	Billing	Review of usage done, lower now than previously, offered payment arrangement
4/17/2019	Price, Christopher	WS251	Billing	NSF fee removed
9/21/2020	Procini, Shirley		unfair rate increase	None
9/10/2020	Procini, Shirley	WU413	Billing	Customer was contacted, she was upset about 2016 increase and new increase
9/17/2018	Pruitt, Rob	WU372	Billing	Meter tested, issued a courtesy credit
7/30/2019	Raimo, Grace	WS251	Billing	Irrigation was left on
3/19/2019	Rasmussen, Mary	WS709	Requested termination of service, still receiving bills	Credit adjustment made
6/4/2019	Recchi, Sal	Ws251	Billing	Meter misread. Water tested clear and clean. UIF provided notices of rate increases provided to customers.
3/30/2018	Reid, Liam	WS251	Billing, bad water quality	
2/23/2018	Rescho, Douglas	WS251	Backflow preventer needs to be installed by customer per utility. Customer wants all service and connections stopped. Not using water.	Utility stated per DEP that cross connection back flow must be installed.
3/12/2018	Rickerds, Ronald	WS251		Service is being terminated.
11/9/2017	Rodrigue, Marion	WS251	Billing.	UIF provided notices of rate increases provided to customers.
10/23/2017	Rosenberg, Joellen	WS251	Customer states they were overcharged.	Customer was advised of the increase in rates approved by PSC.

Date	Customer Name	Company Code	Complaint details	Company Response
5/31/2019	Ruddy, Jim	WS251	Billing	New meter installed, it was underreporting
10/6/2017	Salierno, Elaine	WS251	Retention station overflowed causing damages	Station did not belong to UIF, it belonged to Seminole County
10/18/2017	Samara, Abdulhalim	WS251	Customer states they were overcharged.	Customer was advised of the rate increase approved by PSC. Meter was reread for accuracy and read higher than last reading. No leaks were observed.
8/31/2018	Saunders, Joseph	WU553	Meter installed at very high price	provided additional time to pay for new meter
11/6/2020	Savino, Barbara	WS251	Billing complaint, too high	None
1/23/2020	Schafer, Mike	WS641	Water quality	Not UIF's customer, Customer notified.
1/9/2018	Schnorf, Karen	WS251	Billing.	UIF provided notices of rate increases provided to customers.
7/2/2018	Schreffler, Cindy	WS251	Billing	Waived late fee
7/6/2018	Schuh, Richard	WU553	Billing	Disconnected due to unpaid bills. Customer notified. Services restored
12/8/2017	Slavin, Cathy	WU553	Billing.	Meter reread for accuracy and replaced.
2/11/2019	Small, Donna	WU553	Waiting on refund	Notified customer of leak on customer side. Refund sent
1/18/2018	Smith, Larry	Ws641	Utility kept returning customer payments, disconnected	Customer told to resubmit payment and include account # with payment
2/21/2018	Smithson, James	WS251	Cloudy water after main break	UIF stated no boil water notice was sent or necessary. Water was safe.
5/24/2018	Sotoodeh, Fariborz	WS251	Billing	UIF issued adjustment.
10/11/2019	Spevak, Gerard	WU628	Billing	Not UIF's customer, Customer notified.
4/4/2019	Spielman, Fred	WS251	Billing	UIF provided notices of rate increases provided to customers.
11/6/2020	Starr, Miriam	WS251	Billing complaint, too high	None
10/7/2020	Stein, Ronald	WS251	Billing	None
2/14/2018	Stein, Ronald	WS251	Utility demanding a back flow prevention be installed by customer.	Customers were informed of backflow devices were required.
2/28/2020	Steinhart, Barry	WS251	Received new account service charge, only moved service	It was an initial connection charge and utility provided credit for half
1/5/2018	Stevens, Kimberly	WS251	Billing.	Due to unpaid prior month bill, customer informed.
2/15/2018	Strong, Erich	WS251	Billing.	Meter reread for accuracy.
9/16/2020	Sukanek, Charles	WS251	Rates already too high, unfair rate increase	None
11/15/2017	Summer, Carolina	WS251	Billing.	UIF provided notices of rate increases provided to customers.
6/6/2019	Szlachetka, Jim	WS251	Billing	Meter misread, credit applied

Date	Customer Name	Company Code	Complaint details	Company Response
8/1/2019	Thomas, Peggy	WS251	Billing	Customer provided tarriff and explanation Refund check sent, customer
1/30/2020	Todd, Shirley	WS251	Refund status	acknowledges receipt
11/6/2017	Tomoser, Jeffrey	WU372	Customer is selling her rental property and UIF has informed her that there are past due accounts from her tennants totalling \$750. Customer does not believe that she is responsible for tennant's unpaid bills and wants to know if she is.	UIF stated that a lien company contacted them inquiring about the unpaid debt. Utility explained the accounts were not in customer selling the property name and therefore is not responsible for theunpaid debt.
12/22/2017	Turner, Belinda	WU628	Billing.	Not UIF's customer, Customer notified.
9/14/2020	Vanderveer, Robert		Upset with Commission for rubber stamping increases	None
11/9/2017	Vandevoorde, Rachel	WS251	Billing.	UIF provided notices of rate increases provided to customers.
5/29/2018	Vassar, Brenan	WS251	Billing	Waived charges by utility
8/19/2019	Vazquez, Estrellita	WS251	Billing	Checked meter for accuracy and leaks, none found, leak was on customer side Reread meter and check for leaks. None detected
8/19/2019	Vazquez, Estrellita	WS251	Billing	Meter reread for accuracy. Irrigation audit preformed
7/25/2019	Velez, Celeste	WS251	Billing	Meter reread for accuracy, Meter tested, irrigation audit preformed
7/25/2019	Velez, Celeste	WS251	Billing	UIF provided notices of rate increases provided to customers.
8/7/2018	Vincent, Harry	WS251	Billing	Utility turned off valve for customer and explained it was not for customer to turn on and off, property of utility. Valve working properly
7/11/2018	Waits, Barbara	WS251	Valve at street can not be shut off for customer to repair leak	Waived reconnect fee
8/27/2018	Williams, Jerice	WS251	Received notice of disconnect	Meter misread. Billing is accurate. History provided.
7/25/2019	Williams, Steven	WS251	Billing	Meter misread, bill should have been higher
7/25/2019	Williams, Steven	WS251	Billing	Safety and compliance mgr reached out, email not included in paperwork
1/24/2020	Williams, Vivian	WS641	Water quality	Utility changed auto pay account after 5 months of requests
8/8/2019	Williamson, Jean	WS251	Customer needed to change autodraft	Banks corrected
8/8/2019	Williamson, Jean	WS251	Needs autopay changed	Meter tested for accuracy.
7/18/2019	Wolff, Ruth	WS251	Water leak	Meter tested, no leaks
7/18/2019	Wolff, Ruth	WS251	Customer thinks she has leak	Meter was found operational.
12/15/2017	Wunderlich, Erwin	WS251	Inoperable Valve on UIF meter.	

Date	Customer Name	Company Code	Complaint details	Company Response
5/6/2019	Zahidy, Marouane	WS251	Billing	Meter reread for accuracy. Meter test preformed.
5/6/2019	Zahidy, Marouane	WS251	Billing	Meter reread for accuracy, billing explained
4/23/2019	Zoltek, Andrews	WS251	Billing	Tested meter, No leaks detected
4/23/2019	Zoltek, Andrews	WS251	Billing	Meter reread for accuracy, meter tested

UIF
 Consent Orders
 From DEP compliance data document

Order	Date	Description	Facility	Notes	Definitions
16-0376	9/12/2016	exceeded MCL of TTHMS at PWS ID 3354881 in the 1st and 2nd qtr of 2016 and PWS ID 3354883 in the 3rd and 4th qtr 2017 and 1st and 2nd qtr 2016 9/28/2018 releasing 25,000 gallons raw sewage on the ground, a violation of 403.161 FS and 62-604.130 FAC. Did not report it within 24 hrs violating 62-620.610 FAC	Lake Utility Svcs #3354883	See pg 19 for order compliance deadlines and descriptions	MCL-Maximum Contaminant Level TTHMs-Total Trihalomethanes HAA5s-5 Haloacetic Acids DMR-Discharge Montiroing Report
18-0103	3/9/2018	DMR reports for July-October	Wekiva Hunt Club #FL0036251	See pg 3-5 for deadlines to compliance	
15-0039	4/7/2015	Multiple violations page 2 for unauthorized and improperly treated water discharge. e-coli discharged in 1.2 gallons raw sewage exceeding level limits	Sanlando Utilities Corp.	See pg 3 for resolution deadlines	
20-0108	9/30/2020	of 126 colonies / 100 ml	Wekiva Hunt Club #FL0036251		
19-1749	12/5/2019	Overflow of 83,350 gallons untreated wastewater with no public notice; violation of 403.121(3)(b) FS and 62-604.130(1) FAC and 403.077(2) FS	Mid-County WWTP #FL0034789	Civil Penalties applied	

Order	Date	Description	Facility	Notes	Definitions
18-1197	9/19/2018	Multiple violations for DMR exceedences see page 4 for table listing all for August 1, 2015-September 30, 2018 in violation of 62-4.160 FAC and 62-600.410(1) FAC	Pinellas County #FL0034789	see pg 6 for interim limits set by DEP	

Case#: 1256998W; Name: ELAINE SALIERNO; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: ELAINE SALIERNO Svc. Address: 771 CRESTBROOK LOOP Seminole County, (540)-479-3195 Longwood, FL 32750- Caller: ELAINE SALIERNO Mailling Addr: 92 ORANGE BLOSSOM CT FREDERICKSBURG, VA 22405 Can Be Reached: Account #: 0907905039 E-Track #: 124599	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1256998W Response Needed From Company? Y Date Due: 10/30/2017 <hr/> Reply Received: 10/31/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1256998W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 10/09/2017 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 11/13/2017 Close Type: GI-30 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, October 06, 2017 3:55 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124599

CUSTOMER INFORMATION

Name: Elaine Salierno
Telephone: (540) 479-3195
Email: esalierno@bellsouth.net
Address: 92 Orange Blossom Court Fredericksburg VA 22405

BUSINESS INFORMATION

Business Account Name: Salierno
Account Number: 0907905039
Address: 771 Crestbrook Loop Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

At approximately 12:15 a.m. on September 11, 2017. A retention station overflowed in The Landings subdivision flooding my home at about 4 feet. I have dead fish and sludge throughout my home. There was a lack of preparedness of that station. It was not drained to it's lowest level prior to Irma. According to NOAA at the neighboring Lake Mary weather station the maximum wind speed for 9/10/17 was at 9:02 p.m. of 47 mph leaving lots of time to prepare. I have been given an "estimate" of at least \$50,000 damages. This was a rental property and my tenants had to move out. Therefore, I have property damage and loss of income. "

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
 - 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 taken by Diane Hood

Customer filed duplicate with eform 124600, only filing with eform 124599.

10/09/2017 Emailed acknowledgement letter to customer, and added copy to file. ACalhoun

10/31/2017 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Monday, October 30, 2017 5:36 PM
To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1256998W ELAINE SALIERNO

Dear Mr. Castillo:

This correspondence is in reference to Ms. Elaine Salierno's complaint concerning Quality of Service provided to her by Utilities, Inc. of Florida. Ms. Salierno is a customer at 771 Crestbrook Loop, Longwood, FL.

Ms. Salierno stated in her complaint that on September 11, 2017, a retention station overflowed in The Landings subdivision flooding her home because the pond was not drained to its lowest level prior to Hurricane Irma. Ms. Salierno stated that it was rental property and she suffers a loss of income. She had been informed that the retention pond belongs to Utilities, Inc. of Florida.

Ms. Salierno has been contacted and provided correct information concerning the responsibility for the retention pond. She was informed that the utility does not own the retention pond. It is owned by Seminole County and the maintenance is their responsibility.

Ms. Salierno was satisfied that the utility had contacted her to explain its responsibility for the lift stations in the area and not the retention ponds. She did not require additional assistance from Utility, Inc. of Florida. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

11/13/17 Having not received any further contact from the customer, this inquiry will be closed as a GI - 30. R.Castillo

Case#: 1257534W; Name: DAVID CANFIELD; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DAVID CANFIELD Svc. Address: 304 BLACK GUM TRAIL Seminole County, (231)-386-5225 Longwood, FL 32779- Caller: DAVID CANFIELD Mailling Addr: PO BOX 837 NORTHPORT, MI 49670 Can Be Reached: ()- - Account #: 5422110000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1257534W Response Needed From Company? Y Date Due: 11/01/2017 <hr/> Reply Received: 11/01/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1257534W	Assigned to: REY CASTILLO Entered by: CD Date: 10/11/2017 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 11/15/2017 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 123.68

What is the date of the bill? 10/10/17

Why do you believe you have been billed improperly? 63.00

Other Comments: Customer does not understand why current bill has almost double in the last month. Customer states that he was aware of the rate increase but did not expect his bill to double. Customer would like explanation of high bill.

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 days 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
 - e) confirmation 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 taken by Kenny Davis

11/01/2017 - Company response received via Email. DScott.

11/02/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, November 01, 2017 5:19 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1257534W DAVID CANFIELD

Attachments: FPSC REQUEST NO. 1257534W - IMPROPER BILL

Dear Mr. Castillo:

This correspondence is in reference to Mr. David Canfield's complaint concerning his bill dated October 10, 2017 issued by Utilities, Inc. of Florida (UIF) for water service. Mr. Canfield is a customer at 304 Black Gum Trail, Longwood, FL.

On November 1, 2017, Email correspondence was sent to Mr. Canfield that addressed his concerns. Your office was included in the correspondence to him and a copy is also included in this response. UI did not find that Mr. Canfield has been incorrectly billed for water service on his bill dated

October 10, 2017. His meter was reread for accuracy, the read was correct and no visible leak was noticed by staff. A meter test was made available to him. He was asked to contact our customer service department at 1-866-842-8432 to arrange for the test if desired.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

11/15/17 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1258413W; Name: KURT BOHNERT; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: KURT BOHNERT Svc. Address: 673 N LONGVIEW PLACE Seminole County, (407)-682-7167 Longwood, FL 32779- Caller: KURT BOHNERT Mailling Addr: 673 N LONGVIEW PLACE LONGWOOD, FL 32779- Can Be Reached: Account #: 8561310000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1258413W Response Needed From Company? Y Date Due: 11/08/2017 <hr/> Reply Received: 11/09/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1258413W	Assigned to: SHONNA MCCRAY Entered by: CD Date: 10/18/2017 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 57.27 <hr/> Closed by: SHONNA MCCRAY Date Closed: 11/28/2017 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$129.85

What is the date of the bill? 10/10/2017

Why do you believe you have been billed improperly? The usage does not match bill increase

Other Comments: Customer states that he has had a 80% increase in his water bill amount while only a 8% increase in water usage. Customer feels that this is a large amount increase even with current approved rate increase by PSC. Customer feels that rate increase is not justified and would like to go on record reporting is displeasure. Customer would like an explanation of large rate increase.

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 days 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
 - e) confirmation 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 taken by Kenny Davis

11/09/2017 - Company response received via Email. DScott.

11/9/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Mr. Bohnert is a customer at 673 N. Longview Place, Longwood, FL.
- *In Mr. Bohnert complaint he stated he disputed the amount for \$129.85 on the 10/10/17 bill.
- *The increase in charges is because of the regulated approved increase in rates that went into effect on 9/5/17 and are reflected on the 10/10/17 bill.
- *On 10/17/17, Mr. Bohnert was informed by the utility that the 10/10/17 bill had the new rates on it for service and was the reason for the increase on his bill.
- *On 10/18/17, Mr. Bohnert's meter was reread and the meter read was higher than the read obtained for the 10/10/17 bill.
- *There was not any visible leak observed by the meter reader.
- *On 11/8/17 a telephone call was made to Mr. Bohnert to address his concerns and a message was left for a return call.
- *Written communication was mailed to him that addressed his concerns and copies of the rates, his usage history and charges for 12 months were included and a copy of the customer notice that was mail to the customers on 4/24/17 that informed the customers about the hearings that PSC would be having and their locations concerning the rate increase request by UIF.
- *A copy of the correspondence and information provided to Mr. Bohnert is included with the response.

Shonna McCray

11/28/17: This inquiry closed. Shonna McCray

Case#: 1258428W; Name: NANCY BROOKS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: NANCY BROOKS Svc. Address: 11728 HOLLY ANN DRIVE Pasco County, (865)-548-4087 New Port Richey, FL 34654- Caller: NANCY BROOKS Mailling Addr: 11728 HOLLY ANN DRIVE NEW PORT RICHEY, FL 34654- Can Be Reached: Account #: 8094118154 E-Track #:	Company Code: WU372 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1258428W Response Needed From Company? Y Date Due: 11/08/2017 <hr/> Reply Received: 11/08/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1258428W	Assigned to: REY CASTILLO Entered by: JMCLEANS Date: 10/18/2017 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 86.00 <hr/> Closed by: REY CASTILLO Date Closed: 04/18/2018 Close Type: GI-25 Apparent Rule Violation: N

The customer states she was overcharged on her last bill. The amount was for \$151.73 which was deducted out of the customer's bank account without her knowledge. The customer adds that she was overcharged. The customer averages \$60 to \$65 on her monthly water bill. The customer would like to know why her bill in question was so high. The customer is disputing the amount of \$86. The customer would like the above situation investigated and resolved. When the customer contacted the Company, she was informed that she might have a leak but no one came out to check for a leak.

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 days 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

- e) confirmation 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 taken by J Mclean-Sinatra

11/08/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, November 08, 2017 3:12 PM
To: nb@netscape.com
Cc: PSCREPLY
Subject: FPSC Request Nol. 1258428W - High Bill

Dear Ms. Brooks:

This correspondence is in reference to your complaint filed with the Florida Public Service Commission (FPSC) concerning your bill dated August 30, 2017 for \$151.73 and for service provided to 11728 Holly Ann Dr., New Port Richey, FL.

In your complaint you stated that Utilities, Inc. of Florida (UIF) overcharged you on the bill and it deducted \$151.73 from your bank account without your knowledge. Your account is on Auto Pay, meaning that you gave UIF authorization in writing to debit your water bill from your bank account each month when it is due. The bill was due on September 21, 2017. The draft was sent to your bank for payment on that date. You contacted UIF's customer service on October 17, 2017 to state that you disputed the bill. At that time the payment due date had pasted and your account had been credited with the payment. Your account remains on Auto Pay because you have not requested it to be stopped. If you do not want your account to remain on Auto Pay, please contact our customer service department at 1-866-842-8432 to request it to be stopped.

You inquired about the usage billed to you for 7,970 gallons between July 24, 2017 and August

24, 2017. The meter was installed on June 15, 2017 and is a brand new meter. The next meter read was taken on September 26, 2017, the meter read was higher than the read taken on August 24th and the usage was 1,940 gallons, it was read again on October 24, 2017 and the usage since September 26, 2017 was 1,810 gallons. There was not any visible leak observed by staff either time. The utility does not monitor or audit the customer's pipes for leaks in their plumbing. It cannot tell you how the water was used since it is only at the residence once a month to read the meter for billing. A meter test is made available to you if you desire. However, it appears that your usage has gone down since August.

Please contact our office if additional assistance is requested. FPSC is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

11/17/2017- Customer called to discuss her complaint. Transferred to RCastillo who took the call. SLynch

11/17/17 Ms. Brooks called back regarding her complaint. Ms. Brooks stated that she was never contacted by UIF regarding her complaint. I asked her if she received an email message from UIF representative Elise S. Christian regarding her complaint at nb@netscape.com and she stated that she never received it. Ms. Brooks stated that she receives her billing statements from UIF but not the response for her complaint. She explains to me that when UIF installed the new meter on June 15, 2017 she believes the meter was not reset to zero and this is why her water bill was so high there after. I asked if she was there present to see if the meter was reset to zero when it was installed and she stated that no she was not there looking at the meter when it was installed. She stated that she was inside the home while the meter technician installed the new meter. She stated that she believes that when you compare her average monthly usage there is something strange going on with this dramatic spike in usage. She claims that there is no visible leak coming from anywhere in her home or around her home. I told her that I would request more information from the company and once I receive this information I will try to make a determination. R.Castillo

11/17/17 REQUEST FROM SUPPLEMENTAL RESPONSE

The customer contacted the PSC regarding her concerns. The customer indicated that she never was contacted by UIF about her complaint. Ms. Brooks stated that she never received the response from UIF in her email inbox at nb@netscape.com or by regular mail. Please make direct contact with the customer either by telephone or send the customer a letter to address her concerns. Please provide the PSC with a 24 month usage and billing history. Please confirm if the new meter installed at the premise on June 15, 2017 was reset to zero. Please respond to the PSC by November 30, 2017. R.Castillo

11/20/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian
Sent: Monday, November 20, 2017 4:15 PM
To: 'nb@netscape.com' <nb@netscape.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: FW: FPSC Request Nol. 1258428W - High Bill

Receipt Requested as Delivered.

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: Elise Christian
Sent: Monday, November 20, 2017 4:12 PM
To: 'nb@netscape.com' <nb@netscape.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: FW: FPSC Request Nol. 1258428W - High Bill

Dear Ms. Brooks,

This correspondence is in reference to your contact with the Florida Public Service Commission (FPSC) concerning your complaint filed with their office around October 18, 2017 concerning Utilities, Inc. of Florida (UIF) had overcharged you on your bill dated August 30, 2017 and that you had not been contacted by the utility concerning your complaint.

On November 17, 2017, UIF received notification from FPSC stating that you informed their office that you had not received communication at your e-mail address that is on our file

(nb@netscape.com) and you had not receive a telephone call and neither written communication by US Mail from our office concerning your complaint.

I am attempting to reach you again at the e-mail address that we have on file that is also used to notify you when your monthly bills are ready. I did not received a notification from the web server for your e-mail that the correspondence was undelivered. Please see the correspondence below that was sent originally sent by e-mail on November 8, 2017 and it is being sent today, November 20, 2017 to your mailing address on file at 11728 Holly Ann Drive, New Port Richey, Fl. 34654 BY US Mail.

I apologize that you did not receive the original correspondence. Please do not hesitate to contact our office at 1-866-842-8432 if additional assistance is required. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: Elise Christian
Sent: Wednesday, November 08, 2017 3:12 PM
To: 'nb@netscape.com' <nb@netscape.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: FPSC Request Nol. 1258428W - High Bill

Dear Ms. Brooks:

This correspondence is in reference to your complaint filed with the Florida Public Service Commission (FPSC) concerning your bill dated August 30, 2017 for \$151.73 and for service provided to 11728 Holly Ann Dr., New Port Richey, FL.

In your complaint you stated that Utilities, Inc. of Florida (UIF) overcharged you on the bill and it deducted \$151.73 from your bank account without your knowledge. Your account is on Auto Pay, meaning that you gave UIF authorization in writing to debit your water bill from your bank account each month when it is due. The bill was due on September 21, 2017. The draft was sent to your bank for payment on that date. You contacted UIF's customer service on October 17, 2017 to state that you disputed the bill. At that time the payment due date had pasted and your account

had been credited with the payment. Your account remains on Auto Pay because you have not requested it to be stopped. If you do not want your account to remain on Auto Pay, please contact our customer service department at 1-866-842-8432 to request it to be stopped.

You inquired about the usage billed to you for 7,970 gallons between July 24, 2017 and August 24, 2017. The meter was installed on June 15, 2017 and is a brand new meter. The next meter read was taken on September 26, 2017, the meter read was higher than the read taken on August 24th and the usage was 1,940 gallons, it was read again on October 24, 2017 and the usage since September 26, 2017 was 1,810 gallons. There was not any visible leak observed by staff either time. The utility does not monitor or audit the customer's pipes for leaks in their plumbing. It cannot tell you how the water was used since it is only at the residence once a month to read the meter for billing. A meter test is made available to you if you desire. However, it appears that your usage has gone down since August.

Please contact our office if additional assistance is requested. FPSC is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

11/27/2017- Customer called to discuss case, transferred to Rey.-Kenny Davis

11/27/17 Ms. Brooks called back regarding her complaint. Ms. Brooks confirmed that she received correspondence from the company. I informed Ms. Brooks that the company sent a copy of the letter to the PSC the same letter they sent to her. Customer stated that the company will not refund her any amount for the high bill where she had used 7,970 gallons. I explained that the water went through her meter and if the meter is working correctly then they do not have to determine how the water was utilized. Ms. Brooks believes maybe there is something wrong with the meter. R.Castillo

11/27/17 Ms. Brooks called back regarding her complaint. Ms. Brooks stated that she no longer wants to request a meter test to be conducted. Ms. Brooks stated that the company changed the meter out back in June and now her water bill is back to normal and feels that it would not do any good to request a meter test. R.Castillo

11/30/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Thursday, November 30, 2017 1:07 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1258428W NANCY BROOKS

Attachments: NANCY BROOKS BILL AND USAGE HISTORY 24 MONTHS.xlsx;

FPSC REQ 1258428W NANCY BROOKS NEW METER HISTORY.xlsx; FW FPSC Request Nol. 1258428W - High Bill; FW FPSC Request Nol. 1258428W - High Bill

Dear Mr. Castillo:

This correspondence is in reference to your request for supplemental information concerning Ms. Nancy Brooks' complaint.

FPSC Request:

11/17/17 REQUEST FROM SUPPLEMENTAL RESPONSE

The customer contacted the PSC regarding her concerns. The customer indicated that she never was contacted by UIF about her complaint. Ms. Brooks stated that she never received the response from UIF in her email inbox at nb@netscape.com or by regular mail. Please make direct contact with the customer either by telephone or send the customer a letter to address her concerns. Please provide the PSC with a 24 month usage and billing history. Please confirm if the new meter installed at the premise on June 15, 2017 was reset to zero. Please respond to the PSC by November 30, 2017. R.Castillo

Utilities, Inc. of Florida Response: (UIF)

On November 20, 2017, e-mail communication was resent to Ms. Brooks at the same address as her bills are electronically sent each month that she stated she received, nb@netscape.com . A request for delivery was included with the correspondence and was received as "Delivered" on November 20, 2017. FPSC office was included in the e-mail correspondence and a copy is provided in this correspondence. A copy of the correspondence was also sent to her by U.S. Mail on November 20, 2017.

Included is 24 months of usage and billed history from the old meter and all of the usage billed to her from the new meter. The new meter was installed on June 15, 2017 and started at "0". The numbers on the meter were not set back or changed as Ms. Brooks indicated or thought. UIF did not change or reset the numbers on the new meter at her residence. On November 27, 2017, Ms.

Brooks contacted the utility to express dissatisfaction that she was not provided a courtesy adjustment to her disputed bill. She was offered to have the meter tested, she stated to the Customer Service Representative that she would contact the PSC, she requested the telephone number and it was provided to her. Ms. Brooks did not want the meter to be tested because of her disputed usage.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

04/18/18 Sent Ms. Brooks a letter via the U.S. mail. A copy of the letter is included in the complaint file. R.Castillo

PSC Letterhead

April 18, 2018

Ms. Nancy Brooks
11728 Holly Ann Drive
New Port Richey, Florida 34654
Re: PSC Inquiry #1258428W

Dear Ms. Brooks:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida (UIF). You expressed concerns regarding improper billing.

In an effort to assist you, we requested a detailed report from UIF regarding your concerns. We have learned from UIF that your account was on automatic draft which means you gave authorization in writing for UIF to deduct payment from your bank account each month to pay your water bill when it is due. UIF indicated that the bill was due on September 21, 2017, the draft was sent to your bank for payment on that date. You contacted UIF on October 17, 2017 to inform the UIF staff that you disputed the bill. At that particular time the payment already posted and your

account was credited with the payment. UIF indicated that your account remained on Auto Draft because you never requested to have it stopped.

We also learned from UIF that you disputed the usage billed to you for 7,970 gallons, between July 24, 2017 and August 24, 2017. UIF indicates that a new meter was installed at your premise on June 15, 2017. UIF indicated that the meter reading taken on September 26, 2017 was higher than the reading taken on August 24th and the usage was 1,940 gallons. Another reading was taken on October 24, 2017 which indicated usage of 1,810 gallons since September 26, 2017. UIF confirmed that when the new meter was installed it started at "0" and was not changed or reset. UIF offered to conduct a meter test but you declined the offer. When I spoke to you on the telephone you stated there was no need to test the meter because your water bill went back to normal.

Neither the PSC nor UIF can tell you exactly how the water was used, only that it registered on an accurately working meter. In order to adjust the bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. It appears that your account has been billed appropriately.

Thank you for the opportunity to address your concerns, if you have questions or concerns, please call me. You may reach me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

////////// S //////////

Rey Castillo
Regulatory Specialist II

04/18/18 Having provided resolution to the customer, this inquiry will be closed as a GI - 25.
R.Castillo

Case#: 1258459W; Name: ABDULHALIM SAMARA; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: ABDULHALIM SAMARA Svc. Address: 500 RED MULBERRY COURT Seminole County, (407)-670-4632 Longwood, FL 32779- Caller: ABDULHALIM SAMARA Mailling Addr: 500 RED MULBERRY COURT LONGWOOD, FL 32779- Can Be Reached: Account #: 62206 45573 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1258459W Response Needed From Company? Y Date Due: 11/08/2017 Reply Received: 11/08/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y Request No: 1258459W	Assigned to: REY CASTILLO Entered by: RCASTILL Date: 10/18/2017 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 30.00 Closed by: REY CASTILLO Date Closed: 11/28/2017 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that he is disputing the amount \$30.00 from the total amount due \$83.75 .

What is the date of the bill?

Customer stated that it is his most recent billing statement.

Why do you believe you have been billed improperly?

Customer stated that he usually pays around \$53.75 per month for his water service and now his water bill increased almost double the amount he used to pay.

Other Comments: Customer stated that he contacted the utility to request that someone come out to check his meter and the utility stated that there will be no need for that and that his water bill is correct. Customer requests assistance from the PSC to resolve this dispute.

Note: I informed the customer that the utility was approved by the PSC for a rate increase back in August and he understood but still believes he is being overbilled.

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 days 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
 - e) confirmation 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 taken by R.Castillo

11/08/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, November 08, 2017 2:24 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1258459W Abdulhalim Samara

Attachments:500 Red Mulberry Ct. FPSC REQ 1258459W.pdf

Dear Mr. Castillo:

This correspondence is in reference to Mr. Abdulhalim Samara's complaint concerning charges for water and wastewater service on his bill dated September 10, 2017. Mr. Samara is a customer at 500 Fed Mulberry Court, Longwood, FL.

In Mr. Samara's complaint he stated he disputed the amount for \$30.00 from the total bill amount of \$83.75. He stated that he usually pays around \$53.75 per month for his water service and now his water bill increased almost double the amount he used to pay. Mr. Samara's usage for the

September 10th bill was lower than the usage for his August bill. The increase in charges is because of the regulated approved increase in rates that went into effect on September 5, 2017 and are reflected on the September 10th bill.

On October 10, 2017, Mr. Samara was informed by the utility that the September 10th bill had the new rates on it for service and was the reason for increase on his bill. On October 31, 2017, Mr. Samara's meter was read and the meter read and usage was higher than the read obtained for the September 10th bill. There was not any visible leak observed by the meter reader. On November 8, 2017 a telephone call was made to Mr. Samara and a message was left for a return call. Written communication was mailed to him that addressed his concerns and copies of the rates, his usage history and charges for 12 months were included and a copy of the customer notice that was mail to the customers on April 24, 2017 that informed the customers about the hearings that FPSC would be having and their locations concerning the rate increase request by UIF.

A copy of the correspondence and information provided to Mr. Samara is included with this correspondence. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Also included the letter sent to the customer in the complaint file.

Company response entered by R.Castillo

11/15/2017- Customer called to discuss his complaint. Transferred to RCastillo. SLynch

11/15/17 Mr. Samara called back regarding his complaint. Mr. Samara is not satisfied with the company response. I explain to him that I determined that the utility was charging him appropriately and the new rate went into effect on September 5, 2017. Mr. Samara then states he is protesting against the rate increase. I offered to register his protest against the rate increase and also explained to him that he was billed correctly. I will send the customer a resolution letter.
R.Castillo

11/28/2017 I sent Mr. Samara a resolution letter via U.S. mail. A copy of the resolution letter is included in the complaint file. Having provided resolution to the customer, this inquiry will be

closed as a GI -25. R.Castillo

Case#: 1258990W; Name: JOELLEN ROSENBERG; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JOELLEN ROSENBERG Svc. Address: 2042 CROWLEY CIR W Seminole County, Longwood, FL 32779- Caller: JOELLEN ROSENBERG Mailling Addr: 2042 CROWLEY CIR W LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 124790	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1258990W Response Needed From Company? Y Date Due: 11/14/2017 <hr/> Reply Received: 11/14/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1258990W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 10/23/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 11/28/2017 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Monday, October 23, 2017 1:27 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 124790

CUSTOMER INFORMATION

Name: JoEllen Rosenberg
 Telephone:
 Email: joellenrosenberg@gmail.com
 Address: 2042 Crowley Circle West Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: JoEllen Rosenberg Account Number:
 Address: 2042 Crowley Circle West Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Awful how Utilities, Inc. is permitted to raise our rates that double and triple for many. Mine tripled and my sprinkler system has been off since before Hurricane Irma plus we have a rain sensor on our sprinkler system to help alleviate it running even if I have it on...which i don't have my system on!!! I went from about \$40-\$60 average monthly bill to \$180. Many of us are retired on a budget. Please help us keep rates lower. "

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
 - 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 taken by Diane Hood

11/14/2017 - Company responses received via Email. DScott.

11/15/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Rosenberg is a customer at 2042 W. Crowley Circle, Longwood, FL.

*E-mail communication was sent to Ms. Rosenberg on 11/14/17, that addressed her concerns.

*Copies of the notices that were sent to the Customers at the time that UIF filed the application to raise the rates and notification for the dates, times and locations for the Customer Hearings that were provided by PSC Staff were included.

*Ms. Rosenberg was provided a copy of her usage history and frequently asked questions that the

Customers may have concerning the rate increase.

*The PSC was included in the correspondence and a copy of the correspondence is included with the response.

Shonna McCray

11/28/17: This inquiry closed. Shonna McCray

Case#: 1259881W; Name: PETER KING; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PETER KING Svc. Address: 12817 BRUNELLO CIR Lake County, (407)-616-8585 Clermont, FL 34711- Caller: PETER KING Mailing Addr: 2550 CITRUS TOWER BLVD, APT 9304 CLERMONT, FL 34711 Can Be Reached: Account #: 6369386855 E-Track #: 124888	Company Code: WS641 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1259881W Response Needed From Company? Y Date Due: 11/21/2017 <hr/> Reply Received: 11/21/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1259881W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 10/30/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 12/04/2017 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Monday, October 30, 2017 2:04 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 124888

CUSTOMER INFORMATION

Name: Peter King
 Telephone: (407) 616-8585
 Email: drcpete.k@gmail.com
 Address: 2550 Citrus Tower Blvd., APT 9304 CLERMONT FL 34711

BUSINESS INFORMATION

Business Account Name: Peter J King
 Account Number: 6369386855
 Address: 12817 Brunello Cir Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Failure to return money overpaid. (\$125.87) I had a credit balance on the account and disconnected service on 8/31/2017.

I was told I would be sent a refund after the final bill which was on 9/3/2017.

On or about 9/18/2017 I called and was told it would take 6-8 weeks from the billing date for return of my money.

On 10/30/2017 I called and was told the return of funds is not in process as it (change of story) takes 6-8 weeks from the due date on the September 3rd bill.

This is unacceptable and I request you contact Utilities Inc to expedite this matter. "

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
 - 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 taken by Diane Hood

11/17/2017 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Friday, November 17, 2017 1:56 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125199

CUSTOMER INFORMATION

Name: Peter King
Telephone: (407) 616-8585
Email: Drcpete.k@gmail.com
Address: 2550 Citrus Tower Blvd #9304 Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Peter J King
Account Number:
Address: 12817 Brunello Circle Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
TRACKING NUMBER 124888

I have not been contacted in any way by Utilities Inc. about this matter. Please advise.

PSC was contacted previously"

11/21/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, November 21, 2017 10:39 AM
To: PSCREPLY@PSC.STATE.FL.US
Subject: FL. PSC CATS NO: 1259881W PETER J KING

Dear Mr. Castillo:

This correspondence is in reference to Mr. Peter King's complaint concerning a refund that was due to him for \$125.87 after he closed his service at 12817 Brunello Cir. Clermont, FL. on September 1, 2017. The refund check was mailed to Mr. King on November 16, 2017.

On November 21, 2017, written correspondence was sent to Mr. King that informed him about the

refund and an explanation and apology was extended to him because of the delay. Your office was included in that correspondence and a copy is also included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/04/17 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1260006W; Name: SHAWN FOUREZ; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: SHAWN FOUREZ Svc. Address: 208 ALBRIGHTON COURT Seminole County, (407)-694-7613 Longwood, FL 32779- Caller: SHAWN FOUREZ Mailling Addr: 208 ALBRIGHTON COURT LONGWOOD, FL 32779- Can Be Reached: Account #: 4621328566 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1260006W Response Needed From Company? Y Date Due: 11/22/2017 <hr/> Reply Received: 11/14/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1260006W	Assigned to: SHONNA MCCRAY Entered by: JMCLEANS Date: 10/31/2017 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 41.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 12/15/2017 Close Type: GI-25 Apparent Rule Violation: N

The customer states that he is being overcharged. The current bill (11/16/2017) is for \$111.56. The customer's average bill is around \$70 monthly. The customer wishes to dispute the amount of \$40. The customer would like the above issue addressed and resolved as soon as possible.

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 days 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
 - e) confirmation 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 taken by J Mclean-Sinatra

11/14/2017 - Company response received via Email. DScott.

11/16/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Fourez is a customer at 208 Albrighton Court, Longwood, FL.

*E-mail communication was sent to Mr. Fourez on 11/14/17 that addressed his concerns.

*Copies of the notices that were sent to the Customers at the time that UIF filed the application to raise the rates and notification for the dates, times and locations for the Customer Hearings that were provided by the PSC Staff were included.

*Mr. Fourez was provided a copy of his usage history and frequently asked questions that the Customers may have concerning the rate increase.

*The PSC was included in the correspondence and a copy of the correspondence is provided with the reply.

Shonna McCray

11/16/17: A review of the customer's usage history for the period of 11/13/15 to 10/17/17 indicates the following:

*The total gallons billed was 452,790

*The average per month is 18,866

*The lowest month was 2/19/16 for 11,410 gallons

*The highest month was 6/15/16 for 33,980 gallons

*The billing for 10/17/17 was 11,830 gallons

It appears the account has been billed correctly, the increase is due to the approved increased rates.

Shonna McCray

12/15/17: This inquiry closed. Shonna McCray

Case#: 1260185W; Name: JO MCGEE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JO MCGEE Svc. Address: 180 S MONTEREY ISLE Seminole County, (407)-921-3851 Longwood, FL 32779- Caller: JO MCGEE Mailling Addr: 180 S MONTEREY ISLE LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1260185W Response Needed From Company? Y Date Due: 11/27/2017 <hr/> Reply Received: 11/14/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1260185W	Assigned to: REY CASTILLO Entered by: SLYNCH Date: 11/01/2017 Via: PHONE Prelim Type: REPAIR PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 12/06/2017 Close Type: GI-11 Apparent Rule Violation: N

Preclose type - Repair

What is the repair problem? Broken line on company's side

What date did you contact the utility for repair? September 2017 after Hurricane Irma

What date did the company state the repair would be done? Ut Inc did not provide a date

Did the company contact you with a reason as to why the repair was not made? Ut Inc advised customer that it was ground water and would not come back out to repair after initial inspection.

Other Comments: Customer states her neighbor had problem as well and Ut Inc came out to his house and admitted it was their issue. As of this date no one has been out to repair the issue. Customer wants the leaks stopped as the company just got a rate increase and she believes this is a waste of water and not responsible on the company's part.

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 days 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
 - e) confirmation 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 taken by Suzelle Lynch

11/14/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, November 14, 2017 3:47 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1260185W JO MCGEE

Dear Mr. Castillo:

This correspondence is in reference to Ms. Jo McGee's complaint to the Florida Public Service Commission (FPSC) concerning Utilities, Inc. of Florida (UIF) Broken water line near his home. Ms. McGee is a customer at 180 S. Monterey Isle, Longwood, FL.

On September 21, the utility informed Ms. McGee that the utility had the line on its schedule for repair and was delayed because of ground water. On November 9, 2017 the contractor made the

repair on 4" "T" that had a crack in it, repair was under the driveway and was UIF's line. Ms. McGee was informed about repair.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/06/17 Having not received any further contact from the customer, this inquiry will be closed as a GI - 11. R.Castillo

Case#: 1260517W; Name: JEFFREY TOMOSER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JEFFREY TOMOSER Svc. Address: 2416 PALMWOOD DR Pasco County, (727)-365-5168 Holiday, FL 34690- Caller: JEFFREY TOMOSER Mailing Addr: 2606 BIG PINE DR HOLIDAY, FL 34691 Can Be Reached: Account #: E-Track #: 124950	Company Code: WU372 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1260517W Response Needed From Company? Y Date Due: 11/30/2017 <hr/> Reply Received: 11/30/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1260517W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 11/06/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 750.00 <hr/> Closed by: REY CASTILLO Date Closed: 12/13/2017 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, November 05, 2017 8:51 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 124950

CUSTOMER INFORMATION

Name: Jeffrey Tomoser
 Telephone: (727) 365-5168
 Email: Jeffreyt0401@gmail.com
 Address: 2606 Big Pine Drive Holiday FL 34691

BUSINESS INFORMATION

Business Account Name: Jeffrey Tomoser
 Account Number:
 Address: 2419 Palmwood Dr Holiday FL 34690

Water County Selected: Pasco

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I am closing on the sale of my rental property soon and there was a title search done. After having this done, there were unpaid water bills by past renters discovered, pointed out by Utilities, Inc. totaling about \$750. I never realized that these bills were there or that they were my responsibility. I was never contacted by the company about them, and even had service turned on in my name, in between tenants. These bills go back as far as 2009. They also included the bill of the current tenants. Am I responsible for all of these payments? Thank you "

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
 - 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 taken by Diane Hood

11/7/2017 -- J Mclean-Sinatra

Customer called and was transferred to analyst.

11/27/2017- Customer called transferred to Rey.-Kenny Davis

11/27/17 Mr. Tomoser called back regarding his complaint. Mr. Tomoser stated that he tried to contact the utility today and the customer service agent refused to speak to him regarding his

complaint and he was told to contact the PSC. I explained to him the complaint procedures and that the company will contact him within the 15 days but they do not have to talk to you directly if you contact them. I explained to him that the utility is required to provide an official response to the PSC by November 30th. It appears that he understood. R.Castillo

11/30/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, November 30, 2017 2:37 PM
To: Jeffreyt0401@gmail.com
Cc: PSCREPLY
Subject: FPSC REQUEST NO. 1260517W - IMPROPER BILLS

Dear Mr. Tomoser:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning debt owed by others for service provided to your rental property at 2419 Palmwood Dr., Holiday, FL.

The utility was contacted by a company in the name of Company-PROPLOGIX which seems to be a lien search company. The information requested from the utility was unpaid debt for service provided to this address. The information provided is for any unpaid debt to the utility by several customers that we provided water service to. There is not a lien on the property for the unpaid debt of others and since you do not have any unpaid debt owed to us in your name we cannot hold you liable for others' debt.

Hopefully the information provided will assist you with information for the Lien Search Company. Please contact our office if additional assistance is required .

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/13/2017 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1260590W; Name: BRANDY HASTINGS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: BRANDY HASTINGS Svc. Address: 210 PEMBROOK PL Seminole County, (501)-541-1061 Longwood, FL 32779- Caller: BRANDY HASTINGS Mailling Addr: 210 PEMBROOK PL LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1260590W Response Needed From Company? Y Date Due: 11/30/2017 <hr/> Reply Received: 11/15/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1260590W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 11/06/2017 Via: E-MAIL Prelim Type: REPAIR PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 02/06/2018 Close Type: GI-11 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Brandy Harrington [mailto:brandyharrington2011@yahoo.com]
 Sent: Monday, November 06, 2017 9:24 AM
 To: Consumer Contact
 Subject: Utilities Inc Water Increase in Seminole County

To Whom It May Concern-

My name is Brandy Hastings. I am a Seminole County resident who has recently seen my water bill skyrocket due to the Utilities, Inc. Florida Docket No. 20160101 approved rate increase request. This substantial increase hurts our local residents, especially those who are on a fixed budget. We live in a wonderful area, and have many long time residents. This has come as a blow to those residents. With this increase, I definitely have not seen an increase in service to come with it. I have a valve that is by the street that needs to be replaced, that is their property, that they will not replace. Also, I had a water leak, and sent in paperwork to try to get a credit, and it has been weeks, with no decision made. I know that our Seminole County Board of County Commissioners is pursuing legal action against this matter. I urge you to reconsider this, for our residents.

Thanks-

Brandy Hastings
210 Pembroke Place
Longwood, FL 32779
501-541-1061 "

Please note complaint filed for valve repair/replace issue.

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
 - 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 taken by Diane Hood

Also filed for docket 20160101.

11/15/2017 - Company response received via Email. DScott.

Company response indicates the following:

From:Shonna McCray

Sent:Thursday, November 16, 2017 2:49 PM

To:Rey Castillo

Subject: FW: FL. PSC CATS NO: 1260590W BRANDY HASTINGS

Attachments:FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

From:PSCREPLY
Sent:Thursday, November 16, 2017 2:40 PM
To: Shonna McCray
Subject: FW: FL. PSC CATS NO: 1260590W BRANDY HASTINGS

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Wednesday, November 15, 2017 4:36 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1260590W BRANDY HASTINGS

Dear Mr. Castillo:

This correspondence is in reference to Ms. Brandy Hastings' complaint concerning the approved regulated rates charged to her by Utilities, Inc. of Florida (UIF) for water and wastewater service provided to her residence. She also expressed concern about the operation of a water meter valve that was located near her home and was difficult to operate. Ms. Hastings is a customer at 210 Pembroke Pl., Longwood, Fl.

E-mail communication was sent to Ms. Hastings on November 15, 2017 that addressed her concerns. Ms. Hastings was provided copies of the notices that were sent to the Customers at the time that UIF filed the application to raise the rates, copies of the notification with the dates, times and locations for the Customer Hearings that were provided by the Florida Public Service Commission Staff and a copy of frequently asked questions that the Customers may have concerning the rate increase. Your office was included in the correspondence to her and a copy of the correspondence is included with this reply.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

11/17/2017 - Company response received via Email. DScott.

11/17/2017 Disregard the previous entry, it was mistakenly identified as a company response; this is actually customer correspondence sent to Elise Christian at UIF received via email (PSC Reply).
R.Castillo

Customer correspondence indicates the following:

From:Brandy Harrington <brandyharrington2011@yahoo.com>
Sent:Friday, November 17, 2017 3:42 PM
To:Elise Christian
Cc:PSCREPLY
Subject:Re: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

Hi Elise-

I had two separate repairmen from different companies that have been at my house and both told me that the valve needed to be replaced.

And I did receive the notices regarding the pricing increase, and stated my concern at that time as well.

Also, I spoke with someone from your team in early October regarding a slab leak in my home, and they asked that I send them the documentation so that they could review and see if a credit was in order. I sent all of that information on 10/11. I received a response that it had been forwarded to Janet for review. I followed up on 10/23, and received a response on 10/24 that nothing had been done with my inquiry. The person who emailed me said he thinks you are waiting for the operations team in FL to approve or deny it. He said that he would get with Janet to get an update for me. I never heard back. I followed up on 11/6, and still have not heard back.

I also have included FPSC in this email.

Thanks-
Brandy

On Wednesday, November 15, 2017 4:21 PM, Elise Christian <ESChristian@uiwater.com> wrote:

Dear Ms. Hastings:

This correspondence is in reference to your complaint to The Florida Public Service Commission (FPSC) concerning the rates charged to you by Utilities, Inc. of Florida (UI) for water and wastewater service provided to your residence at 210 Pembroke Place, Longwood, FL.

In your complaint you stated that you have a valve that is by the street that needs to be replaced, that it is the utility's property and the utility will not replace it. On November 8, 2017, UI staff inspected its valve, the valve was located at the utility's meter, the valve was operational and there was not any problem for staff to operate the curb stop valve to turn water off to the residence. The utility encourages the Customer to have their personal valve installed on their water line after the meter by a plumber so that if or when the Customer wants to turn the water off in their home or their service line, they will be able to do so.

In reference to your concerns about the rates charged for water and wastewater service at your residence, the Consumers were sent several notices by the utility as required by FPSC that informed them that Utilities, Inc. of Florida had filed an application with the FPSC for an increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties. The notices included background concerning the request, dates, times and locations for the Customer Hearings that were held by FPSC Staff. I have included copies of the notifications and frequently asked questions by the Customers concerning the rate increase request by Utilities, Inc. of Florida. The rates charged were approved by FPSC and became effective as of September 5, 2017.

Please do not hesitate to contact our customer Service Department at 1-866-842-8432 if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Customer correspondence entered by R.Castillo

11/28/2017 - Company response received via Email. DScott.

11/28/2017 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY

Sent: Tuesday, November 28, 2017 8:36 AM

To: Consumer Contact

Subject: FW: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

From: Brandy Harrington [mailto:brandyharrington2011@yahoo.com]
Sent: Tuesday, November 28, 2017 8:26 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

Hello Elise-

I am following up regarding the documentation that I sent in early October regarding the leak at my house. I have been unable to get a response from your company as to if I will receive a credit for this. Can you please assist?

Thanks-
Brandy

On Friday, November 17, 2017 3:42 PM, Brandy Harrington <brandyharrington2011@yahoo.com> wrote:

Hi Elise-

I had two separate repairmen from different companies that have been at my house and both told me that the valve needed to be replaced.

And I did receive the notices regarding the pricing increase, and stated my concern at that time as well.

Also, I spoke with someone from your team in early October regarding a slab leak in my home, and they asked that I send them the documentation so that they could review and see if a credit was in order. I sent all of that information on 10/11. I received a response that it had been forwarded to Janet for review. I followed up on 10/23, and received a response on 10/24 that nothing had been done with my inquiry. The person who emailed me said he thinks you are waiting for the operations team in FL to approve or deny it. He said that he would get with Janet to get an update for me. I never heard back. I followed up on 11/6, and still have not heard back.

I also have included FPSC in this email.

Thanks-
Brandy"

From: Brandy Harrington <brandyharrington2011@yahoo.com>
Sent: Tuesday, November 28, 2017 9:46 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

Thank you

On Tuesday, November 28, 2017 9:38 AM, Elise Christian <ESChristian@uiwater.com> wrote:

Good Morning,

I have referred your request to our Customer Service Department (Manager) for follow-up on your request for the leak adjustment you mentioned. I have requested the status of your request and an update to you. The leak adjustment is not handled through my department. However, I have requested an update and either Customer Service or I will provide you with the status of your request. Our customer service contact telephone number is 1-866-842-8432.

Regards,
Elise Christian

Email correspondence from customer entered by R.Castillo

11/30/2017 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Thursday, November 30, 2017 10:50 AM
To: Consumer Contact
Subject: FW: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

From: Brandy Harrington [mailto:brandyharrington2011@yahoo.com]
Sent: Thursday, November 30, 2017 9:54 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

Just circling back to see if you had heard any response from your team yet. It has been almost two months ago that I sent the information to them.

Thanks-
Brandy"

12/01/2017 Customer correspondence received via email, added to file, and forwarded to RMcHargue. DHood
"From: PSCREPLY
Sent: Friday, December 01, 2017 11:05 AM
To: Consumer Contact
Subject: FW: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

From: Brandy Harrington [mailto:brandyharrington2011@yahoo.com]
Sent: Friday, December 01, 2017 10:58 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

Hello! Following up again to see if there is a response yet. Thank you!"

12/01/2017 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Friday, December 01, 2017 12:02 PM
To: Consumer Contact
Subject: FW: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

From: Brandy Harrington [mailto:brandyharrington2011@yahoo.com]
Sent: Friday, December 01, 2017 11:59 AM
To: PSCREPLY
Subject: Fw: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

Dear Public Service Commission-

I am having the hardest time getting a response regarding this issue, and it has been months. Is there anything that you can do to help?

Thanks-
Brandy Hastings "

12/04/2017 I attempted to contact Brandy Hastings at telephone number (501) 541 - 1061 but she was not available, I left a brief a message with my contact information. R.Castillo

12/05/17 Ms. Hastings returned my call. Ms. Hasting did confirm that the utility did contact her to address her concerns and provided her a credit on her last billing statement. Ms. Hasting is still concerned regarding the repair of the water meter valve and she did confirm that the leak has stopped but she spoke to a local plumber and she was informed that the water meter valve knob needs to be replaced. Ms. Hastings would like for the utility to replace the knob and on the water meter valve. R.Castillo

12/05/2017 REQUEST SUPPLEMENTAL REQUEST

Customer contacted the PSC regarding her concerns. Customer is still concerned regarding the water meter valve. Customer stated that several technicians informed her that the water meter valve needs to be replaced. Customer requests that the water meter valve needs to be replaced not just because it is difficult to operate because it is the source of the leak and believes that it will leak again. Please confirm if the utility is going to replace or not replace the water meter valve. If the water meter valve is not going to be replaced please provide an explanation. If the water meter valve is going to be replaced please provide a schedule as to when the water meter valve will be replaced. Please respond to the PSC by December 14, 2017. R.Castillo

12/05/2017 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, December 05, 2017 8:01 AM
To:Brandy Harrington
Cc:PSCREPLY
Subject:RE: FLORIDA PUBLIC SERVICE REQUEST NO. 1260590W

Good Morning, Ms. Harrington,

Your account was reviewed for a wastewater leak adjustment because of your water leak. Your account usage history indicated that perhaps the leak started sometime in May, 2017 and continued through October 2017. Your average 12 months usage is approximately 7,425 gallons and the maximum wastewater charged under the old rates was 10,000 gallons. A courtesy

wastewater leak adjustment is provided for 2,575 gallons , \$10.43 and the late fee for \$6.40 was waived. The adjustment is applied under the new current rate, only one bill is adjusted and that is the highest usage bill which was September 21, 2017. There is not a courtesy water adjustment because of the leak. Your account balance as of today, December 5, 2017 is \$237.11, the past due portion is \$172.99 and the current portion is \$64.12 that is due by December 18th. If you require a payment arrangement to pay the account balance or require additional assistance, please contact our customer service at 1-866-842-8432 before December 18th to make the arrangement.

FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/07/2017 - Company response received via Email. DScott.

Company response indicates the following:

From:PSCREPLY
Sent:Thursday, December 07, 2017 4:33 PM
To:Rey Castillo
Subject: FW: FL. PSC CATS NO: 1260590W BRANDY HASTINGS

Follow Up Flag:Follow up
Flag Status:Flagged

From: Elise Christian [<mailto:ESChristian@uiwater.com>]
Sent: Thursday, December 07, 2017 2:27 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1260590W BRANDY HASTINGS

Dear Mr. Castillo:

This correspondence is a follow-up to Ms. Hastings request for Utilities, Inc. of Florida (UI) to replace its curb stop valve on the utilities meter for her access and your request for supplemental information.

FPSC - 12/05/2017 REQUEST SUPPLEMENTAL REQUEST:

Customer contacted the PSC regarding her concerns. Customer is still concerned regarding the water meter valve. Customer stated that several technicians informed her that the water meter valve needs to be replaced. Customer requests that the water meter valve needs to be replaced not just because it is difficult to operate because it is the source of the leak and believes that it will leak again. Please confirm if the utility is going to replace or not replace the water meter valve. If the water meter valve is not going to be replaced please provide an explanation. If the water meter valve is going to be replaced please provide a schedule as to when the water meter valve will be replaced. Please respond to the PSC by December 14, 2017. R.Castillo

UI RESPONSE:

The meter and the curb stop valve on the meter is the property of the utility. It is not customer owned and is not there for the customer or anyone other than UI staff to operate. UI has inspected its meter and the valve and it is operational as necessary for the utility. It is not necessary to replace it and it will not be replaced. If Ms. Hasting would like her personal control valve installed for her personal use or for a plumber etc. that she has engaged to perform work on her water service line, and she needs the water turned off at the meter to install it, the utility will meet with her or her plumber to turn the water off for the installation. UI request Ms. Hasting to contact the utility's Customer Service Department Monday – Friday EST between 8:00am and 4:00pm at 1-866-842-8432 to schedule a time. Ms. Hasting stated that UI's curb stop valve was the source of her slab leak and believes that it will leak again. The meter and the curb stop valve were not a source of her slab leak.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/25/18 I attempted to contact Ms. Hastings at telephone number 501.541.1061 and she was not available so I left a message and provided my office telephone number and requested that she call

me back. R.Castillo

02/06/18 Sent letter to Ms. Hastings via the U.S. mail. A copy of the letter is included in the complaint file. R.Castillo

PSC Letterhead

February 6, 2018

Brandy Hastings
210 Pembroke Place
Longwood, FL 32779

Re: FPSC Inquiry 1260590W

Dear Ms. Hastings,

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida (UIF). You expressed concerns about a request submitted to the utility to repair their facilities.

In our previous discussion you expressed concerns regarding the water meter valve. You stated that several technicians informed you that the water meter valve needs to be replaced. You had submitted a request to UIF to replace the curb stop valve. You indicated that you feel the water valve needs to be replaced because you believe it is the source of the leak and that it will leak again.

In its response to the PSC, the company indicated that the meter and the curb stop valve on the meter is the property of the utility. The curb stop valve was inspected by UIF and its meter and the valve is described as being operational for the utility. UIF concludes that the curb stop valve does not need to be replaced and they will not be replacing it. UIF also advised that the curb stop valve is not there for customer and only UIF staff are authorized to operate it. UIF also advised that the source of the leak originated from the slab leak and not the curb stop valve. UIF also indicated that they are willing to coordinate with you if you would like to install your own stop valve, understanding that it will be installed at your own expense.

The curb stop valve is property that belongs to the utility. Please understand that no one else is authorized to operate the curb stop valve except for UIF personnel.

Thank you for the opportunity to address your concerns, if you have questions or concerns, please contact me. You may reach me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

//////////S//////////

Rey Castillo
Regulatory Specialist

02/06/18 Having provided resolution to the customer, this inquiry will be closed as a GI - 11.
R.Castillo

Case#: 1260632W; Name: JOHN LOVERTE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JOHN LOVERTE Svc. Address: 11925 BOYNTON LANE Pasco County, (727)-378-7860 New Port Richey, FL 34654- Caller: JOHN LOVERTE Mailling Addr: 11925 BOYNTON LANE NEW PORT RICHEY, FL 34654- Can Be Reached: Account #: E-Track #:	Company Code: WU372 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1260632W Response Needed From Company? Y Date Due: 11/30/2017 <hr/> Reply Received: 11/30/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1260632W	Assigned to: REY CASTILLO Entered by: SLYNCH Date: 11/06/2017 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 190.00 <hr/> Closed by: REY CASTILLO Date Closed: 01/25/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$190

What is the date of the bill? November 21,2016- December 22,2016

Why do you believe you have been billed improperly? Customer states that he bought the house at service address. Customer states that no one was in the house from 11/21/2016-12/22/2016. Customer states that his bill usually runs around \$56 a month with a usage of 2,000-3,000 gallons per month.

Customer states the bill in question was for \$247.56. Customer is disputing \$190 of that bill.

Other Comments: Customer states that due to company threats to disconnect his water he entered into a payment plan with the company in June 2017. Customer states his bill was for \$247.56 but the company sent him a payment plan for \$667.39. Customer does not know what this charge is for and has not been able to get the answer from the company.

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 days 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
 - e) confirmation 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 taken by Suzelle Lynch

12/6/17 Customer called back. transferred to Rey. DVizcarrondo

12/06/17 Mr. Loverte called back regarding his complaint. Mr. Loverte stated that he was never contacted by the utility regarding his complaint. Mr. Loverte stated that he is only receiving final notices from the utility but he does not receive the actual monthly billing statements with meter readings. Mr. Loverte stated that he is disputing the amount \$667.39 for 45,000 gallons for a leak that occurred between November 21, 2016 through December 22, 2016. Mr. Loverte stated that he purchased the property back in 2014 but he did not move into the property until the very end of January 2017. Mr. Loverte expressed his belief that the utility is trying to collect payment for unpaid balance left from other tenants or other home owners who never made payments on their accounts. I informed Loverte that I will contact UIF and have them contact you to address your concerns. R.Castillo

12/06/2017 REQUEST FOR SUPPLEMENTAL RESPONSE

Customer contacted the PSC regarding his concerns. Customer stated that he was never contacted by UIF regarding his complaint. Customer is still disputing the charges for \$667.39 from November through December 2016 when the home was vacant . Customer stated that according to a UIF representative the 45,000 gallons was from a leak that had occurred during that particular period of service. Customer stated that he moved into his home in late January 2017 and did not see any evidence of any visible leaks. Please provide the PSC with a 24 month consumption and billing history. Please contact the customer and address his concerns. Please respond to the PSC by December 15, 2017. R.Castillo

12/11/17: Response received via email. Noted original response receive date is 11/30/17.
Shonna McCray

12/11/17: Response received via email. Shonna McCray

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, December 11, 2017 1:40 PM
To: angeldl613@yahoo.com
Cc: PSCREPLY
Subject: FPSC REQ NO. 1260632S - November 29, 2017 Bill

Good Afternoon, Mr. Loverde,

It was a pleasure speaking with you as we work through your concerns about charges for water and wastewater service at your home. Attached is the November bill that you requested and a copy has also been put in the US Mail that will leave our office tomorrow, December 12, 2017. I apologize that you did not receive the bill.

As stated in our conversation today, I am finishing up the investigation on the two high disputed usages and will be back in touch with you no later than Wednesday, December 13, 2017. I will be contacting you by telephone at 727-378-7860 to update you with the findings and it will also be sent to you by e-mail and US Mail .

Please do not hesitate to contact me if additional assistance is required. The FPSC is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

The attachment is a billing statement for November (11/29/2017) which is due on 12/21/2017.

Note: Mr. Loverte is paying monthly installments of \$32.04 toward the disputed amount, the total amount due is \$215.83.

Company response entered by R.Castillo

Company response indicates the following:

Note: This was sent to the customer prior to the previous response, on 11/30/2017. R.Castillo

From:Elise Christian <ESChristian@uiwater.com>

Sent:Thursday, November 30, 2017 2:01 PM

To:angeldl613@yahoo.com

Cc:PSCREPLY

Subject:FPSC REQUEST NO. 1260632W- IMPROPER BILLS

Attachments:FPSC REQ 1260632W JOHN LOVERTE BILL AND PAYMENT HISTORY.xlsx

Dear Mr. Loverte:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning bills issued to you by Utilities, Inc. of Florida (UIF) for water service provided to 11925 Boynton Ln., New Port Richey, FL.

In your complaint you stated you were issued a bill for \$247.56 and disputed \$190.00 of it. You stated that you entered a payment plan for \$667.39 to avoid your service from being interrupted but could not obtain and explanation from the company what the charges are for.

Review of your account shows that your service was started on July 1, 2015, your first bill was issued on August 31, 2016. You were back billed for service from July 1/2015 – July 21, 2016. The total for the back billed charges was \$1,330.37. Since that time, you have been issued additional bills up to November 29, 2017 that total \$432.73. These two totals equal an amount billed as \$1,763.10. You have made 13 payments that total \$1,164.92. After applying the payments to the account upon each payment receipt date, your account balance as of today, November 30, 2017 is \$598.18. I have included a spread sheet with this correspondence that will assist you with tracking the explanation that I have provided.

Your account shows that your payment arrangement is past due. If you would like to have the payment arrangement restarted with the current amount that is due on the account for \$598.18, please contact our customer service at 1-866-842-8432 to arrange it.

Please do not hesitate to contact our office if additional assistance is needed. FPSC office is

included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/14/2017 - Company response received via Email. DScott.

Company response indicates the following:

Email correspondence sent to the customer:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, December 14, 2017 12:53 PM
To: angeldl613@yahoo.com
Cc: PSCREPLY
Subject: FPSC REQUEST NO. 1260632W JOHN LOVERDE

Good Afternoon Mr. Loverde,

This is a follow-up to our telephone conversation on Monday. The investigation has been completed concerning the usage for 45,010 gallons and the usage for 17,680 gallons that registered through your meter between November 21, 2016 and January 23, 2017.

Your account has been provided a credit for the back billed charges for the months you did not request the service to be turned on. That was for service billed July 1, 2015 – August 9, 2016. The credit applied to your account for the back billed charges is \$347.38. The service had been requested by you and had been turned on in your name when the high usage occurred on your January, 2017 and February, 2017 bills. The meter was tested and was found to be operating properly, the consumer is responsible for the water that registers through the meter, however as a courtesy a leak adjustment was provided to you for 50% of the water usage on the bill issued January 4, 2017, it was for 22,505 gallons and for \$123.78. there is not any additional credit provided for the February bill and usage. The total credit applied to your account was \$471.16.

Your account balance after the credits were applied is \$207.02. You received a credit to your account on December 1, 2017 for an Interim rate adjustment in the amount of \$93.91 that credit left your account balance as of today, December 14, 2017 \$113.11. All of the credits along with the current charges for your December bill will appear on your bill that will be issued around December 27, 2017. I have included FPSC office in this correspondence.

Please contact me if additional assistance is required.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Email correspondence sent to the PSC:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, December 14, 2017 12:55 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1260632W JOHN LOVERTE
Attachments: FPSC REQ 1260632W JOHN LOVERTE BILL AND PAYMENT HISTORY
12.14.17.xlsx

Dear Mr. Castillo:

This correspondence is a follow-up to the FPSC request for supplemental information concerning Mr. John Loverde's complaint.

FPSC - 12/06/2017 REQUEST FOR SUPPLEMENTAL RESPONSE

Customer contacted the PSC regarding his concerns. Customer stated that he was never contacted by UIF regarding his complaint. Customer is still disputing the charges for \$667.39 from November through December 2016 when the home was vacant. Customer stated that according to a UIF representative the 45,000 gallons was from a leak that had occurred during that particular period of service. Customer stated that he moved into his home in late January 2017 and did not see any evidence of any visible leaks. Please provide the PSC with a 24 month consumption and billing history. Please contact the customer and address his concerns. Please respond to the PSC by December 15, 2017. R.Castillo

On December 6, 2017, a copy of the correspondence that was sent to the FPSC office and to Mr. Loverde on November 30, 2017 was resent to Mr. Loverde e-mail address on filed at angeldl613@yahoo.com (angeldl613@yahoo.com) and also by US Mail to his service address, 11925 Boynton Ln., New Port Richey, FL. A copy was also sent to your office. A delivered request receipt was receive from his sever and from the FPSC server. A follow-up telephone call was made to Mr. Loverde's telephone number on file a message was left on his voice mail for a return call. On December 11, 2017 he returned my call. His concerns were addressed at that time and confirmation was received that he did receive the first response that was sent to him by e-mail on November 30, 2017. He said the e-mail address is used more by his wife and not him. He said he had not received his November 29, 2017 bill but received the past due notice. I informed him that the past due notice that he received at the service address was mailed before the bill and that it appeared to perhaps be a postal service issue. Mr. Loverde was informed that I was finishing up the investigation concerning the high usage and that I would have a response by December 12, 2017 and would contact him by telephone. On December 12, 2017, a telephone call was made to him and his voice mail was reached. He was asked to return my call on Monday. He had already been informed on our call on December 11th that I would be out of the office after the 12th and back in the office on the 18th. He understood.

Mr. Loverde's account has been provided a credit for the back billed charges for the months he had not requested the service to be turned on. That was for service billed July 1, 2015 – August 9, 2016. The credit applied to his account for the back billed charges is \$347.38. The service had been turned on in Mr. Loverde's name when the high usage occurred on his January, 2017 and February, 2017 bills. The meter was tested and was found to be operating properly, The consumer is responsible for the water that registers through the meter, however as a courtesy a leak adjustment was provided to him for the bill issued January 4, 2017 for 50% of the water usage @ 22,505 gallons and \$123.78. The total credit applied to his account was \$471.16.

Mr. Loverde's account balance after the credits were applied is \$207.02. He received a credit to his account on December 1, 2017 for and Interim rate adjustment in the amount of \$93.91 that credit left his account balance as of today, December 14, 2017 \$113.11. All of the credits along with the current charges for his December bill will appear on his bill that will be issued around December 27, 2017. I have provided this information to Mr. Loverde by e-mail today and he will be sent a copy by US Mail and also addressed when he returns my telephone call.

A copy of the billed, usage and payment history for Mr. Loverde is included with this correspondence. Please let me know if additional information is required.

Elise S. Christian

Company response entered by R.Castillo

01/25/18 I contacted Mr. Loverte regarding the outcome of his complaint. Mr. Loverte confirmed that he was contacted by the utility and they reached an agreement. Mr. Loverte stated that he was given a credit for the usage that occurred before he had opened his account. Mr. Loverte expressed gratitude toward the PSC for their assistance and is satisfied with the resolution offered by UIF. Customer confirmed having received resolution from the utility, this inquiry will be closed as a GI -25. R.Castillo

Case#: 1261309W; Name: MARION RODRIGUE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: MARION RODRIGUE Svc. Address: 2708 DEER BERRY CT Seminole County, (407)-829-6556 Longwood, FL 32779- Caller: MARION RODRIGUE Mailling Addr: 2708 DEER BERRY CT LONGWOOD, FL 32779- Can Be Reached: Account #: 582450000 E-Track #: 125048	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1261309W Response Needed From Company? Y Date Due: 12/05/2017 <hr/> Reply Received: 11/17/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1261309W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 11/09/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 12/15/2017 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, November 08, 2017 11:59 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 125048

CUSTOMER INFORMATION

Name: Marion Rodrigue
 Telephone: (407) 829-6556
 Email: marion@familyrodrigue.com
 Address: 2708 Deer Berry Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Marion Rodrigue
 Account Number: 582450000
 Address: 2708 Deer Berry Court Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

My average water bill was \$20 - this months bill is \$169!!!! This increase is outrageous. "

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
 - 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 taken by Diane Hood

11/17/2017 - Company response received via Email. DScott.

11/20/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Ms. Rodrigue is a customer at 2708 Deer Berry Court, Longwood, FL.
- *On 11/16/17, e-mail communication was sent to Ms. Rodrigue that addressed her concerns.
- *The rates charged to her for water service are regulated and are approved by the PSC.
- *The Customers were sent several notices that informed them that UIF had filed an application with PSC to increase the rates and notices about Customer Hearings, dates, times and locations that PSC Staff would be holding.
- *The notices were mailed to Ms. Rodrigue's mailing address on file.
- *The rates became effective on 9/5/17.
- *The PSC was included in the correspondence to Ms. Rodrigue and a copy is included with the

response.

Shonna McCray

12/15/17: This inquiry closed. Shonna McCray

Case#: 1261314W; Name: MIKE ELLENBURG; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: MIKE ELLENBURG Svc. Address: 1795 MARKHAM GLEN CIR Seminole County, (407)-494-0619 Longwood, FL 32779- Caller: MIKE ELLENBURG Mailling Addr: 1795 MARKHAM GLEN CIR LONGWOOD, FL 32779- Can Be Reached: Account #: 5994300000 E-Track #: 125041	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1261314W Response Needed From Company? Y Date Due: 12/05/2017 <hr/> Reply Received: 11/16/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1261314W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 11/09/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 12/15/2017 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, November 08, 2017 7:49 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125041

CUSTOMER INFORMATION

Name: Mike Ellenburg
Telephone: (407) 494-0619
Email: mellenburg1795@gmail.com
Address: 1795 Markham Glen Cir Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Mike Ellenburg
Account Number: 5994300000
Address: 1795 Markham Glen Cir Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I do not understand how Utilities Inc was granted a rate increase that is over a 100% increase for some of its customers. My water bill (which does not include waste treatment because I am on a septic system) is now averaging over \$300 per month, which is more than my power bill. I have friend less than 5 miles away with a different provider that pays around \$45. The only notice I received about the proposed increase was that I could attend a public meeting in Tallahassee to attend an open meeting. ridiculous !! "

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
 - 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 taken by Diane Hood

11/16/2017 - Company response received via Email. DScott.

11/20/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Ellenburg is a customer at 1795 Markham Glen Cir., Longwood, FL.

*On 11/16/17, e-mail communication was sent to Mr. Ellenburg that addressed his concerns.

*The rates charged to him for water service are regulated and are approved by the PSC.

*The Customers were sent several notices that informed them that UIF had filed an application

with the PSC to increase the rates and notices about Customer Hearings, dates, times and locations that PSC Staff would be holding.

*The notices were mailed to Mr. Ellenburg's mailing address on file.

*The rates became effective on 9/5/17.

*The PSC was included in the correspondence to Mr. Ellenburg and a copy is included with the response.

Shonna McCray

12/15/17: This inquiry closed. Shonna McCray

Case#: 1261317W; Name: RACHEL VANDEVOORDE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: RACHEL VANDEVOORDE Svc. Address: 1425 N RIDGE CT Seminole County, (917)-981-4882 Longwood, FL 32750- Caller: RACHEL VANDEVOORDE Mailling Addr: 1425 N RIDGE CT LONGWOOD, FL 32750- Can Be Reached: Account #: 6285334755 E-Track #: 125038	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1261317W Response Needed From Company? Y Date Due: 12/05/2017 <hr/> Reply Received: 11/16/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1261317W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 11/09/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 12/14/2017 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, November 07, 2017 8:30 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 125038

CUSTOMER INFORMATION

Name: Rachel Vandevoorde
 Telephone: (917) 981-4882
 Email: Rachel7m3@yahoo.com
 Address: 1425 N Ridge Court Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Rachel Vandevoorde Account Number: 6285334755
 Address: 1425 N Ridge Court Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am very upset at the bill increase for Utilities Inc. My bill has increased from around \$50 to \$100 last month. They have also submitted improperly read meter readings (i.e. The meter reading on my bill was actually higher than my actual meter.) very dissatisfied customer. "

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
 - 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 taken by Diane Hood

11/16/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

To: PSCREPLY@PSC.STATE.FL.US

Subject: RE: FL. PSC CATS NO: 1261317W RACHEL VANDEVOORDE

Dear Ms. Hood:

This correspondence is in reference to Ms. Rachel Vandevoorde's complaint concerning the

approved regulated rates charged to her by Utilities, Inc. of Florida (UIF) for water and wastewater service provided to her residence. Ms. Vandevorde is a customer at 1425 Northridge Court, Longwood, Fl.

On November 16, 2017, e-mail communication was sent to Ms. Vandevorde that addressed her concerns. The rates charged to her for water and wastewater service are regulated and are approved by the Florida Public Service Commission (FPSC). The Customers were sent several notices that informed them that UIF had filed an application with FPSC to increase the rates and notices about Customer Hearings, dates, times and locations that FPSC Staff would be holding. The notices were mailed to Ms. Vandevorde mailing address on file. The rates became effective on September 5, 2017.

Your office was included in the correspondence that was sent to Ms. Vandevorde and a copy of the correspondence is included with this response. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Email sent to customer indicates the following:

To:Rache17m3@yahoo.c0m
Cc:PSCREPLY
Subject:FPSC REQUEST NO 1261317W
Attachments:FULL FLORIDA RATE NOTICE AND INFORMATION TO CUSTOMERS.pdf; AUG 2017 RATE NOTICE.pdf; UIF Rate Change Frequently Asked Questions.docx

Dear Ms. Vandevorde:

This correspondence is in reference to your complaint to The Florida Public Service Commission (FPSC) concerning the rates charged to you by Utilities, Inc. of Florida for water and wastewater service provided to 1425 Northridge Court, Longwood, Fl.

In your complaint you stated that the utility had read your meter incorrectly and that you were issued an incorrect bill. Review of your account indicates that on September 26, 2017 your meter

was read as 548710, on October 9, 2017, you provided a read to our office from your meter as 547190. Your incorrect bill that was issued on September 26, 2017 was corrected and a corrected bill was issued to you. Your meter was reread for accuracy on October 10, 2017 and the read was 547290, it was also reread on November 14, 2017 for accuracy and the read was 563870. We apologize to you for the error and the inconvenience.

In reference to your concerns about the rates charged for water and wastewater service at your residence, the Consumers were sent several notices by the utility as required by FPSC that informed them that Utilities, Inc. of Florida had filed an application with the FPSC for an increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties. The notices included background concerning the request, dates, times and locations for the Customer Hearings that were held by FPSC Staff. I have included copies of the notifications and frequently asked questions by the Customers concerning the rate increase request by Utilities, Inc. of Florida. The rates charged were approved by FPSC and became effective as of September 5, 2017.

Please do not hesitate to contact our Customer Service Department if you request additional assistance. FPSC office was included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/14/17 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1261816W; Name: SHERI CUFF; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: SHERI CUFF Svc. Address: 1486 GRACE LAKE CIR Seminole County, (407)-383-6097 Longwood, FL 32750- Caller: SHERI CUFF Mailling Addr: 1486 GRACE LAKE CIR LONGWOOD, FL 32750- Can Be Reached: Account #: 8148110000 E-Track #: 125154	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1261816W Response Needed From Company? Y Date Due: 12/08/2017 <hr/> Reply Received: 11/17/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1261816W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 11/15/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 12/20/2017 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, November 14, 2017 10:39 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 125154

CUSTOMER INFORMATION

Name: Sheri Cuff
 Telephone: (407) 383-6097
 Email: scuff@cfl.rr.com
 Address: 1486 Grace Lake Cicrle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: 8148110000
 Account Number: 8148110000
 Address: 1486 Grace Lake Cicrle Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Our bill has doubled almost tripled in the past two Months and we have no alternate options it seems like gauging or deregulation is in order. It's not affordable "

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
 - 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 taken by Diane Hood

11/17/2017 - Company response received via Email. DScott.

Company response indicates the following:

Sent: Thursday 11/16/2017 5:42 PM

From: Elise Christian <ESChristian@uiwater.com>

To: PSCREPLY@PSC.STATE.FL.US

Subject: RE: FL. PSC CATS NO: 1261816W SHERI CUFF

Dear Ms. Hood:

This correspondence is in reference to Ms. Sheri Cuff's complaint concerning the approved regulated rates charged to her by Utilities, Inc. of Florida (UIF) for water and wastewater service provided to her residence. Ms. Cuff is a customer at 1486 Grace Lake Circle, Longwood, Fl.

On November 16, 2017, e-mail communication was sent to Ms. Cuff that addressed her concerns. The rates charged to her for water and wastewater service are regulated and are approved by the Florida Public Service Commission (FPSC). The Customers were sent several notices that informed them that UIF had filed an application with FPSC to increase the rates and notices about Customer Hearings, dates, times and locations that FPSC Staff would be holding. The notices were mailed to Ms. Cuff's mailing address on file. The rates became effective on September 5, 2017. Your office was included in the correspondence to Ms. Rodrigue and a copy is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Email sent to the customer indicates the following:

To: scuff@cfl.rr.com
Cc: PSCREPLY
Subject: FPSC REQUEST NO. 1261816W
Attachments: FULL FLORIDA RATE NOTICE AND INFORMATION TO CUSTOMERS.pdf; AUG 2017 RATE NOTICE.pdf; UIF Rate Change Frequently Asked Questions.docx

Dear Ms. Cuff:

This correspondence is in reference to your complaint to The Florida Public Service Commission (FPSC) concerning the rates charged to you by Utilities, Inc. of Florida (UIF) for water and wastewater service provided to 1486 Grace Lake Circle, Longwood, Fl.

The Consumers were sent several notices by the utility as required by FPSC that informed them that Utilities, Inc. of Florida had filed an application with the FPSC for an increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and

Seminole Counties. The notices included background concerning the request, dates, times and locations for the Customer Hearings that were held by FPSC Staff. I have included copies of the notifications and frequently asked questions by the Customers concerning the rate increase request by Utilities, Inc. of Florida. The rates charged were approved by FPSC and became effective as of September 5, 2017.

Please do not hesitate to contact our Customer Service Department at 1-866-842-8432 if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/20/17 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1261826W; Name: CAROLINA SUMMER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CAROLINA SUMMER Svc. Address: 87 WISTERIA DR Seminole County, Longwood, FL 32779- Caller: CAROLINA SUMMER Mailling Addr: 87 WISTERIA DR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 125159	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1261826W Response Needed From Company? Y Date Due: 12/08/2017 <hr/> Reply Received: 12/06/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1261826W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 11/15/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 12/22/2017 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, November 15, 2017 9:25 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 125159

CUSTOMER INFORMATION

Name: Carolina Summers
 Telephone:
 Email:
 Address: 87 wisteria dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Carolina Summers
 Account Number:
 Address: 87 wisteria dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc. Florida Docket No. 20160101 approved rate increase request.

Our water bill has been increased too drastically and too quickly. Last month our bill was nearly double compared to the same month the previous year and that was after a decrease in water usage. "

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
 - 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 taken by Diane Hood

12/06/2017 - Company response received via Email. DScott.

12/8/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

*On 12/6/17, written communication was sent to Ms. Summers that addressed her concerns by US Mail.

*Copies of the notices that were sent to the customers by the utility that informed them about the rate increase application that was filed with PSC and dates and times that Customer hearings were scheduled by PSC.

*A copy of the correspondence to Ms. Summers and copies of the enclosures that were sent to her are included with response.

Shonna McCray

12/22/17: This inquiry closed. Shonna McCray

Case#: 1262545W; Name: JASON BENTLEY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JASON BENTLEY Svc. Address: 11717 CHAPELLE CT Lake County, (407)-274-6762 Clermont, FL 34711- Caller: JASON BENTLEY Mailing Addr: 11717 CHAPELLE CT CLERMONT, FL 34711- Can Be Reached: Account #: 588025350 E-Track #: 125244	Company Code: WS641 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1262545W Response Needed From Company? Y Date Due: 12/15/2017 <hr/> Reply Received: 12/11/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1262545W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 11/22/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 590.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 04/27/2018 Close Type: WB-05 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Tuesday, November 21, 2017 6:30 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125244

CUSTOMER INFORMATION

Name: Jason Bentley
Telephone: (407) 274-6762
Email: jasonbentley@gmail.com
Address: 11717 CHAPELLE CT CLERMONT FL 34711

BUSINESS INFORMATION

Business Account Name: Jason Bentley
Account Number: 5880285350
Address: 11717 CHAPELLE CT CLERMONT FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My normal monthly water usage since I opened my account with Utilities Inc. is approximately 6000 to 8000 gallons a month. My bill has always been no more than \$30 a month. Utilities Inc. claims that I used 62790 gallons between 9/6 and 10/6/2017, then 105930 gallons between 10/6 and 11/3. That is an average of 3,783.21 gallons daily in October! I received a door tag around 11/10 from a UI technician that simply said 'No leaks'. There was no notice of high usage until today 11/21 when I logged in to pay my bill (I had paperless billing, which I have now cancelled.) At 1600 today 11/20, my meter reading shows a usage of approximately 3800 gallons since 11/3. That is an average of 200 daily gallons, which is back to the daily average I have had for over 2 years. I spoke to a UI representative today who would not under any circumstances adjust my bill, instead arguing that the meter readings were correct and that I must have used enough daily water to fill a swimming pool every 5 days. After 45 minutes of conversation, the only thing UI agreed to was to remove the meter for testing. My concern is if the meter tests good (being back at my average daily usage indicates it likely will) that UI will claim that I am on the hook for \$228 for September and \$392 for October. There are and have been no leaks in any faucets or toilets. I have no pool. I don't wash cars or any outside water usage. Also, my irrigation system has been shut off since I moved into the home in 2015, both by the controller being 'OFF' and the main irrigation valve closed. I submitted a payment today 11/21 for \$30, which is still more than my any monthly bill, while I wait for the meter to be tested. My request is for UI to replace my meter, not just test and put it back in place, and for UI to adjust the two erroneous bills to reflect my average monthly usage, which I will happily pay. Thanks for your time. "

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
 - 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 taken by Diane Hood

12/11/2017 - Company response received via Email. DScott.

12/14/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Bentley is a Customer at 11717 Chapelle Ct., Clermont, FL.

*Mr. Bentley disputed the usage billed to him on his 10/15/17 bill and his 11/14/17 bill.

*Mr. Bentley has an irrigation system at his residence, he said he had not used it since moving into the residence.

*He said he did not have any leaks and he does not feel that he used the water.

*His meter was read and reread several times before and after the two bills were issued.

*Each time the meter reads were in line with the billed reads.

*On 11/22/17, a field test was performed on the meter and the result indicated that the meter was not registering all of the water on the mid and high flow.

*The overall percentage of accuracy was 92% on the meter and indicated that Mr. Bentley was not being over charged for usage.

*On 11/22/17, the meter was removed and sent for a bench test. A new meter was installed.

*Utilities Inc. will provide the bench test results to your office and to Mr. Bentley upon receipt.

*On 12/11/17, e-mail correspondence was sent to Mr. Bentley that addressed his concerns.

*He was informed that the meter was sent for a bench test and that his account has been extended for payment and it remains in dispute until the bench test results are provided.

*The PSC was included in the correspondence and a copy of the correspondence to him is included with the response.

Shonna McCray

12/14/17: NOTE: The accuracy of the meter must register between 95% and 101.5%. It appears the company has violated PSC rules---the meter not recording within standards. Shonna McCray

01/18/2018 - Company response received via Email. DScott.

1/19/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The meter was sent to an independent source for an accuracy test on 11/22/17.

*The result from the bench test shows that the accuracy of the meter did not indicate that Mr. Bentley had been over charged for usage.

*Correspondence was sent to Mr. Bentley that included a copy of the meter test, the PSC regulations for meter accuracy and a deferred payment arrangement was made available to him to

pay the past due balance.

This inquiry closed. It appears the company has violated PSC rules---meter not recording within standards. Shonna McCray

01/29/2018 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood

"From: PSCREPLY

Sent: Monday, January 29, 2018 2:08 PM

To: Consumer Contact

Subject: FW: FW: FPSC REQUEST NO. 1262545W -

From: Jason Bentley [mailto:jasonbentley@gmail.com]

Sent: Monday, January 29, 2018 2:02 PM

To: Elise Christian

Cc: PSCREPLY

Subject: Re: FW: FPSC REQUEST NO. 1262545W -

I still adamantly disagree that the water the meter says I used actually was recorded correctly. However, it looks as if the PSC is doing nothing to mediate, so I am helpless against the absolute worst customer service that one has come to expect from a monopoly. You guys are the only game in town and certainly treat your customers as such.

Today, I attempted to call and make arrangements as noted in the previous emails. Past communications with agents led me to conclude I could pay what I could afford. Today, I was informed at first that a 3-4 month arrangement was all she could do. Later that changed in a different sentence to 5-6 months, so evidently she's pulling numbers out of her ass. Then she stated I could only make an arrangement today if I made a payment of \$100. Go back and listen to the recording yourself. I don't have \$100 today. Friday is the earliest I could make any payment.

Would you be so kind as to state, in writing, what arrangement expectations there are, since the worst customer service team can't keep their stories straight from one department to the next?

On Thu, Jan 18, 2018 at 1:55 PM, Elise Christian <ESChristian@uiwater.com> wrote:

Dear Mr. Bentley:

This correspondence is a follow-up to your complaint concerning the usage billed to you on bills dated October 15, 2017 and November 14, 2017. The result from the meter test that was performed by MARS Company has been received. As stated in earlier communication (below) , Utilities, Inc. of Florida is regulated by the Florida Public Service Commission and the meter accuracy requirements are set forth in the attached regulations. The accuracy of the meter does

not indicate that you were over charged for usage. We do not find that an adjustment for over charged usage is due to your account.

Your total account balance as of today, January 18, 2018 is \$656.02 and is up to bill dated January 14, 2018 for service up to January 5, 2018. The past due portion of your account is \$625.95 and has been extended for payment to January 30, 2018. The current portion of your bill is for \$30.07 and is not due until February 5, 2018. A deferred payment arrangement is made available to you to pay the past due portion of the account in installments. If you would like to have the payment arrangement, please contact our customer service department at 1-866-842-8432 before January 30, 2018.

Please do not hesitate to contact our office if additional assistance is required. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: Elise Christian
Sent: Monday, December 11, 2017 3:47 PM
To: 'jasonebentley@gmail.com' <jasonebentley@gmail.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: FPSC REQUEST NO. 1262545W -

Dear Mr. Bentley:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning usage billed to you by Utilities, Inc. of Florida (UI) for water service at 11717 Chapelle Ct., Clermont, FL. The disputed bill dated October 15, 2017 usage billed was 62,790. The meter was read on October 6, 2017 for the bill. The November 14, 2017 usage billed was 105,930 and the meter was read on November 3, 2017 for the bill. The read was in line with the read taken on October 6th for October 15th bill.

The meter was reread for accuracy on November 14, 2017 before issuing the November 14th bill. The meter read was in line with the November 3rd read and there was not any visible leak noticed by the technician. The meter was reread on November 22nd and was tested for accuracy at the

premises. The read was in line with the disputed billed reads and the accuracy test indicated that the meter failed the test by not registering all of the water that passed through it. It did not register all of the water that flowed through the meter at a medium flow, it only captured 90% of the water at that flow and only 88% at the high flow. The total accuracy of the meter was 92%. The meter did not indicate that you were being over charged for your usage. There were not any visible leaks noticed by the technician while at the premises. A copy of the required accuracy range for the meter is attached for your review.

When a Consumer disputes the accuracy of the utility's water meter that is used to measure the usage that is billed to him/her, it is the utility's responsibility to make sure that the meter is operating properly and is not over charging usage to the Consumer. An accuracy test is performed on the meter to determine if it is over charging the Consumer. On November 22nd, a field accuracy test was performed on the meter, it indicated that you were not being charged for all of the water that was passing through the meter. On November 22, 2017, the meter was removed for further testing by an independent source and a new meter was installed. The meter has been sent to an independent source for bench testing. Normally it takes approximately one month for the results to be received from the accuracy testing. Until the results are received, your account remains in dispute. It has been put on an extended office payment plan until that time. After the results have been received from the bench test you and FPSC will be provided a copy of the test. Attached is a copy of the FPSC rule for Meter Error. The utility will not be issuing back charges if the accuracy test continues to show that the meter was not registering all of the water that passed through the meter.

Please contact our office if additional assistance is required. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

1/31/18: Reviewed customer correspondence; noted customer's objection; will have complaint re-opened. Shonna McCray

01/31/18: Complaint reopened. RRoland

1/31/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE ADDRESS CUSTOMER CONCERNS STATED IN CORRESPONDENCE RECEIVED 1/29/18. WHAT ARE THE PAYMENT ARRANGEMENTS OFFERED TO THE CUSTOMER? PLEASE PROVIDE RESPONSE BY 2/9/18. Shonna McCray

4/10/18: NOTE: It appears the company has violated PSC rules---failure to respond to staff request within 7 days. Shonna McCray

4/10/18: ATTN COMPANY:
YOUR RESPONSE DUE 2/9/18, HAS NOT BEEN RECEIVED. HAS THE CUSTOMER'S CONCERNS BEEN RESOLVED? PLEASE PROVIDE RESPONSE IMMEDIATELY. Shonna McCray

04/10/2018 - Company response received via Email. DScott.

4/12/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*On 4/10/18, PSC request for supplemental information that was received in Utilities, Inc's office today indicates that there was an earlier request for the same sent to UI on 1/31/18 and that the complaint was reopened on 1/31/18.

*Utilities, Inc. does not show that the request for supplemental information was received by e-mail and or by Fax.

*On 1/23/18, Utilities, Inc received notification from PSC that the complaint was closed on 1/19/18.
Shonna McCray

4/12/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE ADDRESS CUSTOMER'S CONCERNS STATED IN ABOVE CORRESPONDENCE RECEIVED ON 1/29/18. WHAT WERE THE PAYMENT ARRANGEMENTS ESTABLISHED AT THAT TIME. PLEASE PROVIDE RESPONSE BY 4/19/18. Shonna McCray

04/16/2018 - Company response received via Email. DScott.

4/17/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*The following e-mail communication was sent to Mr. Jason Bentley that explains the deferred payment arrangement for his account.

"Dear Mr. Bentley,

This correspondence is in response to your inquiry by e-mail dated January 29, 2018. Please see below.

I apologize that you did not receive the requested information about the deferred payment arrangement on your account earlier. The payment arrangements are set up by UI Customer Service Department. The documentation shows that you contacted the utility on January 29, 2018 to request the Deferred Payment Arrangement. When the Customer Service Representative (CSR) is not sure about the guidelines for a Deferred Payment Arrangement, he/she should reach

out to a Lead person or Supervisor for assistance. Review of the notes on the account indicate that when you contacted the utility there was some confusion about a Payment Plan (Shorter period to pay which your account was on at the time until the disputed bill was settled) and a Payment Arrangement. (Longer period to pay) Your account shows two payments received from you before the deferred payment arrangement was created on it.

January 14, 2018 starting balance before the payments	\$643.22
February 5, 2018 payment received	(\$132.26)
Account balance after payment posted	\$510.96
February 12, 2018 Bill Issued	\$24.91
February 12, 2018 Late Fee	\$6.40
Account balance after bill and late fee	\$542.27
March 5, 2018 payment received	(\$135.00)
Account balance after payment posted	\$407.27
March 12,2018 bill	\$23.32
Account balance after bill	\$430.59
April 12, 2018 billed	\$20.44
April 13, 2018 total account balance	\$451.03

The account was corrected to the deferred amount that included service up to April 5, 2018 and bill dated April 12, 2018 for your account total balance for \$451.03. The payment arrangement is for the account balance for \$451.03 and is to be paid in 5 monthly installments for approximately \$90.21 plus current bill each month. The April 12, 2018 bill requested the 1st of 5 installment for \$90.21.

The next bill scheduled to be issued around May 12, 2018 should show the amount billed for service from April 5, 2018 to May closing date and also for the deferred payment installment for approximately \$90.21. Please call me at 1-866-842-8432 extension 1356 if you required additional information about the deferred payment arrangement that your account is presently on. Again, I apologize that the explanation was not provided earlier. The FPSC is included in this correspondence."

*Mr. Bentley was provided Elise Christian's direct contact telephone number if he requires additional information about the payment arrangement.

*An apology was extended to him for the delay in responding to his request for information.

Shonna McCray

4/17/18: NOTE: The accuracy of the meter must register between 95% and 101.5%. Shonna McCray

4/17/18: 11:11 a.m. Called Mr. Jason Bentley at 407-274-6762 to discuss his concerns. No answer; left message requesting a return call. Shonna McCray

04/17/2018 Customer called back and requested a return call from analyst. Email sent to

SMcCray. BJoiner

4/27/18: Resolution letter prepared. Shonna McCray

4/27/18: Resolution letter mailed. This inquiry closed. It appears the company has violated PSC rules---the meter not recording within standards. Shonna McCray

Case#: 1263028W; Name: ATTILIO DI MARCO; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ATTILIO DI MARCO Svc. Address: 2164 DEER HOLLOW CIR Seminole County, (321)-355-9625 Longwood, FL 32779- Caller: ATTILIO DI MARCO Mailling Addr: 2164 DEER HOLLOW CIR LONGWOOD, FL 32779- Can Be Reached: Account #: 0312400000 E-Track #: 125284	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1263028W Response Needed From Company? Y Date Due: 12/19/2017 <hr/> Reply Received: 12/18/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1263028W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 11/28/2017 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 01/17/2018 Close Type: GI-30 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, November 28, 2017 3:07 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 125284

CUSTOMER INFORMATION

Name: Attilio Di Marco
 Telephone: (321) 355-9625
 Email: attilio9@gmail.com
 Address: 2164 Deer Hollow Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Attilio Di Marco
 Account Number: 0312400000
 Address: 2164 Deer Hollow Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Myself and my neighbors are having a significant number of water pipe bursts in our homes. I bought a water pressure gage and it reads 98 psi at a water faucet. My new water heater instructions call for at most 80 psi. Plumbers tell me that water pressure should not exceed 60 psi. Utilities Inc. is thus supplying with too high pressure, and I consider the company responsible for our water pipe bursts.

I contacted the company and they said that their pressure is within regulations.

I would like the PSC to have the company reduce their pressure and reimburse us for the cost of fixing our pipes.

Please advise what the position of the PSC is on this matter.

Thank you. "

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
 - 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 taken by Diane Hood

11/28/2017 Emailed damage claim acknowledgement letter to customer, and added copy to file.
ACalhoun

11/29/2017 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood

"From: Attilio Di Marco [mailto:attilio9@gmail.com]
Sent: Tuesday, November 28, 2017 4:37 PM
To: Consumer Contact
Subject: Re: Florida Public Service Commission

Thank you for your prompt response.

Since I had also called Utilities Inc., I received a call back from them.

The person stated that their pressure is within state regulations and that if too high for my house I need to install a pressure regulating valve.

The person said that 98 psi is not too high for residential use. My water heater manufacturer disagrees. Trough out the past couple of decades, we have experienced an exceedingly high rate of pipe bursts in my area.

What do state regs say about water pressure at a residential meter?

Thank you."

11/29/17: Reviewed customer correspondence; added to file; forwarding to company. Shonna McCray

11/29/17: ATTN COMPANY:

PLEASE SEE ADDITIONAL CUSTOMER CONCERNS NOTED ABOVE. DOES YOUR TARIFF ADDRESS WATER PRESSURE? IF SO, PLEASE PROVIDE THE INFORMATION WITH YOUR RESPONSE DUE 12/19/17. Shonna McCray

12/18/2017 - Company response received via Email. DScott.

12/19/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

*On 11/28/17, Staff met with Mr. Di Marco to address his concerns.

*It was explained to him that the water pressure is 100 PSI in the service line from the plant.

*Because of the topographical location of the area that the water lines follow, the water pressure will vary and remain high more so than low.

*The utility has not received complaints from other customers in the area about broken pipes due to high pressure.

*Mr. Di Marco was encouraged to install a pressure reducer valve at his service point on his line.

*There are regulations by DEP that the utility must follow in regards to low pressure in the lines, the pressure must not fall below 20 PSI.

*There is State of Florida Building Code - Plumbers that have specific rules that they must follow.

*The rules in Chapter 6 - Water Supply and Distribution section speak about the pressure and installing pressure reducing valves in the case of high water pressure.

*If Mr. Di Marco decides to install a pressure reducer valve, the utility is willing to meet with Mr. Di Marco and his plumber if he requires the water to be turned off at his residence to install the valve.

*The company request that Mr. Di Marco to contact the Customer Service Department at 1-866-842-8432 to arrange a time.

Shonna McCray

1/11/18- Customer called transferred to Shonna.-Kenny Davis

1/11/18: Mr. Di Marco transferred by Kenny. He stated he was calling to check on the status of his complaint. Reviewed the response with Mr. Di Marco. Customer states the customers are spending millions of dollars repairing/replacing pipes, etc. He insists that the PSC require the company to lower the pressure in the lines. Explained to Mr. Di Marco that the company must follow DEP regulations for water pressure. Requested that Mr. Di Marco put his concerns in writing and his concerns would be reviewed. Customer's objection noted. Shonna McCray

01/11/2018 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood

"From: Attilio Di Marco [mailto:attilio9@gmail.com]

Sent: Thursday, January 11, 2018 12:13 PM

To: Consumer Contact

Subject: Utilities Inc. is busting our water pipes due to high water pressure

Re Complaint 1263028W

After experiencing many water pipe bursts over the past 10 years or so, I recently measured the water pressure in my house. It registered 90 psi. This exceeds the recommended maximum 80 psi by the manufacturer of my new water heater.

Further research indicated to me that recommended residential water pressure should be in the 70's psi.

I have heard of many water leak issues in my area during the past 10 or so years.

I feel that Utilities Inc. needs to be mandated to deliver water to the homes at no more than 75 psi. Requiring the installation of water reducing valves in each home is a costly alternative, that also requires annual maintenance.

I am sure that Utilities Inc. has caused millions of dollars in damages due to pipe bursts.

Please keep me updated on the PSC actions on the matter.

Thank you.

--

Attilio Di Marco
Longwood, FL
321-355-9625"

1/11/18: Reviewed customer correspondence; forwarding to company. Shonna McCray

1/11/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE ADDRESS CUSTOMER CONCERNS AND PROVIDE RESPONSE BY 1/16/18. Shonna
McCray

1/11/18: Complaint forward to Supervisor for review. Shonna McCray

1/16/18: Response received via email. Shonna McCray

1/17/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the
following:

*The utility is not regulated for high water pressure but is regulated for low water pressure by DEP.

*The pressure must not be lower than 20psi at any time.

*As a result and example, because of the topographical location of the area that the water lines
follow, the water pressure will vary and remain high more so than low.

*If the pressure is dropped to 75psi in the lines for one house or location on the service line, the
water pressure has been reduced by 25psi , as a result, those customers that are farthest away
from the plant will be negatively affected with low pressure which is regulated.

*The pressure reducer valve is an option that is quite common in newer construction and is
installed quite often on water heaters etc.

*The utility suggested to Mr. Di Marco earlier to consider installing the pressure reducer valve.
Shonna McCray

1/17/18: Resolution letter prepared. Shonna McCray

1/17/18: Resolution letter mailed. This inquiry closed. Shonna McCray

Case#: 1263532W; Name: ISMAIL AKEBLERSANE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ISMAIL AKEBLERSANE Svc. Address: 7890 TWIN EAGLE LN Lee County, (239)-464-7577 Fort Myers, FL 33912- Caller: ISMAIL AKEBLERSANE Mailling Addr: 7890 TWIN EAGLE LN FORT MYERS, FL 33912- Can Be Reached: Account #: 8101860198 E-Track #: 125317	Utility Information Company Code: SU749 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1263532W Response Needed From Company? Y Date Due: 12/26/2017 <hr/> Reply Received: 12/06/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1263532W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 12/04/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 01/09/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, December 02, 2017 12:50 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 125317

CUSTOMER INFORMATION

Name: ismail Akeblersane
 Telephone: (239) 464-7577
 Email: 16300@msn.com
 Address: 7890 Twin Eagle Ln FORT MYERS FL 33912

BUSINESS INFORMATION

Business Account Name: ismail Akeblersane Account Number: 8101860198
 Address: 7890 Twin Eagle Ln FORT MYERS FL 33912

Water County Selected: Lee

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

A DISPROPORTIONATE AMOUNT OF GALLONS

I live in a community consisting of approximately 400 single family homes and 200 condominiums,
We have:

- 1) Water company: Lee County Utilities (Water) 239-533-8845 <http://www.leegov.com/>
- 2) Sewer company: Utilities of Eagle Ridge (Sewer) 800-272-1919 <http://www.uiwater.com/florida> I am disputing a charges on my sewer bills: Utilities of Eagle Ridge is charging the following:

September 2016, usage 3000 Gallons,
December 2016, usage 2000 Gallons,
April 2017, usage 708000 Gallons ,
May 2017, usage 2000 Gallons
August 2017, usage 4000 Gallons .

VS water company: Lee County Utilities

September 2016, usage 700 Gallons,
December 2016, usage 704 Gallons,
April usage 2017, usage 708 Gallons ,
May usage 2017, usage 710 Gallons
August usage 2017, usage 716 Gallons

I noticed a big disproportionate amount of gallons " sewer VS water ".

So far I called 3 times and sent 2 emails, also starting November 2017, a new late fees is going to be added to the bill if not paid in full, (this is not my fault if they did a big mistake for the last year for the whole 600 customers in our subdivision and other communities) .
Also, I spoke on Friday morning "12/1/2017 @ 9:20 am" with the person who is in charge for water reading meter "water company", I showed him the chart, and he didn't believe the comparison between the water versus the sewer.

I am requesting that the error be corrected, that any finance and other charges related to the disputed amount be credited as well, and that I receive an accurate statement.

Thank you in advance for your prompt attention to this matter, "

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
 - 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 taken by Diane Hood

12/06/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, December 06, 2017 3:23 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1263532W ISMAIL AKEBLERSANE

Attachments: FPSC REQUEST NO 1263532W -

Dear Mr. Castillo:

This correspondence is in reference to Mr. Ismail Akeblersane's complaint concerning wastewater usage billed to him by Utilities, Inc of Florida for service at 7890 Twin Eagle Ln., Fort Myers, FL.

On December 6, 2017, written correspondence was sent to Mr. Akeblersane that addressed his concerns. Mr. Akeblersane's wastewater usage is billed based on the usage and meter reads provided to the utility by Lee County, his water service provider. His usage for wastewater should mirror his usage for water billed to him for the same period. His bill dated April 12, 2017, was incorrect. He was over charged for wastewater usage because of a meter read error used. His account has been corrected and an adjustment credit has been applied to it for the over charge of

\$49.14. The additional months that Mr. Akeblersane identified as errors were not incorrect. They were billed correctly.

Mr. Akeblersane was provided a copy of his water usage that was billed to him for comparing to his wastewater usage that has been billed to him. Your office was included in the correspondence and a copy of the correspondence is included with this response.

Please contact our office if additional information is required.

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/09/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1263539W; Name: ESTELA KIMBLE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ESTELA KIMBLE Svc. Address: 7881 TWIN EAGLE LN Lee County, (239)-208-8287 Fort Myers, FL 33912- Caller: ESTELA KIMBLE Mailling Addr: 7881 TWIN EAGLE LN FORT MYERS, FL 33912- Can Be Reached: Account #: 03575000000 E-Track #: 125322	Utility Information Company Code: SU749 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1263539W Response Needed From Company? Y Date Due: 12/26/2017 <hr/> Reply Received: 12/04/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1263539W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 12/04/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 01/09/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, December 03, 2017 3:22 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 125322

CUSTOMER INFORMATION

Name: Estela Kimble
 Telephone: (239) 208-8287
 Email: MrsKimble62@Gmail.com
 Address: 7881 TWIN EAGLE LN FORT MYERS FL 33912

BUSINESS INFORMATION

Business Account Name: Estela Kimble
 Account Number: 0357500000
 Address: 7881 TWIN EAGLE LN FORT MYERS FL 33912

Water County Selected: Lee

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Losing a husband is a devastating experience, I just noticed this year (2017) 6 statements containing the erroneous charges from Utilities Inc of Florida, My WATER normal usage is between 1706-1766 gallons a month, and the SEWER usage is UNTRUE & FALSE: 2000 - 25000 gallons a month.

Please investigate this matter and make appropriate corrections to my account as soon as possible. "

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
 - 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 taken by Diane Hood

12/04/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Monday, December 04, 2017 12:33 PM

To: MrsKimble62@gmail.com

Cc:PSCREPLY
Subject: FPSC REQUEST NO. 1263539W

Dear Ms. Kimble,

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) and to the Better Business Bureau (BBB) concerning incorrect usage and bills issued to you for wastewater service at 7881 Twin Eagle Ln. by Utilities, Inc. of Florida. In your complaint you indicated there were several (6) bills that you found to be incorrect and also a chart that you provided to BBB.

In an effort to investigate your complaint in a timely manner and any incorrect bills that you have received for wastewater service, I am requesting the dates of the bills and also if you have them, copies of your wastewater bills and your water bills that you are comparing the incorrect usage against. The utility receives the meter reads and the usage for your water from Lee County and from that information, your wastewater is billed. They should be the same usage.

Please do not hesitate to contact me if you have questions or need assistance concerning my request for the information. Thank you for a timely response to this request. I have included FPSC in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/06/2017 - Company response received via Email. DScott.

12/07/2017 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Wednesday, December 06, 2017 11:11 AM
To:Estela Kimble
Cc: PSCREPLY

Subject:RE: FPSC REQUEST NO. 1263539W

Ms. Kimble, thank you for the documentation concerning your complaint and the incorrect bills. The bills will be reviewed and a reply will be sent to you concerning the findings in a timely manner. Please do not hesitate to contact me if additional assistance is required.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: Estela Kimble [<mailto:mrskimble62@gmail.com>]
Sent: Wednesday, December 06, 2017 10:31 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: Re: FPSC REQUEST NO. 1263539W

Hello Elise

As requested , please find attached copies of incorrect bills.

Please look into this matter .

Estela Kimble
7881 Twin Eagle Ln,
Ft Myers , FL FL 33912
239-208-8287

On Wed, Dec 6, 2017 at 10:26 AM, Estela Kimble <mrskimble62@gmail.com> wrote:
As requested , please find attached copies of incorrect bills

On Mon, Dec 4, 2017 at 12:32 PM, Elise Christian <ESChristian@uiwater.com> wrote:

Dear Ms. Kimble,

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) and to the Better Business Bureau (BBB) concerning incorrect usage and bills issued to you for wastewater service at 7881 Twin Eagle Ln. by Utilities, Inc. of Florida. In your complaint you indicated there were several (6) bills that you found to be incorrect and also a chart that you

provided to BBB.

In an effort to investigate your complaint in a timely manner and any incorrect bills that you have received for wastewater service, I am requesting the dates of the bills and also if you have them, copies of your wastewater bills and your water bills that you are comparing the incorrect usage against. The utility receives the meter reads and the usage for your water from Lee County and from that information, your wastewater is billed. They should be the same usage.

Please do not hesitate to contact me if you have questions or need assistance concerning my request for the information. Thank you for a timely response to this request. I have included FPSC in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

Company response indicates the following:

From:PSCREPLY
Sent: Thursday, December 07, 2017 2:28 PM
To:Rey Castillo
Subject:FW: FL. PSC CATS NO: 1263539W ESTELA KIMBLE
Attachments:FW FPSC REQUEST NO. 1263539W

From: Elise Christian [<mailto:ESChristian@uiwater.com>]
Sent: Thursday, December 07, 2017 10:20 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1263539W ESTELA KIMBLE

Dear Mr. Castillo:

This correspondence is in reference to Ms. Estela Kimble's complaint to the Florida Public Service Commission (FPSC) concerning disputed wastewater usage charges billed to her by Utilities, Inc. of Florida (UI) for service at 7881 Twin Eagle Ln., Fort Myers, FL.

Ms. Kimble's water is billed by Lee County, the water usage and meter reads for billing the wastewater are provided to UI. The usage for the wastewater should be the same as the water for the same periods billed. Ms. Kimble provided copies of her disputed bills dated January 15, 2017, February 12, 2017, March 13, 2017, April 12, 2017, May 14, 2017 and October 16, 2017. The bills were reviewed and the usage billed on each was the same as the water usage billed to her by Lee County for the same periods. Ms. Kimble's account was not over charged for wastewater.

On December 7, 2017, e-mail communication was sent to Ms. Kimble and a copy was also sent to her by US Mail that addressed her concerns. Copies of her water usage history and her wastewater usage history were provided to her for comparison. Your office was included in the correspondence and a copy of the correspondence is included in this reply.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/09/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1263816W; Name: MARY CHIARENZA; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MARY CHIARENZA Svc. Address: 215 STEVENAGE DRIVE Seminole County, (407)-869-0600 Longwood, FL 32779- Caller: MARY CHIARENZA Mailing Addr: 215 STEVENAGE DRIVE LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1263816W Response Needed From Company? Y Date Due: 12/27/2017 <hr/> Reply Received: 12/18/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1263816W	Assigned to: SHONNA MCCRAY Entered by: SLYNCH Date: 12/05/2017 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 77.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 01/12/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$77.00

What is the date of the bill? October and November 2017

Why do you believe you have been billed improperly? Bills have doubled in the last two months. Customer had a professional plumber at her home on December 2,2017 and no leaks were detected in the home.

Other Comments: The disputed amount is \$77.00. Customer states her November bill was at \$80 and her October bill was \$67.00. Her average monthly bill at the highest was around \$35.00 which she received in September. Customer is disputing \$45 for November and \$32 for October 2017 to equal \$77.00.

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 days 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
- e) confirmation 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 taken by Suzelle Lynch

12/18/2017 - Company response received via Email. DScott.

12/19/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

*On 12/15/17, Utility Staff met with Ms. Chiarenza to address her concerns and to reread her meter for accuracy, the billed meter read was correct.

*Ms. Chiarenza's average usage is consistent and has not changed.

*She was informed that her meter indicated a leak on her side at approximately 0.1 gallon per minute. She was reminded that the rates increased on 9/5/17 and that her bills would have almost doubled for the same usage in the past.

*Because Ms. Chiarenza stated that the plumber had told her something about her sewer line, while the Utility was at the residence on 12/15/17, the Utility Staff ran a camera down her sewer line from the cleanout at her house and found roots at her connection, but very little.

*The Utility put RootX in the line and suggested that she may want to do the same.

Shonna McCray

1/12/18: This inquiry closed. Shonna McCray

Case#: 1263849W; Name: HUGH FRAZEE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: HUGH FRAZEE Svc. Address: 1578 NORTH RIDGE LAKE CIRCLE Seminole County, (407)-619-3793 Longwood, FL 32750- Caller: HUGH FRAZEE Mailling Addr: 1578 NORTH RIDGE LAKE CIRCLE LONGWOOD, FL 32750- Can Be Reached: Account #: 7301200000 E-Track #: 125337	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1263849W Response Needed From Company? Y Date Due: 12/27/2017 <hr/> Reply Received: 12/18/2017 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1263849W	Assigned to: SHONNA MCCRAY Entered by: ACALHOUN Date: 12/05/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 01/12/2018 Close Type: WB-05 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" -----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Tuesday, December 05, 2017 10:02 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125337

CUSTOMER INFORMATION

Name: Hugh Frazee
Telephone: (407) 619-3793
Email: hfrazee@tridentseafoods.com
Address: 1578 North Ridge Lake Circle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Hugh Frazee
Account Number: 7301200000
Address: 1578 North Ridge Lake Circle Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Please note e-mail trail. Major increases. I understand the recent approval, but going from \$87 in November to \$187 in December appears very high. Utilities, Inc. final response, notes our usage & charge is in line.

From: Hugh Frazee

Sent: Tuesday, December 05, 2017 9:25 AM

To: 'customerservice@uiwater.com' <customerservice@uiwater.com>

Subject: Billing Questions

Pennye,

I understand the approval advisement, but my bill in October was \$87.05, in November it was \$134, and now in December it is \$187.08.

These seem very high increases. Is there a Florida Commission Regulation Office that is monitoring this change ?

Hugh

Hugh Frazee

Phone: 407-331-8755 | Cell: 407-619-3793

Email: hfrazee@tridentseafoods.com

From: customerservice@uiwater.com [mailto:customerservice@uiwater.com]

Sent: Tuesday, December 05, 2017 9:08 AM

To: Hugh Frazee <hfrazee@TridentSeafoods.com>

Subject: RE: Billing Questions

Good Morning,

Thank you for contacting Utilities, Inc. I will be happy to assist you with that. Please, verify the last four digits of your social security number. I have also attached the customer notice reference rate change for your perusal.

If you have any further questions or concerns, please don't hesitate to contact customer service at 866-842-8432.

Thank you,
Pennye Merthie
Customer Service Representative
Utilities, Inc.
800-272-1919
Fax: 866-842-8348
customerservice@uiwater.com
www.uiwater.com

From: Customer Service ECC
Sent: Monday, December 4, 2017 4:34 PM
To: Pennye C. Merthie <PCMerthie@uiwater.com>
Subject: Billing Questions

Utilities, INC.

My Bill in October was \$87.05, in November it was \$134, and now in December it is \$187.08.

My Account is 7301200000
Hugh Frazee
1578 North Ridge Lake Circle
Longwood , Fl. 32750

Was the meter miss read ? I am not over watering. I know increases were approved, but these are major increases.

Your review will be appreciated.

Thanks.

Hugh

Hugh Frazee

Phone: 407-331-8755 | Cell: 407-619-3793
Email: hfrazee@tridentseafoods.com"

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
 - 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 taken by Angela Calhoun

12/18/2017 - Company response received via Email. DScott.

12/19/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

*On 12/18/17, e-mail communication was sent to Mr. Frazee that addressed his concerns.

*Copies of the notices that were sent to the Customers by the utility that informed them about the rate increase application that was filed with PSC with dates and times that Customer hearings were scheduled by PSC were sent to him and a copy of his 3-year usage history was sent to him.

*A copy of the correspondence to Mr. Frazee that includes copies of the enclosures that were sent to him provided to the PSC.

*The meter was reread on 12/13/17.

*The reading was correct; no visible leaks were noticed.

Shonna McCray

12/19/17: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

*WAS THE METER TESTED? IF NOT, TEST THE METER AND PROVIDE RESULTS TO THE PSC.

*HOW LONG HAS THIS METER BEEN INSTALLED AT THE RESIDENCE?

PLEASE PROVIDE RESPONSE TO PSC BY 12/29/17. Shonna McCray

12/22/2017 - Company response received via Email. DScott.

12/22/17: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The meter was installed in 2005 as a new meter.

*The meter was tested on 12/20/17 and was found to be under registering the water that flowed through the meter.

*The meter test was explained to Ms. Frazee and a new meter was installed.

*Mr. Frazee was not being over charged for usage.

*The meter test results were as follows:

Minimum Flow Rate - 30.0%

Median Flow Rate - 99.0%

Maximum Flow Rate - 100.2%

Total Accuracy - 76.4%

Shonna McCray

12/22/17: Note: It appears the company has violated PSC rules---meter not recording within standard. Shonna McCray

1/12/18: This inquiry closed. It appears the company has violated PSC rules---meter not recording within standard. Shonna McCray

Case#: 1264382W; Name: CATHY SLAVIN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: CATHY SLAVIN Svc. Address: 11748 CRESCENT PINES BLVD Lake County, (352)-978-3651 Clermont, FL 34711- Caller: CATHY SLAVIN Mailling Addr: 11748 CRESCENT PINES BLVD CLERMONT, FL 34711- Can Be Reached: ()- - Account #: 7732395372 E-Track #: 125377	Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1264382W Response Needed From Company? Y Date Due: 01/02/2018 <hr/> Reply Received: 01/02/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1264382W	Assigned to: REY CASTILLO Entered by: ACALHOUN Date: 12/08/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 411.34 <hr/> Closed by: REY CASTILLO Date Closed: 03/08/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" -----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, December 08, 2017 1:11 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125377

CUSTOMER INFORMATION

Name: Cathy Slavin
Telephone: (352) 978-3651
Email: starliterose65@gmail.com
Address: 11748 Crescent Pines BLVD Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Cathy Slavin
Account Number: 7732395372
Address: 11748 Crescent Pines BLVD Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Hello, I live in Lake Crescent Pines subdivision in Clermont, FL and I have been charged a bill of \$411.34 this past month due to my meter randomly jumping from 3,635,220 gallons to 3,746,220. On my bill it states my household was using about 4,000 gallons a day resulting in a 111,000 usage for the month. My household has never used that much water prior, nor do we have an irrigation system/sprinklers or even a pool that needs to be filled. We have checked the house for any leaks, running toilets, etc and have found nothing.

In early November (I can't remember the exact date), there was a gentleman from Utilities Inc. at our door, telling me he was here for a high bill complaint I never made. Then said, "Oh, the water company must have sent me out then." He was pretty unprofessional and didn't seem to know what he was doing. He said the bill was gonna be higher than usual, maybe double in price, which didn't bother me much. But come 11/28 I get a bill for \$411.34 which is nowhere near "double" the amount, that's roughly 10x what I usually pay.

I have called Utilities Inc. quite a few times about this since then, and they were rude and tried to pass it off as a "rate increase" and I was getting another "huge" bill soon. 10x the normal amount bill increase?? That just doesn't sound right to me.

I had someone from Utilities Inc. named Dave come out on 12/1 to test the meter, but his tester was broken and he couldn't perform the task. He explained to me how to read the meter and take photos of it every day at the same time to see if our meter keeps jumping. He told me there has to be a 1,000 gallon spike overnight to cause this bill, yet the bill said our daily usage was 4,111 gallons a day, which comes off as odd. I have been watching the meter and have photo proof our meter never exceeded 200 gallon usage a day, yet somehow our meter randomly jumped very high to cause this extreme bill. He also told me our meter was 20 years old and that they need to be replaced every 10 years, but it'll take a long time to get a replacement as they have to go through a lot of hoops to get new ones and that they have a huge list of other people ahead of our subdivision.

Then on 12/5 another Utilities Inc. worker named Shawn came out to test the meter, and he told me it failed and that the meter is going to be replaced. I asked if that was the reason of our high bill, and he said no. Which to me makes absolutely no sense, because the first gentleman told me it would take a very long time to get a meter and then all of a sudden we were getting a new one right then and there. And on top of that, if the faulty meter isn't responsible for the high bill, then why change it? If this meter was indeed faulty, it should not be our responsibility to pay the entirety of this bill as it wasn't our fault for the meter spiking up.

Another thing that was weird, is that there were two other Utilities Inc. vehicles out there just watching what was going on. One of the gentleman was the first man who came out, Dave. Our meter after nearly 4 hours of replacement that we used 47 gallons of water, but 3 days later we only went up to 77 gallons. Are we being charged for when they do the testing and release all of

that water to make sure it's "working"?

On 12/6, another one of the gentleman (I didn't get his name) came back out to tell me they "forgot" to put on a new valve with the replaced meter, and he was going to do that right now. I asked if that was going to cause the meter to be messed up and he replied that it wasn't. But why wasn't this valve put on in the first place? Was he actually putting on a new valve or doing something else? I'm unsure, but he had 3 teenagers and another man with him watching what he was doing.

I called Utilities Inc. again yesterday to see if they could do something about this high bill, and again, was told they couldn't and I am stuck with it. She told me I can't do a payment plan until we get a shut off notice, and I don't want it to get to that point.

I also asked the woman on the phone if she could tell us what our new bill might be, or a rough estimate in price, and she told me she didn't have access to that information... but the woman I spoke to a week prior said we were getting "another huge bill" for a month we haven't fully lived in yet? Something seems extremely off with this entire situation and I feel scammed by this water company. We are being told different things by people and I think I'm being charged whatever they fee like charging me. It doesn't seem like this company cares about their customers whatsoever. I hope there can be some sort of better resolve for this, especially because it's right before Christmas.

I have included also sent an e-mail with photo evidence that I have.

Thank you for your time.

Sincerely, Catherine Slavin"

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

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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 taken by Angela Calhoun

12/08/2017 Customer correspondence received via e-mail with attachments and added to file, forwarding to RCastillo. ACalhoun

"From: Kit Lynn [mailto:apparatuses@gmail.com]

Sent: Friday, December 08, 2017 1:19 PM

To: Consumer Contact

Subject: Utilities Inc. Billing Complaint

Tracking number: 125377

Hello, I live in Lake Crescent Pines subdivision in Clermont, FL and I have been charged a bill of \$411.34 this past month due to my meter randomly jumping from 3,635,220 gallons to 3,746,220. On my bill it states my household was using about 4,000 gallons a day resulting in a 111,000 usage for the month. My household has never used that much water prior, nor do we have an irrigation system/sprinklers or even a pool that needs to be filled. We have checked the house for any leaks, running toilets, etc and have found nothing.

In early November (I can't remember the exact date), there was a gentleman from Utilities Inc. at our door, telling me he was here for a high bill complaint I never made. Then said, "Oh, the water company must have sent me out then." He was pretty unprofessional and didn't seem to know what he was doing. He said the bill was gonna be higher than usual, maybe double in price, which didn't bother me much. But come 11/28 I get a bill for \$411.34 which is nowhere near "double" the amount, that's roughly 10x what I usually pay.

I have called Utilities Inc. quite a few times about this since then, and they were rude and tried to pass it off as a "rate increase" and I was getting another "huge" bill soon. 10x the normal amount bill increase?? That just doesn't sound right to me.

I had someone from Utilities Inc. named Dave come out on 12/1 to test the meter, but his tester was broken and he couldn't perform the task. He explained to me how to read the meter and take photos of it every day at the same time to see if our meter keeps jumping. He told me there has to

be a 1,000 gallon spike overnight to cause this bill, yet the bill said our daily usage was 4,111 gallons a day, which comes off as odd. I have been watching the meter and have photo proof our meter never exceeded 200 gallon usage a day, yet somehow our meter randomly jumped very high to cause this extreme bill. He also told me our meter was 20 years old and that they need to be replaced every 10 years, but it'll take a long time to get a replacement as they have to go through a lot of hoops to get new ones and that they have a huge list of other people ahead of our subdivision.

Then on 12/5 another Utilities Inc. worker named Shawn came out to test the meter, and he told me it failed and that the meter is going to be replaced. I asked if that was the reason of our high bill, and he said no. Which to me makes absolutely no sense, because the first gentleman told me it would take a very long time to get a meter and then all of a sudden we were getting a new one right then and there. And on top of that, if the faulty meter isn't responsible for the high bill, then why change it? If this meter was indeed faulty, it should not be our responsibility to pay the entirety of this bill as it wasn't our fault for the meter spiking up.

Another thing that was weird, is that there were two other Utilities Inc. vehicles out there just watching what was going on. One of the gentleman was the first man who came out, Dave. Our meter after nearly 4 hours of replacement that we used 47 gallons of water, but 3 days later we only went up to 77 gallons. Are we being charged for when they do the testing and release all of that water to make sure it's "working"?

On 12/6, another one of the gentleman (I didn't get his name) came back out to tell me they "forgot" to put on a new valve with the replaced meter, and he was going to do that right now. I asked if that was going to cause the meter to be messed up and he replied that it wasn't. But why wasn't this valve put on in the first place? Was he actually putting on a new valve or doing something else? I'm unsure, but he had 3 teenagers and another man with him watching what he was doing.

I called Utilities Inc. again yesterday to see if they could do something about this high bill, and again, was told they couldn't and I am stuck with it. She told me I can't do a payment plan until we get a shut off notice, and I don't want it to get to that point.

I also asked the woman on the phone if she could tell us what our new bill might be, or a rough estimate in price, and she told me she didn't have access to that information... but the woman I spoke to a week prior said we were getting "another huge bill" for a month we haven't fully lived in yet? Something seems extremely off with this entire situation and I feel scammed by this water company. We are being told different things by people and I think I'm being charged whatever they fee like charging me. It doesn't seem like this company cares about their customers whatsoever. I hope there can be some sort of better resolve for this, especially because it's right before Christmas.

I have included all of the dated photos that I have taken.

Thank you for your time.

Sincerely, Catherine Slavin"

12/08/2017 Customer sent duplicate e-mail with duplicate attachments. Adding email to file.

ACalhoun

"From: Cathy Slavin [mailto:starliterose65@gmail.com]

Sent: Friday, December 08, 2017 1:25 PM

To: Consumer Contact

Subject: Fwd: Utilities Inc. Billing Complaint

Tracking number: 125377

Hello, I live in Lake Crescent Pines subdivision in Clermont, FL and I have been charged a bill of \$411.34 this past month due to my meter randomly jumping from 3,635,220 gallons to 3,746,220. On my bill it states my household was using about 4,000 gallons a day resulting in a 111,000 usage for the month. My household has never used that much water prior, nor do we have an irrigation system/sprinklers or even a pool that needs to be filled. We have checked the house for any leaks, running toilets, etc and have found nothing.

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I have included all of the dated photos that I have taken.

Thank you for your time.

Sincerely, Catherine Slavin"

12/08/17 Attention: Elise S. Christian/ UIF, sending additional correspondence, includes photographs taken by the customer. R.Castillo

12/08/2017 Scanned complaint and forwarded to UIF as an email. ACalhoun

12/21/2017 -Customer called and was transferred to RCastillo who took the call. SLynch

12/21/17 Ms. Slavin called back regarding her complaint. Ms. Slavin indicated she received another billing statement from UIF and they added new charges \$190.86 which now brings the total water bill over \$600.00. Ms. Slavin requested to have the \$190.86 added to the disputed amount. I told her that we are unable to add this amount to the disputed amount but informed her that the original \$411.34 is still the disputed amount. I also explained that we are required to allow 15 working days for the utility to respond and I must wait to receive the company response before I can make any kind of determination. It appears that she understood. She also requested information regarding where she can go to get assistance for paying water bills. I suggested that she reach out to her community and go to religious organizations and other charitable organizations. R.Castillo

01/02/2018 - Company response received via Email. DScott.

1/3/17 Customer called back on complaint. Sent email to Rey to call customer back. DVizcarrondo

01/03/18 I will follow up with Ms. Slavin within 48 hours; need to review the company response before speaking with her. R.Castillo

Company response received via email on 01/02/18 - R.Castillo

Company response indicates the following:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Saturday, December 30, 2017 3:15 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1264382W CATHY SLAVIN

Dear Mr. Castillo:

This correspondence is in reference to Ms. Cathy Salvin's complaint concerning the usage billed to her by utility, Inc. of Florida (UI) on November 20, 2017. Ms. Salvin is a customer at 11748 Crescent Pines Blvd. Clermont, Fl.

Ms. Salvin stated in her complaint:

In early November (I can't remember the exact date), there was a gentleman from Utilities Inc. at our door, telling me he was here for a high bill complaint I never made. Then said, "Oh, the water company must have sent me out then." He was pretty unprofessional and didn't seem to know what he was doing. He said the bill was gonna be higher than usual, maybe double in price, which didn't bother me much. But come 11/28 I get a bill for \$411.34 which is nowhere near "double" the amount, that's roughly 10x what I usually pay.

On November 17, 2017, Staff was at Ms. Salvin's residence to reread her meter for accuracy because of the usage before issuing the bill dated November 20, 2017. Staff was at the residence to reread the meter for accuracy and to check for any visible leaks. The Customer stated to Staff they have a broken toilet and that they are aware of it. Staff told Customer to get it fixed because it's using water and is indicating a leak of approximately ½ gallon a minute. The meter was read for billing on November 9, 2017, the read was 3746220 and the usage was 111,000 gallons since October 13, 2017 meter read. The meter reread taken on November 17th was 3785410 and the usage since November 9th was 39,190 gallons. There was not a problem found with the meter reads and usage, they were correct as billed.

On December 5, 2017, the meter was tested at the residence at Ms. Salvin's request. The meter failed on the low side and did not meet the accuracy requirement by FPSC. The findings were explained to Ms. Salvin. The meter total accuracy was 96.43%. A copy of the meter test is included in this reply.

Ms. Salvin stated in her complaint:

On 12/6, another one of the gentleman (I didn't get his name) came back out to tell me they "forgot" to put on a new valve with the replaced meter, and he was going to do that right now. I asked if that was going to cause the meter to be messed up and he replied that it wasn't. But why wasn't this valve put on in the first place? Was he actually putting on a new valve or doing something else? I'm unsure, but he had 3 teenagers and another man with him watching what he was doing.

UI Summary of Events from Staff on December 18, 2017:

Good morning Elise,

I called Cathy Slavin and made an appointment for a meter test for Friday 12/1/17 at 9:30a.m. I arrived and started to set up when Cathy and I believe her daughter came out, right away complaining about her bill. I started the meter test and noticed the tester was not counting gpm's or gallons. I could not get the tester to work. I apologized and told her we would work to get meter tested as soon as we could. In the meantime, I quizzed her on the leak she had when Staff (Name omitted) came out on 11/17 to check excessive use from billing. At first she denied the leak and then told me it was just a couple days. I explained to her that .5 g/m is a lot of water. I also noticed an old water softener that wasn't by-passed. She assured me it was un-plugged and she by-passed it while I was there. I also asked her if she had irrigation. She said yes, but they weren't using it, because it didn't work. I then asked her if the control box was on and never really got a definitive answer. I explained to her to shut the electric off and remove the keep alive battery so as to make sure it doesn't cause the irrigation to partially come on or malfunction. Also to turn off the manual shut off valve to the water line to the irrigation. She also asked me what the test is going to tell us. I explained to her we are checking the performance of the meter only. It's a ten

gallon meter so in all reality if its 100% it will be 10 gallons on the tester and 10 gallons on the meter. I told her that due to the condition and age of the meter it will most likely be replaced regardless if it passes or fails. At no time was she told we can't change the meter, or we have to jump thru hoops to replace a meter. As a courtesy to her, I showed her how to read the meter and told her to check it every day and subtract the reads and that will be what they used for the day. I also did an average use I believe it was for 13 days. They used 13000 gallons in 13 days. The average for those 13 days was 1000 g/d, which is high. And it was written down on a door tag. I never told her to take pictures of the meter, that's something she wanted to do. I told her the meter was the meter that was installed when the house was built, which must be 20 years because that's probably when the house was built. She wanted to know if we check meters and I told her that we do test meters randomly, usually within 10 years per our company's discession. Nor was she told there is a long list of others before her sub-division. I met Staff (name omitted) on Tuesday 12/5 at around 2:30pm so I could change the meter for him when he was done testing. I think the whole time we were there was a little over an hour, not 4 hours. We install Dual check valves when we exchange meters. There was a discrepancy on whether we needed a valve or not, but our area manager instructed us to install the valve and the valve was installed on Wednesday 12/6.

The utility does not find that Ms. Slavin was over charged for usage and is unable to explain to her how the water was used. Ms. Slavin stated that she did have a toilet leak and a leak was observed when the meter was reread for accuracy before the November bill was issued. The meter was removed as stated to her in the summary by Staff and a new meter was installed. The meter is available for bench testing if she desires it. Her account has been extended for payment to January 8, 2018. If Ms. Slavin would like a deferred payment arrangement to pay her November bill in installments, we request her to please contact the Customer Service Department before January 8, 2018, at 866- 842-8432 to arrange for it.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/03/18 REQUEST FOR SUPPLEMENTAL RESPONSE

Please provide the PSC with the 24-month consumption and billing history. Please respond to the PSC by January 12, 2018. R.Castillo

01/04/2017 Customer called about her complaint. She asked that analyst contact her at 941-467-6392. Email sent to RCastillo. BJoiner

01/04/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. Attachments printed and added to the file. DHood

"From: Kit Lynn [mailto:apparatuses@gmail.com]
Sent: Thursday, January 04, 2018 3:03 PM
To: Consumer Contact
Subject: Case #1264382W

These are photo evidence of the old and new meter along with our new bill. Thank you, Cathy Slavin"

01/10/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: Kit Lynn [mailto:apparatuses@gmail.com]
Sent: Wednesday, January 10, 2018 3:03 PM
To: Consumer Contact
Subject: Case #1264382W

Utilities Inc. was doing meter reading today, so I took a photo of our meter and dated it in case we get yet another high bill. Thank you, Cathy Slavin"

01/11/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Thursday, January 11, 2018 2:00 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1264382W CATHY SLAVIN
Attachments: salvin 1.3.18 bill history.xlsx

Dear Mr. Castillo:

This correspondence is in reference to supplemental information request concerning Ms. Cathy Slavin's complaint.

FPSC REQUEST: 01/03/18 REQUEST FOR SUPPLEMENTAL RESPONSE

Please provide the PSC with the 24-month consumption and billing history. Please respond to the PSC by January 12, 2018. R.Castillo

Attached is a spread sheet with the requested information. The spread sheet shows the bill date, billed amounts and the billed periods. The first disputed bill dated November 20, 2017 usage was 111,000 gallons. The meter was read on November 9, 2017 for this bill. It was for 27 days of service, the average daily usage for the 27 days was approximately 4,111 gallons. The meter was reread for accuracy at the utility's request before issuing the bill on November 17, 2017, 8 days after November 9th, and additional usage for 39,190 gallons had registered through the meter since November 9th, again that is about 4,899 gallons per day usage. This is the date that Ms. Slavin was informed that she had a very high bill coming and to fix the leak because it was registering approximately ½ gallon per minute.

On December 29, 2017, she was issued the 2nd disputed bill for \$190.86 and for the 39,190 gallons that had registered through the meter by November 17, 2017 and the additional usage since November 17th to December 7th for 13,790 additional gallons, so that bill was issued for 52,980 gallons. On November 17th, Ms. Slavin or her daughter informed the utility Staff about the toilet leak, based on the usage between November 9th and November 17th, it appears that nothing was done about repairing the leak until after November 17th. The new meter was read on January 5, 2018 and the usage since December 7, 2017 was 3,740 gallons and no visible leaks were noticed by the technician. The meter that was removed from Ms. Slavin's residence is available for a bench test if required.

Please contact our office if additional information is required.

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/18/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. Attachment printed and added to the file. DHood
"From: Kit Lynn [mailto:apparatuses@gmail.com]
Sent: Wednesday, January 17, 2018 10:38 PM
To: Consumer Contact
Subject: Case #1264382W

I got my new bill today, and the reading was actually correct. I haven't heard anything, so just curious where everything is at with this case. Thank you!
Cathy Slavin"

1/19/2018

Customer called back and was transferred to analyst.

J mclean-sinatra

2/6/2018-Customer called back. Transferred to RCastillo. DChung.

02/06/18 Ms. Slavin called back regarding her complaint. Ms. Slavin informed me that her water was shut off this morning. Ms. Slavin was very upset, she stated that has been paying her current bills and she thought she was protected for the disputed amount \$411.34 during the complaint process. Ms. Slavin also indicated that she did not receive a disconnect notice. I told Ms. Slavin that I would contact UIF to find out what had happened and that I would follow up with her later today. R.Castillo

Sent email correspondence to company. R.Castillo

From:Rey Castillo
Sent:Tuesday, February 06, 2018 10:15 AM
To:'eschristian@uiwater.com'
Subject:FPSC Complaint 1264382W CATHY SLAVIN

Elise S. Christian,
Good morning this is Rey from the Florida Public Service Commission.

I was contacted by Cathy Slavin because her service was disconnected this morning.

I need to find out from you the reason why Ms. Slavin's service was disconnected ?

What was the total past due balanced owed on her account?

I need a copy of the shut - off notice sent to Ms. Slavin.

Respectfully,

Rey Castillo
Regulatory Specialist
Consumer Assistance and Outreach
Office Telephone #36119

Email correspondence entered by R.Castillo

02/06/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. Attachments printed and added to the file. DHood

"From: Kit Lynn [mailto:apparatuses@gmail.com]
Sent: Tuesday, February 06, 2018 10:13 AM
To: Consumer Contact
Subject: Case #1264382W

Here is everything I have recieved this past month. The recent bill is paid as of 1/25/18

Cathy"

02/06/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: Kit Lynn [mailto:apparatuses@gmail.com]
Sent: Tuesday, February 06, 2018 10:32 AM
To: Consumer Contact
Subject: Re: Case #1264382W

I just found this outside my door. They never knocked or let us know they were here to shut it off."

02/06/18 Sent email correspondence to company. R.Castillo

From: Rey Castillo [mailto:rcastill@PSC.STATE.FL.US]
Sent: Tuesday, February 06, 2018 10:15 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: FPSC Complaint 1264382W CATHY SLAVIN

Elise S. Christian,
Good morning this is Rey from the Florida Public Service Commission.

I was contacted by Cathy Slavin because her service was disconnected this morning.

I need to find out from you the reason why Ms. Slavin's service was disconnected ?

What was the total past due balanced owed on her account?

I need a copy of the shut - off notice sent to Ms. Slavin.

Respectfully,

Rey Castillo
Regulatory Specialist
Consumer Assistance and Outreach
Office Telephone #36119

Received reply from company see below:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, February 06, 2018 11:28 AM
To:Rey Castillo
Subject:RE: FPSC Complaint 1264382W CATHY SLAVIN
Attachments:Pages from CM_LTPRT_2509_0000000000_CM-LBIP-CRYS_2018-01-22-19.49.47.pdf; RE FL. PSC CATS NO 1264382W CATHY SLAVIN

Good Morning Mr. Castillo,

Attached is a copy of the disconnect notice for \$388.00. The last update to you was sent on 01/11/18. Account was extended out for payment to 1/17.18. There has not been any additional information on the account. The Customer made a payment for \$17.29 on 1/26/18. Her account balance is \$394.40. All is past due except for \$23.69 and the current bill date is 1/16/18 for \$17.29. If Ms. Slavin needs a payment arrangement, it is available and we can get her service restored today. Please let me know and I can arrange for it or if additional information is required. I am working away from the office and cannot be contacted by telephone. Please contact me by e-mail.

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Email correspondence entered by R.Castillo

02/06/18 Sent email correspondence to company. R.Castillo

From: Rey Castillo [mailto:rcastill@PSC.STATE.FL.US]
Sent: Tuesday, February 06, 2018 11:54 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: RE: FPSC Complaint 1264382W CATHY SLAVIN

Elise S. Christian,
Thank you for your prompt reply.

I'm not sure if you are familiar with our complaint process but are you aware that the customer has a disputed amount ?

The disputed amount for the complaint is \$411.34 .

This means the utility is to not disconnect service for the disputed amount until the FPSC has made its determination.

The billing statement for account 7732395372 with bill date 01/16/18, with a due date 02/07/18 (Service disconnected 02/06/18) Please Pay \$411.69 (See attachment)

Payments received (\$190.26)

Then she paid \$17.29 on 01/26/18 leaving the account balance at \$394.40 (This is less than the disputed \$411.34 but still protected from collection)

This amount is still disputed she had paid some this amount already.

In all fairness, she has paid everything above the disputed amount at this point in time. I was in the process of preparing a resolution letter, which would have explained to Ms. Slavin that she owes the amount in dispute.

Would you please see what you can do to get her service reconnected, I'm aware that she is disabled and so is her 13 year old son.

Respectfully,

Rey Castillo
Regulatory Specialist

Consumer Assistance and Outreach
Office Telephone #36119

Received reply from company see below:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, February 06, 2018 1:10 PM
To:Rey Castillo
Subject:RE: FPSC Complaint 1264382W CATHY SLAVIN

Thank you, I have requested her service to be turned on. They will restore it today.

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Email correspondence entered by R.Castillo

03/08/18 Sent letter to Ms. Slavin via the U.S. mail. A copy of the letter is included in the complaint file. R.Castillo

PSC Letterhead

March 8, 2018

Catherine Slavin
11748 Crescent Pines Blvd.
Clermont, FL 34711

Re: PSC Inquiry #1264382W

Dear Ms. Slavin:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida (UIF). You expressed concerns regarding improper billing.

We have learned the following from UIF:

November 17, 2017, UIF staff was at your residence to reread your meter for accuracy and check for any visible leaks. You informed the UIF staff that you had a broken toilet. The UIF staff recommended that you repair the broken toilet because it was using water, indicating a leak of around ½ gallon per minute. The meter reread was taken with a reading of 3785410 and the previous reading on November 9th reading was 3746220, this would indicate that your usage was 39,190 gallons.

On December 5, 2017, UIF tested the meter per your request. The meter failed on the low side, registering only 96.43% of the water going through the meter.

On December 18, 2017, UIF staff discussed with you the issue of a leak due to the high water bill you had received. The UIF staff noticed an old water softener that was not by-passed and you had indicated that it was off and then you quickly by-passed the water softener. UIF staff inquired about the irrigation system and you had indicated that you have the irrigation system but you were not using it because it did not work. The UIF staff also inquired if the irrigation control box was on or off and never received an exact answer.

On December 29, 2017, UIF issued a bill for the consumption of the 39,190 gallons that had registered through the meter on November 17, 2017, and the additional usage of 13,790 gallons from November 17th to December 7th, for a total of 52,980 gallons. It appears the leak was not repaired until sometime after November 17, 2017.

The response from UIF indicated that the meter failed the test on the low side, registered 96.43% of the water going through it. This means that you benefitted from the condition of the meter because you received the other 3.57 % of water and was not billed for it. UIF decided to replace the meter so that the meter will register 100% or at least within the PSC guidelines as prescribed in the Florida Administrative Code.

The UIF report also indicated that you had a leak on your side of the meter, this means you are responsible for the excess consumption of water. It is very possible that if the toilet was not repaired a leak of around ½ gallon per minute would have caused your monthly water bill to increase like it did. When we discussed your complaint I asked if you had hired a professional plumber to ensure that there are no leaks in your home and you stated that no you did not hire a plumber and indicated that you were not willing to incur the expense. You also indicated that someone assisted you with repairing the toilet.

Neither the PSC nor UIF can tell you exactly how the water was used, only that it registered on a working meter. In order to adjust the bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. It appears that your account has been billed appropriately.

After careful review of all the information provided, it appears that the company has not violated any rule in the F.A.C. or the company's tariffs in the handling of your account.

Sincerely,

////////// S //////////

Rey Castillo
Regulatory Specialist II

03/08/18 Having provided resolution to the customer, this inquiry will be closed as a GI - 25.
R.Castillo

Case#: 1265041W; Name: ERWIN WUNDERLICH; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: ERWIN WUNDERLICH Svc. Address: 3724 WATERCREST DRIVE Seminole County, Longwood, FL 32779- Caller: ERWIN WUNDERLICH Mailling Addr: 3724 WATERCREST DRIVE LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1265041W Response Needed From Company? Y Date Due: 01/09/2018 Reply Received: 01/09/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N Request No: 1265041W	Assigned to: ELLEN PLENDL Entered by: EPLENDL Date: 12/15/2017 Via: MAIL Prelim Type: QUALITY OF SERVICE PO Officer: RANDY ROLAND Disputed Amt: 0.00 Closed by: ELLEN PLENDL Date Closed: 02/05/2018 Close Type: GI-11 Apparent Rule Violation: N

See attached correspondence regarding customer's concerns with missed commitments and incomplete work.

- 1) Please provide a chronological sequence from the customer's first request for assistance with the meter valve condition until the work was complete.

- 2) Please indicate the reason the company left the meter in the condition without work completed.

- 3) Please indicate if the meter is working appropriately or if another premise visit is in order to finish the work.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Erwin Wunderlich.

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

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:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS

2540 Shumard Oak Boulevard

Tallahassee, FL 32399

Case taken by Ellen Plendl

01/09/2018 - Company responses received via Email. DScott.

01/10/2018 Reviewed report, which was sent as a letter to the customer dated January 9, 2018.

UIF indicates that the customer contacted the company on December 4, 2017, however it is not clear if this was the first contact or subsequent contact.

On December 11, 2017, the customer contacted UIF regarding an inoperable valve on the utility's meter. The company scheduled the work order as routine inspection and maintenance of utility equipment. On December 11, 2017, a UIF area manager dispatched staff to check the meter. According to UIF, utility staff found the meter valve operable and left a notification at the customer's residence.

UIF was not aware that the technician had not replaced the meter cover. However, it appears the customer replaced the meter cover. The condition in which the meter cover was left was addressed with the technician as follow up training.

UIF reports that the company will turn the water off when scheduled during normal business hours for installing a personal valve at no cost to the customer. The company will make a premise visit to turn off the water during an emergency at no cost to the customer.

The customer may contact Ms. Elise Christian, UIF Customer Relations Specialist, at 1-866-842-8432, to discuss further service concerns.

01/10/2018 FAX TO CO. Additional information requested.

1) Please provide a chronological sequence of events by date sequence from the customer's first call to the utility regarding assistance with the meter valve condition until the cover to the meter was replaced by the customer, as was requested in the initial inquiry on December 15, 2017.

2) Please indicate the reason the inoperation of the meter valve was no given priority sooner than one week's time. Indicate the date the company scheduled the premise visit meter check from the date the customer first reported the issue to UIF.

3) Please provide another report by January 23, 2018. eplendl

01/11/2018 Received report via email. eplendl

01/11/2018 Reviewed report. UIF indicated that on December 4, 2017, the customer contacted the utility at the request of his plumber to request the control valve on the water meter replaced. The customer reported that the valve on the meter was frozen and would not turn. On December 5, 2017, the company issued a work order was issued to its maintenance staff to schedule an inspection of the meter valve functionality within five days or less. UIF indicated the customer had not reported an emergency condition or was service affecting. UIF indicated that there was still a backlog of service maintenance priorities since Hurricane Irma.

UIF reports that if the customer had reported an emergency or was service affecting, the company would have scheduled a same day premise visit.

On December 11, 2017, the customer contacted the company to report that no one had inspected the meter valve. The same day, UIF staff were dispatched. UIF reports the meter was found in operation, the valve was functional and did not require replacement. eplendl

01/12/2018 A letter was sent to the customer. eplendl

January 12, 2018

Mr. Erwin Wunderlich
3724 Watercrest Drive
Longwood, FL 32779

RE: FPSC Inquiry 1265041W

Dear Mr. Wunderlich:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida (UIF). You expressed concern about your water meter valve.

We have learned from UIF that on December 4, 2017, the company received your verbal report that the water meter shutoff valve was not in operation. On December 5, 2017, UIF issued a regular maintenance work order to inspect the meter and the valve within five days. UIF did not consider this condition to be an emergency because you did not report an out of service condition or other emergency. On December 11, 2017, you reported that you had not received a premise visit from UIF. The same day, a UIF technician made a premise visit to visually check the shutoff valve and meter and found no problem with the meter and shutoff valve operation. You also reported that the UIF technician neglected to replace the meter cover. It is my understanding that you replaced the meter cover. The UIF area manager has addressed the meter cover condition with the technician as a training issue.

You also expressed concern with a premise visit charge. UIF reports that the company will turn the water off when scheduled during normal business hours at no cost for the customer's purpose of installing a personal meter access valve. In addition, UIF will make a premise visit at no cost to the customer to turn off the water during an emergency. You may contact Ms. Elise Christian, UIF Customer Relations Specialist, at 1-866-842-8432, to discuss further service concerns.

Complaints are a valuable source of information, and we will keep your complaint on file. We closely monitor complaints to track any trends indicating where further Commission action might be needed.

If you have any questions or concerns please call Ellen Plendl by February 9, 2018; otherwise, we will consider your inquiry resolved. You may reach Ms. Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

02/05/2018 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1265710W; Name: BELINDA TURNER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: BELINDA TURNER Svc. Address: 200 S NIMBUS AVE Pinellas County, (727)-465-8599 Clearwater, FL 33765- Caller: BELINDA TURNER Mailling Addr: 200 S NIMBUS AVE CLEARWATER, FL 33765- Can Be Reached: Account #: E-Track #: 125493	Utility Information Company Code: WU628 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1265710W Response Needed From Company? Y Date Due: 01/17/2018 <hr/> Reply Received: 01/02/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1265710W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 12/22/2017 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 01/03/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, December 22, 2017 10:53 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125493

CUSTOMER INFORMATION

Name: Belinda Turner
Telephone: (727) 465-8599
Email: missbelinda@gmail.com
Address: 200 S Nimbus Ave Clearwater FL 33765

BUSINESS INFORMATION

Business Account Name: Belinda Turner
Account Number:
Address: 200 S Nimbus Ave Clearwater FL 33765

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My bill has been fluctuating with no changes in the household. I am a one person household and it was consistently 136. In Oct and Nov it has doubled the the amount of usage with no changes in the household and then in Dec it dropped below what I had normally paid even with the October rate increase. There are no leaks anywhere and I do not own a pool. I am out of the house between 830 and 8 every week day and I am paying more than the 110 my neighbors pay with two people in the household. Please investigate this fluctuating bill. "

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
 - 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 taken by Diane Hood

01/02/2018 - Company response received via Email. DScott.

1/3/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Utilities, Inc. of Florida does not provide water or wastewater service to 200 S Nimbus Ave., Clearwater, FL.

*The company does not find Ms. Belinda Turner as a customer in its files/service area.

Shonna McCray

1/3/18: Called Ms. Belinda Turner at 727-465-8599 to confirm the company's name. She stated she pays the city of Clearwater. Explained the PSC does not have jurisdiction over city or county utilities. Advised Ms. Turner to contact the city regarding her concerns. Shonna McCray

1/3/18: This inquiry closed. Shonna McCray

Case#: 1266360W; Name: PATRICK LEARY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: PATRICK LEARY Svc. Address: 129 ROSE BRIAR DR Seminole County, (407)-694-2969 Longwood, FL 32750- Caller: PATRICK LEARY Mailling Addr: 129 ROSE BRIAR DR LONGWOOD, FL 32750- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1266360W Response Needed From Company? Y Date Due: 01/24/2018 <hr/> Reply Received: 01/24/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1266360W	Assigned to: REY CASTILLO Entered by: DCHUNGMO Date: 01/02/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 02/08/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states his bill is \$45. Customer states his high bill is \$136.

What is the date of the bill?

12/12/2017

Why do you believe you have been billed improperly?

Customer states he understand that his bill increased due to rate increase but states that the bill tripled. Customer states he is being overbilled.

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 days 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
 - e) confirmation 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 taken by Daniel Chung.

01/24/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent:Wednesday, January 24, 2018 9:32 AM

To:pleary7984@aol.com

Cc:PSCREPLY

Subject:FPSC REQUEST NO. 1266360W - IMPROPER BILLS

Attachments:129 ROSE BRIAR PATRICK LEARY USAGE AND BILL HISTORY.xlsx

Dear Mr. Leary:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning your bill dated December 12, 2017 for water and wastewater service at 129 Rose Briar Dr., Longwood, FL.

In your complaint you stated that you were aware of the rate increase that became effective on September 5, 2017 for water but believed that you had been over charged for water usage. Your meter was read on December 7, 2017 for the December 12th bill. The meter read was 1102810 and the usage was 22,420 gallons, the daily average was approximately 747 gallons per day. It was reread for accuracy on January 4, 2018 and the December 7th meter read that was correct and there was not any visible leak noticed by the technician while at your residence. The usage since December 7, 2017 was 18,950 gallons, that daily average was approximately 676 gallons per day. The meter was read for your January 16, 2018 bill on January 12, 2018 and the usage since January 4th was

4,500 gallons, that daily average was approximately 562 gallons per day.

In the past, you have used the amount disputed but under a lower rate. A bill issued to you September 2013 for 22,120 gallons and \$68.19 under the old rates is quite lower than the current bill in December 2017 for 22,420 gallons for \$136.32. I have enclosed a spread sheet with your usage history and billed amount for two years so that you can see the difference in the bills for similar or lower usage under the two rates. The utility did not find an error in the meter reads and did not find that you have been over charged for water usage. There is not an adjustment credit due to your account for over billed water. A meter test is available to you at your residence in your presence if you are not satisfied with the utilities findings. If you desire to have the meter tested, please contact our Customer Service Department at 1-866-842-8432 to arrange for the technician to contact you to schedule the meter test.

Please do not hesitate to contact our office if additional assistance is requested. FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/24/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Wednesday, January 24, 2018 4:03 PM
To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1266360W PATRICK LEARY
Attachments:FPSC REQUEST NO. 1266360W - IMPROPER BILLS

Dear Mr. Castillo:

This correspondence is in reference to Mr. Patrick Leary's complaint concerning the usage that was billed to him on his water bill dated December 12, 2017. Mr. Leary is a customer at 129 Rose

Briar Dr., Longwood, FL. On January 24, 2018, e-mail correspondence was sent to Mr. Leary that addressed his concerns. Your office was included in that correspondence and a copy is included with this response.

Mr. Leary stated in his complaint that he was aware of the rate increase that became effective on September 5, 2017 for water and wastewater but believed that he had been over charged for water usage. His meter was read on December 7, 2017 for the December 12th bill. The meter read was 1102810 and the usage was 22,420 gallons, the daily average was approximately 747 gallons per day. It was reread for accuracy on January 4, 2018 and the December 7th meter read was correct and there was not any visible leak noticed by the technician while at his residence. The usage since December 7, 2017 was 18,950 gallons, that daily average was approximately 676 gallons per day. On January 12, 2018 the meter was read for his January 16, 2018 bill and the usage since January 4th was 4,500 gallons, that daily average was approximately 562 gallons per day.

In the past, Mr. Leary has used the amount disputed but was billed under a lower rate. As an example, a bill was issued to him September 2013 for 22,120 gallons and was for \$68.19 under the old rates and is quite lower than the current bill in December 2017 for 22,420 gallons for \$136.32. A spread sheet with two years of usage history and billed amount was provided to him so that he could see the difference in the bills for similar or lower usage under the two rates. The utility did not find an error in the meter reads and did not find that he has been over charged for water usage. There is not an adjustment credit due to his account for over billed water. A meter test is available to Mr. Leary at his residence in his presence if he is not satisfied with the utilities findings. Mr. Leary was asked to contact our Customer Service Department at 1-866-842-8432 to arrange for the technician to contact him to schedule the meter test if he desired to have the meter tested.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

02/08/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1266775W; Name: KIMBERLY STEVENS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: KIMBERLY STEVENS Svc. Address: 3935 OAKINGTON PLACE Seminole County, (224)-766-7600 Longwood, FL 32779- Caller: KIMBERLY STEVENS Mailling Addr: 3935 OAKINGTON PLACE LONGWOOD, FL 32779- Can Be Reached: Account #: 3782762952 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1266775W Response Needed From Company? Y Date Due: 01/29/2018 <hr/> Reply Received: 01/26/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1266775W	Assigned to: SHONNA MCCRAY Entered by: CD Date: 01/05/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 02/20/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

What is the date of the bill? 12/21/2017

Why do you believe you have been billed improperly? Customer is the only person living at property

Other Comments: Customer would like to complain about a \$143.00 monthly bill. Customer states that she just moved into residence and her monthly water bill is concerning. Customer would like to know why her bill is \$143.00 per month. Customer would like someone to explain water bill to her She is the only person at the residence.

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 days 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
 - e) confirmation 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 taken by Kenny Davis

01/26/2018 - Company response received via Email. DScott.

01/29/2018 - Company response received via Email. DScott.

2/6/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Kimberly Stevens' complaint is concerning her monthly charges for water and wastewater service at 3935 Oakington Pl., Longwood, FL.

*Ms. Stevens stated that she recently moved into the residence and that her monthly bill was \$143.00 and requested the bill to be explained to her.

*On 1/25/18, written communication was sent to Ms. Stevens that explained the 12/21/17 bill.

*Review of Ms. Stevens account showed that her bill dated 12/21/17 was for \$143.70 for water and wastewater service and it included more than one month of service.

*There was an unpaid prior balance for \$68.16 from the bill dated 11/26/17.

*The current bill for 12/21/17 and the prior bill from 11/26/17 total was \$143.70 as amount due.

*Records show that the payment for \$143.70 was received on 1/8/18.

*There has been a new bill issued dated 1/22/18 that shows the payment credit for the November and December billed amounts and the current month bill charge for \$67.99.

*A copy of each bill was included in the correspondence to Ms. Stevens and the PSC.

*A copy of the correspondence to Ms. Stevens provided with the response.

Shonna McCray

2/20/18: This inquiry closed. Shonna McCray

Case#: 1267031W; Name: PATRICIA ANN CLARK; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: PATRICIA ANN CLARK Svc. Address: 2636 BENT HICKORY CIR Seminole County, (407)-929-6467 Longwood, FL 32779- Caller: PATRICIA ANN CLARK Mailling Addr: 2636 BENT HICKORY CIR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1267031W Response Needed From Company? Y Date Due: 01/30/2018 <hr/> Reply Received: 01/29/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1267031W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 01/08/2018 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 04/27/2018 Close Type: GI-25 Apparent Rule Violation: N

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

Our water bill usually ran around \$80.00 per month. Last month, our water bill was \$323.00
 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
 - 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
Customer correspondence was forwarded to the PSC via email attachment from DOACS.

01/29/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Monday, January 29, 2018 2:53 PM
To:Cruises2@me.com
Cc:PSCREPLY
Subject: FPSC REQUEST NO. 1267031W- IMPROPER BILLS
Attachments:2636 Bent Hickory Cir PSCMT Jan 11 2018.pdf; 2636 BENT HICKORY USAGE HISTORY.xlsx; FPSC REG FOR METER ACCURACY.doc

Dear Ms. Clark:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning December 10, 2017 bill that was issued to you for water and wastewater service by Utilities, Inc. of Florida (UIF) at 2636 Bent Hickory Cir., Longwood, FL.

In your complaint you stated that your water bills are usually around \$80.00 per month and your bill dated December 10, 2017 was \$323.00. Review of your account showed that your usage varies some months. Your meter was tested at your residence on January 11, 2018 and the technician explained the test process and the accuracy of the meter as he conducted the test. The total accuracy of the meter was 99.3%. The accuracy was within the FPSC required regulations, the meter did not indicate that you were over charged for water that had registered through the meter. Included with this correspondence are copies of the meter test and your usage history for your review and for comparing higher usage charged under the old rates and similar usage charges under the new current rates. The utility does not find that you have been over charged for usage.

Your account balance as of today, January 29, 2018 is \$656.02, the past due portion is \$625.95. A deferred payment arrangement is available to you that will allow you to pay your past due balance in monthly installments along with your current month bill. You are requested to contact the Customer

Service Department at 1-866-842-8432 before February 5, 2018 to make a payment and to arrange for the deferred payment arrangement.

If you are not satisfied with the utility's finding and you continue to dispute the usage charged to you and the accuracy of the meter test that was performed at your residence, a bench test is available to you. There is a \$25.00 fee for the bench test if the accuracy test shows that the meter is not over charging for water that flows through it. If it indicates that it is over charging and is registering high, the fee is waived and your account will be adjusted for the error. Please contact Customer Service if you wish to schedule the test.

Please do not hesitate to contact our office if additional assistance is needed. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/30/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, January 30, 2018 4:21 PM
To:PSCREPLY
Subject: RE: 1267031W Patricia Ann Clark
Attachments:FPSC REQUEST NO. 1267031W- IMPROPER BILLS; 2018_01_08_15_19_14.pdf

Dear Mr. Castillo:

This correspondence is in reference to Ms. Patricia Ann Clark's complaint concerning her bill dated December 10, 2017 for water and wastewater service at 2636 Bent Hickory Cir., Longwood, FL.

On January 29, 2018, e-mail communication was sent to Ms. Clark that addressed her concerns. Ms. Clark stated in her complaint that her water bills are usually around \$80.00 per month and the

December 10, 2017 was \$323.00. Review of her account showed that her usage varies some months. Ms. Clark's meter was tested at her residence on January 11, 2018 and the technician explained the test process to Ms. Clark and the accuracy of the meter as he conducted the test. The total accuracy of the meter was 99.3%. The accuracy was within the FPSC required regulations, the meter did not indicate that she was over charged for water that had registered through the meter. Included with the correspondence were copies of the meter test and her usage history for her review and for comparing higher usage charged under the old rates and similar usage charges under the new current rates. The utility did not find that she had been over charged for usage.

Ms. Clark's account balance as of January 29, 2018 was \$656.02, the past due portion is \$625.95. Ms. Clark was informed that a deferred payment arrangement is available to her that will allow her to pay her past due balance in monthly installments along with her current month bill. Ms. Clark was requested to contact the Customer Service Department at 1-866-842-8432 before February 5, 2018 to make a payment and to arrange for the deferred payment arrangement.

A bench test was made available to Ms. Clark if she was not satisfied with the utility's finding and continued to dispute the usage charged to her and the accuracy of the meter test that was performed at her residence. She was informed in that there is a \$25.00 fee for the bench test if the accuracy test shows that the meter is not over charging for water that flows through it. If it indicates that it is over charging and is registering high, the fee is waived and her account will be adjusted for the error. She was asked to contact Customer Service if she wanted to schedule the test.

Your office was included in the correspondence to Ms. Clark and a copy is included with this response. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

02/05/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"-----Original Message-----"

From: Patti Clar [mailto:cruises2@icloud.com]
Sent: Monday, February 05, 2018 10:54 AM
To: Consumer Contact
Subject: Utilities Inc

Greetings

I live in Sabal Point subdivision in Longwood. We have Utilities Inc. as our water provider. In our home are just my husband and myself.

We have turned off our sprinkler system and are very careful about our water usage. However, our past three bills have jumped from an average of \$60-\$80 a month to \$163, \$323 and a current bill of \$209. We have had Utilities Inc. out to check our meter and they say it is fine and that we do not have any leaks.

So, how can 2 people who are away from home a lot of the day have these exorbitant bills? I know Utilities Inc was granted a rate increase, but this is robbery!

We are seniors living on a fixed income. Are we supposed to quit showering or washing clothes?

I am appealing to your commission to look into this fraud and please help your citizens.

Sincerely,

Patricia A Clark
2636 Bent Hickory Circle
Longwood, Fl. 32779

Cruises2@me.com"

02/05/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Monday, February 05, 2018 12:58 PM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1267031W- IMPROPER BILLS

From: Patti Clar [mailto:cruises2@me.com]

Sent: Monday, February 05, 2018 10:34 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1267031W- IMPROPER BILLS

Dear Ms. Christian.

Thank you for replying to my request. However, I am not satisfied with the findings.

Besides the exorbitant bill of over \$300, our latest bill is \$209! Please tell me how 2 adults who are gone a lot of the day, who are not running the sprinklers and who are very careful about water usage can have a \$209 water bill? If that is your new rate that is robbery!

We are seniors living on a very fixed income. Are we supposed to quit showering or washing clothes? How are we supposed to pay these ridiculous bills??

You state that my bills have fluctuated over the past year. Yes, they have....from \$40 to around \$80. Not \$300+ or \$209!

I am planning on writing every government official and agency that can possibly have any influence over this ridiculous increase. Many of my neighbors are up in arms about this also. We need to band together to fight your company that is taking advantage of it's customers. Unfortunately, you are in the position and can adopt a "don't pay and we can cut off your water ". You haven't heard the last from me!

Patricia Clark"

02/09/18 I registered the objection for the customer, due to receiving multiple correspondence via email expressing her dissatisfaction with the company response. I will follow up with the customer to go over her billing history. R.Castillo

04/26/18 I sent Ms. Clark a letter via the U.S. mail. A copy of the letter is included in the complaint file. R.Castillo

PSC Letterhead

April 26, 2018

Ms. Patricia Ann Clark
2636 Bent Hickory Circle
Longwood, Florida 32779

Re: PSC Inquiry #1267031W

Dear Ms. Clark:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida (UIF). You expressed concerns regarding improper billing.

In an effort to assist you, we requested a detailed report from UIF regarding your concerns. We have learned from UIF that your meter was tested for accuracy on January 11, 2018 and the total accuracy of the meter was 99.3%. The accuracy of the meter was within the standards set forth in the Florida Administrative Code (F.A.C.) Rule 25-30.262 which states meters shall be correct to accuracy limits of 95% - 101.5% in each range. UIF offered to conduct a bench test and you were informed there was a \$25.00 fee for the bench test if the accuracy test reveals the meter is registering accurately. It appears that you declined the utility's offer to perform a bench test.

We also learned from UIF, that you were offered a payment arrangement to pay the past due balance in monthly installments along with your current monthly bill.

Neither the PSC nor UIF can tell you exactly how the water was used, only that it registered on an accurately working meter. In order to adjust the bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. It appears that your account has been billed appropriately.

Thank you for the opportunity to address your concerns, if you have questions or concerns, please call me. You may reach me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

//////////S//////////

Rey Castillo
Regulatory Specialist II

04/26/18 Having provided resolution to the customer, this inquiry will be closed as a GI - 25.
R.Castillo

Case#: 1267093W; Name: KAREN SCHNORF; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: KAREN SCHNORF Svc. Address: 531 ESTATES PLACE Seminole County, (407)-788-1858 Longwood, FL 32779- Caller: KAREN SCHNORF Mailling Addr: 531 ESTATES PLACE LONGWOOD, FL 32779- Can Be Reached: Account #: 6103700000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1267093W Response Needed From Company? Y Date Due: 01/31/2018 <hr/> Reply Received: 01/31/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1267093W	Assigned to: REY CASTILLO Entered by: JMCLEANS Date: 01/09/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 220.00 <hr/> Closed by: REY CASTILLO Date Closed: 02/15/2018 Close Type: GI-25 Apparent Rule Violation: N

The customer states that her bill (1/4/2018) was for \$ 359.63. The customer states that since last August her water bill has gone up around 70%.

The customer does not know if her husband contacted the Company about the high bill. The customer's average bill was around \$110 to \$120. The customer states that she has not been using more water than usual. The customer would like the above issue investigated and resolved. The customer would like to dispute the amount of \$220.00.

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 days 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
 - e) confirmation 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 taken by J Mclean-Sinatra

01/31/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, January 31, 2018 4:40 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1267093W KAREN SCHNORF

Attachments: FPSC REQ NO. 1267093W KAREN SCHNORF.pdf

Dear Mr. Castillo:

This correspondence is in reference to Ms. Karen Schnorf's complaint to the Florida Public Service Commission (FPSC) about the amount of her water bill dated January 4, 2018. Ms. Schnorf is a customer at 531 Estates Place, Longwood, FL.

Ms. Schnorf stated that the bill was \$359.63 and her average bills in the past have been around \$110.00 to \$120.00. She stated that she was not sure if her husband had contacted the Company about the high bill. On January 2, 2018, Mr. Schnorf contacted the utility about the bill, at that time the new approved rates that became effective on September 5, 2017 were explained. On January 30, 2018, written correspondence was sent to Ms. Schnorf that addressed her concerns and a copy of her 3 year usage and billed amounts were include for comparison. On January 31, 2018, a telephone call was made to Ms. Schnorf to review her concerns again, the voice mail was reached. A message was left with a request for a return call if additional assistance was required.

A copy of the correspondence that was sent to Ms. Schnorf and a copy of her 3 year billed amount and usage history are enclosed. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company correspondence sent to the customer:

Utilities Inc.

Karen Schnorf
531 Estates Place
Longwood, Fl. 32779

Reference: Utility Water and Wastewater Charges- 531 Estates Place, Longwood, FL Dear Ms. Schnorf:

This correspondence is about your inquiry to the Florida Public Service Commission (FPSC) concerning the charges on your water bill from Utilities, Inc. of Florida- Sanlando (UI) dated January 4, 2018.

On September 5, 2017, the utility received authorization from FPSC to increase the rates for water and wastewater service. The increase became effective on your bill dated September 20, 2017. The water usage at your residence has remained consistent, the charges on your December bill reflect the new regulated rates.

A copy of your usage history that includes the amounts billed for the usage under the old rates and under the current rates is included with this correspondence for your review.

On January 2, 2018, the increases were explained to Mr. Schnorf and on January 31, 2018 a telephone call was made to the telephone number on file and a message was left for a return call with a direct telephone number if you required additional information concerning the new rates.

Please do not hesitate to contact our office at 1-866-842-8432 if additional assistance is required.

Regards,

//////////S//////////

Elise Christian
Customer Relations Specialist

Cc: FPSC
Encl.

Company response entered by R.Castillo

02/15/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1267956W; Name: LARRY SMITH; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: LARRY SMITH Svc. Address: 32613 OAK PARK DR Lake County, (636)-947-4044 Leesburg, FL 34748- Caller: LARRY SMITH Mailling Addr: PO BOX 1516 SAINT CHARLES, MO 63302 Can Be Reached: Account #: 8695610000 E-Track #: 125714	Company Code: WS641 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1267956W Response Needed From Company? Y Date Due: 02/08/2018 <hr/> Reply Received: 02/20/2018 Reply Received Timely? N Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1267956W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 01/18/2018 Via: E-FORM Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 03/01/2018 Close Type: WS-50 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, January 18, 2018 10:03 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 125714

CUSTOMER INFORMATION

Name: Larry Smith
 Telephone: (636) 947-4044
 Email: lsmithfla.email@gmail.com
 Address: P.O. Box 1516 St Charles FL 63302

BUSINESS INFORMATION

Business Account Name: Larry Smith
 Account Number: 8695610000
 Address: 32613 Oak Park Dr leesberg FL 34748

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

UI has disconnected service to the above address for non-payment. Yes service was discontinued due non payment. BUT, because of their Accounts Receivable Company (contracted out) kept returning my payment checks due to no address/no account number on the check. The check they returned has printed clearly across the top of payment the address where service was provided. Since I reside in Missouri, I have a neighbor watching the property and it was him who found the disconnect notice in late December attached to the front door. (he enters/exits through side door). Notice was forwarded to me then. After contacting the Customer Service Depart at Utilities Inc, I was left with no satisfaction trying to resolve this issue, they played the trump card "we're the only game in town, take or leave it, you do it our way or noway".

UI has continued to send invoices after they terminated service in August claim the account is open and you gotta pay!

I am willing and able to pay for services I receive, but they discontinued service (8/10/17) because their receivables department wouldn't recognize payments we made. They are asking (demanding) payment during the absence of water service to the property, which, I feel billing should have been terminated when they discontinued water service in August.

I await your response

Larry J Smith "

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
 - 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 taken by Diane Hood

Customer filed a duplicate with eform 125715, only filing with eform 125714.

02/14/2018 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood

"From: Larry Smith [mailto:lsmithfla.email@gmail.com]

Sent: Wednesday, February 14, 2018 7:55 AM

To: Consumer Contact

Subject: RE: 1267956W

I am writing to notify PSC that a complaint (re above) was filed mid January about Utilities Inc, I have not received a call or correspondence from them since filing,

I would like to resolve this matter with them, but, as in the past, they have no intentions of resolving this matter, as they feel their mistakes are an everyday occurrence, and we, as consumers, must deal with it.

Please help me, as I know of no one else to assist.

Larry J Smith "

02/15/18 Customer called back to state he has not received a response from Company. Transferred caller to SMcCray who accepted the call. BJoiner

2/15/18: Mr. Larry Smith transferred by Belkis. Mr. Smith stated that he has not heard anything from the company. Advised Mr. Smith that his complaint would be re-sent to the company as the PSC has not received a response either. Shonna McCray

2/15/18: NOTE: It appears the company has violated PSC rules---failure to provide response to customer and PSC within 15 days. Shonna McCray

2/15/18: ATTN COMPANY:

YOUR RESPONSE IS PAST DUE, PLEASE PROVIDE RESPONSE BY 2/26/18. Shonna McCray

02/20/2018 - Company response received via Email. DScott.

2/21/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Smith is a customer at 32613 Oak Park Dr., Leesburg, FL.

*On 10/19/16, Mr. Smith contacted the utility's Customer Service and stated that his check had been sent back to his bank from his bill pay.

*The account number and the service address for the payment was verified with Mr. Smith.

*He was requested to resubmit the payment.

*Mr. Smith inquired with the Customer Service Representative about who would pay the postage for the mailing of the payment.

*Mr. Smith's call was escalated to a senior Customer Service Representative concerning his request.

*He was not satisfied that his payment had been returned and stated that he had been paying it the same way and suddenly it was returned.

*Mr. Smith was informed about the importance to include the account number with the payment to ensure that his payment was accurately processed by the payment center.

*He asked that his call be escalated to a supervisor.

*On 11/3/16, a check was received in the utility billing department from Mr. Smith for \$29.62.

*The payments did not include the previous account information that was requested in October.

*The address was researched to find an account that matched the name and address on the check before posting the payment, Mr. Smith's account was located and the payment was posted to it.

*Mr. Smith was contacted by the utility Customer Service staff and was informed that without the account number FISC (payment center) cannot post his payments.

*Mr. Smith was not agreeable to include his account number with his payments, he stated that the utility was a bunch of idiots and he requested the utility to provide him with self-addressed, stamped envelopes for his payments.

*He was informed that the utility did not provide prepaid envelopes for mailing his payments, he informed staff that the utility would not get paid.

*On 8/22/17, Mr. Smith's call was escalated to the Customer Service Manager about his account number being included on his checks for payment.

*He said we should be able to process his payment with his address or his account number.

*He was very upset that his May payment was returned to him and said the address was on the check.

*He was informed that his water service had been disconnected because the account was past due.

*On 10/5/17, Mr. Smith contacted the utility to inquire about a stopped payment on his bank account and requested the utility to tell him why his bank stopped a payment on 9/5/17 for \$33.81.

*He was informed that he would need to contact his bank to obtain that information because the utility was unable to provide the information concerning the action taken by his bank.

*On 1/9/18, Mr. Smith contacted the utility to inquire why he continued to receive bills since his water was turned off on 8/10/17, he was informed that he had not requested the service to be

stopped and a final bill issued, the account remained open.

*He was informed that if he closed the account, and later requested it to be restored, an initial account fee and any unpaid account balance will be required to restore the service.

*Mr. Smith expressed that he did not feel that he should be charged for service when it was off.

*He asked for his call to be escalated. It was to a supervisor and it was explained to him again.

*The supervisor informed Mr. Smith that the account would need to be closed and a final bill issued if he did not want to receive additional bills.

*On 2/19/18, Mr. Smith was contacted by Elise Christian after an extensive investigation had been completed about his concerns.

*He was informed that as long as the account remained open, he would receive a monthly bill for minimum charges.

*He was informed that if the account was closed and a final bill was issued, there would not be any additional bills issued on the closed account and that his account would be credited back to 8/23/17, which was the billing period end day for the August bill.

*Mr. Smith stated that he wanted the account closed.

*It was brought to his attention that there had been usage on the meter since the service was interrupted for non-payment in August, he stated that no one should be using water at the residence because he was away.

*It was explained to him that the meter would be turned off and locked and that it would be necessary for him to contact the utility to have the new service started whenever he was ready and that the initial account fee would be billed for the turn on of service.

*He asked if he would be receiving a credit, he was told that he would receive all credit that was due after the final bill was calculated.

*On 2/20/18, the final bill was generated for service up to 8/23/17.

*A credit refund was generated from the payments he had made since paying the 8/28/17 bill.

*The refund check is for \$66.73 and will be mailed to Mr. Smith the week of 3/5/18, if not earlier.

*Mr. Smith was informed and was satisfied.

Shonna McCray

2/21/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
WHY IS THE REFUND CHECK BEING HELD UNTIL THE WEEK OF 3/5/18? IT SHOULD BE
MAILED IMMEDIATELY. PLEASE PROVIDE RESPONSE BY 3/2/18. Shonna McCray

2/26/18: Response received via email. Shonna McCray

3/1/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The refund check was scheduled to be mailed immediately by the accounting department with the check issue date for week (2/22/18).

*The expected date provided to Mr. Smith by telephone on 2/20/18, was for the week of 2/26/18 and no later than the week of 3/5/18.

*He was satisfied with the information provided and also with the adjustment credit to his account.

*The refund credit was generated through a courtesy adjustment by the utility, by adjusting the closing of his account back to 8/23/17 and not charging him the minimum charge for the periods that the account was actually active and not charging him for the consumption on his December 2017 and January 2018 bills.

*The meter was found unlocked and turned on since the utility had turned it off on 8/10/17 for non-payment of a past due bill.

*Mr. Smith was advised to contact the company if he had not received the check by the week of 3/5/18.

Shonna McCray

2/26/18: Response received via email. Shonna McCray

3/1/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The refund check was scheduled to be mailed immediately by the accounting department with the check issue date for week (2/22/18).

*The expected date provided to Mr. Smith by telephone on 2/20/18, was for the week of 2/26/18 and no later than the week of 3/5/18.

*He was satisfied with the information provided and also with the adjustment credit to his account.

*The refund credit was generated through a courtesy adjustment by the utility, by adjusting the closing of his account back to 8/23/17 and not charging him the minimum charge for the periods that the account was actually active and not charging him for the consumption on his December 2017 and January 2018 bills.

*The meter was found unlocked and turned on since the utility had turned it off on 8/10/17 for non-payment of a past due bill.

*Mr. Smith was advised to contact the company if he had not received the check by the week of 3/5/18.

Shonna McCray

3/1/18: This inquiry closed. It appears the company has violated PSC rules---failure to provide response to customer and PSC within 15 days. Shonna McCray

Case#: 1270074W; Name: GAYLE HAMILTON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: GAYLE HAMILTON Svc. Address: 1213 ROXBORO RD Seminole County, (407)-260-5895 Longwood, FL 32750- Caller: GAYLE HAMILTON Mailling Addr: 1213 ROXBORO RD LONGWOOD, FL 32750- Can Be Reached: Account #: 3280332061 E-Track #: 125926	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1270074W Response Needed From Company? Y Date Due: 03/01/2018 <hr/> Reply Received: 03/01/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1270074W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 02/08/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 04/20/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, February 07, 2018 8:51 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 125926

CUSTOMER INFORMATION

Name: Gayle Hamilton
 Telephone: (407) 260-5895
 Email: ghamilton7@cfl.rr.com
 Address: 1213 Roxboro Road Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Gayle Hamilton
 Account Number: 3280332061
 Address: 1213 Roxboro Road Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities billing is outrageously high. We own another home 1.5 miles from here where over the last 28 years, the highest charge for water (with regular yard watering) was \$37 in a month. Our charges through Utilities for our home address have always been significantly higher with bills usually ranging over \$100 even during the rainy season when watering the yard is unnecessary. Suddenly our rates have now tripled and our water bill is MORE than our electric bill! In November, we were gone for 13 days and our water bill for November was \$358.60. In December, the bill was \$288.47 because we were water misers and yet the bill is still outrageous and more than our electric bill. We can't afford to use water which is life sustaining. Please help! The water bill through Seminole County Water and Sewer this month at our house 1.5 miles away was \$24. We can't continue to afford to live here with the rates this high. We are aware that our rates were to DECREASE instead of increase yet this has happened. Please help us as now they want to increase our rates even higher. We will need to sell our house because we can't afford to continue to pay this much for utilities. How can we get another water company to come in? We only have water and not even sewer since we have 2 septic tanks for this house. Please help! "

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
 - 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 taken by Diane Hood

03/01/2018 Received report via email. eplendl

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, March 01, 2018 4:47 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1270074W GAYLE HAMILTON
Attachments: FPSC REQUEST NO. 1270074W

Dear Mr. Castillo:

This correspondence is in reference to Ms. Gayle Hamilton's complaint concerning the rates charged to her by Utilities, Inc. of Florida (UINC) for water service at her residence. Ms. Hamilton is a customer at 1213 Roxboro Rd., Longwood, FL.

On September 5, 2017, the Florida Public Service Commission (FPSC) approved the application for a rate increase for water and wastewater service. The rates charged to Ms. Hamilton are approved and regulated by FPSC. On March 1, 2018, written communication was sent to Ms. Hamilton that explained the rates that she is billed for water. It was explained that her usage remained consistent as in the past, the bills increased because of the new higher rate. She was also sent a copy of her usage and billed history for the past 2 years. Your office was included in the correspondence and a copy of the correspondence is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

3/7/18 Customer called back stating that she had not heard from the company. Sent email to Rey. DVizcarrondo

03/09/18 I attempted to contact Ms. Hamilton and she was not available, I was able to leave a brief message and requested for her to call me back. R.Castillo

03/12/2018- Customer called to speak to RCastillo who took the call. SLynch

03/12/18 Ms. Hamilton called back regarding her complaint. Ms. Hamilton stated that she was never contacted by the utility. I went over the company response with Ms. Hamilton and in the response indicated that written communication was sent to Ms. Hamilton that explained the rates that she is billed for water. The company response also indicated that Ms. Hamilton was sent a copy of her usage and billing for the last 24 months. Ms. Hamilton stated that she never received any of this information from UIF. Ms. Hamilton stated tha she received a water bill for \$358.00 and stated that she was gone for 2 weeks in the month of November 2017. I told her that I would further review her billing and asked if she wanted to have the water meter tested and she stated yes, as long as she is not being charged an excessive amount for the water meter to be tested. Ms. Hamilton also wanted to know how can she do something about the rates that were approved by the PSC. I explained she could submit a protest against the docket / rate case and provided her with the docket number. Ms. Hamilton indicated she was going to send a protest via the U.S. mail. Ms. Hamilton stated that she believes the rates are excessive. R.Castillo

03/12/2018 Note: I asked Ms. Hamiltion if there was an possibility of a leak that could have occurred in November 2017. Ms. Hamilton stated that the toilet handle was stuck down, but it was repaired as soon after it was identified. Ms. Hamilton could not say exactly when the toilet handle was repaired. R.Castillo

03/01/18 Email correspondence from UIF sent to customer. R.Castillo

From:Elise Christian <ESChristian@uiwater.com>
Sent:Thursday, March 01, 2018 4:33 PM
To:ghamilton7@cfl.rr.com
Cc:PSCREPLY
Subject:FPSC REQUEST NO. 1270074W
Attachments:1213 Roxboro Rd. Usage History.xlsx

Dear Ms. Hamilton:

This correspondence is in reference to your complaint to the Florida Public Service Commission about the water rate charges billed to you by Utilities, Inc. of Florida (Sanlando) for water service at 1213 Roxboro Rd., Longwood, FL.

On September 5, 2017, the utility received authorization from the Florida Public Service Commission (FPSC) to increase the rates for water and wastewater service. The increase became

effective on your bill dated September 20, 2017. Your usage history has remained consistent, a copy of your usage history is included with this correspondence for your review.

Please contact our Customer Service Department at 1-866-842-8432 if additional assistance is required. FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Email correspondence entered by R.Castillo

03/15/18 REQUEST FOR SUPPLEMENTAL RESPONSE

Please confirm if the irrigation to the property is connected to the same meter as the home or are there two separate meters connected to the premise? Please make arrangements with the customer to conduct an on-site meter test with the customer present to witness the test. Please make customer aware if there are any fees associated with conducting an on-site meter test. Please provide the results from the on-site meter test to the PSC once they are available. Please provide a response to the PSC by March 26, 2018. R.Castillo

03/26/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:PSCREPLY
Sent:Monday, March 26, 2018 3:18 PM
To:Rey Castillo
Subject:FW: FL. PSC CATS NO: 1270074W GAYLE HAMILTON
Attachments:1270074W.PDF; 2051_001.pdf; IMG_20180321_103903066.jpg

From: Elise Christian [<mailto:ESChristian@uiwater.com>]
Sent: Monday, March 26, 2018 12:37 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1270074W GAYLE HAMILTON

Dear Mr. Castillo:

This correspondence is in reference to FPSC request for supplemental information concerning Ms. Gayle Hamilton's complaint and Improper Bills.

FPSC Requested information March 15, 2018:

I spoke to Ms. Hamilton recently and she indicated and she indicated that she never received a response from Utilities Inc. of Florida.

Please confirm if you sent Ms. Hamilton a letter in the mail regarding this complaint or if you spoke to her on the telephone?

An e-mail correspondence was sent to Ms. Hamilton, there was not a letter in the mail or telephone communication.

I know that you sent her your response via email to: ghamilton7@cfl.rr.com on March 1, 2018, it is included in the complaint.

The complaint procedures require that the company respond to the customer's complaint either by telephone or send a letter through the mail.

Review of 25-22-032 Customer complaints; 5-b does not specify the written communication is required to be sent in U.S. Mail, it states; "The company shall make direct contact with the customer verbally or in writing". I also reviewed this with our Vice President for additional clarity, we respectfully disagree that it specifies that the company shall send written communication by U. S. Mail.

Often customers do not regularly check their email on a daily basis or the email message is identified as spam or junk and the customer never looks in the spam or junk folder.

When a customer provides an e-mail address, the utility will use the e-mail address as the first choice for written communication with them because the utility believes that it is the quickest, it is usually effective and inexpensive for the customer and for the utility. In the future when sending e-mail communication to the customer, a delivered and a read receipt will be requested. This request has been used several times when sending e-mail to the customers, and rarely is a "read" acknowledgement returned but since the server automatically sends a response when delivered to another server, the delivered request is received.

If you did send Ms. Hamilton a response through the mail please provide me with a copy of the letter that was sent to her. There was not a letter sent to her in the U.S. Mail. On March 15, 2018, a copy of the e-mail that was sent to her on March 1, 2018 was sent to her through the U.S. Mail

and a copy was hand delivered to her residence by UI Staff on March 15, 2018. Staff contacted Ms. Hamilton by telephone on March 15th to inform her that he was in the area and had correspondence for her and that he would like to schedule the meter test with her. Ms. Hamilton asked Staff to leave the letter outside of the locked gated door at the residence and the test was scheduled with her for March 21, 2018.

03/15/18 REQUEST FOR SUPPLEMENTAL RESPONSE

Please confirm if the irrigation to the property is connected to the same meter as the home or are there two separate meters connected to the premise? Please make arrangements with the customer to conduct an on-site meter test with the customer present to witness the test. Please make customer aware if there are any fees associated with conducting an on-site meter test. Please provide the results from the on-site meter test to the PSC once they are available. Please provide a response to the PSC by March 26, 2018. R.Castillo

On March 21, 2018 an onsite meter test was performed in the presence of Mr. Hamilton. There is only one meter for the residence that provides water to the home and to the irrigation system. The meter was removed from the residence connection and was tested. The accuracy of the meter was within the required FPSC accuracy range. The meter indicated water registering through it when connected to the premises service, investigation with the utility's Staff and Mr. Hamilton found that Mr. and Ms. Hamilton had a leak in their irrigation line that was registering approximately .5 gallons per minute. Pictures are provided for the irrigation lines and a copy of the meter test is included with this correspondence. There was not a fee charged to the customer for the meter test.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

04/20/18 I sent a letter to Ms. Hamilton via the U.S. mail. A copy of the letter is included in the complaint file. R.Castillo

PSC Letterhead

April 20, 2018

Ms. Gayle Hamilton
1213 Roxboro Road
Longwood, Florida 32750

Re: PSC Inquiry #1270074W

Dear Ms. Hamilton:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida (UIF). You expressed concerns regarding improper billing.

In an effort to assist you, we requested a detailed report from UIF regarding your concerns. We learned from UIF that on March 21, 2018 an on-site meter test was conducted in the presence of Mr. Hamilton. UIF indicated that they removed the meter from the connection at your residence and it was tested. The accuracy of the meter was within the standards set forth in the Florida Administrative Code (F.A.C.) Rule #25-30.262 Meters shall be correct to accuracy limits of 95% - 101.5% in each range. Upon further investigation the utility staff discovered that you had a leak in your irrigation line that was registering around .5 gallons per minute. UIF indicated that there was no charge applied to your account for performing the on-site meter test.

Neither the PSC nor UIF can tell you exactly how the water was used, only that it registered on an accurately working meter. In order to adjust the bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. It appears that your account has been billed appropriately.

If you have additional questions, please contact me toll free at 1-800-342-3552 or by fax toll free at 1-800-511-0809.

Sincerely,

//////////S//////////

Rey Castillo
Regulatory Specialist II

04/20/18 Having provided resolution to the customer, this inquiry will be closed as a GI -25 .
R.Castillo

Case#: 1270528W; Name: JAMES FOSTER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JAMES FOSTER Svc. Address: 139 TARRYTOWN TRL Seminole County, (407)-774-8499 Longwood, FL 32750- Caller: JAMES FOSTER Mailling Addr: 139 TARRYTOWN TRL LONGWOOD, FL 32750- Can Be Reached: Account #: E-Track #: 125995	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1270528W Response Needed From Company? Y Date Due: 03/06/2018 <hr/> Reply Received: 03/06/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1270528W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 02/13/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 03/29/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Tuesday, February 13, 2018 10:24 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125995

CUSTOMER INFORMATION

Name: james foster
Telephone: (407) 774-8499
Email: foster5j@embarqmail.com
Address: 139 tarrytown trail longwood FL 32750

BUSINESS INFORMATION

Business Account Name: james foster
Account Number:
Address: 139 tarrytown trail longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I received a bill from them on 1/30/18 and they wanted to receive payment by 2/8/18 or they would charge me a \$19 late fee. The billing date was 1/16. This is outrageous and they blame the post office and take no ownership of their terrible policies. They are rude when you call their customer service also. "

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
 - 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 taken by Diane Hood

03/06/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent:Tuesday, March 06, 2018 2:44 PM

To:FOSTER5J@EMBARQMAIL.COM

Cc:PSCREPLY

Subject:FPSC REQUEST NO. 1270528W - LATE FEES ASSESSED

Attachments:JAMES FOSTER BILL 2.13.18.pdf

Dear Mr. Foster:

This correspondence is in reference to your complaint concerning the duplicate late fees that were assessed to your account for water and wastewater service at 139 Tarrytown Trail, Longwood, FL.

The duplicate late fees were assessed to your account in error. The total amount assessed for late fees was \$19.20. The fees were removed from your account and the credit was reflected on your bill dated February 13, 2018, a copy of the bill is included with this correspondence. We apologize for the error and any inconvenience caused. Please do not hesitate to contact our office if additional assistance is required. The Florida Public Service Commission office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, March 06, 2018 2:56 PM
To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1270528W JAMES FOSTER
Attachments:FPSC REQUEST NO. 1270528W - LATE FEES ASSESSED

Dear Mr. Castillo:

This correspondence is in reference to Mr. James Foster's complaint concerning the duplicate late fees that were charged to his account for water and wastewater service. Mr. Foster is a customer 139 Tarrytown Trail, Longwood, FL.

Mr. Foster's account was incorrectly charged \$19.20 in error for a late fee on his account. The fee was removed and was reflected as a credit on his bill dated February 13, 2018. On March 6, written communication was sent to him that informed him about the error and the correction to his account and an apology was extended to him for the error. A copy of the February 13th bill was also

included with the correspondence to Mr. Foster. Your office was included in that correspondence and a copy is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

03/15/2018- Customer called regarding his complaint and was transferred to RCastillo voicemail as he was unavailable. Email followed to advise of callback request. SLynch

03/16/18 I attempted to contact Mr. Foster by telephone and he was not available. I left a brief message requesting that he call me back. R.Castillo

03/29/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1270615W; Name: NORMA GILMORE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: NORMA GILMORE Svc. Address: 922 RIDGESIDE CT Orange County, (407)-884-8690 Apopka, FL 32712- Caller: NORMA GILMORE Mailling Addr: 922 RIDGESIDE CT APOPKA, FL 32712- Can Be Reached: Account #: 3720656200 E-Track #: 125997	Company Code: WU413 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1270615W Response Needed From Company? Y Date Due: 03/06/2018 <hr/> Reply Received: 03/01/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1270615W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 02/13/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 03/21/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Tuesday, February 13, 2018 3:23 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125997

CUSTOMER INFORMATION

Name: Norma Gilmore
Telephone: (407) 884-8690
Email: nhgilmor@yahoo.com
Address: 922 Ridgeside Court Apopka FL 32712

BUSINESS INFORMATION

Business Account Name: Norma H Gilmore
Account Number: 3720656200
Address: 922 Ridgeside Court Apopka FL 32712

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Our Water bill is now triple the price as of a year ago and each month it keeps climbing. There are two people that live in our house and no changes to our water usage. I would like an explanation why my water bill is more than my electric bill. \$198.06 this month.. Not exceptable. "

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
 - 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 taken by Diane Hood

03/01/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent:Thursday, March 01, 2018 1:46 PM

To:PSCREPLY

Subject:RE: FL. PSC CATS NO: 1270615W NORMA GILMORE

Dear Mr. Castillo:

Norma Gilmore is not in our service area. I contacted the customer at the telephone number provided in the complaint and was informed that she is serviced by Orange County Utilities.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

03/21/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1270637W; Name: DEBBIE GOLCHINI; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DEBBIE GOLCHINI Svc. Address: 1915 LOST SPRINGS COURT Seminole County, (407)-234-4497 Longwood, FL 32779- Caller: DEBBIE GOLCHINI Mailing Addr: 1915 LOST SPRINGS COURT LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1270637W Response Needed From Company? Y Date Due: 03/06/2018 <hr/> Reply Received: 03/06/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1270637W	Assigned to: SHONNA MCCRAY Entered by: SLYNCH Date: 02/13/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 45.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 04/03/2018 Close Type: WB-01 Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$45.00

What is the date of the bill? January 2018

Why do you believe you have been billed improperly? Customer states that her water bill doubled from last month. Customer states she paid her bill but is disputing the amount owed. Customer wants to know why her bill doubled when her usage did not.

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 days 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
 - e) confirmation 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 taken by Suzelle Lynch

03/06/2018 - Company response received via Email. DScott.

3/8/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Ms. Golchini is a customer at 1915 Lost Spring Court, Longwood, FL.
- *Ms. Golchini stated that her water bill had doubled from the last month and stated that she had paid her bills and said \$45.00 was in dispute.
- *On 9/5/17, the PSC granted Utilities, Inc. of Florida authorization to raise the water and wastewater rates.
- *Ms. Golchini was in the service area with the increase.
- *Her usage has not increased and has remained consistent with her usage history, it is the rate increase that caused her bills to increase.
- *On 3/6/18, written correspondence was sent to Ms. Golchini that explained the reason for the increase in her bills and a 2-year history of her usage and the cost under the old rate and the new rate was provided to her for her review.
- *Ms. Golchini has not been over charged for usage.
- *The PSC was included in the correspondence to her and a copy of the correspondence is included with the response.

Shonna McCray

03/13/2018- Customer called to discuss case with Shonna, Transferred to Shonna voicemail.-
Kenny Davis

3/13/18: 2:51 p.m. Returned call to Ms. Debbie Golchini at 407-234-4497. Ms. Golchini stated the company should not be able to double their rates. Explained the rate increase process in detail. Advised Ms. Golchini that I would request copies of her billing statements for the past 12 months and confirm the rates billed are the approved rates in the company's tariff. Advised she would be re-contacted. Customer's objection noted. Shonna McCray

3/13/18: Company's current and canceled tariff sheets added to file. Shonna McCray

3/13/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE PROVIDE COPIES OF THE CUSTOMER'S BILLING STATEMENTS FOR THE PAST
12 MONTHS (NOT THE ACCOUNT HISTORY). PROVIDE RESPONSE BY 3/22/18. Shonna
McCray

3/13/18: Company response received via email. Shonna McCray

3/14/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided the billing
statements for March 2017 to February 2018. Will request the company's tariff sheets. Shonna
McCray

3/14/18: ATTN COMPANY< REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE PROVIDE YOUR CURRENT AND CANCELLED RATE SCHEDULES PERTAINING TO
THE CHARGES BILLED TO THE CUSTOMER. PLEASE PROVIDE RESPONSE BY 3/23/18.
Shonna McCray

03/23/2018 - Company response received via Email. DScott.

3/26/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the
following:

*See RS1 Water rate schedule Sheet 10.0 Original Sheet - 9/5/17 for canceled rate (In Water and
Wastewater Tariff PDF) and RS1 Water rate schedule sheet 10.0 Revised for current rate 1/21/18.

*See RS1 Wastewater rate schedule Sheet 8.4 Original Sheet - 9/5/17 for canceled rate (In Water
and Wastewater Tariff) and RS1 Wastewater schedule sheet 8.4 Revised for current rate 1/21/18.

*Ms. Golchini is being billed the correct rates for water and wastewater service at her residence
per the approved tariff.

Shonna McCray

3/30/18: Created spreadsheet using billing statements. The customer was billed \$12.80 Late
Payment Charge on the 2/13/18 billing statement. Per the company's tariff the Late Payment
Charge is \$6.40. Shonna McCray

3/30/18: NOTE: It appears the company has violated PSC rules---improper rates applied.
Shonna McCray

3/30/18: ATTN COMPANY:
IF BOTH WATER AND WASTEWATER SERVICES ARE PROVIDED, ONLY A SINGLE CHARGE

IS APPROPRIATE FOR THE LATE PAYMENT CHARGE. SEE TARIFF SHEET NOS.16.0 (WATER) AND 13.0 (WASTEWATER) MISCELLANEOUS SERVICE CHARGES. PLEASE ADJUST THE LATE PAYMENT CHARGE BILLED TO THE CUSTOMER. PROVIDE RESPONSE TO THE PSC BY 4/10/18. Shonna McCray

4/3/18: Response received via email. Shonna McCray

4/3/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The customer's 3/13/18 bill shows a credit for \$6.40 for the over charged late fees.

Shonna McCray

4/3/18: 2:03 p.m. Called Ms. Debbie Golchini at 407-234-4497 to discuss her concerns; no answer; left message requesting a return call. Shonna McCray

4/3/18: Updated spreadsheet and added to file. Shonna McCray

4/3/18: Ms. Golchini called back directly. Reviewed the response with Ms. Golchini and explained the company's new rates went into effect 9/5/17. Also advised her 3/13/18 billing statement includes a credit of \$6.40 for late fees billed incorrectly on the 2/13/18 billing statement. Explained to Ms. Golchini that prior to a company being granted an increase hearings are held in the service area giving customers to the opportunity to voice their concerns. Explained the customers are usually notified in advance of the hearings. Ms. Golchini thanked me for looking into the matter for her. Shonna McCray

4/3/18: This inquiry closed. It appears the company has violated PSC rules---improper rates applied. Shonna McCray

Case#: 1270692W; Name: RONALD STEIN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: RONALD STEIN Svc. Address: 1374 N MARCY DR Seminole County, (407)-332-8473 Longwood, FL 32750- Caller: RONALD STEIN Mailling Addr: 1374 N MARCY DR LONGWOOD, FL 32750- Can Be Reached: Account #: 1513510000 E-Track #: 126006	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1270692W Response Needed From Company? Y Date Due: 03/07/2018 <hr/> Reply Received: 03/08/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1270692W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 02/14/2018 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 03/21/2018 Close Type: GI-30 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, February 14, 2018 10:05 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 126006

CUSTOMER INFORMATION

Name: Ronald Stein
 Telephone: (407) 332-8473
 Email: captnronn@embarqmail.com
 Address: 1374 North Marcy Drive Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Ronald Stein
 Account Number: 1513510000
 Address: 1374 North Marcy Drive Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I received a letter from Utilities Inc. dated February 13 threatening to discontinue my water service unless I have a back flow prevention valve installed within 30 days. It should be noted that my irrigation system is already equipped with a backflow valve and my external hose bibs are equipped with backflow valves as required by code.

In researching the internet I found numerous references to backflow valves being required for irrigation systems. I did not find any codes or regulations requiring the installation of a backflow valve on the water line of an existing residential location. Nor did I find any rule or code giving Utilities Inc. the authority to require a customer to install a back flow valve and discontinue service if one is not installed. "

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.
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 - 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
 - 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 taken by Diane Hood

02/16/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, February 16, 2018 9:37 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126021

CUSTOMER INFORMATION

Name: Ronald Stein
Telephone: (407) 332-8473
Email: captnronn@embarqmail.com
Address: 1374 North Marcy Drive Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Ronald Stein
Account Number: 1513510000
Address: 1374 North Marcy Drive Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

I received a letter from Utilities Inc. dated February 13 threatening to discontinue my water service unless I have a back flow prevention valve installed within 30 days. It should be noted that my irrigation system is already equipped with a backflow valve and my external hose bibs are equipped with backflow valves as required by code.

In researching the internet I found numerous references to backflow valves being required for irrigation systems. I did not find any codes or regulations requiring the installation of a backflow valve on the water line of an existing residential location. Nor did I find any rule giving Utilities Inc. the authority to require a customer to install a back flow valve and discontinue service if one is not installed.

If Utilities Inc. is required by a program or rule to have backflow valves installed at residential locations why is the cost of this equipment and the installation not borne by Utilities Inc. rather than pass the cost to the customer?"

02/26/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. ACalhoun

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Sunday, February 25, 2018 9:47 AM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 126079

CUSTOMER INFORMATION

Name: Ronald Stein

Telephone: (407) 332-8473

Email: captnronn@embarqmail.com

Address: 1374 North Marcy Drive Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Ronald Stein

Account Number: 1513510000

Address: 1374 North Marcy Drive Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Shortly after I submitted the below complaint to the FPSC (reference #1270692W) I received a call from a representative from Utilities Inc. with a very condescending attitude. They offered no explanation as to what authority/building code/regulation, etc. they had the right to require a homeowner to install a back flow valve at the homeowners cost; and/or turn off water if one was not installed.

I received a letter from Utilities Inc. dated February 13 threatening to discontinue my water service unless I have a back flow prevention valve installed within 30 days. It should be noted that my irrigation system is already equipped with a backflow valve and my external hose bibs are equipped with backflow valves as required by code.

In researching the internet I found numerous references to backflow valves being required for irrigation systems. I did not find any codes or regulations requiring the installation of a backflow valve on the water line of an existing residential location. Nor did I find any rule giving Utilities Inc. the authority to require a customer to install a back flow valve and discontinue service if one is not installed. If Utilities Inc. is required by a program or rule to have backflow valves installed at residential locations why is the cost of this equipment and the installation not borne by Utilities Inc. rather than pass the cost to the customer?

PSC was contacted previously"

03/08/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Wednesday, March 07, 2018 5:15 PM
To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1270692W RONALD STEIN

Dear Mr. Castillo:

This correspondence is in reference to Mr. Ronald Stein's complaint about the Cross Connection Control Program requirements and the letter sent to him addressing the requirement for it. Mr. Stein is a customer at 1374 N. Marcy Dr., Longwood, FL.

All public water service providers (Utilities, Inc. of Florida) must comply with Florida Administrative Code, Chapter 62-555.360(2,) which requires that suitable backflow devices be installed on customers' home water systems, that the provider must periodically send letters to those customers reminding them that they must have their backflow device tested/certified and those results promptly provided to the utility by the certified tester. 2016 marked the first year that DEP required the provider to submit an Annual Cross Connection report for those systems serving more than 10,000 customers. Initially FDEP required water systems to apply the program requirements to commercial connections followed by residential connections.

In 2017, the utility sent out surveys to all customers of record in the Sanlando water system. For those customers that responded, the information was added to our database from which was generated either a reminder notice to complete the annual test or a directive to install a backflow device. If no response is received, a second notice is sent. If no response is received to the second notice, we are required to conduct a site survey (physical inspection) of the premises, which then triggers the issuance of a notice to install the applicable backflow device within 30 days.

Most of the surveys began going out in early 2017. Approximately 60 days later customers received a follow up notice if the utility did not receive a response. The customers who recently received a notice reflected those site assessments that were performed because we never received the original 2017 survey response from these customers. After receiving no response to either request, a site assessment becomes necessary. For customers that do not have the devices installed, we provide the reminder letter that they must be installed and certified. In both cases, per the code, both the installation and certification of the devices must be done at the customer's expense. Information is provided in a more in-depth discussion of 'backflow prevention' and 'cross connection' can be found on the utility's website which we have updated for clarity <https://www.uiwater.com/florida/cross-connection/introduction> .

On February 19, 2018, Mr. Stein was contacted to address his concerns and to provide additional

information about the Cross Connection requirements, Mr. Stein refused assistance and expressed that he was not paying for anything that the utility requires and if the utility requires a backflow, the utility will have to pay for it. Mr. Stein will be provided additional time to complete the requirements if he needs additional time. His service is not scheduled for interruption at this time.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

03/21/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 30. R.Castillo

Case#: 1270695W; Name: JONATHAN MOHLENHOFF; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JONATHAN MOHLENHOFF Svc. Address: 205 COLONIAL LN Seminole County, (407)-906-5286 Longwood, FL 32750- Caller: JONATHAN MOHLENHOFF Mailling Addr: 205 COLONIAL LN LONGWOOD, FL 32750- Can Be Reached: Account #: 9011701660 E-Track #: 126007	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1270695W Response Needed From Company? Y Date Due: 03/07/2018 <hr/> Reply Received: 03/07/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1270695W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 02/14/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 6.40 <hr/> Closed by: SHONNA MCCRAY Date Closed: 03/23/2018 Close Type: WB-27 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, February 14, 2018 11:20 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 126007

CUSTOMER INFORMATION

Name: JONATHAN MOHLENHOFF
 Telephone: (407) 906-5286
 Email: J.MOHLENHOFF@GMAIL.COM
 Address: 205 COLONIAL LN LONGWOOD FL 32750

BUSINESS INFORMATION

Business Account Name: JONATHAN MOHLENHOFF Account Number: 9011701660
 Address: 205 COLONIAL LN LONGWOOD FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

A LATE PAYMENT CHARGE OF \$6.40 HAS BEEN ASSESSED ON MY UTILITIES INC ACCOUNT SINCE NOV 2017 EVEN THOUGH I AM ENROLLED IN UTILITIES INC AUTOPAY. I HAVE CALLED AND EMAILED SEVERAL TIMED TO REMOVE THE CHARGE AND WAS ASSURED THAT IT HAS BEEN RESOLVED AND THAT IT WOULD NOT HAPPEN AGAIN. THEY REFUSE TO GIVE ME WRITTEN CONFIRMATION THAT IT IS RESOLVED OR TRANSFER ME TO A SUPERVISOR/MANAGER REGARDING THIS MANNER. MY CONCERN IS THAT UTILITIES INC COULD BE CHARGING LATE PAYMENT TO MANY CUSTOMERS WITH AUTOPAY AND DON'T NOTICE IT ON THEIR BILL. I DO NOT KNOW WHAT ELSE TO DO ABOUT MY ACCOUNT AS I AM UNABLE TO SWITCH WATER PROVIDERS FOR MY HOME. "

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
 - 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 taken by Diane Hood

03/07/2018 - Company response received via Email. DScott.

3/9/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Foster is a customer 205 Colonial Ln., Longwood, FL.

*Mr. Mohlenhoff's account was incorrectly charged late fees in error on his account.

*The fees were removed.

*His current account balance has a credit for \$6.40.

*On 3/7/18, written communication was sent to him that informed him about the error and the correction to his account and an apology was extended to him for the error.

*The PSC provided with copy of letter sent to customer.

Shonna McCray

NOTE: It appears the company has violated PSC rules---customer not responsible for billing.

Shonna McCray

3/23/18: This inquiry closed. It appears the company has violated PSC rules---customer not responsible for billing. Shonna McCray

Case#: 1270763W; Name: ERICH STRONG; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: ERICH STRONG Svc. Address: 540 ALBANY PL Seminole County, Longwood, FL 32779- Caller: ERICH STRONG Mailling Addr: 540 ALBANY PL LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 126015	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1270763W Response Needed From Company? Y Date Due: 03/08/2018 <hr/> Reply Received: 03/08/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1270763W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 02/15/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 03/23/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, February 14, 2018 4:59 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 126015

CUSTOMER INFORMATION

Name: Erich Strong
 Telephone:
 Email:
 Address: 540 albany place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Erich Strong
 Account Number:
 Address: 540 albany place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I have lived at this address since March of 2013. For the last 5 years I have had a pretty steady bill except that in September of 2017 I began to see my bill go up every month since then. I have also seen my usage go up. After one year at this address I called Utilities Inc., formerly Sanlando Utilities, to ask why my usage was about 1,600 gallons per month and they told me that was about what a single person uses in one month. Seemed high but plausible, So for the last 4 years that stayed steady until last September and now my usage is over 3,500 gallons per month. I recently called again and they told me that 3,500 gallons per month was about what a single person uses in one month and it has been that way since 2012 (I was not here in 2012 but there were two people at least that lived here). So that is a discrepancy in the meter readings, usage, number of requests and reasons, the subsequent grantings, etc. I am a single senior citizen and have lived here by myself since I moved here in 2013. This company has been asking and getting rate increase at least two to three times a year since 2013 and now it has been requested for rate increases each month since September. So it is not only the rates that have been going up but also the usage to which that rate increase is applied.

Now that I retired last July I would expect some increase in usage but not double what I used to use. There is no way that my usage could ever be 3,500 gallons a month, I just do my normal routine for a single senior. I am also reading the meter and notice that in two weeks I have used approximately 1,000 gallons and if I continue for the next two weeks that would be another 1,000 gallons which would be as a total about 2,000 gallons. I have tested the system and there are no leaks and would not be anywhere close to 3,500 gallons. So two things are happening. One is the rate increase and the other is the increase in usage.

I have also been curious as to why rate increases have been going on at least two to four times a year and granted since 2013 and the skyrocketing since September 2017. Has the meter or piping been modified to give inaccurate readings? I don't know. Why has the PSC been granting about 15 rate increases in the last 5 years and granted?

This has been happening to numerous people within the area and are pretty upset. Why has Utilities Inc been telling me that I have been using this much since 2012 (when I was not here but a family was and probably using more water than me?) The HOA where I live said they had a meeting and Utilities Inc. needs more money for their executives since they haven't had a raise in several years. That is not on their request for increase

Can't be in America with this going on. After 7 years I received a \$25/month cost of living increase in Social Security and in one fell swoop was taken away by Utilities Inc, while in the last 8 years the cost of living has gone up from 100 to 200 percent. Unconscionable.

I think there is more than meets the eye here and should be thoroughly looked into for a number of possible reasons. "

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.

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 - 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
 - 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 taken by Diane Hood

Also filed for Docket 20160101.

03/08/2018 - Company response received via Email. DScott.

3/9/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Strong is a customer at 540 Albany Pl., Longwood, FL.

*Written correspondence was sent to Mr. Strong that informed him Utilities, Inc. was authorized by the PSC to increase the rates for water and wastewater service on 9/5/17 and also the disputed usage billed to him for 3,610 gallons on his 1/22/18 bill for service from 12/14/17 - 1/19/18 had been verified as accurate.

*He stated that his usage normally runs 1,600 gallons per month.

*He was informed that his meter was reread for accuracy on 2/5/18, after he contacted the utility about the usage on the January bill.

*The usage between 1/19/18 and 2/5/18 was an additional 1,730 gallons.

*There was not a discrepancy in the read taken for the January bill and the reread taken on 2/5/18.

- *He was informed that on 2/15/18, his meter was read for regular billing.
- *The usage since the 2/5/18 meter read was an additional 940 gallons.
- *It was reread again on 3/8/18 for accuracy and the usage since 2/15/18 was an additional 1,760 gallons.
- *A tag was left at his residence advising him about the findings.
- *The utility does not find that he was incorrectly billed for usage.
- *A meter test was made available to him if he was not satisfied with the utility's finding.
- *Mr. Strong was asked to contact the utility's Customer Service Department at 1-866-842-8432 to arrange for it.
- *Mr. Strong was provided a copy of his usage history since January 2013 to current for review.
- *His usage has remained consistent, the increase in the rates caused his bills to increase.
- *A copy of the correspondence sent to Mr. Strong provided with the response.

Shonna McCray

3/23/18: This inquiry closed. Shonna McCray

Case#: 1270920W; Name: AL BARNES; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: A BARNES Svc. Address: 208 CANTERCLUB TRL Seminole County, Longwood, FL 32779-4507 Caller: AL BARNES Mailling Addr: 208 CANTERCLUB TRL LONGWOOD, FL 32779-4507 Can Be Reached: Account #: 7383710000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1270920W Response Needed From Company? Y Date Due: 03/09/2018 Reply Received: 03/12/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N Request No: 1270920W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 02/16/2018 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 12.80 Closed by: REY CASTILLO Date Closed: 03/26/2018 Close Type: GI-25 Apparent Rule Violation: N

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

Latest bill included late charge of \$12.80. Yes I was late, due on 1/12 payment re'cd 1/16. I have a copy of the Commission approved \$6.40 late charge.

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
 - 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

03/12/2018 - Company responses received via Email. DScott.

Company response indicates the following:

From:PSCREPLY

Sent:Tuesday, March 13, 2018 10:16 AM

To:Rey Castillo

Subject:FW: 1270920W A. J. Barnes

Attachments:2018_02_16_11_18_52.pdf; FPSC REQ. NO. 1270920W

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Monday, March 12, 2018 12:41 PM

To: PSCREPLY

Subject: FW: 1270920W A. J. Barnes

Dear Mr. Castillo:

This correspondence is in reference to Mr. A. J. Barnes' complaint to the Florida Public Service Commission concerning a duplicate late fee that was charged to his account by Utilities, Inc. of Florida – Sanlando. Mr. Barnes is a water and wastewater customer at 208 Canterclub Trail, Longwood, FL.

The late fee for \$6.40 was charged to his account in error for \$12.80. One of the late fees for \$6.40 was removed from his account on February 21, 2018 and the credit was reflected on his bill dated February 22, 2018. On March 12, 2018 written correspondence was sent to Mr. Barnes that apologized for the error and a copy of his bill dated February 22, 2018 with the credit was also provided to him. Your office was included in that correspondence.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian

Commission Relations Liaison

Phone:1-866-842-8432

Fax: 407-869-6961

Email: eschristian@uiwater.com

Website: www.uiwater.com

Company response entered by R.Castillo

03/26/18 Having not received any further contact from the customer, this inquiry will be closed as a GI -25. R.Castillo

Case#: 1270964W; Name: EUGENE LOPEZ; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
PROCESS REVIEW COMPLAINT		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: EUGENE LOPEZ	Company Code: WS251	Assigned to: JOHN PLESCOW
Svc. Address: 200 VALLEY DR SEMINOLE County, (407)-625-5910 LONGWOOD, FL 32791-7201	Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1270964W Response Needed From Company? Y Date Due: 03/09/2018	Entered by: EPLENDL Date: 02/16/2018 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: RICK SCOTT
Caller: EUGENE LOPEZ	Reply Received: 02/28/2018	Disputed Amt: 418.79
Mailling Addr: 200 VALLEY DR LONGWOOD, FL 32791-7201	Reply Received Timely? Y	Closed by: MARGARITA VALDEZ DE GONZALEZ
Can Be Reached: (407)-625-5910	Informal conference: Y	Date Closed: 03/21/2019
Account #:	Customer Objects To Company Response? N	Close Type: WB-16
E-Track #:	Customer has been Contacted For Objection? N	Apparent Rule Violation: Y
	Request No: 1270964W	

Received email as follows:

From: CRM.CitizenServices [mailto:CRM.CitizenServices@eog.myflorida.com]
Sent: Friday, February 16, 2018 1:39 PM
To: Ellen Plendl
Subject: Governor's Assignment | Case Number: 674 802? | EOG:000320093

Case Number:674 802?

OriginPhone?
EOG SourceCitizen Services?
Created On2/16/2018 1:30 PM?
Letter Date?
PriorityDefault?

Case Attribute(s)
Attribute
Utilities?

Primary Contact Information
First Name?Eugene?Last Name?Lopez?Phone?407-625-5910?
??

City??County??State??

??Email??

??

Address Line 1??

Address Line 2??

??

Organization /

Additional Information??

??

??

??

??

Description

Note

?Eugene R. Lopez

200 Valley Dr

PO Box 917201

Longwood FL 32791-7201

407-625-5910

Complaint about Utilities, Inc.

Received bill for \$303.79 dated Jan. 9.

On auto payment from account for \$250 payment around end of Jan.

Meter reading stuck in place. Determined it was broken for undetermined time. So they are charging more because meter wasn't measuring. (Bill was about \$67.)

Yesterday, Feb. 15, in PO box letter dated Feb. 6 from Utilities, Inc. for unpaid bill for \$53.79.

States he has 10 days to pay unpaid balance. PO box checked daily. Threatening to cut off water tomorrow.

Spoke to them over an hour. Next bill is \$115, which is higher. Bill is five times higher than past years (typically \$75-\$87). Has been going on for 3-4 weeks.

Wife has severe arthritis and difficult to walk.

Provided PSC 850-413-6362

<http://www.floridapsc.com/>

Sending to PSC?

Case Assignment

Assigned To: PSC - Public Service Commission Due Date: 2/20/2018 1:30 PM

You have an assignment from the Executive Office of the Governor.

Please have staff review and respond as appropriate.

Please copy the link below to close the assignment, provide resolution information or request an extension/reassignment.

[Click Here to Update the Case](#)

If you have questions about this assignment, please send an email to CRM.CitizenServices@eog.myflorida.com.

Sincerely,

?

?Lisa?Meyer?

Office of Citizen Services

Executive Office of the Governor

02/16/2018 FAX TO CO. See above email regarding customer's concerns with improper billing and service jeopardy.

***** Please do not interrupt service while the inquiry is open*****

- 1) Please provide financial audit for the past 24 months.
- 2) Please provide a chronological sequence of events regarding the billing sent to the customer.
- 3) Please provide meter test results.
- 4) Please indicate if meter has been temporarily or permanently changed. Indicate date changed.
- 5) Please provide the circumstances regarding any backbilling and how the amount was calculated.
- 6) If this a slow or nonregistering meter FAC rules require payment arrangement equal to the duration of the backbill and not longer than 12 months of backbilling.
- 7) Please provide bill copies that outline how the billing occurred over the past four months.
- 8) Please indicate any payment arrangement details offered to the customer.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Eugene Lopez at 407-625-5910.

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

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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
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:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS

2540 Shumard Oak Boulevard

Tallahassee, FL 32399

Case taken by Ellen Plendl

02/28/2018 Received email from the company to the customer asking if Mr. Lopez wishes to be removed from auto bill pay until the matter is resolved. The email instructs the customer to reply by March 2, 2018, before the company drafts the payment of \$169.95 from the current monthly bill. The customer may call 1-866-842-8432 or reply email to ESChristian@uniwater.com. eplendl

03/12/2018 - Company response received via Email. DScott.

03/16/2018 Reviewed report. UIF indicated that The customer's January 9, 2018 bill reflected 64,480 gallons of consumption. On January 29, 2018, the company verified the meter reading. An additional 14,555 gallons had registered since January 3, 2018.

On February 1, 2018, the company obtained a regular meter reading which indicated another

1,045 gallons had registered on the meter.

On January 8, 2018, the company scheduled a meter test, however, the meter was stuck or failed. The company replaced the meter. The company did not observe any leaks at the premise.

The company also indicated that as of September 5, 2017, an increase in rates went into effect. The customer's usage remained within his average.

The customer's account reflects a maximum auto payment of \$250.00. The January 9, 2018 bill for \$303.79 was in excess of the maximum auto payment, so a balance of \$53.79 remained for which a final notice was sent to the customer.

The company issued a credit for the late payment charge. The company halted the auto payment from the customer's account due to the disputed amount.

The customer must direct the auto payment to resume.

The company issued a \$79.76 credit, which adjusted 52,480 gallons recorded at the lower tier rate instead of the highest tier rate. After the credits posted, the customer's account reflected a \$139.51 balance.

The customer may contact Ms. Elise Christian, UIF Commission Relations Liaison, toll-free at 1-866-842-8432, extension 1356 to discuss the status of the account, request a payment arrangement, and reinstate the Automatic Payment program.

The company sent the customer a response by email. eplendl

03/16/2018 FAX TO CO. Additional information requested.

1) The letter to the customer shows the January 9, 2018 bill reflected consumption from December 3, 2017 - January 3, 2018, but the report to the PSC reflects December 1, 2017 - January 3, 2018. Please explain the discrepancy.

1) The UIF report indicates that a field test was scheduled to be conducted on January 8, 2018. Please indicate the date the field test schedule was set up and at who's request, the customer or the company and the reason.

2) Please indicate the meter number removed on January 8, 2018.

3) Please indicate the meter number installed on January 8, 2018.

4) When the company reread the meter on January 29, 2018, it was reported that another 14,555

gallons had registered through the meter. What was the time frame for this additional gallonage?
Since January 3 or January 8?

5) Please explain the date range for the additional 14,555 gallons.

6) Please explain on what meter number the company obtained a meter reading which indicated that another 1,045 gallons registered.

7) Please explain the date range for the 1,045 gallons registered on the February 1, 2018 meter reading.

8) Please indicate if meter 012643106 can be tested. If so provide results. If not, state meter condition.

9) Please provide a copy of the March bill.

10) Please indicate which bills sent in the past 12 months were based on estimated meter readings and actual meter readings.

Please provide another report by March 29, 2018. eplendl

03/20/2018 - Company response received via Email. DScott.

03/21/2018 Reviewed report. UIF confirmed the January bill reflected consumption from December 1, 2017 to January 3, 2018. The meter test was scheduled for February 8, 2018. The company issued a credit of \$6.40 for a recent late payment charge and \$79.76 which adjusted a portion of the bill to the lowest tiered rate. After the credit posted, the account reflected a \$139.51 balance. UIF sent the customer an email on March 20, 2018. eplendl

03/27/2018 Received email from the company as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Wednesday, March 28, 2018 4:44 PM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 1270964W EUGENE LOPEZ

Dear Ms. Plendl,

This correspondence is in reference to FPSC request for supplemental information concerning Mr. Eugene Lopez's complaint about Improper Bills.

The company sent the customer a response by email. Eplendl Please provide another report by

March 29, 2018. eplendl

03/16/2018 FAX TO CO. Additional information requested.

1) The letter to the customer shows the January 9, 2018 bill reflected consumption from December 3, 2017 - January 3, 2018, but the report to the PSC reflects December 1, 2017 - January 3, 2018. Please explain the discrepancy.

The discrepancy was a typo in the December 3, 2017 date. The January 9, 2018 bill reflected consumption from December 1, 2017-January 3, 2018. Correction was sent through e-mail on March 20, 2018 and by telephone to Mr. Lopez. Your office was included in the e-mail correspondence.

1) The UIF report indicates that a field test was scheduled to be conducted on January 8, 2018. Please indicate the date the field test schedule was set up and at who's request, the customer or the company and the reason.

The field test was conducted on February 8, 2018. The January 8, 2018 date is a typo. On February 1, 2018, Mr. Lopez requested the utility to test the meter because he disputed the usage and wanted the meter tested for accuracy.

2) Please indicate the meter number removed on January 8, 2018.

There was not a meter removed on January 8, 2018 from Mr. Lopez's residence by the utility. The old meter, number 012643106 was removed and a new meter was installed on February 8, 2018.

3) Please indicate the meter number installed on January 8, 2018.

There was not a meter installed on January 8, 2018 by the utility at Mr. Lopez's residence. The new meter number 17614079, was installed on February 8, 2018.

4) When the company reread the meter on January 29, 2018, it was reported that another 14,555 gallons had registered through the meter. What was the time frame for this additional gallonage? Since January 3 or January 8?

The time frame for the January 29, 2018 usage for 14,555 gallons was from January 3, 2018 - January 29, 2018.

5) Please explain the date range for the additional 14,555 gallons.

The date range for the additional 14,555 gallons that registered through meter number 012643106 was from January 3, 2018 to January 29, 2018.

6) Please explain on what meter number the company obtained a meter reading which indicated that another 1,045 gallons registered.

On February 1, 2018 another 1,045 gallons had registered through meter number 012643106.

7) Please explain the date range for the 1,045 gallons registered on the February 1, 2018 meter

reading.

The date range for the 1,045 gallons that registered through meter number 012643106 was from January 29, 2018 to February 1, 2018.

8) Please indicate if meter 012643106 can be tested. If so provide results. If not, state meter condition.

The meter was sent for a bench test to MARS Company. The Company was unable to test the meter because it was not registering water. A copy of the test is included with this response and a copy of the test and an explanation about the test results was e-mailed to Mr. Lopez on March 28, 2018..

9) Please provide a copy of the March bill.
Attached.

10) Please indicate which bills sent in the past 12 months were based on estimated meter readings and actual meter readings.

None of the bills issued to Mr. Lopez in the past 12 months were based on estimated meter readings. They all were actual reads from meter number 012643106 and meter number 17614079.

03/28/2018 - Company response received via Email. DScott.

03/29/2018 Reviewed report, which is an email to the customer, confirming that the meter was sent for testing to MARS Company. UIF indicates that MARS Company was unable to test the meter because it had stopped and would not register the water that flowed through it. eplendl

04/04/2018 A letter was sent to the customer. eplendl

April 4, 2018

Mr. Eugene Lopez
P.O. Box 917201
Longwood, FL 32791-7201

RE: PSC Inquiry 1270964W

Dear Mr. Lopez:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You expressed a concern that UIF improperly billed your account.

We have learned the following from UIF:

"On January 3, 2018, the company obtained a meter reading of 1821120, which indicated that 64,480 gallons had registered between December 1, 2017, and January 3, 2018.

"On January 9, 2018, the company sent you a regular monthly bill for \$303.79, which represented consumption of 64,480 gallons between December 1, 2017, and January 3, 2018. Your account reflected the Auto Pay plan with a maximum withdrawal of \$250.00. After the company retrieved your \$250.00 payment, your account reflected a \$53.79 balance.

"On February 6, 2018, UIF sent you a final notice requesting the remaining \$53.79 payment by February 16, 2018, to avoid a service interruption.

"On January 29, 2018, the company made a premise visit to verify the meter reading at your request and determined that another 14,555 gallons had registered through the meter since January 3, 2018. The UIF technician did not observe any leaks.

"On February 1, 2018, the company obtained a regular monthly meter reading, which indicated that 1,045 gallons registered since January 29, 2018. The same day, UIF scheduled a field test on February 8, 2018 at your request.

"On February 8, 2018, a UIF technician made a premise visit to test the meter. However, it was determined that meter 012643106 was stuck or failed. At this point, no consumption had registered on meter 012643106 since the last meter reading on February 1, 2018. The technician removed meter 012643106 and installed new meter 17614079, which was set to zero. The same day, UIF sent you a regular monthly bill for \$169.65, including current charges of \$109.46, which represented consumption of 15,600 gallons from January 3, 2018 to February 1, 2018, a \$6.40 late payment charge, and a \$53.79 past due balance. The regular payment due date was March 2, 2018.

"On March 1, 2018, the company halted the Auto Pay plan from your account at your request due to the disputed January 9 bill.

"On March 8, 2018, UIF sent you a regular monthly bill for \$56.02, which represented consumption of 3,320 gallons used between February 1, 2018 and March 1, 2018.

UIF has not backbilled your account and confirmed that the meter readings obtained and bills sent in the past 12 months were based on actual meter readings. As a courtesy, UIF issued a \$79.76 credit, which adjusted a portion of the January bill to the lowest tier rate, and a \$6.40 credit, which adjusted a recent late payment charge. After the credits posted, your account reflected a \$139.51 balance. It appears UIF has properly billed your account. I have enclosed an account and consumption history from January 8, 2015, to March 8, 2018 for your review. You may contact Ms. Elise Christian, UIF Commission Relations Liaison, toll-free at 1-866-842-8432, extension 1356 to discuss the status of the account, request a payment arrangement, and reinstate the Automatic

Payment program, if it is your desire to do so.

If you have any questions or concerns please call Ellen Plendl by April 20, 2018; otherwise, we will consider your inquiry resolved. You may reach Ms. Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Enclosure

04/27/2018 Closed. The FPSC has no record of further customer contact. eplendl

5/24/18 Customer called back asking to speak with RRoland. Transferred to RRoland's voicemail and sent e-mail. DVizcarrondo

05/24/18: I spoke with Mr. Lopez. He does not agree with the resolution. He believes he is owed an additional credit of \$83.00.

05/24/2018 - Company response received via Email. DScott.

05/24/2018 Received email as follows:

From: Elise Christian
Sent: Thursday, May 24, 2018 2:30 PM
To: PSCREPLY@PSC.STATE.FL.US
Subject: FW: FPSC Request No: 1270964W - Bill Dispute - Copy of Meter Test Results

Good Afternoon Ellen,

I received a telephone call in my voice mail today from Mr. Lopez. He seems to think that his complaint remains open and is being investigated further. I received notification from FPSC that his complaint was closed on 4/27/18. He is starting to receive collection calls because he has not made a payment on the account since January. The disputed amount was \$418.79 and his account balance is \$263.07, I am not sure where the disputed amount came from because he did not have a bill or combination of bills that totaled that amount. The bill for 1/9/18 was \$303.79 and the bill for 2/8/18 was for \$109.46 plus a late fee for \$6.45. (\$419.70) Mr. Lopez's account is on

Auto Pay but has been protected from drafting because his balance is less than the disputed amount.

Please let me know if the status provided as closed on 4/27/18 is correct or if the investigation remains open.

Thank you,
Elise

05/24/2018 Contacted UIF. Received customer's bill copies for March, April and May 2018.
eplendl

March 2018 meter 012643106 7 days 0 gallons + meter 17614079 21 days 3,320 gallons
April 2018 28 days 3,610 gallons
May 2018 32 days 4,920 gallons

05/25/2018 FAX TO CO. Since the meter cannot be tested and UIF as well as the FPSC cannot confirm if the meter was registering appropriately per the FAC rule for the previous 12 months prior to its replacement on February 8, 2018, please consider additional credit adjustment. Further, the customer's consumption on the new meter has dropped considerably compared to the 12 months prior to replacement. The customer is seeking an additional \$83.00 credit.

- 1) Please indicate if the company will consider additional credit adjustment. If so, indicate date and amount of credit issued. If not state reason, tariff and FAC rule reference.
- 2) Please do not interrupt service until this matter is resolved.
- 3) Please contact the customer at 407-625-5910.
- 4) Please provide another report by June 7, 2018. eplendl

06/06/2018 Received report by email. eplendl

06/06/2018 Reviewed report. UIF advised that the company found no reason to issue additional credit adjustment to the customer's account. The company advised that the meter not functioning was a benefit to the customer because the water his residence consumed during the time the meter stopped working and the meter replacement was not billed.

UIF reports that a positive displacement meter, which is what was in service at the customer's residence will only slow down over time, not speed up.

On June 5, 2018, a company representative spoke with Mr. Lopez . UIF advised the customer that

his request for additional credit was declined. Mr. Lopez appeared dissatisfied with the decision but agreed to provide a \$179.49 payment on his account and leave the \$83.58 in dispute until resolved by him, he stated in Small Claims Court. The account reflects a total account balance of \$263.07, he was informed that all late fees will be waived until the dispute is settled. He stated that he will mail a check for the payment and his calculation/reason that he feels that an additional \$83.58 credit is due. eplendl

06/11/18: Complaint reopened and delivered to process review. RRoland

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*****PROCESS REVIEW ASSIGNMENT*****

June 12, 2018 - In accordance with FPSC Rule 25-22.032(7), Florida Administrative Code, the customer's complaint has been escalated to the Process Review Phase of the complaint progression. The case has been reassigned to the Process Review Team.

NOTICE: As this customer has chosen to escalate this complaint to the process review phase, THE UTILITY must notify the assigned Process Review staff member immediately of all communications between THE UTILITY and THE CUSTOMER regarding this complaint. This instruction is inclusive of resolution and settlement agreement offers, negotiations, and conclusions while this PRT complaint is open and under active investigation.

* The staff member assigned to conduct the review of this complaint is MARGARITA VALDEZ. She may be contacted at 850-413-6113.

The customer's complaint status is active and under further investigation. Therefore, Pursuant to FPSC Rule 25-22.032(3) F.A.C., until this matter is concluded and the complaint is closed by staff, PLEASE DO NOT DISCONNECT THE CUSTOMER'S SERVICE FOR NON-PAYMENT OF THE SPECIFIED DISPUTED AMOUNT. MValdez

June19, 2018: A review of the billing history shows a consistent usage in 2015 (average usage 25,023 gallons/month), 2016 (average usage 20,339 gallons/month). Exceptions were February 2016, 4,010 gallons; and November 2016, 7,060 gallons. In 2017, the average usage was 23,787 gallons/month until September 2017, and 4,613 gallons/month last three months of the year. NOTE: rate increase September 2017.

I contacted Elise Christian, of UIF. Elise verified the following:

- On 01/26/18, Mr. Lopez contacted UIF regarding January 2018 bill for 64,480 gallons. He denied any leaks or additional consumption.
- All bills are on actual readings.
- Meter was scheduled for a field test on 02/08/18. No test could be performed because the meter stopped registering water. Positive displacement meters, such as the meter serving Mr. Lopez's residence, will only slow down over time, not speed up. A UIF technician contacted Mr. Lopez to

explain to him what happened to the meter.

- At his request, meter was re-read on 01/29/18, reflecting an additional usage of 14,555 gallons since last regular reading on 01/03/18.

- 04/09/18 bill was \$57.67 for 3610 gallons; 05/09/18 bill was \$65.89 for 4920 gallons; 06/07/18 bill was \$68.69 for 5,350 gallons. The consumption has remained lower than in previous years. Elise indicated that when she spoke with Mr. Lopez he stated that his family had been conserving water.

- From February 2018 to June 2018, five late fees have been waived. The account is still on auto pay; however, it is protected from drafting.

- Last payment received since 01/31/18 was in the amount of \$250. Current balance is \$331.76.

- Elise Christian stated that the last time she spoke with Mr. Lopez, he agreed to pay \$179.49 and requested an additional credit of \$83.58. She asked him to provide his calculations to obtain that amount. He stated that he would mail a check for \$179.49 and his calculations. To this date, UIF has not received either. MValdez

June 22, 2018: The February 2018 bill reflects "current meter reading 1836720," obtained on 02/01/18. The report of the meter test performed on 02/08/18, that is a week after the regular meter reading, shows 1836714.3 as "start reading" and "finish reading" (0.00%). I attempted to contact Elise to clarify the discrepancy. She is out of the office today and will return on Monday. I left a message on her voice mail stating my findings and requesting a return call to clarify this information. MValdez

June 25, 2018: RESPONSE FROM UIF:

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Monday, June 25, 2018 4:26 PM

To: Margarita Valdez

Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Margarita,

I was able to obtain information from our staff that actual read the meters and also the staff that performs meter test in the field. The regular meter reader reads from left to right on the meter and stops at the 1st "0" . The reads stop at the "0" and does not go past it. That is the standard on most 5/8" meters.

The meter test is performed by logging "all" of the numbers on the dial up to the tenth that would be showing from the sweep hand on the meter. Example there are 10 units between each number on the meter dial, those 10ths are included in the meter test information, i.e. 1836714.3 on the regular read the meter is read 1836720 it is possible that the (2 and the 1) were both partially visible and the reader chose "2" instead of "1" and the reads end in "0".

I wanted to get this to you today. Please call me if this is not clear.

Thanks,

Elise

Added to file. MValdez

June 26, 2018, I contacted Mr. Lopez to discuss his complaint. Mr. Lopez stated that UIF had overbilled him and was telling him that he used an average of over 1,900 gallons a day from December 2017 to January 2018. Mr. Lopez stated that he had reviewed his bills and his usage had never been over 115-120 gallons a day. He expressed his belief that his meter was never read and that the meter readings reflected on his bills were made up numbers. Mr. Lopez stated that after he received the January 2018 bill he checked the meter and found a meter reading; the next day he checked the meter again and found the same meter reading. He continued to state that he contacted UIF and informed the utility that the meter was not working. I explained to Mr. Lopez that UIF had reported that he contacted the utility on 01/26/18 regarding the January 2018 bill (for usage of 64,480 gallons, or an average of 2149 gallons/day) and, at his request, the meter was re-read on 01/29/18. The new meter reading revealed an additional usage of 14,555 gallons (an average of 539 gallons/day) since the regular meter reading obtained on 01/03/18. I further explained that the regular meter reading obtained on 02/01/18 was still a different number, indicating that an additional usage of 1,045 gallons (an average of 348 gallons/day) were registered on the meter during those three days. I indicated that it appeared the meter stopped registering usage on 02/01/18 because the reading on the meter is the same as the last meter reading obtained on that day. This would mean that his consumption for the week from 02/01/18 to 02/08/18 was not registered; therefore, he was not billed for it. I clarified that he only was billed for the difference between the previous reading and current reading reflected on each bill, which represented his usage for that billing period. I indicated that a review of his account's billing history for the years 2015 through 2018 revealed that his monthly average usage in 2015 was 25,225 gallons; in 2016, 20,339 gallons; in 2017, 23,787 gallons until September 2017, and his consumption dropped considerably during the last three months of that year, after the rate increase, to a monthly average usage of 4,613 gallons. I further indicated that the lower monthly usage has remained through 2018, with the exception of the January 2018 and February 2018 high bills. Mr. Lopez did not agree with the information provided by UIF. I asked Mr. Lopez if he recalled the date when he checked the meter and the reading he found on the meter the two times he checked. Mr. Lopez stated that he was not at home and did not have the information at hand. He stated that he would review it when he got home. I advised him to contact me tomorrow with any information that would support his argument. I also informed him that Ms. Christian had indicated that the last time she spoke with him he agreed to mail a payment of \$179.49 together with his calculations for the additional credit he was requesting; however, to this date, UIF has not received either. Mr. Lopez acknowledged having agreed to the payment and sending his calculations, and apologized for not doing so; he explained that he had been occupied with some of his and his wife's medical issues. Mr. Lopez stated that he would mail it tomorrow, and would call me to review his calculations and notes. MValdez

June 27, 2018: I received a call from Mr. Lopez. He apologized for not contacting me earlier but yesterday he forgot he had several appointments for today and just got home. He will contact me tomorrow to further discuss his complaint. MValdez

June 28, 2018: Close to 5:00 p.m. I received a call from Mr. Lopez. He stated that he spent part of the morning and the entire afternoon reviewing and adjusting his calculations. He concluded that he owed UIF the amount of \$142.91. Mr. Lopez stated that he was going to mail a check to UIF for that amount, in addition to his calculations. He stated that he will attempt to take a photograph of his calculations with his cell phone and mail it to me as an attachment. If he is unable to do so, he will send it via regular mail. I stated that Ms. Christian reported that on 06/05/18 she spoke with him and he had agreed to mail a check for \$179.49 along with his calculations that lead him to believe that an additional credit of \$83.58 was due. Mr. Lopez acknowledged agreeing to that amount; however, he indicated that those amounts were the result of earlier calculations. Now that he completed his calculations, he found that he only owed \$142.91. Mr. Lopez requested I review his calculations and follow-up with him. MValdez

June 29, 2018: CORRESPONDENCE FROM CUSTOMER:

From: erlcompany [mailto:erlcompany@cfl.rr.com]

Sent: Thursday, June 28, 2018 5:28 PM

To: eschristian@uiwater.com

Cc: Margarita Valdez

Subject: Acct. 3278210000

Ladies:

Thank you for your consideration and patience throughout this unfortunate process.

Attached please find an image of my handwritten spreadsheet and note concerning my my outstanding issues with the recent billing practices by Utilities, Inc.

I will forward original spreadsheet with note via U.S.P.S. tomorrow, with a check in the amount of \$142.91 attached, which I consider to be the full amount due for the six month period referenced in the note.

Sincerely,

Eugene R. Lopez

Attempted to acknowledge receipt; delivery failed: "The e-mail address you entered couldn't be found..." Copy of Mr. Lopez's E-mail and attachment added to file.

Reviewed Mr. Lopez's spreadsheet. The calculations included the billing for water and wastewater services from January 2018 to June 2018, plus taxes, and surcharges. In his notes, Mr. Lopez stated that his water usage with the new meter had averaged 4,300 gallons per month. He estimated his usage for the January 2018 and February 2018 bills at 6,000 gallons each. According to his calculations, the total account balance for the first six months of 2018 should be

\$392.91. The payment of \$250 that was automatically withdrawn from his bank account in January 2018, yielded a new account balance of \$142.91. Mr. Lopez stated that he attached a check for that amount to his calculations.

I attempted to contact Elise Christian to discuss Mr. Lopez's calculations. She was out of the office until Monday 07/02/18.

Additional review of the tiers in the bill copies on file (September 2017 to May 2018) revealed that the "First" amount of gallons, which are to be billed at \$1.53 per 1,000 gallons (first tier), varied from one bill to the next. Consequently, the "Next" amount of gallons, to be billed at \$2.29 (second tier), also varied.

* * * * * ATTENTION UIF - SUPPLEMENTAL REPORT REQUIRED * * * * *

Please review my notes above and explain the variability of the tiers.

Please provide a supplemental report which addresses the above matters as soon as possible but no later than 07/11/18. Thank you for your cooperation. MValdez

July 2, 2018: CORRESPONDENCE FROM CUSTOMER (VIA REGULAR MAIL): Original of the spreadsheet attached to Mr. Lopez's E-mail forwarded to the PSC on 06/28/18. Added to file. MValdez

July 2, 2018: CORRESPONDENCE FROM UIF:
From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, July 02, 2018 12:25 PM
To: Margarita Valdez
Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Good Afternoon Ms. Valdez,
This response is in reference to your request for supplemental information concerning the variability of the tiers on Mr. Lopez's bills from September 2017 to May 2018. The first rate increase in the tier rates became effective September 5, 2017, there was an index rate increase that became effective on January 21, 2018 and the most recent index increase became effective on June 29, 2018. Copies of the tariff sheets are included for your review. Please contact me if additional information is required.

Respectfully,
Elise S. Christian
Commission Relations Liaison

Added to file. MValdez

July 2, 2018: I received a call from Mr. Lopez. He wished to verify if I received the document he sent via E-mail and regular mail. I acknowledged receipt of both. I indicated that I received an error message when I attempted to reply to his E-mail. He also wished to know if his spreadsheet and comments were understandable. I replied the information was understandable, and I was waiting for UIF to review it and provide a response to his proposal.

I asked Mr. Lopez if he had any leak problem inside his home during the billing period of the January 2018 and February 2018 bills. I indicated that his consumption showed a significant drop from the September 2017 to the October 2017 bill, which was also the time when the rate increased. I further indicated that from October 2017 to present his consumption had been consistently lower than previous years with the exception of the January 2018 and February 2018. Mr. Lopez stated that he did not have any leak problem during that period or any other period. He stated that 10 years ago he spent about \$5,000 to replace the plumbing of the house, and installed water saving toilets and shower heads. He indicated that he has a sprinkler system he barely uses because it rains very often, and during the period in question was not necessary.

I asked Mr. Lopez to clarify the information about the meter reading he obtained in January 2018, which during our prior telephone conversation he stated he found the same reading twice and informed UIF that the meter was not working. Mr. Lopez looked through his file and found a piece of paper where he wrote, 01/29/18 - meter reading 1836720. He indicated that days later he also wrote down the meter reading when a "Sean" from UIF removed the meter; the reading was 1835675. I indicated to Mr. Lopez that I will forward this information to UIF for clarification. I also indicated that I will contact Ms. Christian to discuss his spreadsheet and proposal, and will follow-up with him. Mr. Lopez thanked me for further reviewing his case. MValdez

July 5, 2018: I contacted Elise Christian and presented an alternative estimation of the January 2018 and February 2018 usage. She will present the alternative with various billing options to her management for their consideration and follow-up with me. MValdez

July 12, 2018: SUPPLEMENTAL RESPONSE FROM UIF:
From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Thursday, July 12, 2018 1:45 PM
To: Margarita Valdez
Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Good Afternoon Ms. Valdez,

This is a follow-up to our discussion last week around July 5, 2018 concerning Mr. Eugene

Lopez's complaint about the usage charged to him on bill dated January 9, 2018 in the amount of \$303.79. On July 2, 2018, Mr. Lopez's check for \$142.91 was received in our office along with a copy of an account summary he had prepared that outlined what he feels that he should owe to Utilities, Inc. of Florida for water service and that was \$142.91.

As stated in earlier correspondence concerning the disputed usage billed to him for 64,480 gallons on the January 9th bill for service period December 1, 2017 - January 3, 2018, the water usage charged to him did not register through the meter. The meter was read again on January 29, 2018 and an additional 14,555 gallons had registered through it and on February 1, 2018 an additional 1,045 gallons had registered through it. The utility does not find justification for any additional adjustment to Mr. Lopez's account. The fact that the meter stopped working was a benefit to Mr. Lopez because any water he used during the time that the register did not work was not billed. A positive displacement (PD) meter, which is what was in service at his house, will only slow down over time, not speed up. There is no opportunity for Mr. Lopez's bills to reflect usage greater than 100% of actual volume because it is a PD type meter. Mr. Lopez's request for an additional adjustment to his account was denied. (Rule 25-30.340 Adjustment of Bills for Meter Error)

After receiving a second request from Mr. Lopez for an adjustment to his account, the request was escalated to senior management again. The utility's position remains that the water did register through the meter and when the meter stopped working, it was a benefit to Mr. Lopez because any water he used during the time that the register did not work was not billed. On March 12, 2018 a courtesy adjustment credit was applied to his account for \$79.76 by billing 52,480 gallons under the 2nd tier rate, \$2.28 per 1,000 instead of the 3rd tier rate of \$3.80 per 1,000. The utility does not find that it has incorrectly billed Mr. Lopez for water usage, however in working with Staff to resolve Mr. Lopez's issues and making an exception to the utility's normal policy, an additional credit is offered to him for \$45.97. The additional credit is created by billing all of the usage, 64,480 gallons at the lowest tier of \$1.52 per 1,000 gallons which was the rate at the time of usage. The first adjustment for \$79.76 and the current adjustment for \$45.97 provides a total courtesy adjustment to him for \$125.73. There will not be an additional adjustment to his account for the usage.

Mr. Lopez's account balance as of today is \$188.85, after the credit is applied it will be \$142.88. The balance is for June 10, 2018 bill and for service up to June 1, 2018. His July bill will be issued sometime next week. Please let me know if Mr. Lopez would like to accept the courtesy adjustment so that it can be put on his account before the July bill is issued and if he wishes to have his account restored to Auto Pay from his bank for his July bill and bills going forward.

Please let me know if additional information is requested.

Respectfully,
Elise S. Christian
Commission Relations Liaison

Copy of E-mail added to file. I contacted Mr. Lopez to discuss UIF's offer of an additional credit adjustment of \$45.97. I read Ms. Christian's E-mail in its entirety to Mr. Lopez. Mr. Lopez did not agree to the additional adjustment of \$45.97. It is Mr. Lopez's belief that with the check of \$142.91 he has paid in full what he owed UIF for the past six months of water service. He indicated that he will take his case to court.

I informed Mr. Lopez that I will write a report of my investigation. I explained to Mr. Lopez the PRT process. I also explained that his complaint will be reviewed by legal and technical staff, in addition to consumer assistance staff, on the next PRT meeting, which has not been scheduled. I informed him that he will receive a letter from the PSC's Office of the General Counsel once the Process Review Team meets.

I explained to Mr. Lopez that the account balance as of today is \$188.85 without the additional credit, and that amount will be established as the amount in dispute; therefore, his account will be protected from disconnection for that amount. However, he will need to pay current charges by the due date to avoid disconnection. Mr. Lopez understood, and stated that he does not want the Auto Pay restored until this matter is solved. He further stated that he will be mailing in the payment checks at least three business days in advance in order for the checks to arrive by the due date. He also stated that he will not be paying late fees produced by the unpaid disputed amount. I indicated that UIF has been manually canceling the late fees. Mr. Lopez requested for Ms. Christian to mail him a hard copy of today's E-mail to the PSC. He verified his mailing address: P.O. Box 917201, Longwood FL 917201-7201.

* * * * * ATTENTION UIF - NEW DISPUTED AMOUNT: \$188.85 * * * * *

Please review my notes above and provide Mr. Lopez with a hard copy of today's Email to the PSC. Thank you for your cooperation. MValdez

July 23, 2018: CORRESPONDENCE FROM UIF:

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Tuesday, July 17, 2018 10:26 AM

To: Margarita Valdez

Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Dear Ms. Valdez,

Attached is a copy of the correspondence sent to Mr. Lopez at his request. In addition to the hard copy he requested, I provided information to him for the mailing of his bills and to please allow enough time for the mail service to deliver his payments to the payment center. Please let me know if addition information is requested.

Regards,

Elise S. Christian

Commission Relations Liaison

Copies of E-mail and attachments added to file. MValdez

August 16, 2018: Contacted Elise Christian for account update: 07/15/18 bill, \$59.89 for 3990 gallons; a payment of \$58.89 was received. 08/14/18 bill, \$65.10 for 4680 gallons. Amount in dispute: \$188.85. Account balance (without disputed amount): \$254.95. All late fees have been canceled. MValdez

October 19, 2018: I received a call from Mr. Lopez. Mr. Lopez stated that he contacted UIF to verify how much his bill was, and he was told his current bill was for \$78.34. However, when he went to the post office to get his mail he found the bill was of \$392.12, for 36,550 gallons for the billing period 08/30/18 to 10/02/18, which is an average of 1,107 gallons per day. Mr. Lopez stated that the bill shows the previous reading as 30080. He further stated that since the meter was replaced in February 2018, he has been monitoring the meter readings two or three times a week and his usage has averaged 140-150 gallons a day. The actual meter reading, as of last night, was 39370, which means that he has used 39370 gallons since 02/08/18 when his current meter was installed. Mr. Lopez was upset and expressed his frustration with the confusing information on his current bill, which is completely different to the information he was given on the phone. Mr. Lopez stated that he was going to pay the \$78.34 amount given to him by the UIF representative.

* * * * * ATTENTION UIF - SUPPLEMENTAL REQUEST * * * * *

Please see my notes above and provide a supplemental report which addresses the customer concerns as soon as possible but no later than 10/24/18. Thank you for your cooperation.
MValdez

October 23, 2018: RESPONSE FROM THE COMPANY:

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Tuesday, October 23, 2018 11:33 AM

To: Margarita Valdez

Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Dear Ms. Valdez,

This response is concerning your request for supplemental information concerning Mr. Lopez's October 9, 2018 bill. Mr. Lopez's meter was read on October 2, 2018 for the bill. The meter read provided was 66630, it was incorrect and resulted in incorrect usage billed to him for 36,550 gallons on the October 9th bill. His account was reviewed on October 12th and it was found that his usage was higher when compared to the his recent usage. On October 12, 2018 a work order

was issued to reread his meter for accuracy, it was found that the read was 38810, to confirm the correct read, the Area Manager read Mr. Lopez's meter on October 15th and the read was 39080. Mr. Lopez's account was corrected and on October 16th and a corrected bill was sent to him for 6,690 gallons for service from August 30, 2018 - October 2, 2018 for \$ 78.34, the disputed amount for \$188.85 and a prior unpaid amount for \$1.10 for a total billed amount and account balance for \$268.29. A copy of the corrected bill is included with this response.

On October 23, 2018, I spoke to Mr. Lopez in detail about his concerns and the error, he said he had not picked up the corrected bill from the post office. I e-mail a copy to him today. I apologized to him and I let him know that I am monitoring his account each month until the dispute is settled and to please contact me if he requires additional assistance. Please contact me if additional information is required.

Respectfully,
Elise S. Christian | Support Services
Commission Relations Liaison

Copy of E-mail added to file. MValdez

October 23, 2018: CORRESPONDENCE FROM UIF TO CUSTOMER:

From: PSCREPLY

Sent: Tuesday, October 23, 2018 12:41 PM

To: Margarita Valdez

Subject: FW: Copy of October 9, 2018 Bill - FPSC Request 1270964W

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Tuesday, October 23, 2018 11:42 AM

To: spectrumgarbage@gmail.com

Cc: PSCREPLY

Subject: Copy of October 9, 2018 Bill - FPSC Request 1270964W

Mr. Lopez,

Attached is a copy of your October 9, 2018 corrected bill. Again, I apologize for the error and the inconvenience. Please do not hesitate to contact me if additional assistance is required.

Regards,

Elise S. Christian | Support Services

Commission Relations Liaison

Copy of E-mail added to file. MValdez

October 23, 2018: Reviewed the corrected bill. Current meter reading 36770, on 10/02/18; previous reading 30080, on 08/30/18; number of days, 33. The bill shows the breakdown of

charges for water and wastewater services, and a total amount due of \$268.29. However, the current meter reading of 36770 is not an actual reading, since the reading of 66630 obtained on 10/02/18 was incorrect. According to UIF's response, actual readings of 38810 and 39080 were obtained on 10/12/18 and 10/15/18, respectively. It appears the current reading reflected on the bill was estimated using the actual reading obtained on 10/12/18. However, the word "Estimated" is nowhere in the bill.

I contacted Elise Christian for further explanation. She stated that the billing system will not show the word "Estimated" on the bill when the information is entered manually, like in the corrected bill. However, the account history will show when the meter reading was "system estimated" and "office estimated", and which one was used for correction. Elise forwarded an E-mail with the meter read and usage history reflecting this information.

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, October 23, 2018 4:32 PM
To: Margarita Valdez
Subject: FW: CATS NO: 1270964W EUGENE LOPEZ
Copy of the meter read and usage history that remains on Mr. Lopez's account.
Elise S. Christian | Support Services
Commission Relations Liaison

Copy of E-mail added to file. MValdez

October 25, 2018: UIF obtained an incorrect meter reading on 10/02/18 for the 10/09/18 bill. For the corrected bill issued on 10/16/18, the current reading was estimated by using the actual reading obtained on 10/12/18 and the previous actual reading of 08/30/18. However, the bill did not show the word "Estimated". Therefore, it appears that UIF has violated Commission rule 25-30.335(2)(a) Customer Billing, which states: "If the utility estimates a bill, the bill statement shall prominently show the word "Estimated" on the face of the bill." MValdez

October 29, 2018: COMPLAINT INVESTIGATION REPORT:
Complaint #: 1270964W Customer Name: EUGENE LOPEZ
Utility: UIF Type of Complaint: Improper Bills
Date Filed: 02/16/18 Disputed Amount: \$188.85
Assigned Staff: Margarita Valdez Completion Date: 10/29/18
Date Discussed with Customer: 06/26, 06/27, 06/27, 06/28, 07/02, 10/12 By: Margarita Valdez

COMPLAINT SUMMARY

Mr. Lopez stated that his average bill for the past 10 years had been \$75, and the highest bill in any single month was \$92; however, the January 2018 bill was for \$303.79, and the February 2018 would be for \$115, which was still higher than his average. He indicated that UIF

acknowledged that his water meter had not been registering usage for an undetermined period of time because it was stuck in place. Mr. Lopez expressed his belief that he was being back-billed for up to 12 months of usage that he may or may not have used.

Relief Sought: Mr. Lopez believes he was overbilled in the January 2018 and February 2018 bills, and requested the bills to be adjusted to reflect his normal usage. Therefore, he seeks a credit adjustment of \$418.79 (\$303.79 + \$115).

UTILITY RESPONSE

UIF reported that Mr. Lopez's account was on Auto Pay from his bank account; it was set up to only draft a maximum amount of \$250 per bill. The January 2018 bill was of \$303.79 for 64,480 gallons used from 12/01/17 to 01/03/18.

On 01/26/18, Mr. Lopez contacted UIF regarding the January 2018 bill. He denied the presence of any leaks or additional consumption. A meter field test was scheduled for 02/08/18.

On 01/29/18, the meter was re-read at Mr. Lopez's request, reflecting an additional usage of 14,555 gallons since last regular reading on 01/03/18.

On 01/31/18, because of the Auto Pay setting, \$250 were drafted from Mr. Lopez's bank account toward the January 2018 bill (\$303.79), leaving an unpaid balance of \$53.79, reflected on the February 2018 bill.

On 02/01/18, the next regular meter reading was obtained reflecting an additional usage of 1,045 gallons since 01/29/18, for a total usage of 15,600 gallons during the billing period from 01/03/18 to 02/01/18. UIF clarified that this was not a back-billing; the January 2018 and February 2018 bills were based on actual meter readings.

On 02/08/18, the field meter test results reflected zero consumption at flowrates of 15 GPM, 2 GPM, and .25 GPM. UIF explained that it appeared the meter stopped registering water after the last regular meter reading on 02/01/18. UIF further explained that positive displacement meters, such as the meter serving Mr. Lopez's residence, will only slow down over time, not speed up. A UIF technician contacted Mr. Lopez to explain to him what happened to the meter.

On 03/13/18, UIF notified Mr. Lopez that a credit adjustment of \$79.76 had been provided. The adjustment was determined by billing 52,480 of the 64,480 gallons at the second tier rate (\$2.28 per 1,000 gallons) instead of the third tier rate (\$3.80 per 1,000 gallons.) The credit adjustment yielded an account balance of \$139.51. Mr. Lopez was offered a four-month payment arrangement for the unpaid balance with monthly installments of approximately \$35 to be paid along with current charges.

On 04/04/18, a PSC resolution letter was mailed to Mr. Lopez, and the case was closed on 04/27/18 as the PSC had no record of further contact from Mr. Lopez.

On 05/24/18, Mr. Lopez contacted the PSC expressing his objection to the resolution and his belief that he was owed an additional credit of \$83.58. UIF reported to the PSC that the last payment received was of \$250 in January 2018 due to the Auto Pay. UIF also reported that the disputed amount was \$418.79 and the account balance was \$263.07. UIF's staff indicated that Mr. Lopez's account was still on Auto Pay but it had been protected from drafting because his balance was less than the disputed amount.

On 06/05/18, UIF staff spoke with Mr. Lopez. He was advised that his request for additional credit was declined. Mr. Lopez appeared dissatisfied with the decision but agreed to provide a \$179.49

payment on his account and leave the \$83.58 in dispute until resolved by him, he stated, in Small Claims Court. The account balance at this time was \$263.07; he was informed that all late fees would be waived until the dispute was settled. He stated that he would mail a check for the payment of \$179.49 along with his calculation/reason that he felt that an additional \$83.58 credit was due.

On 06/06/18 UIF reported to the PSC that the utility found no reason to issue additional credit adjustment to the customer's account. UIF advised that the meter not functioning was a benefit to Mr. Lopez because the water consumed from 02/01/18, when the meter stopped working, to 02/08/18, when the meter was replaced, was not billed. UIF reiterated that a positive displacement meter, such as the one serving Mr. Lopez's residence, would only slow down over time, not speed up.

On 06/29/18, Mr. Lopez forwarded a handwritten spreadsheet and note to UIF and the PSC concerning UIF billing for water and wastewater from January 2018 to June 2018. In his notes, Mr. Lopez stated that his water usage with the new meter had averaged 4,300 gallons per month. He estimated his usage for the January 2018 and February 2018 bills at 6,000 gallons each.

According to his calculations, the total account balance for the first six months of 2018 should be \$392.91, and the Auto Pay payment of \$250 in January 2018 reduced this account balance to \$142.91. Mr. Lopez stated that he was attaching a check for that amount to his calculations.

On 07/12/18, UIF replied to Mr. Lopez's E-mail. UIF acknowledged that the check for \$142.91 was received on 07/02/18. UIF staff reminded Mr. Lopez that the January 2018 and February 2018 bills were based on actual meter readings, not back-billing. Even though the utility did not find justification for an adjustment, on 03/12/18 a courtesy adjustment was applied to the account for \$79.76. In response to Mr. Lopez's 06/29/18 proposal, UIF offered an additional credit of \$45.97, which would result from billing the entire amount of 64,480 gallons in the January 2018 bill at the lowest tier of \$1.52 per 1,000 gallons, which was the rate at the time of usage. The two adjustments (\$79.76 + \$45.97) would provide a total courtesy adjustment of \$125.73. No additional adjustment would be granted. As of 07/12/18, Mr. Lopez's account balance was \$188.85, and if the credit were applied the account balance would be \$142.88. When contacted by the PSC to discuss UIF's offer of an additional credit adjustment of \$45.97, Mr. Lopez did not agree to the additional adjustment. He manifested his belief that with the check of \$142.91 he had paid in full the past six months of water service. He indicated that he would take his case to court. The account balance of \$188.85 was established as the amount in dispute.

INVESTIGATION DISCUSSED WITH CUSTOMER

On 06/26/18, I contacted Mr. Lopez to discuss his complaint. Mr. Lopez stated that UIF had overbilled him and was telling him that he used an average of over 1,900 gallons a day from December 2017 to January 2018. Mr. Lopez stated that he had reviewed his bills and his usage had never been over 115-120 gallons a day. He expressed his belief that his meter was never read and that the meter readings reflected on his bills were made up numbers. Mr. Lopez stated that after he received the January 2018 bill he checked the meter and found a meter reading; the next day he checked the meter again and found the same meter reading. He continued to state that he contacted UIF and informed the utility that the meter was not working. I explained to Mr. Lopez that UIF had reported that he contacted the utility on 01/26/18 regarding the January 2018

bill (for usage of 64,480 gallons, or an average of 2149 gallons/day) and, at his request, the meter was re-read on 01/29/18. The new meter reading revealed an additional usage of 14,555 gallons (an average of 539 gallons/day) since the regular meter reading obtained on 01/03/18. I further explained that the regular meter reading obtained on 02/01/18 was still a different number, indicating that an additional usage of 1,045 gallons (an average of 348 gallons/day) was registered on the meter during those three days. I indicated that it appeared the meter stopped registering usage on 02/01/18 because the current reading on the removed meter was the same as the last meter reading obtained on that day. This would mean that his consumption for the week from 02/01/18 to 02/08/18 was not registered; therefore, he was not billed for it. I clarified that he only was billed for the difference between the previous reading and current reading reflected on each bill, which represented his usage for that billing period. I indicated that a review of his account's billing history for the years 2015 through 2018 revealed that his average monthly usage in 2015 was 25,225 gallons, with the exception of 30,310 gallons in July; in 2016, 20,339 gallons; in 2017, 23,787 gallons until September 2017, and his consumption dropped considerably during the last three months of that year, after the rate increase, to an average monthly usage of 4,613 gallons. I further indicated that his average monthly usage had remained low through 2018, with the exception of the January 2018 and February 2018 high bills. Mr. Lopez did not agree with the information provided by UIF. I asked Mr. Lopez if he recalled the date and meter reading he found on the meter the two times he checked it. Mr. Lopez stated that he was not at home and did not have the information at hand. He stated that he would review it when he got home. I advised him to contact me with any information that would support his argument. I also informed him that Ms. Christian had indicated that the last time she spoke with him he agreed to mail a payment of \$179.49 along with his calculations for the additional credit he was requesting; however, to that date, UIF had not received either. Mr. Lopez acknowledged having agreed to the payment and sending his calculations, and apologized for not doing so; he explained that he had been occupied with some of his and his wife's medical issues. Mr. Lopez stated that he would mail it the next day, and would call me to review his calculations and notes.

On 06/27/18, Mr. Lopez apologized for not contacting me earlier. He explained he was just getting home from several medical appointments, and that he would contact me the next day to further discuss his complaint.

On 06/28/18, I received a call from Mr. Lopez. He stated that he spent most of the day reviewing and adjusting his calculations. He concluded that he owed UIF the amount of \$142.91. Mr. Lopez stated that he was going to mail a check for that amount to UIF along with his calculations. I stated that Ms. Christian reported that when she spoke with him on 06/05/18 he had agreed to mail a check for \$179.49 along with his calculations that lead him to believe that an additional credit of \$83.58 was due. Mr. Lopez acknowledged agreeing to that amount; however, he indicated that those amounts were the result of earlier calculations. Now that he completed his calculations, he found that he only owed \$142.91. Mr. Lopez requested I review his calculations and follow-up with him.

On 06/29/18, I was copied in Mr. Lopez's E-mail to UIF. Mr. Lopez's calculations included the billing for water and wastewater services from January 2018 to June 2018, plus taxes, and surcharges. In his notes, Mr. Lopez stated that his water usage with the new meter had averaged

4,300 gallons per month. He estimated his usage for the January 2018 and February 2018 bills at 6,000 gallons each. According to his calculations, the total account balance for the first six months of 2018 should be \$392.91. He indicated that the payment of \$250 that was automatically withdrawn from his bank account in January 2018 yielded a new account balance of \$142.91; therefore, he was attaching a check for that amount to his calculations.

On 07/02/18, I acknowledged receipt of the spreadsheet, and informed Mr. Lopez I was waiting for UIF to review it and provide a response to his proposal. Mr. Lopez verified he did not have any leak problem during the January 2018 and February 2018 period or any other period. He stated that 10 years ago he replaced the plumbing of the house, and installed water saving toilets and shower heads. He indicated that he had a sprinkler system he barely used because it rained very often, and during the period in question it was not necessary. I indicated that his consumption showed a significant drop in the October 2017 bill, which was also the time when the rate increased. I further indicated that from October 2017 to present his consumption had been consistently lower than previous years with the exception of the January 2018 and February 2018. I indicated to Mr. Lopez that I would forward this information to UIF for clarification. I also indicated that I would contact Ms. Christian to discuss his spreadsheet and proposal, and would follow-up with him. On 07/05/18, I contacted Elise Christian (UIF) and presented an alternative estimation of the January 2018 and February 2018 usage. She indicated that she would present the alternative with various billing options to her management for their consideration and would follow-up with me.

On 07/12/18, UIF staff offered to Mr. Lopez an additional credit for \$45.97. The additional credit would result from billing all of the usage, 64,480 gallons at the lowest tier of \$1.52 per 1,000 gallons which was the rate at the time of usage. UIF indicated that no additional adjustment would be granted. I contacted Mr. Lopez to discuss UIF's offer. Mr. Lopez did not agree to the additional adjustment, and expressed his belief that with the check of \$142.91 he had paid in full what he owed UIF for the past six months of water service. He indicated that he would take his case to court. I explained to Mr. Lopez the PRT process, and informed him that he would receive a letter from the PSC's Office of the General Counsel once the process was completed.

CURRENT ACCOUNT STATUS

On 10/19/18, I received a call from Mr. Lopez. He stated that he contacted UIF and was told his current bill was for \$78.34. However, when he went to the post office to get his mail he found the bill was of \$392.12, for 36,550 gallons for the billing period 08/30/18 to 10/02/18, which is an average of 1,107 gallons per day. I referred Mr. Lopez's concerns to UIF. The utility indicated that the meter reading obtained on 10/02/18 was incorrect and resulted in incorrect usage billed to Mr. Lopez on the 10/09/18 bill. His account was reviewed, and on 10/12/18 the meter was reread for accuracy. A subsequent reading obtained on 10/15/18 confirmed the correct meter reading. The account was corrected and on 10/16/18 a corrected bill was mailed to him for 6,690 gallons for service from 08/30/18 to 10/02/18 for \$78.34, the disputed amount of \$188.85, and an unpaid balance of \$1.10 for a total billed amount and account balance of \$268.29. On 10/23/18 UIF staff contacted Mr. Lopez and explained in detail the error to him. He said he had not picked up the corrected bill from the post office. UIF staff E-mailed a copy to him on that day.

CAO STAFF'S CONCLUSION & RECOMMENDATION

In regard to the high bills of December 2017 and January 2018, and based on the information currently available, Mr. Lopez was billed correctly. Mr. Lopez's consumption from January 2015 to September 2017 ranged between 20,339 gallons a month and 25,023 gallons a month, with the exception of 30,310 gallons in July 2015, 4,010 gallons in February 2016, and 7,060 gallons in November 2016. After the rate increase in September 2017, his consumption drastically decreased to an average of 4,613 gallons per month. As of November 2018, Mr. Lopez's consumption has remained lower than in previous years. Neither UIF nor the PSC can explain how the water was used. UIF's records show that all the bills were issued based on actual readings. Unfortunately, the meter stopped registering on 02/01/18, same day that the last regular meter reading was obtained, and no meter test could be performed. However, the meter readings UIF was able to obtain show that the meter worked until 02/01/18. UIF provided an account adjustment of \$79.76, and was willing to offer a second adjustment of \$45.97, which Mr. Lopez declined.

In regard to the 10/09/18 corrected bill, UIF obtained an incorrect meter reading on 10/02/18, and issued a corrected bill on 10/16/18. The current meter reading reflected on the corrected bill was estimated. However, the bill did not show the word "Estimated". Therefore, it appears that UIF has violated Commission rule 25-30.335(2)(a) Customer Billing, which states: "If the utility estimates a bill, the bill statement shall prominently show the word "Estimated" on the face of the bill."

Copy of investigation report added to file. Summary of the report E-mailed to RHicks. MValdez

December 20, 2018: I received a call from Mr. Lopez. Mr. Lopez stated that his bills are usually issued approximately the 8th or 9th of the month, and mailed to his P. O. Box address, which avoids the problem of the bill getting lost. His November bill was issued on 11/08/18. However, he has not received the December bill although he has been checking his P.O. Box since 12/10/18. He attempted to contact Ms. Christian and found she is out of the office until January 2019. He contacted UIF's Customer Service and was told that the December 2018 bill was generated on 12/10/18. There was no explanation for not being delivered. He was also told that the current balance is \$253.40. Mr. Lopez stated that he will subtract the amount he agreed upon with Mr. Christian to subtract every month, and tomorrow he will send a check in the amount of \$63.45 as payment of the December 2018 bill. Mr. Lopez still would like to have a paper copy of bill for his records. MValdez

January 2, 2019: Report received from UIF:

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Wednesday, January 02, 2019 8:50 AM

To: Margarita Valdez

Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Dear Ms. Valdez,

Attached is a copy of the correspondence and a copy of the December 10, 2018 bill that was sent

to Mr. Lopez. Please let me know if additional information is required.

Elise S. Christian | Billing
Commission Relations Liaison

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Wednesday, January 02, 2019 8:39 AM
To: spectrumgarbage@gmail.com
Cc: PSCREPLY
Subject: CATS NO: 1270964W EUGENE LOPEZ

Good Morning Mr. Lopez and Happy New Year!

I received notification from FPSC and our Customer Service Department that you did not receive your December 10, 2018 bill in the mail and you requested a copy to be sent to you. Records show that the Customer Service Staff e-mailed a copy to you on December 20, 2018. I am following up with another copy to you. It is possible that the Christmas mail could have presented an issue with the bill being delivered to you by the post office. I apologize that you did not receive it as scheduled.

Your account shows a payment received for \$63.45 on December 27, 2018. The disputed amount for \$188.85 and the unpaid amount from two earlier bills, July 15, 2018 for \$1.00 and August 14, 2018 for \$.10 shows the account balance as \$189.95.

The FPSC is included in this e-mail. Please do not hesitate to contact our office if additional assistance is requested.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Copies of E-mails and bill attached added to file. MValdez

January 15, 2019: CORRESPONDENCE FROM AND TO UIF:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, January 15, 2019 5:05 PM
To: Margarita Valdez
Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Thank You and have a good evening.

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

From: Margarita Valdez <MValdez@PSC.STATE.FL.US>

Sent: Tuesday, January 15, 2019 4:59 PM
To: Elise Christian <eschristian@uiwater.com>
Subject: RE: CATS NO: 1270964W EUGENE LOPEZ
Thank you! Same to you!

The Process Review Team (PRT) consists of staff from different divisions who have different schedules and different workloads. While there is no set schedule for PRT meetings, we typically try to meet on a quarterly basis. Recently, we had change of staff, which has impacted our ability to meet. Mr. Lopez's case will be one of the complaints discussed at the next meeting, which we hope to have sometime in February.

Margarita

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, January 15, 2019 12:28 PM
To: Margarita Valdez
Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Thank you. Do you know how often they meet or do they have a set schedule like quarterly or annually etc. I hope your Holidays were great any your New Year is a happy one.

Elise

From: Margarita Valdez <MValdez@PSC.STATE.FL.US>
Sent: Tuesday, January 15, 2019 11:54 AM
To: Elise Christian <eschristian@uiwater.com>
Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Good morning,

Mr. Lopez's complaint still needs to go before the PRT. A PRT meeting has not been scheduled.

Margarita

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, January 15, 2019 7:53 AM
To: Margarita Valdez
Subject: FW: CATS NO: 1270964W EUGENE LOPEZ

Good Morning Ms. Valdez,

Do you have an update on the status concerning Mr. Lopez's dispute?

Thank you,

Elise S. Christian | Billing

Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Copy of E-mails added to file. MValdez

March 6, 2019: Contacted Elise Christian, with UIF, for an update on the account. Current balance: \$189.95 (\$188.85 amount in dispute, and \$1.10 unpaid balance from a previous bill). All late fees have been removed. Next bill will be issued on 03/07/19. MValdez

March 6, 2019: PROCESS REVIEW TEAM MEETING - The Process Review Team met this date to review CAO staff's investigation, analysis and recommendation concerning this complaint. A letter will be mailed with a conclusive decision regarding the complaint. MValdez

March 21, 2019: The following Disposition Letter from Attorney Kristen Simmons was mailed to Mr. Lopez on 03/20/19:

March 20, 2019

Certified and Regular Mail

Mr. Eugene Lopez
P.O. Box 917201
Longwood, FL 32791-7201

RE: Florida Public Service Commission Complaint Number 1270964W

Dear Mr. Lopez:

This letter is in response to your complaint filed with the Florida Public Service Commission (PSC or Commission).

According to the complaint, your average bill for the past ten years from Utilities, Inc. of Florida (UIF) had been \$75, with the highest bill in any single month being \$92. You explained your January 2018 bill was for \$303.79 and your February bill would be for \$115. You indicated that UIF acknowledged that your water meter had not been registering usage for an undetermined period of time because it was stuck in place. Based on your water usage calculations, you believe that your payment of \$142.91 covers your remaining water usage from January 2018 to June 2018. Therefore, you requested that the disputed amount of \$188.85 be waived.

Because you did not accept the Commission's actions to informally resolve your complaint, it was reviewed by the PSC's Process Review Team (PRT) in accordance with Commission Rule 25-22.032, Florida Administrative Code (F.A.C.). Based on the PRT's review, it does not appear that UIF violated applicable statutes, rules, company tariffs, or Commission orders. Your complaint has been thoroughly reviewed, and the informal complaint process is concluded.

If you disagree with your complaint conclusion, you may file a petition for initiation of formal proceedings for relief against UIF. The request for formal proceedings must follow the complaint requirements in Rule 25-22.036, F.A.C. - Initiation of Formal Proceedings (enclosed for your review). The Rule can be found online at www.flrules.org.

You may file your petition by mail (address below) or electronically via the Commission's web portal. Access the Electronic Filing Requirements and e-filing instructions at <http://www.floridapsc.com/ClerkOffice/EFilingRequirements>, and the Electronic Filing Web Portal at <https://secure.floridapsc.com/ClerkOffice/EfilingPublic>. The PSC cannot accept this request via fax.

Mailing address:

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

UIF can respond to your formal complaint. After considering your complaint and UIF's response, the Commission will rule on your petition. In its consideration, the Commission will consider whether your complaint meets the rule requirements and whether the Commission is able to grant your requested relief.

If your formal complaint application does not meet the requirements specified in Rule 25-22.036, F.A.C., or if the Commission is unable to grant the relief you are seeking, your formal petition may be dismissed. If you have questions about a formal petition or formal proceedings, I can be reached at (850) 413-6199 or ksimmons@psc.state.fl.us.

Sincerely,

Kristen B. Simmons
Senior Attorney
cc: UIF

As the result of my review of this case file, it appears that the company has violated FPSC Rule 25-30.335(2)(a) Customer Billing, which states: "If the utility estimates a bill, the bill statement shall prominently show the word "Estimated" on the face of the bill." - Violation # WB-16.

Please note, the above rule violation occurred with the 12/10/18 bill, after the complaint was filed on 02/16/18. This was not related to the original issues cited by Mr. Lopez. No rules were violated that would either affect the outcome of the case or change the relief that can be granted. MValdez

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March 28, 2019: CORRESPONDENCE FROM UIF:
From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Thursday, March 28, 2019 8:41 AM
To: Margarita Valdez
Subject: RE: CATS NO: 1270964W EUGENE LOPEZ

Good Morning Ms. Valdez,
On March 26, 2019, I received a copy of the PSC Company Activity Report that indicated Mr. Lopez's complaint was closed March 21, 2019. The information provided in the update below by Attorney Kristen Simmons is not clear. Will you please provide the PSC status for Mr. Valdez's complaint.

Thank you,
Elise S. Christian | Billing
Commission Relations Liaison

I attempted to contact Ms. Christian; she was not available. I left a message on her voice mail explaining that the case was closed because the informal complaint process was concluded; that Atty. Simmons' letter informed the customer that if he did not agree with the outcome of the review he has the option of filing a formal complaint. The letter provides the customer with the necessary information to file. I further explained that after a complaint is closed the account is no longer protected for the amount in dispute and the utility can proceed to collect the unpaid balance after proper notice. MValdez

March 28, 2019: I contacted Ms. Christian to verify if my message answered her question and see if she had any additional question. Ms. Christian acknowledged receipt of the voice mail message. I clarified that the 03/21/19 entry was made by me, not Atty. Simmons. Ms. Christian understood. She indicated that she will remove the protection from disconnection, and in a few days the system will generate a final notice for the unpaid balance of \$183.50. Ms. Christian stated that it appears Mr. Lopez's last payment was a few dollars more than the current charges. Ms. Christian stated that she did not receive copy of the disposition letter. I E-mailed a copy to Ms. Christian. MValdez

June 17, 2019: I contacted Ms. Christian for an update on Mr. Lopez's account, and to request bill copies from June 2018 to present. Ms. Christian followed-up with a summary of the information she provided on our telephone conversation and bill copies attached. Note not included in the summary: Ms. Christian clarified that the reason Mr. Lopez paid the balance in full was to avoid late fees and/or being disconnected. However, he still believes he should not have to pay the amount in dispute. He is still expecting to be refunded if the PSC finds UIF at fault.

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Monday, June 17, 2019 4:18 PM

To: Margarita Valdez

Subject: RE: 1270964W- Eugene Lopez - Disposicion Letter

Ms. Valdez,

Attached are copies of Mr. Lopez's bills from June 2018 to current bill dated June 6, 2019 (12 months). After receiving the disposition notification from FPSC on March 28, 2019, on April 8, 2019 Mr. Lopez was contacted by UIF and was informed that he should continue to pay his current bills as long as he has filed with FPSC for his complaint to be escalated and the utility receives notification no later than April 30, 2019 from the FPSC that he had filed. He was notified that the utility will not continue to protect his account for payment if it has not received notification by that date and he will need to pay the account in full with May's bill or be subject to severance for the unpaid balance. He was informed that the late fees will not continue to be waived after the April bill if he has not paid his account in full and the utility has not received an update from FPSC. During Mr. Lopez's bill dispute, there were 15 late fees waived. He was informed that if UIF received notification from FPSC at a later date and it was found to have been in violation and over charged him for water, the disputed amount would be refunded. On April 29, 2019, Mr. Lopez paid his account in full that included the disputed amount and his April 9, 2019 bill.

Please contact me if additional information is requested

Elise S. Christian | Billing

Commission Relations Liaison

The attachment could not be opened. I left a message on Ms. Christian's voice mail requesting her to re-send the bills. She re-sent the bill copies and I was able to open each one of them. Copies of both E-mails and attachments added to file. MValdez

Case#: 1271003W; Name: LEONARDO BOGNANNI; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: LEONARDO BOGNANNI Svc. Address: 1305 WILLOW SPRINGS CT Seminole County, (407)-437-6490 Longwood, FL 32750- Caller: LEONARDO BOGNANNI Mailling Addr: 1305 WILLOW SPRINGS CT LONGWOOD, FL 32750- Can Be Reached: Account #: 1708868590 E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1271003W Response Needed From Company? Y Date Due: 03/09/2018 <hr/> Reply Received: 03/12/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1271003W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DVIZCARR Date: 02/16/2018 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 03/23/2018 Close Type: GI-30 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:

Customer states that Utilities, Inc sent him a letter stating that he needed to install a backflow preventor due to his sprinkler system. Customer states that the sprinklers are fed by well water. Customer states that he contacted Utilities, Inc and explained to them that he has a well that feeds his irrigation and sprinkler system. He states that the employee sounded surprised about the well but then stated that he was still required to install a backflow preventor to prevent cross contamination. Customer does not believe that this is accurate information.

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 days 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
 - e) confirmation 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 taken by Diana Vizcarrondo

03/12/2018 - Company response received via Email. DScott.

3/13/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Mr. Bognanni is a customer at 1305 Willow Springs Ct., Longwood, FL.
- *All public water service providers (Utilities, Inc. of Florida) must comply with Florida Administrative Code, Chapter 62-555.360(2,) which requires that suitable backflow devices be installed on customers' home water systems, that the provider must periodically send letters to those customers reminding them that they must have their backflow device tested/certified and those results promptly provided to the utility by the certified tester.
- *2016 marked the first year that Department of Environmental Protection (DEP) required the provider to submit an Annual Cross Connection report for those systems serving more than 10,000 customers.
- *Initially DEP required water systems to apply the program requirements to commercial connections followed by residential connections.
- *In 2017, the utility sent out surveys to all customers of record in the Sanlando water system.
- *For those customers that responded, the information was added to the company's database from which was generated either a reminder notice to complete the annual test or a directive to install a backflow device.
- *If no response is received, a second notice is sent.
- *If no response is received to the second notice, the company is required to conduct a site survey (physical inspection) of the premises, which then triggers the issuance of a notice to install the applicable backflow device within 30 days.
- *Most of the surveys began going out in early 2017.
- *Approximately 60 days later customers received a follow up notice if the utility did not receive a response.
- *The customers who recently received a notice reflected those site assessments that were performed because the company never received the original 2017 survey response from these

customers.

*After receiving no response to either request, a site assessment becomes necessary.

*For customers that do not have the devices installed, the company provided the reminder letter that they must be installed and certified.

*In both cases, per the code, both the installation and certification of the devices must be done at the customer's expense.

*Information is provided in a more in-depth discussion of 'backflow prevention' and 'cross connection' can be found on the utility's website which has been updated for clarity <https://www.uiwater.com/florida/cross-connection/introduction> .

*On 2/20/18, Mr. Bognanni was contacted by the utility to address his concerns and was provided additional information about the Cross Connection requirements.

*Mr. Bognanni was informed under the company's approved Cross Connection Control Program which is set by at least the Minimum Requirements of the F.A.C. 62-555.360, All internally Connected Irrigation systems at residential Properties MUST have either a PVB (Pressure Vacuum Breaker) or an RPZ (Reduced Pressure Zone) at the point where the irrigation is connected to the potable line to the customer's house.

*If the Customer uses a well or pumps from a lake/Pond then an RPZ must be installed on the customer's line down Stream of the water meter.

*He was provided resource material for the types of Back Flow Devices and a list of Certified Back Flow Assembly Testers.

Shonna McCray

3/23/18: This inquiry closed. Shonna McCray

Case#: 1271101W; Name: ARVIND PATEL; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ARVIND PATEL Svc. Address: 3931 OAKINGTON PL Seminole County, Longwood, FL 32779- Caller: ARVIND PATEL Mailling Addr: 3931 OAKINGTON PL LONGWOOD, FL 32779- Can Be Reached: Account #: 2168751057 E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1271101W Response Needed From Company? Y Date Due: 03/12/2018 <hr/> Reply Received: 03/12/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1271101W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 02/19/2018 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 03/26/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: Arvind Patel [mailto:arvindpatel050309@yahoo.com]
Sent: Monday, February 19, 2018 1:17 PM
To: Consumer Contact
Subject: Utilities home service water bill acct no. 2168751057

Please help me reduce my water bill as it almost doubled up.
My name and address: Arvind Patel
3931 Oakington Place, Longwood, FL 32779
Thank you for your help.
Arvind Patel

Sent from my iPad "

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
 - 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 taken by Diane Hood

03/12/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:PSCREPLY

Sent:Tuesday, March 13, 2018 10:17 AM

To:Rey Castillo

Subject:FW: FL. PSC CATS NO: 1271101W ARVIND PATEL

Attachments:FPSC REQUEST NO. 127110W

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Monday, March 12, 2018 2:30 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1271101W ARVIND PATEL

Dear Mr. Castillo:

This correspondence is in reference to Mr. Arvind Patel's complaint concerning the rates billed to him by Utilities, Inc. of Florida – Sanlando (UIF) for water and wastewater service provided to his residence. Mr. Patel is a customer at 3931 Oakington Place, Longwood, FL.

Mr. Patel requested the Florida Public Service (FPSC) to help him to reduce his water bill because

it almost doubled. Mr. Patel's usage history has remained consistent and has not increased. On September 5, 2017, the FPSC authorized UIF to increase the water rates in Mr. Patel's service area. As a result, Mr. Patel's bills increased. He is charged the correct approved regulated rates for water and wastewater service at his residence. On March 12, 2018, e-mail correspondence was sent to him that informed him about the rate increase and a copy of his usage history was provided to him for his review. Your office was included in the correspondence and a copy of the correspondence is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

03/26/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1271287W; Name: JAMES SMITHSON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JAMES SMITHSON Svc. Address: 248 SPRING RUN CIR. Seminole County, (205)-919-6113 Longwood, FL 32779- Caller: JAMES SMITHSON Mailling Addr: 248 SPRING RUN CIR. LONGWOOD, FL 32779- Can Be Reached: Account #: 3933510000 E-Track #: 126057	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1271287W Response Needed From Company? Y Date Due: 03/14/2018 <hr/> Reply Received: 03/14/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1271287W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 02/21/2018 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 03/28/2018 Close Type: GI-30 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, February 21, 2018 9:27 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 126057

CUSTOMER INFORMATION

Name: James Smithson
Telephone: (205) 919-6113
Email: otter117@yahoo.de
Address: 248 Spring Run Cir Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: James Smithson
Account Number: 3933510000
Address: 248 Spring Run Cir Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Service Outage against Utilities, Inc. of Florida

Details:

On 2/20/18 there was a water main break in my neighborhood. My water service was interrupted and when it returned the water was cloudy.

We were never notified about needing to boil water after the service was restored.

At 9:00am on 2/21/18 I called Utilities Inc at 866-842-8432 to inquire. Spoke to rep who put me on hold for 9 minutes then dropped the call. "

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
 - 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 taken by Diane Hood

3/14/18: Response received via email. Shonna McCray

03/15/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: James Smithson [mailto:otter117@yahoo.de]

Sent: Wednesday, March 14, 2018 7:40 PM

To: OTTER117@YAHOO.DE; Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1271287W - QUALITY OF SERVICE

I had NO pressure at all.

You must be claiming that the integrity of the water system has been maintained as specified in III.D

If so, I do not understand why some of my neighbors did receive a boil notice.

And the boil notice my neighbors did receive did not specify the length of time the boil notice was in effect.

B. Zero or Negative Pressure. A precautionary boil water notice shall be issued in cases where pressure in any part of the water distribution system has been reduced to zero, or a negative pressure, unless the zero pressure is due to an isolated water main break and the public water system can demonstrate that the integrity of the water system has been maintained as specified in III.D below. Special attention must be given where there are multi-story buildings, or critical use facilities such as: schools, child day care establishments, assisted living facilities, nursing homes, dialysis centers, hospitals or other health care centers, or food establishments.

On Wednesday, March 14, 2018, 4:01:19 PM EDT, Elise Christian <ESChristian@uiwater.com> wrote:

Dear Mr. Smithson:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning a utility water main break in your neighborhood around February 20, 2018. In your complaint you stated that your service was interrupted and when it returned the water was cloudy and you were never notified about needing to boil your water after it was restored. You also stated that on February 21, 2018 around 9:00 a.m. you called the Utilities, Inc. to inquire about your concern. You said after being put on hold for approximately 9 minutes, the call dropped.

The utility's water line repair on February 20, 2018 did not affect all of the water service/customers in the area. There was low pressure in the line but it did not drop below the FDEP pressure requirement. There was not a Precautionary Boil Water Advisory that would have included your address. The water was safe to drink and it was not necessary to boil it. We apologize that your call was not handled in a more efficient manner.

Please do not hesitate to contact our Customer Service if additional assistance is required. The FPSC is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, March 14, 2018 4:13 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1271287W JAMES SMITHSON
Attachments: FPSC REQUEST NO. 1271287W - QUALITY OF SERVICE

Dear Mr. Castillo:

This correspondence is in response to Mr. James Smithson concerning a Utilities, Inc. water line repair in his neighborhood around February 20, 2018. Mr. Smithson said his service was interrupted and when it returned it was cloudy and he did not receive notification to boil his water. Mr. Smithson is a customer at 248 Spring Run Cir., Longwood, FL.

The water line repair that Mr. Smithson referenced did not require a Precautionary Boil Water Advisory to be issued to him, the water was safe to drink. The water pressure in the line did not drop below the FDEP pressure level. On March 14, 2018, written correspondence was sent to Mr. Smithson that addressed his concerns. Your office was included in the correspondence, a copy is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

03/28/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 30. R.Castillo

Case#: 1271615W; Name: DOUGLAS RESCHO; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DOUGLAS RESCHO Svc. Address: 1550 N RIDGE LAKE CIRCLE Seminole County, ()- - Longwood, FL 32750- Caller: DOUGLAS RESCHO Mailling Addr: 1550 N RIDGE LAKE CIRCLE LONGWOOD, FL 32750- Can Be Reached: ()- - Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1271615W Response Needed From Company? Y Date Due: 03/16/2018 <hr/> Reply Received: 03/16/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1271615W	Assigned to: ELLEN PLENDL Entered by: EPLENDL Date: 02/23/2018 Via: MAIL Prelim Type: IMPROPER DISCONNECTS PO Officer: GARY CLARK Disputed Amt: 0.00 <hr/> Closed by: ELLEN PLENDL Date Closed: 04/11/2018 Close Type: GI-28 Apparent Rule Violation: N

See attached correspondence in which the customer reports that UIF sent the customer a letter advising his water service will be disconnected.

- 1) Please provide a copy of the letter the company sent to the customer.
- 2) Please indicate the reason the company plans to interrupt service and which tariff/FAC rule the company believes it is adhering to.
- 3) Please indicate specific actions required by the customer to avoid a service interruption.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Douglas E. Rescho at (407)-831-0571 (home).

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
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:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS

2540 Shumard Oak Boulevard

Tallahassee, FL 32399

Case taken by Ellen Plendl

02/26/2018 Sent acknowledgement letter as follows:

February 26, 2018

Mr. Douglas E. Rescho

1550 North Ridge Lake Circle

Longwood, FL 32750

RE: FPSC Inquiry 1271615W

Dear Mr. Rescho:

This is in response to the correspondence you sent to Commissioner Gary F. Clark, Florida Public Service Commission (FPSC), regarding Utilities, Inc. of Florida. Given the nature of your concerns, Commissioner Clark feels it would be appropriate for specialized staff of the FPSC's Office of Consumer Assistance and Outreach to assist you.

We have filed an inquiry with the company, and upon completion of the investigation, we will contact you.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

03/16/2018 - Company response received via Email. DScott.

03/16/2018 Reviewed report. UIF advised that on March 14, 2017, June 12, 2017, and February 13, 2018, the company sent the customer survey letters requiring him to install a backflow prevention device to avoid a cross connection in the water system in compliance with the Florida Department of Environmental Protection's (FDEP) Cross Connection Control and Backflow Prevention Program (see: <https://floridadep.gov/water/source-drinking-water/content/cross-connection-control-and-backflow-prevention-program#Q1>). UIF confirmed that on March 6, 2018, the company received the certification for the backflow prevention device. UIF records show the customer's residence is in compliance with FDEP's Cross Connection Control and Backflow Prevention Program. A company representative contacted the customer regarding his concerns on March 12, 2018 and thanked him for his feedback.

The customer may contact Ms. Elise Christian, UIF Commission Relations Liaison, toll-free at 1-866-842-8432, extension 1356, to discuss further service concerns. eplendl

03/16/2019 A letter was sent to the customer. eplendl

March 19, 2018

Mr. Douglas E. Rescho
1550 North Ridge Lake Circle
Longwood, FL 32750

RE: FPSC Inquiry 1271615W

Dear Mr. Rescho:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida (UIF). You expressed concern with the manner in which UIF required you to install a backflow prevention device.

We have learned from UIF that on March 14, 2017, June 12, 2017, and February 13, 2018, the company sent you survey letters requiring you to install a backflow prevention device to avoid a cross connection in the water system in compliance with the Florida Department of Environmental Protection's (FDEP) Cross Connection Control and Backflow Prevention Program (see: <https://floridadep.gov/water/source-drinking-water/content/cross-connection-control-and-backflow-prevention-program#Q1>). UIF confirmed that on March 6, 2018, the company received your certification for the backflow prevention device. UIF records show your residence is in compliance with FDEP's Cross Connection Control and Backflow Prevention Program. You may contact Ms. Elise Christian, UIF Commission Relations Liaison, toll-free at 1-866-842-8432, extension 1356, to discuss further service concerns.

Complaints are a valuable source of information, and we will keep your complaint on file. We closely monitor complaints to track any trends indicating where further Commission action might be needed.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

04/11/2018 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1271802W; Name: BRADY ADAMS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: LINDSEY ADAMS Svc. Address: 511 LAKE SHORE DR Orange County, (321)-287-6851 Maitland, FL 32751- Caller: BRADY ADAMS Mailling Addr: 511 LAKE SHORE DR MAITLAND, FL 32751- Can Be Reached: Account #: 0242290919 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1271802W Response Needed From Company? Y Date Due: 03/19/2018 <hr/> Reply Received: 03/19/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1271802W	Assigned to: REY CASTILLO Entered by: CD Date: 02/26/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 278.45 <hr/> Closed by: REY CASTILLO Date Closed: 07/02/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 278.45

What is the date of the bill? 10/30/2017

Why do you believe you have been billed improperly? Water leak not on property

Other Comments: Customer states that he has received a bill for \$278.82 which he paid monthly bill of approx. \$40.67. Customer states that in October 2017 there was a leak on the company's side of the meter and it took them two days to repair. Customer states that company workers agreed that the leak was on the company's's side of the meter. Customer states that he received a bill for 278.45 and he does not feel he should pay. the bill total is now \$278.45 due to late charges.

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 days 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
- e) confirmation 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 taken by Kenny Davis

03/07/2018 - Customer called and transferred to Rey.-Kenny Davis

3/8/18 Customer called back. Transferred to Rey. DVizcarrondo

03/08/18 Mr. Adams called back regarding their concerns. Mr. Adams discussed with me details of his complaint. Mr. Adams indicated that there was a leak on the company side of the meter in from of his home. Mr. Adams indicated that UIF Staff admitted to him that the leak was on their side of the meter. Mr. Adams wanted to send me additional information from an email he had sent UIF, provided him with contact@psc.state.fl.us . I informed him that the response from company is due on March 19th. R.Castillo

03/08/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. Attachments printed and added to the file. DHood

"From: Adams, Brady [<mailto:Brady.Adams@mpshq.com>]

Sent: Thursday, March 08, 2018 10:59 AM

To: Consumer Contact

Subject: Claim # 1271802W

Ray,

Please see attached the exact email sent to Utilities Inc. regarding our situation. Everything within this email is facts. I apologize for a couple misspelled words. I wrote the email very upset and quickly at that time.

Please review it closely, especially the PDF I created which shows everything in very good detail.

I appreciate your time in reviewing this for me and my family.

Brady Adams
Project Engineer III
Mitsubishi Hitachi Power Systems America, Inc.
400 Colonial Center Parkway, Suite 400
Lake Mary, FL 32746
Tel: 407-463-9595
Brady.Adams@MHPowerSystems.com"

03/19/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, March 19, 2018 4:49 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1271802W LINDSEY ADAMS
Attachments: 511 Lake Shore Old Meter History.xlsx; 511 Lake Shore Dr. New Meter History.xlsx

Dear Mr. Castillo:

This correspondence is in reference to Mr. Lindsey Adams' complaint concerning the amount of his bill dated October 27, 2018 for \$278.45 and for usage 66,500 gallons for water service between September 22, 2017 – October 23, 2017. Mr. Adams is a customer at 511 Lake Shore Dr., Maitland, FL.

October 10, 2017 - Ms. Adams said she contacted the utility on Sunday, October 8, 2017 after hours service about a leak. It was at night when the technician came out and said it was too large to repair and would come back the next day to make the repair. As of Tuesday October 10th, the leak remained.

October 10, 2017 – The leak was repaired by the utility. It was on the utility's side of the meter and the water from the leak did not register through the customer's meter.

October 23, 2017 – The meter was read for the October 27th bill. The meter read was 393910 and the usage since September 22, 2017 was 66,500 gallons.

October 30, 2017 – The meter was reread for accuracy before issuing the bill, the meter read was 394770 and 860 gallons had registered through the meter since October 23rd. There was not any

visible leak noticed.

November 6, 2017 – Customer called to request an adjustment to bill because of high usage.

November 16, 2017 – Customer called to state that she had not received a call back from the utility.

December 5, 2017 – Customer called about follow-up, waiting for a call concerning the requested adjustment and requested to speak with a manager.

December 5, 2017 – Customer upset that no one had returned her call. Said leak had been repaired on her property October 10, 2017.

December 12, 2017 – CSR attempted to reach customer several times, each time the call would not go through.

December 27, 2017 – Customer called said she feels that even though the repair was on company's side of the meter, she feels that their usage was impacted.

January 23, 2018 – Customer was informed that there is not an adjustment due – the leak was on company's side of meter and was repaired by the company.

January 23, 2018 - Customer explained that her high bill was a direct result from the leak and she wanted an adjustment to it since her usage is back to normal.

January 25, 2018 – Customer said he believes that the utility flushed the line through his meter and that his wife observed it. He requested time and date of repair.

February 26, 2018 – Customer filed FPSC complaint for disputed bill.

The request for an adjustment because of the company leak in its line has been investigated and the request has been denied. The company's position is that the leak repair was not on the customer's side of the meter and did not cause usage to flow through the customer's meter. The customer's disputed bill has been deferred for payment until the complaint is resolved.

On March 19, 2018, I spoke with Ms. Adams by telephone and informed her about the company's findings and that the request for an adjustment to the bill was denied. She was informed that the information was being provided to FPSC today. She asked if Mr. Adams could contact me if he had additional questions, she was told that he could. She thanked me for contacting her and explaining the investigation and the findings by the utility. She was informed that the disputed charges will remain protected and that her service will not be interrupted for that amount while it remains in dispute.

A copy of the usage from Mr. Adams old meter number 16556021 and the current meter number 15156843 are included with this response. Please contact me if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

3/23/2018- Customer called back. Transferred to RCastillo voicemail. DChung.

4/24/2018- Customer called back. Transferred to RCastillo. DChung.

04/24/18 Mr. Adams called back regarding his complaint. Mr. Adams believes that he was over billed because the company had a leak on the utility's side of the line. I explained to Mr. Adams that he cannot be billed for a water leak that occurred on the utility's side of the lines and in order to be billed for water the water has to flow through your meter to be billed for it. Mr. Adams stated that he understands this but does not believe there was a leak on his side of the line to justify such a high bill. I asked Mr. Adams if he hired a professional plumber to inspect his lines to see if it could have been caused by a leak? Mr. Adam stated that he did not have to because the next following month the bill went back to normal levels. Mr. Adams stated that he knows that the utility had leak on their side of the line because he witnessed the utility sending crews out there in from of his home to complete the repair . Mr. Adams stated that their leak occurred in the same month as the spike in their bill. Mr. Adams stated that he does not need to test the meter because he believes that company is using a false meter reading to add the water that leaked on their side to their account. I explain to Mr. Adams that we cannot tell you how the water was used and the utility does not have to prove how that water was used either. Only that the meter is working and that it is registering the consumption accurately. R.Castillo

04/25/18 REQUEST FOR SUPPLEMENTAL RESPONSE

Mr. Adams contacted the PSC regarding their concerns. Mr. Adams is still disputing the usage from from the meter reading that took place on October 23, 2017 (66,500 gallons). Would you please consider giving the customer a leak adjustment because it appears to be an obvious anomaly when compared to their historical average usage. Please respond to the PSC by May 4, 2018. R.Castillo

05/03/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, May 03, 2018 1:10 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1271802W LINDSEY ADAMS

Dear Mr. Castillo:

This correspondence is in reference to FPSC inquiry asking if Utilities, Inc. of Florida would provide a leak adjustment to Mr. Adam's account for water usage billed to him on October 27, 2017. Mr. Adam's request was escalated and has been denied. The utility's position remains that no adjustment is warranted in this case. Water lost due to a leak in the utility's service line had no impact on the water meter's register. The reason why the customer experienced a significant uptick in usage is beyond the utility's knowledge. Since Mr. Adam's usage pattern over the last few months has gone up and down significantly, it's possible that there was an intermittent problem, perhaps related to his irrigation system or controller.

A deferred payment arrangement is made available to Mr. Adam if required. His account balance as of today, May 3, 2018 is \$348.06. The current portion of the bill is \$86.34 for bill dated April 24, 2018 and service up to April 14, 2018. The account has been extended for the disputed bill, \$278.45 until May 15, 2018. We request Mr. Adam to contact customer service at 1-866-842-8432 to arrange for the deferred payment plan if he desires it.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

07/02/18 I sent a letter to Mr. Brady Adams via the U.S. mail. A copy of the letter is included in the complaint file.

PSC Letterhead

July 2, 2018

Mr. Brady Adams
511 Lake Shore Drive
Maitland, Florida 32751

Re: PSC Inquiry #1271802W

Dear Mr. Adams:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida (UIF). You expressed concerns regarding improper billing.

In an effort to assist you, we requested a detailed report from UIF regarding your concerns. We have learned from UIF that your account was on automatic draft which means you gave authorization in writing for UIF to deduct payment from your bank account each month to pay your water bill when it is due. UIF indicated that the bill was due on September 21, 2017, the draft was sent to your bank for payment on that date. You contacted UIF on October 17, 2017 to inform the UIF staff that you disputed the bill. At that particular time the payment already posted and your account was credited with the payment. UIF indicated that your account remained on Auto Draft because you never requested to have it stopped.

We also learned from UIF that you disputed the usage billed to you for 7,970 gallons, between July 24, 2017 and August 24, 2017. UIF indicates that a new meter was installed at your premise on June 15, 2017. UIF indicated that the meter reading taken on September 26, 2017 was higher than the reading taken on August 24th and the usage was 1,940 gallons. Another reading was taken on October 24, 2017 which indicated usage of 1,810 gallons since September 26, 2017. UIF confirmed that when the new meter was installed it started at "0" and was not changed or reset. UIF offered to conduct a meter test but you declined the offer. When I spoke to you on the telephone you stated there was no need to test the meter because your water bill went back to normal.

Neither the PSC nor UIF can tell you exactly how the water was used, only that it registered on an accurately working meter. In order to adjust the bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. It appears that your account has been billed appropriately.

Thank you for the opportunity to address your concerns, if you have questions or concerns, please call me. You may reach me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

////////// S //////////

Rey Castillo
Regulatory Specialist II

07/02/18 Having provided resolution to the customer, this inquiry will be closed as a GI - 25.
R.Castillo

Case#: 1272193W; Name: EDWARD KELLY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: EDWARD KELLY Svc. Address: 110 LITTLE WEKIVA CT Seminole County, (407)-788-9022 Longwood, FL 32779- Caller: EDWARD KELLY Mailling Addr: 110 LITTLE WEKIVA CT LONGWOOD, FL 32779- Can Be Reached: Account #: 6627400000 E-Track #: 126113	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1272193W Response Needed From Company? Y Date Due: 03/22/2018 <hr/> Reply Received: 03/22/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1272193W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 03/01/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 04/16/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, March 01, 2018 11:16 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 126113

CUSTOMER INFORMATION

Name: Edward Kelly
 Telephone: (407) 788-9022
 Email: monedkelly@aol.com
 Address: 110 LITTLE WEKIVA CT. LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Edward Kelly
 Account Number: 6627400000
 Address: 110 LITTLE WEKIVA CT. LONGWOOD FL 32779

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
 Details:

Billing for Water & Waste water has increased from \$33.69 average per month from the first 10 months of 2017 to \$63.54 average per month from Nov. 2017 through Feb. 2018. A 89% increase in rate. "

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
 - 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 taken by Diane Hood

03/22/2018 - Company response received via Email. DScott.

3/26/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Kelly is a customer at 110 Little Wekiva Ct., Longwood, FL.

*On 3/22/18, Mr. Kelly was contacted by telephone to address his complaint.

*Mr. Kelly was informed that Elise Christian was calling to assist with the inquiry about the rate increase for water and wastewater service.

*He asked Ms. Christian to tell him exactly why the rates went up 89% at his home.

*Ms. Christian attempted to explain to him the rate making process before PSC gives the utility authorization to increase its rates.

*Ms. Christian offered to explain to him and also to send him resource material about the Docket No. 160101-WS that provided the details about the Utilities' petition that was filed with PSC.

*He insisted that it was because the utility was just greedy.

*Mr. Kelley stated that he was contacting the PSC and became quite agitated about the rate increase.

*On 3/22/18, Ms. Christian mailed information that is found on Utilities Inc.'s web site about frequently asked questions about the rate increase.

*Ms. Christian is not sure if he will be receptive to the information because he is not pleased with the increase.

*A copy of the information is included with the response to the PSC and also notices that were sent to the customers about the petition that was filed with PSC that included locations and times for hearings the PSC would be holding for the customers.

Shonna McCray

4/16/18: This inquiry closed. Shonna McCray

Case#: 1272242W; Name: ISABELLA FULLER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: LARA FULLER Svc. Address: 524 NOTRE DAME DR. Seminole County, (407)-516-8473 Altamonte Springs, FL 32714- Caller: ISABELLA FULLER Mailling Addr: 524 NOTRE DAME DR. ALTAMONTE SPRINGS, FL 32714- Can Be Reached: Account #: 7595809547 E-Track #: 126120	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1272242W Response Needed From Company? Y Date Due: 03/23/2018 <hr/> Reply Received: 03/23/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1272242W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 03/02/2018 Via: E-FORM Prelim Type: OUTAGES PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 04/06/2018 Close Type: GI-15 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, March 02, 2018 7:37 AM
 To: Consumer Contact
 Subject: E-Form Service Outage TRACKING NUMBER: 126120

CUSTOMER INFORMATION

Name: Isabella Fuller
 Telephone: (407) 516-8473
 Email: lgfuller07@gmail.com
 Address: 524 Notre Dame Dr Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Lara Fuller
 Account Number: 7595809547
 Address: 524 Notre Dame Dr. Altamonte Springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Service Outage against Utilities, Inc. of Florida

Details:

On March 1st at around 6 pm. I lost all running water at my house. I called the Utilities Inc to report an emergency outage and it took over 45 minutes to reach them because every time I called the answering service would hang up rather than speak to me. I finally got through to the answering service and I was told there was a problem and they were working it. At around 9 pm. I received an automatic call informing me that I should boil water as a precaution for the next 48-72 hours. It is now March 2nd and I still do not have running water at my house and the little bit of water that does come out when you turn the faucet on is black and the pipes behind the wall sound like they are going to explode until you turn the water back off. I have no way to flush toilets, brush teeth, give my dogs water, or drink water and this is the third time in less than a year that I have had major issues like this with Utilities inc. This water company is constantly increasing it's rating because it has the monopoly in the area and it can despite their refusal to provide costumers with safe running water. "

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
 - 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 taken by Diane Hood

Also filed for water quality, see 1272243C.

03/02/2018 Corrected customer name from Isabella to Lara. Resend to the company. DHood

03/02/18 I attempted to contact Ms. Fuller at telephone number (407) 516 - 8473 and she was not available so I left a brief message with my personal contact information. R.Castillo

03/02/18 Sent email correspondence to customer. R.Castillo

From:Rey Castillo
Sent:Friday, March 02, 2018 1:40 PM
To:'lgfuller07@gmail.com'
Subject:FPSC Complaint against Water Utility

Re: FPSC Complaint #1272242W - Utilities Inc. of Florida

Ms. Isabella Fuller,
Thank you for contacting the Florida Public Service Commission.

I wanted to follow up with you regarding your concerns.

I understand that you had called our office and you wanted to submit additional information regarding your complaint.

Please feel free to contact me regarding your concerns either by telephone or electronic mail.

Respectfully,

Rey Castillo
Regulatory Specialist
Consumer Assistance and Outreach
Office Telephone #1.850.413.6119

Email correspondence entered by R.Castillo

03/23/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Friday, March 23, 2018 1:33 PM

To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1272242W ISABELLA FULLER
Attachments:1272242W.PDF; 1272242W.PDF

Dear Ms. McCray:

This correspondence is in reference to Ms. Laura Fuller's and Ms. Isabella Fuller's complaints both under Request No. 1272242W concerning a water outage at their residence on March 1, 2018 and they stated in the complaint that as of March 2nd the outage continued. The utilities' records indicate that Ms. Laura Fuller is the account holder for the service at 524 Notre Dame Dr., Altamonte Springs, FL.

Ms. Fuller stated in her complaint that she had difficulty reaching the afterhours service because her calls continued to be disconnected and when she did reach the service, she was told that there was a problem and it was being worked on. She said the small amount of water that was coming out of pipes was discolored/black.

On March 2, 2018, UI Staff contacted the customer in the morning, the water quality and pressure were checked at her residence. There was 65 psi at one faucet at her home and 50 psi flow pressure at another faucet outside. A residual test for Chlorine was performed and it was 1.4. UI Staff also made contact with other neighbors with service off of the split from the meters and they did not have a problem. The clarity of the water at the faucets was checked and there was not any discolored water, debris in the water or odor found. The customer stated that the problem was only located at her kitchen sink. Ms. Fuller admitted to having water in the remainder of the house ever since pressure was restored on March 1st. Ms. Fuller was frustrated by not receiving a call back during the break on March 1st when she called the answering service about low pressure. She acknowledged that she received the Voice Reach call about the Precautionary Boil Water Advisory.

The after hour service showed 40 calls received by the answering service beginning at 6:25pm. When there is a large outage it is not typical for the afterhours staff to call each caller back as the utility was aware of the problem and was working on a solution. Records indicate that the first low pressure call was recorded at 6:25pm, the utility interconnect to another water source was activated by approximately 8pm, the outage lasted for approximately 1.5 hours.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432

Fax: 407-869-6961

Email: eschristian@uiwater.com

Website: www.uiwater.com

Company response entered by R.Castillo

04/06/18 Having not received any further contact from the customer, this inquiry will be closed as
GI - 15. R.Castillo

Case#: 1272591W; Name: NABIL GERGES; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: NABIL GERGES Svc. Address: 1792 SUNWOOD BLVD Seminole County, (407)-929-1831 Longwood, FL 32779- Caller: NABIL GERGES Mailling Addr: 1792 SUNWOOD BLVD LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1272591W Response Needed From Company? Y Date Due: 03/27/2018 <hr/> Reply Received: 03/27/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1272591W	Assigned to: REY CASTILLO Entered by: DCHUNGMO Date: 03/06/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 04/10/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states his average bill is \$11. Customer states he received a bill for \$40.

What is the date of the bill?

March, 2018 Customer did not provided a day.

Why do you believe you have been billed improperly?

Customer states he contacted Utilities Inc regarding his bill, customer states his based charge changed from \$8 to \$27, according to the customer.

Other Comments:

- Customer states 4,000-5,000 gallons were used for the billing date.
- Please provide statement showing the amount of gallons used and the rate charged.

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 days 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
 - e) confirmation 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 taken by Daniel Chung.

03/27/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, March 27, 2018 4:34 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1272591W NABIL GERGES

Attachments: 9.30.17 NABIL GERGES BILL WITH PRORATED NEW RATE.pdf; 10.30.17 GERGES.pdf; 11.28.17 GERGES.pdf; 12.31.17 GERGES.pdf; 1.29.18 GERGES.pdf; 2.26.18 GERGES.pdf

Dear Mr. Castillo:

This correspondence is in reference to Mr. Nabil Gerges' complaint concerning his bills/charges under the increased rates that became effective September 5, 2017. Mr. Gerges is a customer at 1792 Sunwood Blvd., Longwood, FL.

Mr. Gerges stated that his bills average is around \$11.00 a month and he received a bill for \$40.00. He said he believed that he has been billed improperly because his base charge for water increased from \$11.00 a month to \$27.00 a month. Mr. Gerges stated that 4,000 gallons to 5,000 gallons were used for his March bill, his March bill has not been issued yet. His last bill was dated

February 26, 2018.

Mr. Gerges stated that the disputed bill was for March 2018. His bill for March has not been issued yet. His recent bill is dated February 26, 2018 and is for service from January 22, 2018-February 19, 2018 for 3,030 gallons usage, \$33.29. A copy of that bill and copies of bills since September's bill to current are included with this response.

Mr. Gerges' meter was reread for accuracy on March 7, 2018, the meter read was 118880 and the usage since February 19, 2018 was 2,210 gallons. It was read on March 21, 2018 for billing and the read was 132420 and the usage since March 7th was 13,540. It was reread again on March 27th for accuracy before issuing his March bill, the meter read was 133110 and the additional usage since March 21st was 690 gallons.

On March 27, 2018, an area supervisor visited Mr. Gerges' residence to reread his meter and to make sure that he was aware of his usage since March 7th. There was not anyone at the residence. A tag was left that informed him about the meter reading and the usage.

I contacted Mr. Gerges' by telephone to explain the new rates and to make sure that he was aware of the high usage that he will be charged for on his March bill. He was aware of the usage he said he had worked on his pool and added water to it. He remained unhappy about the rate increase.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

04/10/18 Having not received any further contact from the customer, this inquiry will be closed as GI - 25. R.Castillo

Case#: 1272959W; Name: RONALD RICKERDS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: RONALD RICKERDS Svc. Address: 112 MARCY BLVD Seminole County, (407)-408-9347 Longwood, FL 32750- Caller: RONALD RICKERDS Mailling Addr: 112 MARCY BLVD LONGWOOD, FL 32750- Can Be Reached: Account #: 1084310000 E-Track #: 126170	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1272959W Response Needed From Company? Y Date Due: 04/02/2018 <hr/> Reply Received: 03/29/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1272959W	PSC Information Assigned to: SHONNA MCCRAY Entered by: ACALHOUN Date: 03/12/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 04/16/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" -----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, March 11, 2018 11:31 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 126170

CUSTOMER INFORMATION

Name: Ronald Rickerds
 Telephone: (407) 408-9347
 Email: rrickerds32750@hotmail.com
 Address: 112 Marcy Blvd Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Ronald Rickerds
 Account Number: 1084310000
 Address: 112 Marcy Blvd Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I WANT THIS SERVICE STOPPED AND ALL CONNECTION FEES STOPPED TO INCLUDE ALL CONNECTION FEES. THE CONNECTION METER HAS BEEN COVERED WITH DIRT AND HAS BEEN TURNED OFF FOR MANY MONTHS AND NO WATER HAS BEEN USED FOR MANY MONTHS.

SANLANDO UTILITIES REPLACED THE METER WITH A NEW METER WHICH RUPTURED THE PLUMBING, JANUARY 2017,. SANLANDO UTILITIES SUPERVISOR KEVIN ? REFUSES TO ACCEPT ANY RESPONSIBILITY FOR THIS ISSUE WHICH HAPPENED, SIMULTANEOUSLY, WHEN THE OLD METER WAS REPLACED WITH A NEW METER, WHICH WAS CHARGED TO THIS ADDRESS IN AN EFFORT TO 'CORRECT' THE LOW METER READING, I ASSUME..

SANLANDO UTILITIES HAS CONTINUED TO BILL ME FOR A CONNECTION FEE, ALTHOUGH I AM NOT USING ANY OF ITS SERVICES AND I WANT ALL FEES STOPPED, HAVE THE METER REMOVED.. TO WHICH SUPERVISOR KEVIN ? THREATENED TO CALL THE SEMINOLE COUNTY HEALTH DEPT AND CODE ENFORCEMENT DEPT IN ORER TO MAKE ME PAY FOR A CONNECTION FEE WHICH I DO NOT USE OR WANT FROM A COMPANY I DO NOT WISH TO PROVIDE ITS SERVICE....

I HAVE ASKED THE COUNTY COMMISSIONERS HOW TO REMEDY THIS ISSUE, WHO TOLD ME TO FORWARD MY COMPLAINT THE PUBLIC SERVICE COMMISSION!"

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
 - 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 taken by Angela Calhoun

03/20/2018 Customer correspondence received via email, added to file, and forwarded to
SMcCray. DHood

"From: Ronald Rickerds [mailto:rrickerds32750@hotmail.com]

Sent: Tuesday, March 20, 2018 3:09 PM

To: Consumer Contact

Subject: Sanlando Utilities/Utilities Inc. of Florida Complaint

RONALD RICKERDS, COMPLAINANT
112 MARCY BLVD
LONGWOOD, FL. 32750

DATE: 03.20.2018

SANLANDO UTILITIES/UTILITIES INC. OF FLORIDA
ACCT #1084310000

PSC REFERENCE #1272959W

THIS EMAIL IS IN RESPONSE TO A PSC LETTER DATED 03.13.2018 WHICH WAS
RECEIVED ON MONDAY, 03.19.2018, FROM ANGELA CALHOUN, REGULATORY PROGRAM
ADMINISTRATOR, OFFICE OF CONSUMER ASSISTANCE....

THE COMPLAINT IS A DEMAND THAT SINCE THIS PROPERTY HAS NOT AND IS NOT
USING THE SANLANDO UTILITIES SERVICE FOR OVER A YEAR AND, AFTER REPEATED
DEMANDS, SANLANDO UTILITIES CONTINUES TO IGNOR THESE DEMANDS AND TO BILL
FOR NOT USING ITS SERVICE, AFTER REPEATED DEMANDS THAT ANY AND ALL
RELATIONSHIPS BETWEEN THIS PROPERTY AND SANLANDO UTILITIES BE
ENDED/STOPPED DURING THE PAST YEAR!

THE COMPLAINT IS A DEMAND THAT SANLANDO UTILITIES MUST REPAY RONALD L.
RICKERDS, ALL MONEY PAID, FOR OVER THE PAST YEAR FOR FALSE AND FRAUDULENT
STATEMENTS/FEEES RELATED TO THE NON-USE OF THIS SERVICE...

Sent from Mail for Windows 10"

03/29/2018 - Company response received via Email. DScott.

4/2/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Rickerds is a customer at 112 Marcy Blvd., Long, FL.

*On 2/27/18, Utilities Inc. discontinued the water service at his residence.

*On 3/29/18, the water meter was removed and the week of 4/1/18, the sewer will be closed off and will not accept any waste disposal from his residence.

*On February 29, 2018 (should be 3/29/18), e-mail communication and U.S. Mail communication were sent to Mr. Rickerds that informed him that his request to discontinue service with Utilities Inc. had been honored.

*The PSC was included in the communication and a copy of the communication is included with the response.

Shonna McCray

4/16/18: This inquiry closed. Shonna McCray

05/17/2018 Customer correspondence received via U.S. mail, and forwarded to SMCray. DHood

5/17/18: Reviewed Customer Satisfaction Survey; added to file. It appears the customer is satisfied. Shonna McCray

06/04/2018 Customer correspondence received via U.S. mail, and forwarded to SMCray. DHood

6/4/18: Reviewed customer correspondence. Customer provided statement requesting payment of \$32.39; added to file. Shonna McCray

6/4/18: 11:42 a.m. Called Elise Christian at 800-272-1919 ext 1356 regarding the bill. Elise stated the charges are the customer's final bill (dated 3/14/18) for service up to 2/27/18, in the amount of \$25.94. A late fee of \$6.45 has been added to the account since the final bill was generated, making the final balance \$32.36. Elise advised that the customer has stated he will not pay the bill. Shonna McCray

6/4/18: 11:52 a.m. Called Mr. Ronald Rickerds at 407-408-9347 to discuss his concerns and explain the charges. No answer; left message requesting a return call. Shonna McCray

Case#: 1273002W; Name: JANICE PENDLEY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JANICE PENDLEY Svc. Address: 361 WINCHESTER PLACE Seminole County, (407)-721-5175 Longwood, FL 32779- Caller: JANICE PENDLEY Mailling Addr: 361 WINCHESTER PLACE LONGWOOD, FL 32779- Can Be Reached: Account #: 7629900000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1273002W Response Needed From Company? Y Date Due: 04/02/2018 <hr/> Reply Received: 04/03/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1273002W	Assigned to: REY CASTILLO Entered by: DVIZCARR Date: 03/12/2018 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 04/16/2018 Close Type: GI-30 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:

Customer had a water leak in October. She has been trying to talk to Utilities, Inc about the high bill since then and is having extreme difficulty getting in touch with anyone. Whenever she finally gets to a representative, she is told that she needs to speak to someone else or that a supervisor will call her back. She never receives a call back. Customer states that she has been getting after hour automated calls with no contact information. She called Utilities, Inc again last week and was transferred to a manager in North Carolina. He stated that he would have to send a message to a supervisor in Florida about the issue. She requested a payment arrangement and was granted one by this manager. She has been waiting to hear back from a Florida supervisor and still has not received a call. She received another after hours courtesy call from a representative with no way to contact the company to discuss what the call was about. Customer is unsure if the payment arrangement has been noted in her account and is concerned about being disconnected.

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 days 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
 - e) confirmation 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 taken by Diana Vizcarrondo

04/03/2018 - Company responses received via Email. DScott.

04/04/2018 - Company responses received via Email. DScott.

Company response indicates the following:

From: Janice Pendley [mailto:janicependley123@gmail.com]

Sent: Tuesday, April 03, 2018 10:02 PM

To: Elise Christian <ESChristian@uiwater.com>

Cc: PSCREPLY@PSC.STATE.FL.US

Subject: Re: FPSC Request No. 1273002W - Quality of Service

Good Evening!

I appreciate your phone call today & your below email trying to capture the issue here. Please note, however, at no time was I advised by anyone at Utilities, Inc of an additional credit of \$572.31 on my account per the below statement:

*

*January 10, 2017, a supervisor's review of your account showed that a wastewater courtesy adjustment was approved for \$65.12 and was applied to your account. The Customer Service Manager submitted your concerns and your request for a courtesy water adjustment to senior management. The request was approved and a courtesy water adjustment was provided to your

account for an additional \$572.31.

I did look at my bill dated 4/12/18 & see, only after the balance due on 3/21/18 of \$1,080.43, does it list a 'miscellaneous adjustment' then of \$572.31. Please know I certainly appreciate this!

I also see a 'late payment' charge of \$6.45 which I am asking to be credited back to me since I have diligently tried to contact Utilities, Inc since October on this issue with no contact back. I also was told by multiple agents & supervisors that they were 'reviewing' my account when, in fact, no one was getting back to me. I would also respectfully request that any & all late fees be credited back. An adjustment credit was applied to your account for all pending late fees for a total of \$25.70 credit to your account. Account balance is \$429.30.

My balance due on my April bill I have in hand is \$455.00 & I have already set up for a payment, through my online bill pay, to be made to Utilities, Inc on April 9th of \$150.00. That payment should already be processing & I have a confirmation # from my Wells Fargo bank. This payment was done BEFORE I received your phone call today. So with that already set up through bill pay payment, the new balance should be lower such as \$305.00. How do you want to handle that now? The adjustment credit applied to your account for the late fees and after the payment you referenced for \$150.00 is credited to your account, the balance will be reduced to \$279.30. If you wish to have this balance put on a deferred payment arrangement to be paid in monthly installments starting with the bill that is scheduled to be issued around April 19, 2018, you will need to let me know. If it is not paid in full before the bill is issued that is scheduled for around April 19, 2018, that balance will appear as past due on the bill and on your account. If it is put on a deferred payment arrangement before the April 19th bill is issued, it does not show on your account as past due. It is your choice and you will need to let me know your decision.

Please note, as a matter of accuracy, you did not document below my phone call again on March 2nd to Glenda & then Neil in regards to still not hearing back from Utilities, Inc. In that conversation with Neil he apologized for the supervisor in Florida never returning my phone call & said he could set up a payment plan & we discussed my paying \$100.00 a month plus my regular bill. At that time on March 2nd no mention was made of an additional credit to my account of \$572.31. Needless to say, I find that all very interesting as you stayed in our conversation today that NO payment plan had been set up by Neil. I'm sure you can see the pattern here & the reason for my frustration of dealing with this now for almost 6 months!

Also our conversation ended today with agreement that I would pay the balance off on 4 months NOT 5 months & you quoted me an amount of \$114.00 a month plus my regular bill amount. What happened to that agreement?

A deferred payment arrangement remains available to you for four (4) monthly installments. The

balance that will be put on the payment arrangement will change as noted in the account balance above. You will need to let me know your decision for the payment arrangement. As stated earlier,
the monthly installments = the number of bills issued. The deferred payment arrangement has to be set up to bill monthly with each bill to avoid late fees and to avoid showing as past due on your account. If you elect to pay more than the requested bill amount, you will need to contact the office so that the credit can be applied to the deferred balance for the payment arrangement, otherwise it will credit to your current monthly bill for service for the current bill.

As you can see this continues to be troublesome with every time I speak to someone things don't happen according to the conversation. I am a customer asking for service that anyone would expect from a company - I work in customer service & I'm extremely bothered by the statements that were made several times that the FPSC has no authority to regulate Utilities, Inc. While that is true in theory, I believe with my experience, there is great need for a review of how you handle good customers with an issue. This has all been mind boggling!!

To summarize, please advise me asap on the issue where I have already set up bill pay on 4/9 for payment of \$150.00.

Thank you for your time & consideration!

Janice Pendley

From Janice's I Phone

On Apr 3, 2018, at 4:29 PM, Elise Christian <ESChristian@uiwater.com> wrote:
Dear Ms. Pendley:

This correspondence is a follow-up to our telephone conversation this morning, April 3, 2018 concerning your request to be contacted by Utility, Inc. of Florida concerning the status of your account for water and wastewater service at 361 Winchester Place, Longwood, FL.

Your stated in your complaint that you had a water leak in October, 2017. Review of your bill dated October 25, 2017 indicates that your usage for service period September 14, 2017-October 16, 2017 was 352,270 gallons and the bill was for \$1,449.79. The due date for the bill was November 16, 2017. The meter was read on October 10, 2017 by the utility and the usage since September 14th was 328,300, the meter dial was spinning and indicated that there was a possible leak at the residence. A tag was left at the residence with the findings.

*October 11, 2017, Customer Service Representative (CSR) discussed the findings from the work order dated October 10, 2017 with you. It was determined that a very bad leak had occurred that

may have possibly started during Hurricane Irma. Documentation on your account indicates that you were going to contact a plumber.

*October 13, 2017, documentation shows that you contacted the utility and requested the usage from your August, 2017 bill and you informed the CSR that you had a leak detector at the residence.

*November 6, 2017, documentation shows that you contacted the utility to inquire about a courtesy leak adjustment and you informed the CSR the leak was in a line under a tree in the front yard. Notes show that the CSR advised you to submit your request along with repair statement and it will be reviewed for a wastewater adjustment only.

*November 9, 2017, an e-mail was received by the utility with your request for an adjustment and a copy of the repair statement was included. The e-mail and the documents were forwarded to management for review and to determine if a courtesy adjustment would be provided.

*November 22, 2017, A collection notice was mailed that requested the past due payment for \$1,515.60.

*December 4, 2017, documentation shows that you called the utility to obtain results about the adjustment request and you left a contact telephone number. The notes by the CSR indicated that the leak had been repaired.

*December 22, 2017, A collection notice was mailed that requested the past due payment for 1,390.60.

*December 26, 2017, a courtesy call was made to you about the past due account. Your voice mail picked up, a request for a return call with a telephone number was left.

*December 28, 2017, A telephone call was received from you, you informed the CSR that your bill was high because of a leak and that someone was working on getting an adjustment approved. Your concerns were escalated to a Supervisor.

*January 10, 2018, A telephone call was received from you and you requested to speak to a supervisor about the leak adjustment and the status of your account. Notes show that your call was escalated to a Lead and that you were very upset that no one from Utilities Inc. has contacted you and the issue had been going on since October. Your service was scheduled for interruption because of the past due account, the CSR stopped the interruption while the account and your request for an adjustment was under review. Notes indicated that you stated that you would be contacting the utility commission due to the utility's lack of communication with you and the lack of professionalism. Your concerns were escalated to

another supervisor.

*January 10, 2017, a supervisor's review of your account showed that a wastewater courtesy adjustment was approved for \$65.12 and was applied to your account. The Customer Service Manager submitted your concerns and your request for a courtesy water adjustment to senior management. The request was approved and a courtesy water adjustment was provided to your account for an additional \$572.31.

You asked if a request was received from another utility concerning your credit rating with Utilities, Inc. of Florida, how would your account be reported. Most utilities request specifics when requesting authorized information from a customer's account. The common questions are; What was the service start date for the Consumer; then it goes to the last two years of history. How many times late, how many times service was disconnected, how many NSF's., is there a deposit on the account. Review of your account shows that you have a perfect account. I have reset your account to a rating of 1,000. That is the highest with UI. I have added a note to your account for the high bill because of a leak that resulted in a payment arrangement. As long as the payment arrangement and the bills are paid in full each month, your account will show as current.

Your account balance as of today is \$455.00, the balance has been put on 5 monthly installments for approximately \$91.00 each. You asked about paying \$100.00 a month to pay off the \$455.00 or 4 months. It was explained to you that the payment arrangement is figured in number of bills/months to satisfy the balance. The payment arrangement is set up for 5 months (bills) the billing shows that the installments will be approximately \$91.00 added to each bill with your current month bill starting with the bill scheduled to be issued around April 19, 2018.

You requested information concerning the contacts for Utilities, Inc. Customer Service Department. The Department has a Director of Customer Service, a Manager of Customer Service and Supervisors that are at a management level. There are Customer Service Representatives that are at different skill levels and experience levels.

I apologize that you did not receive the service that you expected and deserved. Please do not hesitate to contact our office if additional assistance is required. The Florida Public Service Commission office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com

Website: www.uiwater.com

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, April 04, 2018 8:51 AM
To: Janice Pendley
Cc: PSCREPLY
Subject: RE: FPSC Request No. 1273002W - Quality of Service
Attachments: Pendley 3.21.18 Bill with Courtesy Adjustments.pdf

Good Morning Ms. Pendley,

Please see below answers to your questions and request. Since you have scheduled a payment for \$150.00 to be issued by your bank on April 9, 2018, the payment arrangement should be made after it is posted to your account on the lower balance and before the bill is issued that is scheduled for April 19, 2018.

Please let me know if you require additional assistance.

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: Janice Pendley [<mailto:janicependley123@gmail.com>]
Sent: Tuesday, April 03, 2018 10:02 PM
To: Elise Christian <ESChristian@uiwater.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: Re: FPSC Request No. 1273002W - Quality of Service

Good Evening!

I appreciate your phone call today & your below email trying to capture the issue here. Please note, however, at no time was I advised by anyone at Utilities, Inc of an additional credit of \$572.31 on my account per the below statement:

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*January 10, 2017, a supervisor's review of your account showed that a wastewater courtesy adjustment was approved for \$65.12 and was applied to your account. The Customer Service Manager submitted your concerns and your request for a courtesy water adjustment to senior

management. The request was approved and a courtesy water adjustment was provided to your account for an additional \$572.31.

Please let me know if you require additional assistance.

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
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Please let me know if you require additional assistance.

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

04/06/2018 - Company response received via Email. DScott.

04/06/18 Company response is a duplicate, email message entered in previous entry includes email message from Elise Christian to Janic Pendley on April 4, 2018 8:51 am, no additional response follows. R.Castillo

04/16/18 Having not received any further response from the customer, this inquiry will be closed as a GI - 30. R.Castillo

Case#: 1273669W; Name: LAUREN DUHON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: LAUREN DUHON Svc. Address: 1362 SHADY KNOLL CT Seminole County, (407)-618-6951 Longwood, FL 32750- Caller: LAUREN DUHON Mailling Addr: 1362 SHADY KNOLL CT LONGWOOD, FL 32750- Can Be Reached: Account #: 3406630462 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1273669W Response Needed From Company? Y Date Due: 04/09/2018 <hr/> Reply Received: 04/09/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1273669W	Assigned to: SHONNA MCCRAY Entered by: DCHUNGMO Date: 03/19/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 04/23/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states her average bill with Utilities Inc is \$150. Customer states her last bill was \$425.

What is the date of the bill?

February 13th, 2018.

Why do you believe you have been billed improperly?

Customer states that she contacted Utilities inc and was told that because of the rate increase , her bill increased.

Other Comments:

- Customer states she has been cutting back on the water
- Customer states her water usage was 76,500 gallons.

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 days 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
 - e) confirmation 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 taken by Daniel Chung.

04/09/2018 - Company response received via Email. DScott.

4/10/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Duhon is a customer at 1362 Shady Knoll Court, Longwood, FL.

*On 4/5/18, written communication was mailed to Ms. Duhon that explained the rate increase that became effective 9/5/17 and a copy of her usage history was sent to her that showed she had used more water in the past but her bills were lower at that time because the rates were lower.

Shonna McCray

4/23/18: This inquiry closed. Shonna McCray

Case#: 1274075W; Name: LINDA HIBBARD; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JOHN HIBBARD Svc. Address: 108 WILD FERN DR Seminole County, (407)-862-6150 Longwood, FL 32779- Caller: LINDA HIBBARD Mailing Addr: 108 WILD FERN DR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1274075W Response Needed From Company? Y Date Due: 04/13/2018 <hr/> Reply Received: 04/12/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1274075W	PSC Information Assigned to: REY CASTILLO Entered by: BJOINER Date: 03/23/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 87.97 <hr/> Closed by: REY CASTILLO Date Closed: 04/27/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

Other Comments:

Customer is calling about a high bill that she received from Utilities Inc.
 Customer states that Company billed her \$131.97 for 21000 gallons of usage.
 Customer states her bills normally average \$50.
 Customer is disputing \$87.97.
 Customer states that no one was home for several days when the bill was accrued.
 Customer states the following bill showed only 250 gallons of usage.
 Customer states Company can not explain why usage spiked that month.
 Customer states Company advised her meter was recording accurately.
 Customer disagrees with this and states that she wants the meter replaced.
 Customer states that Company refuses to change the meter.
 Customer states that her home has no leaks.
 Customer is requesting an explanation for why the bill increased then went back to normal.

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 days 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
 - e) confirmation 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 taken by Belkis Joiner

04/12/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:PSCREPLY

Sent:Thursday, April 12, 2018 4:00 PM

To: Rey Castillo

Subject:FW: FL. PSC CATS NO: 1274075W JOHN HIBBARD

Attachments:108 WILD FERN MTR TEST.jpg

Follow Up Flag:Follow up

Flag Status:Flagged

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Thursday, April 12, 2018 10:18 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1274075W JOHN HIBBARD

Dear Mr. Castillo:

This correspondence is in reference to Ms. Linda Hibbard's complaint concerning usage billed by Utilities, Inc. of Florida – Sanlando for 21,100 gallons on the bill dated March 13, 2018. Mr. and Mrs. Hibbard are customers at 108 Wild Fern Dr., Longwood, FL.

Mrs. Hibbard requested a new meter, the current meter was installed on December 20, 2017 and the meter read started at "0". On March 29, 2018, utility Staff met with Mr. and Mrs. Hibbard to test the water meter and to address their concerns about the disputed usage from the new meter.

A meter test

was performed in their presence. The meter passed on all flow ranges , overall @ 99.37% , low flow passed 99.0% , medium flow @ 99.0% , maximum @ 100.1% . Staff went over all findings with Mr. and Mrs. Hibbard and all possible causes for higher usage, he was able to check their irrigation system

timer. He found the timer set on program A with 3 start times and program B with 3 start times. Staff assisted Mr. Hibbard with the re-set of the timer to proper settings. Staff also informed Mr. and Mrs. Hibbard about the utility's courtesy irrigation audit service to help conserve and run the irrigation system properly.

Mr. and Mrs. Hibbard were not over charged for usage on the March 13, 2018 bill. A copy of the meter test is included with this correspondence. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

04/27/18 Having not received any further contact from the customer, this inquiry will be closed as

a GI - 25. R.Castillo

Case#: 1274586W; Name: LIAM REID; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: LIAM REID Svc. Address: 159 RONNIE DR Seminole County, (352)-321-0374 Altamonte Springs, FL 32714- Caller: LIAM REID Mailling Addr: 159 RONNIE DR ALTAMONTE SPRINGS, FL 32714- Can Be Reached: Account #: 5928968009 E-Track #: 126286	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1274586W Response Needed From Company? Y Date Due: 04/20/2018 <hr/> Reply Received: 04/23/2018 Reply Received Timely? N Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1274586W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 03/30/2018 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 05/15/2018 Close Type: WS-49 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, March 30, 2018 11:00 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 126286

CUSTOMER INFORMATION

Name: Liam Reid
 Telephone: (352) 321-0374
 Email: quin@quinputers.com
 Address: 159 ronnie dr altamonte springs FL 32714

BUSINESS INFORMATION

Business Account Name: Liam Reid
 Account Number: 5928968009
 Address: 159 ronnie dr altamonte springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Increasing price without increasing quality. Water is bad quality and price keep raising. Increasing number of boil water notices over time even though price as increased. "

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.
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 - a) the cause of the problem
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 - d) answers to any questions raised by staff in the complaint
 - 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 taken by Diane Hood

04/23/2018 - Company response received via Email. DScott.

4/24/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Reid is a customer at 159 Ronnie Dr., Altamonte Springs, FL.

*On 4/12/18, staff checked the water quality at Mr. Reid's residence.

*The CL2 was at 1.6 PPM with no odor and the water was clear and safe to drink.

*Staff spoke to Ms. Reid (Jessica) at the residence and informed her about the findings.

*On 4/19/18, a telephone call was made to Mr. Reid to address his concerns and the findings from 4/12/18.

*His voice mail was reached, a message was left for a return call if he required additional assistance.

*The rate increase was approved by the PSC and became effective on 9/5/17.

*The regulated approved Indexing increase became effective on 1/28/18.

*A notice was sent to the customers and a copy is provided with the response.

*Records indicated that Mr. Reid started service with Utilities, Inc. of Florida on 12/11/17 and there have not been any water quality complaints received from him until his complaint was received from PSC.

*There have been two Precautionary Boil Water Advisories (BWA) issued in Mr. Liam's service areas within the past year.

*On 3/1/18, a BWA was issued due to a mechanical problem at the water plant that resulted in the pressure dropping below 20psi.

*The BWA was lifted on 3/3/18.

*There was a BWA issued 7/20/17 due to a mechanical problem at the water plant that resulted in the pressure dropping below 20psi, the BWA was lifted on 7/21/17.

Shonna McCray

NOTE: It appears the company has violated PSC rules---failure to provide response within 15 days. Shonna McCray

5/15/18: This inquiry closed. It appears the company has violated PSC rules---failure to provide response to PSC within 15 days. Shonna McCray

Case#: 1275060W; Name: JAMES DUNN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MARTHA DUNN Svc. Address: 1201 POMELO CT Seminole County, (516)-238-9359 Longwood, FL 32779-2728 Caller: JAMES DUNN Mailling Addr: 1201 POMELO CT LONGWOOD, FL 32779-2728 Can Be Reached: Account #: 7860560519 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1275060W Response Needed From Company? Y Date Due: 04/27/2018 <hr/> Reply Received: 04/25/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1275060W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 04/06/2018 Via: FAX Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 05/31/2018 Close Type: WB-05 Apparent Rule Violation: Y

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

I have called Utilities, Inc. about 5 times about this bill.

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
- 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

04/25/2018 - Company response received via Email. DScott.

4/27/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Ms. Dunn is a customer at 1201 Pomelo Ct., Longwood, FL.
- *On 3/7/18, the meter was reread for accuracy and to check for any visible leak.
- *The meter read was in line with the read used for the 2/26/18 bill and there was not any visible leak noticed by staff.
- *On 3/16/18, the meter was field tested at the residence.
- *The result from the meter test indicated an overall accuracy % of 101.37%.
- *The meter register at 104.0% at the minimum flow rate.
- *It registered 101.0% on the median flow rate and 99.1% on maximum flow rate.
- *The account was provided a credit for \$6.92 for the minimum flow % on January - February 2018 bills.
- *On 4/25/18, Ms. Dunn was contacted by the utility to review the adjustment and was offered a bench test if she was not satisfied with the findings from the field meter test.
- *She expressed dissatisfaction and said that she would have Mr. Dunn contact the utility.
- *The meter is being sent to an independent source to be bench tested.
- *A copy of the result will be provided to the PSC and to Ms. Dunn upon receipt.
- *A copy of the field test is included with the response.

Shonna McCray

5/7/2018

Mr. Dunn called and asked that you call him back.

J Mclean-Sinatra

5/8/18: 8:21 a.m. Returned call to Mr. James Dunn at 516-238-9359. Discussed Mr. Dunn's concerns in detail. He stated that he contacted the company numerous times regarding the high bill. He stated the \$6.92 credit is not acceptable as the meter was not working properly, per the meter test conducted by the company. Reviewed the response with Mr. Dunn and explained the company states the meter has been sent to an independent company for a bench test. Customer's objection noted.

Mr. Dunn stated the February bill was \$130.07, the March bill was \$163.86, and the April bill is

\$165.03; the March and April bills includes the February bill because he did not pay it. He stated the bills went back down to normal usage after the meter was replaced. Advised Mr. Dunn that he should pay the current charges each month while his concerns are being investigated. He agreed to pay \$62.00 today (\$20.00 for February, \$27.36 for March, \$14.52 for April and \$0.12 additional). Agreed the unpaid balance in the amount of \$103.03 is the amount in dispute. Explained the complaint would be re-sent to the company and additional information requested. Advised that he would be re-contacted after the supplemental response has been reviewed. Shonna McCray

5/8/18: NOTE: It appears the company has violated PSC rules---meter not recording within standards. Shonna McCray

5/8/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

*HOW WAS THE CREDIT AMOUNT OF \$6.92 DETERMINED?

*BEING THE METER WAS RUNNING OUTSIDE OF STANDARDS, PLEASE ISSUE AN ADDITIONAL CREDIT SO THAT THE CUSTOMER'S BILL FOR THE DISPUTED BILLING PERIOD IS INLINE WITH PREVIOUS BILLS.

*HAS THE INDEPENDENT TEST BEEN COMPLETED? PLEASE PROVIDE THE RESULTS.

*PLEASE PROVIDE THE BILLING STATEMENTS FOR THE PAST 18 MONTHS.

PLEASE PROVIDE RESPONSE BY 5/17/18. Shonna McCray

05/08/2018 - Company response received via Email. DScott.

5/9/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*Customer provided with resolution via mail.

*Included with the resolution to the customer was

1.A copy of the bench test Certification of Accuracy that was performed on the meter by MARS Company, Ocala, FL

2.A copy of the Florida Public Service Regulation for meter accuracy.

*The accuracy of the meter was within the PSC's regulation for meter accuracy.

*The Certification does not indicate that the meter was over registering usage that flowed through it.

*The utility does not find that an adjustment is due to the account for over charged water usage that registered through the meter.

*The adjustment credit that was provided for \$6.92 will remain on your account.

*The account balance as of 5/8/18, is \$165.03.

*A deferred payment arrangement is made available to you if you require additional time to pay your account by paying \$14.52 by or before 5/18/18 and the balance \$150.51 can be paid in 6 monthly installments for approximately \$25.09 each plus the current month bill.

*The customer should contact Customer Service at 1-866-842-8432 to make the arrangement before 5/18/18.

Shonna McCray

5/9/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
THE RESPONSE PROVIDE DON 5/8/18 DID NOT INCLUDE THE BILLING STATEMENTS FOR
THE PAST 18 MONTHS AS REQUESTED PREVIOUSLY. PLEASE PROVIDE THE BILLING
STATEMENTS BY 5/17/18. Shonna McCray

05/24/2018 - Company response received via Email. DScott.

5/31/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided the billing
statements for 11/28/16 thru 4/26/18. The customer has been billed as follows:

11/28/16 - \$11.89

12/28/16 - \$12.74

1/29/17 - \$13.61

2/27/17 - \$9.03

3/27/17 - \$9.61

4/26/17 - \$8.65

5/29/17 - \$11.60

6/27/17 - \$8.94

7/27/17 - \$9.05

8/28/17 - \$8.89

9/30/17 - \$15.51

10/30/17 - \$18.76

11/28/17 - \$21.31

12/31/17 - \$27.15

1/29/18 - \$18.47

2/26/18 - \$130.07

3/27/18 - \$27.36

4/26/18 - \$14.52

Shonna McCray

NOTE: The company is not willing to give any additional credit; however, the company is willing to
establish payment arrangements. Shonna McCray

5/31/18: 9:05 a.m. Called Mr. James Dunn at 516-238-9359 to discuss his concerns and advise of
the following:

*The company issued credit of \$6.92 and will not issue any additional credit to the February bill.

*Payment arrangements are available. He would have to contact Customer Service.

Explained to Mr. Dunn that the balance is \$103.03 (\$165.03 April bill less payment of \$62.00). He
should receive the May bill in the next day or so. Mr. Dunn stated that he would wait until he
receives the May bill before contacting the company to establish payment arrangements. Offered
to provide the number for Customer Service (866-842-8432). Mr. Dunn stated he has the number.
He advised if he doesn't receive the bill by tomorrow, he would contact the company on Monday

(6/4/18). Shonna McCray

5/31/18: This inquiry closed. It appears the company has violated PSC rules---meter not recording within standards. Per the meter field test at the residence conducted on 3/16/18, the meter register at 104.0% at the minimum flow rate. Shonna McCray

Case#: 1277430W; Name: NATALIE HOLMES; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: NATALIE HOLMES Svc. Address: 1922 HESS DRIVE Pasco County, (813)-802-3344 Holiday, FL 34691- Caller: NATALIE HOLMES Mailing Addr: 1922 HESS DRIVE HOLIDAY, FL 34691- Can Be Reached: Account #: E-Track #:	Company Code: WU372 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1277430W Response Needed From Company? Y Date Due: 05/29/2018 <hr/> Reply Received: 05/29/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1277430W	Assigned to: SHONNA MCCRAY Entered by: SLYNCH Date: 05/07/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 838.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 06/18/2018 Close Type: GI-05 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$838.00

What is the date of the bill? April 2018

Why do you believe you have been billed improperly? Customer states she had a water leak and repaired the leak and paid the large bill associated with it in March. In April customer got a bill for \$858 when her bill had always been under \$20 per month.

Other Comments: Customer wants to know why she was billed this amount after her leak was repaired.

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 days 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
 - e) confirmation 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 taken by Suzelle Lynch

05/29/2018 - Company response received via Email. DScott.

5/31/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Between 12/14/18 (should be 12/14/17) and 2/19/18, Ms. Holmes experienced a water leak/line break in her plumbing.
- *The leak resulted in a bill for \$98.20 on 1/25/18 and a bill for \$811.87 on 3/1/18.
- *On 2/28/18, the meter was reread and checked for accuracy and any visible leak.
- *The read was correct and there was not any visible leak observed at that time.
- *On 3/9/18 customer called to confirm that she had a leak and that it was repaired 3 weeks earlier.
- *She was offered a payment arrangement after receipt of a \$200.00 payment towards the \$811.87 account balance.
- *As of 4/12/18 a payment had not been made on the account and there had not been arrangements made by Ms. Holmes to pay the account.
- *The service was interrupted for non- payment.
- *Three community services reached out to Ms. Holmes and paid the past due account.
- *The service was restored on 5/25/18.
- *Ms. Holmes account balance as of 5/29/18 is \$10.94 and is not due until 6/18/18.

Shonna McCray

NOTE: It appears the company has violated PSC rules---response not provided to customer within 15 days. Shonna McCray

5/31/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PER CONSUMER COMPLAINT RULE 25-22.032, 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. LEAVING A MESSAGE FOR THE CUSTOMER DOES NOT SATISFY THIS RULE. PLEASE CONFIRM THAT RESOLUTION HAS BEEN PROVIDED TO THE CUSTOMER. PLEASE PROVIDE RESPONSE TO THE PSC BY 6/11/18. Shonna McCray

6/4/18: Response received via email. Shonna McCray

6/5/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*On 5/18/18 in the morning, Utilities, Inc. staff spoke with Ms. Holmes' representative on her behalf about the status of her account.

*On 5/18/18 and 5/21/18, Utilities, Inc. staff spoke with Ms. Holmes' representative on her behalf about the status of her account.

*On 5/24/18, around noon time, Utilities, Inc. staff spoke to Ms. Holmes and explained the status of her account, she was informed that the balance at that time was \$156.40, her delinquent balance was \$150.00.

*She was informed that the last payment received from the agency was \$100.00 on 5/23/18 and that the reconnect fee was \$36.00.

*Ms. Holmes had questions about the payments received from the agencies, she was not satisfied with the account status that was provided to her by Utilities, Inc. staff.

*She was advised to check with DePaul, one of the agencies that had made a payment on her account with her concerns about their pledge.

*Ms. Holmes discontinued the call at that time.

*On 5/25/18 in afternoon, Utilities, Inc. staff spoke to Ms. Holmes' representative, the agency made a payment for \$194.65 and arranged to have the service turned on.

*The service was restored on 5/25/18.

*On 5/29/18, in the afternoon, Utilities, Inc. staff spoke to Ms. Holmes and went over her account status in detail, including payments received from the agencies, payment credits that appeared on her account and the current account balance and status at that time.

*Her account balance at that time was \$10.94.

*On 5/29/18, 2 payments were posted to her account through First Billing Service, one for \$192.40 and one for \$186.00.

*As of 6/4/18, she has a credit balance on her account for \$175.06.

*There has not been any contact to or from Ms. Holmes since 5/29/18.

*The last bill issued was dated 5/27/18, and was for \$167.34, that was her account balance on that date before the payments were posted to it on 5/29/18, a corrected bill was issued to her on 6/4/18, that shows the additional payments and the credit on her account for \$175.06.

Shonna McCray

6/18/18: This inquiry closed. Shonna McCray

Case#: 1278733W; Name: FARIBORZ SOTOODEH; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: FARIBORZ SOTOODEH Svc. Address: 111 HIDDEN OAK DRIVE Seminole County, (407)-636-2654 Longwood, FL 32779- Caller: FARIBORZ SOTOODEH Mailing Addr: 111 HIDDEN OAK DRIVE LONGWOOD, FL 32779- Can Be Reached: (407)-297-0226 Account #: 4868406235 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1278733W Response Needed From Company? Y Date Due: 06/15/2018 <hr/> Reply Received: 06/14/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1278733W	Assigned to: ELLEN PLENDL Entered by: EPLENDL Date: 05/24/2018 Via: MAIL Prelim Type: IMPROPER BILLS PO Officer: STEPHANIE MURPHY Disputed Amt: 347.58 <hr/> Closed by: ELLEN PLENDL Date Closed: 06/14/2018 Close Type: WB-04 Apparent Rule Violation: Y

See attached correspondence in which the customer reports they were billed for 102,990 gallons of water on the April 2018 bill. Customer indicates they had a leak on their side of the meter, which has since been repaired. Customer seeks a credit adjustment.

- 1) Please indicate the circumstances under which the customer was charged 102,990, and indicate if this is an anomaly compared to the customer's average historical monthly consumption.
- 2) Please indicate if the company is willing to adjust the customer's bill due to a leak.
- 3) Please indicate if the company is willing to rebill 90,990 gallons at the rate for the first tier.
- 4) Please indicate if the company is willing to offer a payment arrangement to the customer.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Fariborz Sotoodeh at 407-636-2654 or 407-297-0226 or fariborz.sotoodeh@yahoo.com

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

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:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS

2540 Shumard Oak Boulevard

Tallahassee, FL 32399

Case taken by Ellen Plendl

06/14/2018 - Company response received via Email. DScott.

06/14/2018 Reviewed report. UIF overread the April 9 meter reading. The company issued an adjustment for 98,150 gallons and issued a \$394.39 credit to the May 14, 2018 bill. The customer appeared satisfied. eplendl

06/14/2018 Closed by telephone conversation with Mr. Sotoodeh, who confirmed he received the credit on the May bill. He appeared satisfied. eplendl

06/14/2018 I contacted Ms. Stephanie Palacios at Congresswoman Murphy's office and provided her with the resolution. She thanked me for the update. eplendl

Case#: 1278734W; Name: KIMBERLY HILTBRAND; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BRETT HILTBRAND Svc. Address: 1819 MISTY MORN PLACE Seminole County, (407)-702-4102 Longwood, FL 32779- Caller: KIMBERLY HILTBRAND Mailing Addr: 1819 MISTY MORN PLACE LONGWOOD, FL 32779- Can Be Reached: Account #: 8648500000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1278734W Response Needed From Company? Y Date Due: 06/15/2018 <hr/> Reply Received: 06/08/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1278734W	Assigned to: SHONNA MCCRAY Entered by: CD Date: 05/24/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 547.64 <hr/> Closed by: SHONNA MCCRAY Date Closed: 06/28/2018 Close Type: WB-05 Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 547.64

What is the date of the bill? 03/01/2018

Why do you believe you have been billed improperly? Bill was abnormally high

Other Comments: Customer states that she received a bill for \$547.64 and the amount of water used was 133,700 gallons which was unusual. Customer states tha company came out and inspected for leaks and there were none. Customer states that she requested a meter test with company which company said failed and the meter was changed out. Customer states that she paid \$200.00 of the 547.64 because that is was her normal monthly bill, customer asked for a bench test and the results came back as the field test but the company is attempting to turn off water due to remaining amount. Customer states that she has paid all subsequent monthly bills so she does not understand why she should pay additional amounts. Customer would like it explained why she should pay the additional amounts. Customer states that she replace faucets and service work to install faucets of \$700.00 and would like to be reimbursed.

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 days 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
 - e) confirmation 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 taken by Kenny Davis

05/24/2018 Customer correspondence received via email, added to file, and forwarded to SMcCray. Attachment printed and added to the file. DHood
"From: Kimberly Hiltbrand [mailto:kimberlyhiltbrand@yahoo.com]
Sent: Thursday, May 24, 2018 12:50 PM
To: customerservice@uiwater.com; Consumer Contact
Subject: Water Bill Dispute, Complaint 1278734W and Acct 8648500000

Hello,

Please see the attached documents. I have filed a complaint with the Florida Public Service Commission.

Currently, you have our account slated for disconnection on May 28th, I request that you answer the attached complaint and leave the water on.

Thank You,

Kim Hiltbrand"

5/30/8: FAX TO COMPANY:

PLEASE SEE CUSTOMER CONCERNS PROVIDED IN CORRESPONDENCE RECEIVED
5/24/18. Shonna McCray

05/30/2018 - Company response received via Email. DScott.

5/31/18: REVIEWED COMPANY RESPONSE. Company's email to the customer states the following:

"This correspondence is sent to confirm that the water service at your residence, 1819 Misty Morn Place, Longwood, FL, will not be disconnected because of the disputed unpaid bill. The disputed bill for usage charged to you is under investigation. You and the Florida Public Service Commission office (FPSC) will be notified with Utilities, Inc. of Florida's findings after the investigation." Shonna McCray

5/31/18: Reply Received date removed as the customer's concerns are being investigated.
Shonna McCray

06/08/2018 - Company response received via Email. DScott.

6/11/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*On 3/15/18, your meter was reread for accuracy at your request.

*The meter read was 2238460 and an additional 49,730 gallons had registered through the meter since 2/21/18.

*While the technician was at the residence, he checked for visible leaks and there was not any visible leak noticed.

*The usage between 2/21/18 and 3/15/18, 12 days, indicated that an average of approximately 3,625 gallons per day was being used.

*That would equal to approximately 108,750 gallons over a 30-day period if continued.

*Around 3/16/18, records show that Ms. Hiltbrand contacted the utility to express dissatisfaction about the utility's findings on 3/15/18.

*She requested the meter to be tested.

*The meter test was scheduled for 4/4/18.

*The meter was tested at the residence and it was found that it was not registering all of the water that passed through it.

*It was registering only 59.0% of 100% of the water at the low flow.

*It was registering 99% of the water on the medium flow 98.5% of the water on maximum flow.

*The overall average for the accuracy of the meter was 85.5%.

*The meter was not registering all of the water that passed through it, it was registering low and not high.

*The technician records indicate that he explained the findings to Mr. and Ms. Hiltbrand and explained some possible causes that the usage was high on your March bill..

*The meter was replaced because it failed on the low registering side.

*Documentation on the account indicates that around 4/13/18, Mrs. Hiltbrand came into the utility's

office to complain about the high usage and the water being off.

*She also said water was turned off, but her husband turned it back on.

*The account was put on a deferred payment arrangement and the meter was sent for a bench test.

*The bench test results indicate that the meter was under registering the water that passed through it.

*A copy of both meter tests are included with the response and also provided to the customer.

*The utility does not find that an adjustment credit is due to the account because of over charged for water usage.

*Included with the complaint about the high usage dispute, there was a request for \$700.00 reimbursement for faucets that you stated was replaced in your home because sand had gotten into the service line and damaged the faucets.

*The customer's request was escalated for review by the Operations Manager.

*The investigation about the replacement of the meter had caused sand to enter into the customer's service line was found by conferring with the technician that replaced the meter and he stated that no dirt entered the service line during the meter exchange.

*The technician removed all of the dirt in the meter box to a depth below the bottom side of the meter before beginning the exchange to prevent any sand or dirt from entering the service line.

*The technician stated that after the install was completed he flushed the line through the meter backflow device to make sure nothing entered the line.

*Based upon the utility's findings the credit and reimbursement toward faucet replacement or plumbing related matter is denied.

*The current account balance as of 6/7/18 is \$470.05.

*The account balance includes you current bill that was issued on 5/29/18 for service up to 5/22/18.

*A deferred payment arrangement is made available to you to pay the account in 4 monthly installments after paying \$150.00 and the balance for \$320.05 can be paid in 4 monthly installments for approximately \$80.00 each plus each month current bill.

*If the customer would like to have the arrangement, he/she should contact Customer Service at 1-866-842-8432 before 6/20/18 to make the arrangements.

Shonna McCray

6/11/18: NOTE: It appears the company has violated PSC rules---meter not recording within standards. Shonna McCray

06/14/2018 - Company response received via Email. DScott.

6/18/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response is the PSC's version of the letter sent to the customer on 6/7/18. Shonna McCray

6/28/18: This inquiry closed. It appears the company has violated PSC rules---meter not recording

within standards. Shonna McCray

Case#: 1278918W; Name: ESTHER VASSAR; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BRENAN VASSAR Svc. Address: 2517 LAST TEE COURT Seminole County, (804)-502-9423 Longwood, FL 32779- Caller: ESTHER VASSAR Mailing Addr: 450 VILLAGE PLACE #306 LONGWOOD, FL 32779 Can Be Reached: (757)-287-9221 Account #: 5493609045 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1278918W Response Needed From Company? Y Date Due: 06/19/2018 <hr/> Reply Received: 06/15/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1278918W	Assigned to: SHONNA MCCRAY Entered by: SLYNCH Date: 05/29/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 52.57 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/17/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$52.57

What is the date of the bill? April 2018

Why do you believe you have been billed improperly? Customer states her house was sold on March 3,2018 and had requested the water be turned off at the service residence. Customer states she got a bill from Ut Inc after that and paid it. Customer states she was told it was her final bill but she got another one after that for \$52.57.

Other Comments: Customer wants to know how this was determined and why she still owed a bill after the house was sold.

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 days 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
 - e) confirmation 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 taken by Suzelle Lynch

06/15/2018 Received report via email. eplendl

6/19/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Ms. Vassar was contacted by telephone on 6/14/18 to discuss her concerns about the final bill that was in dispute.
- *Ms. Vassar stated that the property was sold the beginning of March.
- *Review of the account indicated on 2/8/18 a title company contacted the utility for the account balance.
- *On 3/7/18, a disconnect notice was sent to the customer that requested a past due amount for \$71.83.
- *The past due amount was from 2/8/18 unpaid bill.
- *On 3/8/18, a bill was issued for \$137.82 which included a past due and current bill.
- *On 3/12/18, payment was received for \$91.03 leaving an account balance for \$46.79.
- *On 3/21/18 Ms. Vassar contacted the utility to confirm her account balance.
- *She was told that the account was active and had an account balance for \$46.79.
- *On 4/3/18, the payment for \$46.79 was received.
- *It is possible that Ms. Vassar misunderstood that her final bill for service from 2/28/18 - 3/21/18 had not been issued yet for the disputed amount of \$39.67.
- *The bill issued on 3/21/18, the final bill for \$39.67 was mainly base facility charges.
- *Because of the confusion about the Title Company's intent to close the account and Ms. Vassar's misunderstanding about her account balance when she contacted the utility, as a courtesy to Ms. Brennan, the charges were waived for \$39.67, late fees removed and her account balance is at

\$0.00. *This information was provided to Ms. Vassar on via telephone conversation on 6/14/18.

*She expressed appreciation for the courtesy adjustment.

Shonna McCray

7/17/18: This inquiry closed. Shonna McCray

Case#: 1279594W; Name: RUSSELL DUNN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: RUSSELL DUNN Svc. Address: 208 HARROGATE PL Seminole County, (407)-869-4775 Longwood, FL 32779- Caller: RUSSELL DUNN Mailing Addr: 208 HARROGATE PL LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1279594W Response Needed From Company? Y Date Due: 06/27/2018 <hr/> Reply Received: 06/26/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1279594W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/06/2018 Via: E-MAIL Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/31/2018 Close Type: GI-30 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Russell Dunn [mailto:rusdunn63@yahoo.com]
 Sent: Wednesday, June 06, 2018 9:50 AM
 To: customerservice@uiwater.com
 Cc: Consumer Contact
 Subject: Fw: COMPLAINT

Dear Utilities Inc.,

I have not heard from you regarding my May 1, 2018 complaint copy attached. Why has there been no response? No one has been here to do anything. Once again, poor customer service.

I have received my May bill which is due on June 12, 2018. I did not see any adjustment on my bill.

Thank you for your immediate response.

Russell Dunn
 208 Harrogate Pl
 Longwood, FL 32779
 rusdunn63@yahoo.com

407.869.4775

----- Forwarded Message -----

From: Russell Dunn <russtdunn63@yahoo.com>
To: customerservice@uiwater.com <customerservice@uiwater.com>
Sent: Tuesday, May 1, 2018, 1:14:45 PM EDT
Subject: COMPLAINT

Dear Utilities Inc.,

I called Utilities Inc with an emergency on Friday April 27, 2018 to shut off my water immediately. I had a good water meter key, but was unable to use it because the valve was buried and frozen. I called at 1129 am and the lady said someone would be here as soon as possible. I clearly explained the emergency situation. I asked how long it would be and she stated she could not guarantee a time because there are other calls ahead of mine.

No one came so I called back at 1204 pm on April 27. I asked why no one was here yet. This lady looked it up and explained my request had already been sent out and I will just have to wait. I asked how long? She stated she could not say how long. I said oh great you don't know. So what am I supposed to do? You have no status or estimate of an arrival time.

Finally a Utilities Inc service tech Robert arrived at 129 pm after thousands of gallons of water had escaped. I told him I had called twice and gave him the times. Robert stated he was in this neighborhood when I made my calls and could have turned my water off quickly. He stated his boss just got the email about my problem about 30 minutes ago. I told him I had my water meter key and could not close the valve because it was buried and frozen. Robert said he would spray my valve to loosen it up and close it. He closed the valve. I told Robert I will open the value after I make my repair. He left and forgot to spray it. The valve was still half frozen when I turned it back on.

I told Robert that I wanted an adjustment because of my extremely long wait time. He stated I don't blame you. I asked him to discuss this poor response time with his boss and have him call us back today. We never got a call back after waiting at home all afternoon.

This is both a formal complaint and a formal request to make an adjustment to my water bill because of your mishandling of my emergency call. I also want someone to come back and spray my valve so it will not be so frozen next time I need to turn off my water.

Thank you.

Russell Dunn
208 Harrogate Pl
Longwood, FL 32779
russtdunn63@yahoo.com "

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.
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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
 - 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 taken by Diane Hood

06/26/2018 - Company response received via Email. DScott.

6/28/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Dunn is a customer at 208 Harrogate Place, Longwood, FL.

*Mr. Dunn stated that he experienced a water leak in his pipe on 4/27/18 and was unable to turn off the utility's meter valve to make the repair and as a result, he said thousands of gallons of water had escaped by the time the utility's staff arrived at his residence to turn off the meter and he also wanted the utility staff to lubricate and exercise the meter so that he would not experience that problem in the future if a similar incidence occurs.

*The utility investigated the concerns that Mr. Dunn expressed, it did not find that there was justification for a courtesy leak adjustment to his account because of his leak.

*His usage history before and after the leak did not show that the leak had impacted his usage above his average.

*It found that it did not have any problem operating its valve and it was lubricated by the technician while on site.

*His request for a courtesy leak adjustment was denied.

*Mr. Dunn's account was extended for payment until 6/30/18.

- *On 6/26/18 electronic communication was sent to Mr. Dunn that addressed his concerns and explained the utility's findings and position concerning an adjustment credit to his account.
 - *He was encouraged to install his own valve for his service line so that he can better control the flow of water as needed.
 - *The utility offered to turn off the water at no cost to him so that he can install his personal valve.
 - *He was asked to contact Customer Service to schedule a time during regular business hours when he is ready to install his valve.
 - *The PSC was included in the communication and a copy of it is included with the response.
 - *The customer's usage history provided with the response.
 - *Usage for the 5/15/18 statement was 25,140 gallons.
- Shonna McCray

06/29/2018 - Company response received via Email. DScott.

7/3/18: Correspondence received on 6/29/18, is from the customer, not a company response; will forward to the company. Customer's objection noted. Shonna McCray

7/3/18: The following customer correspondence was received on 6/29/18:

"From: Russell Dunn [mailto:russtdunn63@yahoo.com]
Sent: Friday, June 29, 2018 3:41 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC Complaint Request No. 1279594W

I do not consider the Utilities Inc. received on June 26, 2018 acceptable.

The service tech who arrived at 129pm on April 27, 2018 stated he was close by in my neighborhood when my first call was made and was in the neighborhood until after 12 noon. He stated he was no more than five minutes away. But he did NOT receive my request for service until 30 minutes prior to arriving at 129pm. I called at 1129am and he should have had my request by 1145am. That tells me there is a horrific communications process problem in Utilities Inc. There is no logical reason I had to wait two hours for the tech to arrive to shut my water off when he was five minutes away from my house. The service tech was right here in my neighborhood.

I will not accept Utilities Inc weak response which clearly omits several key points.

Russell Dunn
208 Harrogate Place
Longwood, FL 32779"
Shonna McCray

7/3/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

*WHAT TIME WAS THE CUSTOMER'S INITIAL CALL REGARDING THE LEAK RECEIVED ON 4/27/18?

*WHY DID IT TAKE 2 HOURS FOR A TECHNICIAN TO ARRIVE TO DISCONNECT THE WATER?

*PROVIDE THE PSC WITH BILLING STATEMENTS FOR THIS ACCOUNT HISTORY FROM JUNE 2016 TO CURRENT.

PLEASE RESPONSE BY 7/13/18. Shonna McCray

07/10/2018 - Company response received via Email. DScott.

7/11/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The electronic time on the customer's account shows 11:31 a.m.

*The Consumer stated that the utility technician was 5 minutes away from his residence and could have turned his water off sooner.

*The utility disagrees with the fact that there was a technician near his home and could have turned his water off sooner.

*The utility's technicians have specific assignments and locations each day, when and if an emergency occurs that requires staff to discontinue an assignment, after notification is issued to the staff, he/she must first secure the area/assignment that is being worked on at the time so that the area is left safe for others before leaving it.

*The time lapse varies based on the work that is being performed and the location of the assignment at that time.

*Once the area has been secured, he/she must travel in a vehicle to the requested area safely in a manner to not cause harm to himself or to others and by following the applicable speed and traffic flow.

*The technician arrived at the Consumer's residence as soon as possible in a timely and safe manner to turn the Consumer's water off so that he could make repairs to his plumbing.

*The requested bill copies provided with the response.

Shonna McCray

7/11/18: Will prepare resolution letter. Shonna McCray

7/31/18: Resolution letter prepared. Shonna McCray

7/31/18: Resolution letter mailed. This inquiry closed. Shonna McCray

8/7/18: Additional information added to file. Shonna McCray

8/13/2018 Letter from CMuir to the customer added to the file. DHood

"From: Cindy Muir

Sent: Monday, August 13, 2018 12:43 PM

To: 'lconstantine@seminolecountyfl.gov'

Cc: Consumer Contact; Shalonda Hopkins; Bev DeMello

Subject: FW: Utilities, Inc. Complaint poorly handled...1279594W Russell Dunn/Utilities, Inc.

Dear Commissioner Constantine:

On behalf of PSC Commissioner Julie Brown, I'm responding to your email about UIF customer complaints. I followed up on the complaint referenced in your email and wanted to let you know that the PSC's final resolution letter (attached) was mailed to Mr. Dunn on July 31, 2018. Since there are no rules that require companies to respond to service calls within a certain timeframe, we do not have authority to take any further action. UIF did not issue a leak credit because the customer's usage in April/May 2018 is actually less than the usage for the same time period last year, April/May 2017. Of course, the customer can always request a formal inquiry if he/she is not satisfied with the final resolution.

Please let me know if we can answer any questions, or provide any further information,

Cindy Muir,

Director, Office of Consumer Assistance & Outreach

Florida Public Service Commission

From: Constantine, Lee [mailto:lconstantine@seminolecountyfl.gov]

Sent: Monday, August 06, 2018 2:14 PM

To: Office of Commissioner Brown; Acharles@psc.state.fl.us; SAYLER.ERIK@leg.state.fl.us; Kelly Thompson; JR Kelly

Subject: FW: UTILITIES INC COMPLAINT POORLY HANDLED STILL OPEN

Just a sampling of the complaints Seminole County continues to receive regarding Utilities, Inc.

From: Russell Dunn [mailto:russdunn63@yahoo.com]

Sent: Wednesday, August 01, 2018 4:34 PM

To: Constantine, Lee <lconstantine@seminolecountyfl.gov>

Subject: UTILITIES INC COMPLAINT POORLY HANDLED STILL OPEN

Commissioner Lee Constantine,

I wanted to send you an issue I had with Utilities Inc. that was poorly handled. It is still OPEN.

1. I had an emergency on April 27, 2018 where I needed my water turned off immediately
2. I sent an email to Utilities Inc on May 1, 2018 documenting the problem
3. I received no response from Utilities Inc...what a surprise

4. I sent a FU email to Utilities Inc on June 6, 2018 with a copy to the Florida Public Service Commission asking why I had not received a response
5. I got an acknowledgment from the Florida Public Service Commission dated June 7, 2018 with stipulations
6. I received a response from Utilities Inc dated June 26, 2018 which was NOT acceptable
7. I sent an email to Utilities Inc on June 29, 2018 with a copy to the Florida Public Service Commission stating I did NOT concur with their weak bogus response based on the facts which they ignored in their response

Utilities Inc. has failed. The Florida Public Service Commission has failed.

I have heard nothing since. This is NOT acceptable. I wanted you to see this extremely poor handling because Utilities Inc has a sloppy system of notifying their field techs of urgent situations. It appears to be worse than the pony express. The service tech told me if they would have received a timely notification of my request he was only five minutes away from my home. It took him two minutes to turn off my water after he arrived two hours later.

Thanks.

Russell Dunn
208 Harrogate Pl
Longwood, FL 32779"

Case#: 1280491W; Name: MICHELE FREEMAN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: MICHELE FREEMAN Svc. Address: 216 TIMBERCOVE CIR. Seminole County, (407)-310-3388 Longwood, FL 32779- Caller: MICHELE FREEMAN Mailling Addr: 216 TIMBERCOVE CIR. LONGWOOD, FL 32779- Can Be Reached: Account #: 0838021473 E-Track #: 126844	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1280491W Response Needed From Company? Y Date Due: 07/10/2018 <hr/> Reply Received: 06/27/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1280491W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/18/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/31/2018 Close Type: WB-05 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, June 17, 2018 7:21 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 126844

CUSTOMER INFORMATION

Name: Michele Freeman
 Telephone: (407) 310-3388
 Email: Mm.freeman@earthlink.net
 Address: 216 timbercove circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Michele freeman
 Account Number: 0838021473
 Address: 216 timbercove circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I believe my water meter needs replaced . It is reading water consumption that is impossible in a 30 day time. The company comes says i have no leak no detection and that there is nothing they can do. I want the meter replaced as i believe its faulty at this time. My bills have tripled of more in 3 months and the amount is impossible. Even the company says its impossible to consume that much more the. 3 pools full per month but they do nothing. No leaks in house or found in yard. Not even watering at all nothing. Toilets perfect 2 adults 1 child 50 thousand gallons in 29 days no way please help. "

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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - 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 taken by Diane Hood

06/27/2018 - Company response received via Email. DScott.

6/28/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Freeman is a customer at 216 Timbercove Cir., Longwood, FL.

*On 6/20/18, the utility staff met with Ms. Freeman to address her concerns and to perform an accuracy test on her meter.

- *The meter failed on low @ 63.0% and medium flow @ 94.0% , maximum flow passed @ 95.6%, overall meter was not registering properly @ 84.2%.
- *An audit check was performed on her irrigation system timer and it showed two programs running.
- *Program B included 4 zones and each zone was set at 30 minutes each and was also set to come on 3 times a week.
- *Program C was set at 1 zone for 15 minutes every day.
- *Ms. Freeman turned the system off but this was only after receiving the high bills.
- *The utility staff reset the timer and replaced the meter after the test results indicated that the meter failed on the low side and was not registering all of the water that flowed through it.
- *Staff went over all of the findings with Ms. Freeman and addressed any additional concerns she had.
- *Ms. Freeman did not require additional assistance from the utility at the time.
- *On 6/22/18, Ms. Freeman contacted the utility she said she had an issue with high water bills for a couple of months and had the meter tested.
- *She said the meter fail and was replaced and she wanted to follow-up on the results.
- *Ms. Freeman was advised that there was not an adjustment due because the meter failed on the low side and was not capturing all of the water that flowed through it and she had not been over charged for usage.
- *Ms. Freeman was satisfied with the information provided.
- *She said she will see what the usage is on her next bill.
- *She was informed by staff that if she does not change her pattern from her old water usage it is possible that she will show higher usage because the old meter was not capturing all of the water that flowed through it and the new meter will capture the water that flows through it.
- *Copies of the meter test and the usage history from Ms. Freeman's account since her start of service on 6/15/17 are included with the response.

Shonna McCray

NOTE: It appears the company has violated PSC rules---meter not recording within standards.

Shonna McCray

7/31/18: This inquiry closed. It appears the company has violated PSC rules---meter not recording within standard. Shonna McCray

Case#: 1280589W; Name: SHARON ANDERSON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: SHARON ANDERSON Svc. Address: 106 WINDMILL WAY Seminole County, (407)-339-1658 Longwood, FL 32750- Caller: SHARON ANDERSON Mailling Addr: 106 WINDMILL WAY LONGWOOD, FL 32750- Can Be Reached: Account #: 8259487271 E-Track #: 126840	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1280589W Response Needed From Company? Y Date Due: 07/11/2018 <hr/> Reply Received: 07/10/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1280589W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/19/2018 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/24/2018 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, June 17, 2018 12:36 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 126840

CUSTOMER INFORMATION

Name: Sharon Anderson
 Telephone: (407) 339-1658
 Email: balisong2@gmail.com
 Address: 106 Windmill Way Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Sharon Anderson
 Account Number: 8259487271
 Address: 106 Windmill Way Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

What on earth are you people trying to do to us?? And when are these increases going to STOP?? We are a husband and a wife living on retirement, trying to stay in our home in one of the neighborhoods HIT BY YOUR THIRD INCREASE. We barely use water. We are not a greedy corporation using water, but feel you are a greedy corporation that continues to unfairly increase our rates. YOU DOUBLED OUR RATES. THEN YOU INCREASED THEM AGAIN. AND NOW YOU ARE INCREASING THEM AGAIN. Our retirement checks do not increase in keeping with the cost of living. The small increase we got this year was immediately taken by Medicare, every last nickel of it. STOP hitting these individuals with these increases. They are UNFAIR.

My water HAS NOT IMPROVED since your increase in January. My water tastes terrible and does not even smell good. My clothes stink after I wash them. This is RIDICULOUS.

PSC was contacted previously "

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

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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 taken by Diane Hood

Forwarded to Docket 20160101-WS.

07/10/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, July 10, 2018 4:31 PM
To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1280589W SHARON ANDERSON
Attachments:FPSC REQUEST NO. 1280589W

Dear Mr. Castillo:

This correspondence is in reference to Ms. Sharon Anderson's complaint to your office about the rate change notice that was filed under Docket No. 2017005-W by Utilities, Inc. of Florida and her concern about the water quality provided at her residence. Ms. Anderson is a customer at 106 Windmill Way, Longwood, FL.

On June 22, 2018, staff checked the water quality at Ms. Anderson's residence, the cl2 at her outside hose bib was at 2.6 ppm, the water was found to be safe to drink. Staff explained the findings to her while at the residence. Ms. Anderson informed staff that her main concern was the rate increase and not the water. The rate increase is regulated by the Florida Public Service Commission. On July 10, 2018, e-mail correspondence was sent to Ms. Anderson that addressed her concerns. A copy of the correspondence that was sent to Ms. Anderson is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

07/24/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1280614W; Name: MICHAEL MCCAUSLAND; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MICHAEL MCCAUSLAND Svc. Address: 1323 SUMMERTREE COURT Seminole County, (321)-424-4566 Longwood, FL 32750- Caller: MICHAEL MCCAUSLAND Mailing Addr: 1323 SUMMERTREE COURT LONGWOOD, FL 32750- Can Be Reached: Account #: 2209363418 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1280614W Response Needed From Company? Y Date Due: 07/11/2018 <hr/> Reply Received: 07/11/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1280614W	Assigned to: ELLEN PLENDL Entered by: SLYNCH Date: 06/19/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: ROLAND Disputed Amt: 157.25 <hr/> Closed by: ELLEN PLENDL Date Closed: 08/17/2018 Close Type: GI-05 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$147.89 for May- June 2018 ; \$164.35 for April-May 2018

What is the date of the bill? See above

Why do you believe you have been billed improperly?

On the June bill customer states he was charged for 23,270 gallons when his normal usage for a family of 3 with no pool, no irrigation is around 6-8,000 gallons. Customer states the bill does not reflect his usage and he is being overbilled.

Customer states his May bill was for \$164.35 which is over charged for this usage again as his normal usage is 6-8,000 gallons.

Other Comments: Customer is disputing \$74.89 of the May-June bill and \$82.35 of the April-May bill.

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 days 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
- e) confirmation 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 taken by Suzelle Lynch

7/10/18 Customer called back stating he had new information. Caller was transferred to Shonna. DRojas

7/10/18: Mr. Michael McCausland transferred by Daisy. Mr. McCausland stated that since the company came out to do an inspection after he filed the complaint, he has been able to determine what the reason is for the increased usage. Mr. McCausland stated when the company came to interrupt service in April, a faulty valve was found and the service could not be interrupted so the company removed the meter. He stated when the company replaced the meter a leak was created by the company on the customer's side. Mr. McCausland stated he should not have to pay to repair the leak or for the extra water usage caused by the company creating a leak on his side of the meter. He stated the company needs to repair the leak. Asked if he has been contacted by the company and provided with a resolution. He stated he has not been contacted. Explained his additional concerns would be forwarded to the company and provided the due date for the response. Shonna McCray

7/10/18: ATTN COMPANY:

PLEASE ADDRESS CUSTOMER CONCERNS NOTED ABOVE. HAS RESOLUTION BEEN PROVIDED TO THE CUSTOMER AS REQUIRED? PROVIDE A DETAILED 24-MONTH ACCOUNT HISTORY WITH THE RESPONSE. Shonna McCray

07/11/2018 - Company response received via Email. DScott.

7/12/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Mr. McCausland stated in his complaint that he believed he had been billed improperly because he was charged for 23,270 gallons when his normal usage for a family of 3 is around 6-8,000 gallons.
- *He stated that he is disputing \$82.35 of the May bill and \$74.89 of the June bill.
- *Mr. McCausland is a customer at 1323 Summertree Ct., Longwood, FL.
- *On 6/19/18, Mr. McCausland's meter was reread for accuracy at his request.
- *The technician reread the meter, the read obtained was in line with the previous reads, the technician noticed water flowing through the meter that indicated a leak in Mr. McCausland's service line on his side of the meter.
- *The technician informed the customer about the findings, that the usage billed had flowed through the meter and there was not an error in the usage billed to him.
- *It seems that Mr. McCausland was not satisfied with the utilities' findings so a bill disputed was filed with your office.
- *On 6/22/18, the technician reached out to Mr. McCausland to arrange for testing the meter.
- *The technician explained that the meter could not be tested at the residence with a leak.
- *The technician was informed by Mr. McCausland that the leak in his line was caused by the utility when his meter was reinstalled in April from a disconnect for non-payment.
- *Because of the condition of Mr. McCausland's plumbing/service line location the technician consulted with the manager.
- *It was determined that the meter would need to be removed to test it if the leak was not repaired by Mr. McCausland.
- *The meter test was rescheduled with Mr. McCausland for 6/29/18, when the technician arrived there was not anyone present at the residence to witness the test.
- *The technician contacted Mr. McCausland by telephone to inquire and to inform him that no one was at the residence for the meter test as scheduled.
- *Mr. McCausland said wife must have just left. The meter was left in place and the test was canceled until Mr. McCausland reschedule.
- *On 7/10/18, the PSC received "new information" from Mr. McCausland about his complaint.
- *On 7/10/18, e-mail communication was sent to Mr. McCausland that addressed all of his concerns stated in the complaint as of 6/19/18 and 7/10/18.
- *The PSC was included in that response.
- *Mr. McCausland feels that his water line leak was caused by the meter being removed or installed 4/9/18 or 4/10/18 when his service was disconnected for the 4th time from meter tampering after the utility had disconnected the service in January for non-payment.
- *He does acknowledge that his service was disconnected but he does not indicate that from 1/4/18 through 4/9/18, the service had been turned off several times by the utility only for it to be turned back on at the meter and locks continued to be cut and water was accessed without authorization from the utility.
- *When the utility installed the water meter on 4/10/18, after Mr. McCausland paid the past due bills and the water was restored by the technician, there was not any leak noticed or water registering through the meter.
- *Because of this, the utility does not find that it caused a leak in Mr. McCausland's plumbing.

*The requested bill history is included with the response and a copy of the response that was sent to Mr. McCausland is also provided.

Shonna McCray

7/12/18: The following response was sent to the customer via email:

"Dear Mr. McCausland:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning disputed usage on your bills date May 13, 2018 and June 13, 2018 and you also stated that the utility had caused a leak to occur in your water line that resulted in high usage on your bills.

Review of your account indicates that on January 4, 2018, your service was interrupted for non-payment, there had not been a payment made on your account since October 31, 2017 that payment was for \$130.38 leaving an unpaid past due amount for \$108.33 at that time. When your service was disconnected on January 4, 2018 your account balance was \$302.10. Additional bills were issued after the disconnect for January, February and March 2018 that were not paid and yet water continued to be used at the residence after the disconnect.

March 15, 2018, audit of your service indicated that the water had been turned on by someone other than the utility and was being used at the residence since the service was interrupted by the utility on January 4, 2018. The service was turned off again for non-payment of the past due account by the utility and was "hard locked" by the utility staff. A recheck on March 28th, the meter was on again and water was being used, it was turned off again by the utility and a tag was left at the residence. On April 9, 2018 the meter was removed because of meter tampering multiple times. On April 10, 2018, records indicate that you contacted the utility to request service to be restored and asked the minimum amount you were required to pay, you were told that a payment was required for \$631.82 plus the reconnect fee for \$36.00 was required to restore the service. On April 10, 2018 payment for \$625.37 was accepted and the service was restored. The reconnect fee was billed. The meter was installed and service was restored. As of today, July 10, 2018 there bills have been issued for April, May and June. One payment has been received as of June 5, 2018 for \$147.89. Your account balance including the disputed bills is \$337.55.

In your complaint to FPSC you stated that you had a leak and that the utility had caused a leak in your service line because of installing the meter. The utility does not find that a leak in your plumbing was caused by the meter installation or removal. The history on your account shows that there had been activity on its meter by turning it on each time that it was turned off by the utility, it cannot explain to you how or why your service line developed a leak while the meter was removed or after it was installed. The utility did not notice a leak or water passing through the meter when it was installed on April 10. It does not assume any responsibility for your plumbing and the leak. On June 19, 2018, your meter was reread for accuracy at your request, the meter

read was 2316850 and the previous read on June 6, 2018 was 2312140 a leak was noticed in your line past the meter that appeared to be less than one gallon per minute. Staff Informed you about the findings and read.

The utility is willing to remove the meter and send it for a bench test to an independent source to check for the accuracy of it, it is unable to test the meter at the premises until your leak has been repaired or with a leak present. The utility will not assume any responsibility for your plumbing when the meter is removed for testing. If you would like for the meter to be tested for accuracy, we request you to contact our Customer Service Department at 1-866-842-8432 to arrange for it.

The FPSC office is included in this correspondence and the utility's findings.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com
Shonna McCray

7/12/18: NOTE: The billing history was not included with the response. The company interrupted service on 1/4/18, for non-payment. Shonna McCray

7/12/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
*THE BILLING HISTORY WAS NOT INCLUDED WITH THE RESPONSE, AS INDICATED, PLEASE PROVIDE.
*WAS THE ACCOUNT BEING BILLED MONTHLY SINCE 1/4/18?
*WHEN WAS THIS ACCOUNT ESTABLISHED?
*PLEASE PROVIDE BILLING STATEMENTS FOR THE PAST 24 MONTHS.
PLEASE PROVIDE RESPONSE BY 7/23/18. Shonna McCray

7/12/18: Response received via email. Shonna McCray

7/13/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
*The account was being billed monthly and water continued to be used at the residence after the disconnect.

*The account was established on 7/8/13.

*The billing statements were sent with the response sent on 7/11/18; they are included with the response of 7/12/18.

Shonna McCray

7/13/18: NOTE: The billing statements were not included as requested; sent email to Elise Christian advising of such. Shonna McCray

07/13/2018 - Company response received via Email. DScott.

7/16/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided billing statements for 7/13/16 thru 6/13/18. Shonna McCray

7/16/18: It appears the customer was using the service even though it had been disconnected on 1/4/18. The customer was billed the following after 1/14/18:

1/16/18 - 10,530 gallons

2/13/18 - 9,290 gallons

3/13/18 - 6,050 gallons

4/15/18 - 8,940 gallons

5/13/18 - 23,870 gallons

6/13/18 - 23,270 gallons

Shonna McCray

7/16/18: Will contact customer or prepare resolution letter. Shonna McCray

7/23/2018- Customer called back. Transferred call to SMCcray. DChung.

7/23/18: Mr. McCausland transferred by Daniel. Mr. McCausland stated he was checking the status of his complaint. Reviewed the response with Mr. McCausland. He stated his usage has never been this high. Explained to Mr. McCausland that it is the customer's responsibility to repair leaks on the customer side of the meter. He stated the leak was caused by the company when the meter was replaced. Discussed the service being used after it was interrupted on 1/4/18. He stated the service was never interrupted because he continued to have water. Explained the company reports that the service was interrupted and the locks were cutoff several times. He confirmed that he received bills monthly; but he has not received a bill since filing the complaint. He stated he was advised by the company that the PSC would send him the bill. Explained that it is the company's responsibility to send the bills to the customer. He also explained since he filed the complaint, whenever he calls the company he is being told that he has to contact the PSC. Advised I would request the bill be sent to him. Suggested that the customer repair the leak being it is on his side of the meter. Mr. McCausland stated he should not have to fix the leak caused by the company. Advised Mr. McCausland that I would forward his complaint to my Supervisor for review. Shonna McCray

7/23/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

*THE CUSTOMER STATES HE DID NOT RECEIVE THE JUNE BILLING STATE (DUE 7/5/18), PLEASE SEND THE BILLING STATEMENTS TO THE CUSTOMER AS REQUIRED.

*THE CUSTOMER STATES THE COMPANY CAUSED THE LEAK ON HIS SIDE OF THE METER AND SHOULD REPAIR IT AT THE COMPANY'S EXPENSE. PLEASE PROVIDE PHOTOS OF THE CONDITION.

*PROVIDE THE JULY BILLING STATEMENT TO THE PSC.

PLEASE PROVIDE RESPONSE BY 7/31/18. Shonna McCray

7/23/18: Complaint forwarded to Supervisor for review. Shonna McCray

7/24/18: Customer called back. Call was transferred to Randy. Customer did not want to speak to analyst. Customer stated the PSC has given him inaccurate information according to the information he was provided by the utility company. DRojas

07/24/18: I spoke with Mr. McCausland and explained the complaint process. Advised that we will send him resolution letter upon completion of investigation. Also advised him of process review. Mr. McCausland still has not made repairs to customer-owned water pipe. I encouraged him to do so, but he said he will not. RRoland

07/24/18: Reassigned to E.Plendl. RRoland

07/24/2018 FAX TO CO. Additional information requested.

1) Please provide a copy of the regular July 2018 bill.

2) Please provide the date of all final notices sent between September 1, 2017 and present day. Include date of final notices sent, amount due, and payment due date for each final notice. (Provide copies if available).

3) Please indicate if the company has a record of returned mail on bills or final notices issued in the last 12 months.

4) Please provide another report by August 2, 2018. eplendl

07/25/2018 Received report via email. eplendl

07/25/2018 Reviewed report. UIF advised that on October 18, 2017, the company sent the customer a final notice requesting a \$130.38 payment to avoid a service interruption.

On December 12, 2017, UIF sent the customer a final notice requesting a \$209.00 payment to avoid a service interruption.

On March 13, 2018, UIF sent the customer a final notice requesting a \$553.15 payment to avoid a service interruption.

On July 16, 2018, UIF sent the customer a regular monthly bill for \$449.94, including current charges of \$112.39, a \$6.45 late payment charge, and a \$331.10 past due balance. The regular payment due date for the current charges is August 7, 2018.

The company has no record of returned mail. eplendl

07/26/2018 A letter was sent to the customer. eplendl

July 26, 2018

Mr. Michael McCausland
1323 Summertree Court
Longwood, FL 32750

RE: FPSC Inquiry 1280614W

Dear Mr. McCausland:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF) concerning high water bills at your residence.

Rules 25-30.335 and 25-30.320, Florida Administrative Code (F.A.C.) indicate that a water bill is considered past due if the payment has not been received within twenty days from the date the utility mailed or delivered the bill. If the company does not receive payment by the end of the twentieth day, it has to mail a final notice of at least five working days before it can disconnect the customer's service for nonpayment. Once the reason for the interruption has been fully satisfied, UIF will restore the water service. I have enclosed a copy of the rules for your review.

We have learned the following from UIF:

"On October 15, 2017, the company sent you a regular monthly bill for \$238.71, including current

charges of \$108.33 and a \$130.38 past due balance. The regular payment due date for the current charges was November 6, 2018.

"On October 18, 2017, UIF sent you a final notice requesting a \$130.38 payment to avoid a service interruption.

"On October 31, 2017, the company received your \$130.38 payment. After the payment posted, your account reflected a \$108.33 past due balance.

"On November 14, 2017, UIF sent you a regular monthly bill for \$209.00, including current charge of \$87.87, a \$12.80 late payment charge, and a \$108.33 past due balance. The regular payment due date for the current charges was December 6, 2017.

"On December 12, 2017, UIF sent you a final notice requesting a \$209.00 payment to avoid a service interruption.

"On December 13, 2017, the company sent you a regular bill for \$314.90, including current charges of \$93.10, a \$12.80 late payment charge, and a \$209.00 past due balance. The regular payment due date for the current charges was January 4, 2018.

"On January 4, 2018, the company interrupted your water and wastewater service for nonpayment of \$209.00.

"On January 16, 2018, UIF sent you a regular bill for \$436.15, including current charges of \$108.45, a \$12.80 late payment charge, and a \$314.90 past due balance. The regular payment due date for the current charges was February 7, 2018.

"On February 13, 2018, the company sent you a regular bill for \$554.95, including current charges of \$106.00, a \$12.80 late payment charge, and a \$436.15 past due balance. The regular payment due date for the current charges was March 7, 2018.

"On March 13, 2018, the company sent you a regular bill for \$625.37, including current charges of \$90.47, a \$554.95 past due balance, less a \$20.05 credit. The regular payment due date for the current charges was April 4, 2018. The same day, UIF sent you a final notice requesting a \$553.15 payment to avoid a service interruption.

"On March 15, 2018, UIF determined that someone other than utility staff reconnected the water service. The company interrupted the water service and added a lock to the water meter.

"On March 28, 2018, UIF determined that someone other than utility staff reconnected the water service. The company left a notice at your door.

"On April 9, 2018, the company determined that someone other than utility staff reconnected the water service. UIF removed the meter to prevent further unauthorized restoration until the reason for disconnect was fully satisfied.

"On April 10, 2018, the company received your \$625.37 payment, reinstalled the water meter, restored the water service, and billed a \$36.00 reconnection charge to your account.

"On April 15, 2018, UIF sent you a regular bill for \$147.89, including current charges of \$107.44, a \$6.45 late payment charge, and a \$36.00 reconnection charge. The regular payment due date was May 7, 2018.

"On May 13, 2018, UIF sent you a regular bill for \$314.64, including current charges of \$160.30, a \$6.45 late payment charge, and a \$147.89 past due balance. The regular payment due date for the current charges was June 4, 2018.

"On June 13, 2018, the company sent you a regular bill for \$331.10, including current charges of \$157.90, a \$6.45 late payment charge, and a \$166.75 past due balance. The regular payment due date for the current charges was July 5, 2018.

"On July 16, 2018, UIF sent you a regular monthly bill for \$449.94, including current charges of \$112.39, a \$6.45 late payment charge, and a \$331.10 past due balance. The regular payment due date for the current charges is August 7, 2018.

You expressed concern that UIF caused the leak in your service line due to the meter installation. On June 19, 2018, UIF reread your meter at your request. The June 6 meter reading reflected 2312140 and the June 19 meter reading reflected 2316850. The meter reader noted that there was a leak in your service line. You are responsible for the water consumed on your side of the water meter. You may consider hiring a plumber to make repair to your service line in response to the leak on your side of the water meter.

You also requested repair or reimbursement to repairs to your water service line. Please be advised that although the PSC has regulatory authority over the rates and services pursuant to Chapter 366, Florida Statutes, the PSC does not have the legal authority to award relief in the form of monetary damages. In dismissing a complaint for lack of subject matter jurisdiction by Order No. PSC-99-1054-FOF-EI, issued May 24, 1999, in Docket No 981923-EI, the PSC noted that it may not award monetary damages in resolving utility related disputes. In so doing, the PSC cited to *Southern Bell Tel. Co. v. Mobile America Corp., Inc.*, 291 So.2d 199, 202 (Fla. 1974), in which the Florida Supreme Court decreed that "[n]owhere in Ch. 364 is the PSC granted authority to enter an award of money damages (if indicated) for past failures to provide telephone service meeting the statutory standards; this is a judicial function within the jurisdiction of the circuit court pursuant to Art. V, §5(b), Fla. Const." Similarly, Chapter 366, Florida Statutes, does not grant the PSC the authority to enter an award of money damages for past failures to provide natural gas

service meeting the statutory standards. I have enclosed copies of the orders cited herein for your reference.

If you have any questions or concerns please call Ellen Plendl by August 10, 2018; otherwise, we will consider your inquiry resolved. You may reach Ms. Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Enclosures (2)

08/17/2018 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1280812W; Name: PAUL ERNANDEZ; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PAUL ERNANDEZ Svc. Address: 9518 MEADOW CREST LN Lake County, Clermont, FL 34711- Caller: PAUL ERNANDEZ Mailling Addr: 9518 MEADOW CREST LN CLERMONT, FL 34711- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1280812W Response Needed From Company? Y Date Due: 07/13/2018 <hr/> Reply Received: 07/10/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1280812W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/21/2018 Via: E-MAIL Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/27/2018 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Paul Ernandez [mailto:pern777@msn.com]
 Sent: Thursday, June 21, 2018 7:25 AM
 To: Consumer Contact
 Cc: holli25@msn.com
 Subject: Utilities, Inc. additional Comment

From: Paul Ernandez
 Sent: Thursday, June 21, 2018 7:19 AM
 To: contact@psc.state.fl.us
 Cc: holli25@msn.com
 Subject: Utilities, Inc.

Good Day,

I am writing in reference to the notice that I recently received regarding Utilities, Inc. request for a rate increase. This is DOCKET NO. 20170005-WS, Order No. PSC-2017-0480-PAA-WS.

This provider consistently sends Public Notices about TTHM levels being above drinking water standards. Are you aware of this? Why would anyone grant a rate increase to a company that

consistently misses the mark? They spend more money on the paperwork and mailing of these notices that should be spent on fixing the problem!

I don't know what standard that is used to gauge the quality of service of this "utility" but elsewhere in the business sector if you don't perform, you don't get a raise and you probably lose your job. Why isn't this standard used for Utilities, Inc? Is it a monopoly for this particular area?

I say either they live up to the standards set or they don't get the increase and...could they possibly lose the right to supply the water in this area?

I look forward to your reply.

Paul Hernandez
9518 Meadow Crest Lane
Clermont, FL 34711
pern777@msn.com

P.S. Even one of the service techs sent to our home recently said, "I wouldn't drink this water"!! "

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
 - 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 taken by Diane Hood
Also filed for Docket 20160101.

07/10/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, July 10, 2018 3:54 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1280812W PAUL ERNANDEZ
Attachments:FPSC REQUEST NO. 1280812W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Paul Hernandez's complaint to your office about the rate change notice that was filed under Docket No. 2017005-W by Utilities, Inc. of Florida and his concern about Total Trihalomethanes (TTHM) (ppb) in the water provided to his residence. Mr. Hernandez is a customer at 9518 Meadow Crest Ln., Clermont, FL.

On June 22, 2018, the utility's Compliance and Safety Manager attempted to reach Mr. Hernandez by telephone to address his concerns about the water quality at his residence. His voice mail was reached, a message was left by the Safety Manager that included his direct telephone number and a request for a return call. There has not been a return call as of today. On July 10, 2018, e-mail correspondence was sent to Mr. Hernandez that addressed his concerns. A copy of the correspondence that was sent to Mr. Hernandez is included with this response. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

07/27/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1280896W; Name: BERTHA HALPERN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BERTHA HALPERN Svc. Address: 118 OLD HICKORY CT Seminole County, (407)-332-7794 Longwood, FL 32750- Caller: BERTHA HALPERN Mailling Addr: 118 OLD HICKORY CT LONGWOOD, FL 32750- Can Be Reached: Account #: 4221310000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1280896W Response Needed From Company? Y Date Due: 07/13/2018 <hr/> Reply Received: 07/03/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1280896W	Assigned to: SHONNA MCCRAY Entered by: JMCLEANS Date: 06/21/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 64.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/31/2018 Close Type: GI-25 Apparent Rule Violation: N

The customer states that her bills have been higher than usual. May's bill was for \$134 whereas her average monthly bills were around \$70. The customer contacted the Company who came out and checked her meter and for leaks. The meter is working and no leaks were found. The customer wishes to dispute the amount of \$64 for her May bill. The customer would like the above issue investigated and resolved.

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 days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
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 - d) answers to any questions raised by staff in the complaint
 - e) confirmation 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 taken by J Mclean-Sinatra

07/03/2018 - Company response received via Email. DScott.

7/5/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Halpern stated that her bills have been higher than usual and her May bill was for \$134.00 where as her average monthly bills were around \$70.00.

*She stated that the utility has checked her meter and did not find any leaks so she disputes \$64.00 of her May bill.

*Review of Ms. Halpern's account indicates that her usage has remained within her monthly average usage for several years.

*She has requested the utility to reread her meter and check for visible leaks several times and each time the meter reads were found to be correct and there were not any visible leaks noticed by staff.

*On 6/22/18 Ms. Halpern's meter was read for accuracy and her service was checked for visible leaks.

*The meter read was correct and followed her meter read history and there was not any visible leak noticed by staff.

*Written correspondence was mailed to Ms. Halpern that addressed her concerns and the utility's findings.

*She was provided a copy of the three rate changes (tariff copies) that have occurred since 9/5/17 through 6/29/18.

*She was provided 3 years of her usage history and meter rechecks during that period.

*Ms. Halpern was informed that the utility did not find that she had been incorrectly charged for water usage and did not find that an adjustment credit is due to her account.

*A meter test was made available to Ms. Halpern if she requested it.

*She was asked to contact Customer Service at 1-866-842-8432 to arrange for it.

*Copies of the correspondence, her usage history and copies of the tariff pages with the new rate increases provided with the response.

Shonna McCray

7/31/18: This inquiry closed. Shonna McCray

Case#: 1281671W; Name: ALISA MECCARIELLI-LEO; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: ALISA MECCARIELLI-LEO Svc. Address: 12504 HAMMOCK POINTE CIRCLE Lake County, (315)-439-3988 Clermont, FL 34711- Caller: ALISA MECCARIELLI-LEO Mailling Addr: 12504 HAMMOCK POINTE CIRCLE CLERMONT, FL 34711- Can Be Reached: Account #: 9425112438 E-Track #: 126944	Company Code: WS641 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1281671W Response Needed From Company? Y Date Due: 07/24/2018 <hr/> Reply Received: 07/17/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1281671W	Assigned to: REY CASTILLO Entered by: DVIZCARR Date: 07/02/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/08/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Monday, July 02, 2018 12:42 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 126944

CUSTOMER INFORMATION

Name: Alisa Meccarielli-Leo
Telephone: (315) 439-3988
Email: alisa.meccarielli@gmail.com
Address: 12504 Hammock Pointe Circle Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Alisa Meccarielli-Leo
Account Number: 9425112438
Address: 12504 Hammock Pointe Circle Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Good Afternoon....This is a complaint based on several attempts to correct my billing with Utilities Inc of Florida. In March I went on-line to see what my bill was and it did not show any balance (\$0.00). I called the customer service# and they indicated that they were having a billing issue and that the next month it should be fixed. I checked again in April and still a zero (\$0.00) balance was showing so I called again. They said the same thing. So May came around and sure enough nothing had changed. When I called this time I said I did not want to get hit with a huge bill due to a billing issue that they are trying to straighten out internally. They said this was an issue for many in our area --- so we started asking out neighbors -- no one else was apparently having this issue so I called them back immediately and asked for resolution. They said someone would call me back, however that did not happen. I went onto the payment web-site and sure enough there are four months of charges (all saying June) \$461.32, \$150.64, \$86.44 & \$385.05. This totally unacceptable. Please advise.

Thank you"

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
 - 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 taken by Diana Vizcarrondo

07/17/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, July 17, 2018 3:14 PM
To: Alisa.Meccarielli@gmail.com
Cc: PSCREPLY
Subject: FPSC Request No. 1281671W

Dear Ms. Meccarielli-Leo:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about improper billings for bills between February, 2018 through June, 2018 for water service provided to 12504 Hammock Pointe Cir., Clermont, FL.

Review of your account indicated that it discontinued generating bills for service after January 14, 2018 bill was issued. There was not any documentation on your account that showed a request for it to be closed. Early this year, 2018, the utility made changes in some of its interface equipment, there were some small glitches experienced with the conversion. It is possible that your account was affected by the bills not generating when due. You stated that you contacted the utility several times to address your concerns and you were told that there was a problem and that it would be fixed by the next bill. We apologize that you were not provided the correct information and that your concerns were not addressed immediately. It was not until June 27, 2018, your concerns were addressed and corrected.

Your account had not generated a bill since January 14, 2018 for service from December 4, 2017 – January 4, 2018. The bills dated June 27, 2018 were for monthly bills for February 2018 through May, 2018. The service periods were for January 4, 2018 – February 2, 2018, 25,450 gallons, charges \$86.44; February 2, 2018 – March 2, 2018, 19,560 gallons, charges \$64.20; March 2, 2018 – April 3, 2018, 33,300 gallons, charges \$116.69; April 3, 2018 – May 2, 2018, 33,570 gallons, and charges \$117.72. Your current bill for June 27, 2018 was for May 2, 2018 – June 4, 2018, 22,720 gallons and charges \$76.27. When the utility bills the Customer for more than one service period and more than one bill is issued on the same date, the customer is provided the opportunity to pay the bills in monthly installments for the number of bills issued. In your case, you were issued four back bills for service so you are entitled to pay them in four monthly installments along with your current month bill. Exceptions are made to allow additional time when the Customer needs extra time to pay the back billed amount. The account is put on a deferred payment arrangement and the installments will appear on each month bill.

We apologize for incorrect information provided to you and that your account and concerns were not handled properly. Your account balance as of today is \$306.23. The balance includes your bill dated July 15, 2018 for service period June 4, 2018 – July 3, 2018. I have put your account balance on a deferred payment arrangement to be paid in six monthly installments for approximately \$51.04 each. There is not a payment due for July, the first installment will appear on your bill that will be issued in August that includes your current month bill amount too. If you do not want your account to remain on the deferred payment arrangement, please contact our Customer Service Department at 866-842-8432 to have it removed.

We apologize for the inconvenience, please do not hesitate to contact our office if additional assistance is requested. The Florida Public Service Commission Office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

08/08/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1281678W; Name: CINDY SCHREFFLER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CINDY SCHREFFLER Svc. Address: 232 CHURCHILL DRIVE Seminole County, Longwood, FL 32779- Caller: CINDY SCHREFFLER Mailling Addr: 232 CHURCHILL DRIVE LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 126941	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1281678W Response Needed From Company? Y Date Due: 07/24/2018 <hr/> Reply Received: 07/18/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1281678W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DVIZCARR Date: 07/02/2018 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 08/09/2018 Close Type: GI-30 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Monday, July 02, 2018 10:34 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 126941

CUSTOMER INFORMATION

Name: Cindy Schreffler
 Telephone:
 Email: Gatorcindy2008@gmail.com
 Address: 232 Churchill Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Cindy Schreffler
 Account Number: 91681
 Address: 232 Churchill Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I did not receive my monthly bill in the mail last month. When I realized I did not receive the bill I went online to find out how much my bill was. I saw my bill and realized that my payment was already late. Since I did not receive the bill, payment stub or envelope in the mail, I went ahead and paid online, including the extra convenience fee. My bill for this month is now showing a \$6.45 late fee. I contacted Utilities inc. thru email and explained to them the situation of not receiving the bill in the mail and asked them to please waive the late fee. They refused on the grounds that they did not receive the bill back as non deliverable! I responded to them that the bill was possibly delivered to the wrong address and they have not responded back.

I would also like to add that nowhere on Utilities Inc. invoices or on their website do they state a late fee will be applied, nor how much, if a payment is received late.

Thank you.

Cindy Schreffler"

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
 - 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 taken by Diana Vizcarrondo

07/18/2018 - Company response received via Email. DScott.

7/19/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Schreffler's payment for the May bill was received in the utility's office on 6/20/18.

*Review of her account indicated that there was not any contact from her until e-mail communication was received around 6/28/18 about the late fee and that she did not receive the bill for May.

*When the Customer Service Representative reviewed the account there had been late fees charged to the account for November, December and January bills that were paid late.

*At that time her request was denied.

*As a onetime courtesy, because the customer stated that she did not receive the May bill in the mail, the late fee is waived for \$6.45.

*Since the customer has paid the bill with the fee on it, the July bill will reflect the credit on it.

*Ms. Schreffler inquired if there is not any notification on the bills that informs the customer that a late fee will be added to unpaid bills.

*Effective 9/5/17, late fees were approved by PSC and became effective on bills that were not paid by the due date on the bill.

*The bill does not become delinquent until the 21st day after the bill date, a late fee is not added to the account for the unpaid bill until approximately 2-3 days after the due date.

*The utility allows additional days after the due date for receipt of the payment as a courtesy.

*Customer provided with resolution via mail.

Shonna McCray

8/9/18: This inquiry closed. Shonna McCray

Case#: 1281921W; Name: PERRY DEMPSEY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: PERRY DEMPSEY Svc. Address: 4428 46TH AVE. S. Pinellas County, (727)-501-2240 Saint Petersburg, FL 33711- Caller: PERRY DEMPSEY Mailling Addr: 4428 46TH AVE. S. SAINT PETERSBURG, FL 33711- Can Be Reached: Account #: 336744-117981 E-Track #: 126977	Utility Information Company Code: SU291 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1281921W Response Needed From Company? Y Date Due: 07/26/2018 <hr/> Reply Received: 07/05/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1281921W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 07/05/2018 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/06/2018 Close Type: NJ-02 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, July 05, 2018 11:59 AM
 To: Consumer Contact
 Subject: E-Form Service Outage TRACKING NUMBER: 126977

CUSTOMER INFORMATION

Name: Perry Dempsey
 Telephone: (727) 501-2240
 Email: dempseypw@msn.com
 Address: 4428 46 AVE So. St Petersburg FL 33711

BUSINESS INFORMATION

Business Account Name: Perry W Dempsey
 Account Number: 336744-117981
 Address: 4428 46 AVE So. St Petersburg FL 33711

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Service Outage against Utilities, Inc. of Florida

Details:

The sewer line in our neighborhood--Broadwater-- is being relined. Tuesday afternoon (July 3) I was informed they plugged up my lateral. I had no sewage drainage from my house. I nwas asked to minimize discharges to my drain lines (laundry, dishwashing, showers). Said they wouldn't be out until Thursday (July 5). As of noon on Thursday, a repair crew has not shown up! "

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, July 05, 2018 12:02 PM

To: Consumer Contact

Subject: E-Form Service Outage TRACKING NUMBER: 126978

CUSTOMER INFORMATION

Name: Perry Dempsey

Telephone: (727) 501-2240

Email: dempseypw@msn.com

Address: 4428 46th Ave. So. St. Petersburg FL 33711

BUSINESS INFORMATION

Business Account Name: Perry Dempsey

Account Number: 336744-117981

Address: 4428 46th Ave. So. St. Petersburg FL 33711

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Service Outage against Utilities, Inc. of Florida

Details:

Sewer main was being relined. They plugged my lateral so I have no drainage. I was told not to do laundry, dishes, shower, etc. They plugged it up Tuesday (July 3) afternoon. As of Thursday noon (July 5) a repair crew STILL has not shown up."

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
 - 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 taken by Diane Hood

07/05/2018 - Company response received via Email. DScott.

7/6/18: REVIEWED COMPANY RESPONSE. Response states the service address listed is not in Utilities, Inc.'s service territory. Shonna McCray

7/6/18: 8:25 a.m. Called Mr. Perry Dempsey at 727-501-2240 to request additional information. Mr. Dempsey advised that his payments are sent to the City of St. Petersburg. Explained to Mr. Dempsey that city and county utilities are not regulated by the PSC; suggested he contact the St. Pete City Manager's Office. Shonna McCray

7/6/18: This inquiry closed. Shonna McCray

Case#: 1281970W; Name: MARC PETITPAS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MARC PETITPAS Svc. Address: 1440 CANAL POINT RD. Seminole County, (407)-951-2191 Longwood, FL 32750- Caller: MARC PETITPAS Mailling Addr: 1440 CANAL POINT RD. LONGWOOD, FL 32750- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1281970W Response Needed From Company? Y Date Due: 07/27/2018 <hr/> Reply Received: 07/18/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1281970W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 07/06/2018 Via: E-MAIL Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 08/23/2018 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Marc Petitpas [mailto:marcpetitpas@hotmail.ca]
 Sent: Thursday, July 05, 2018 9:38 PM
 To: Consumer Contact
 Subject: Continued Water Increases by Utilities, Inc.

To whom it may concern at the Florida Public Service Commission - Water

I cannot believe the excess water bills that I have receiving over the last several months - my bill jumped from an average of \$120 / month in 2017 now is averaging around \$230 / month - my usage is basically the same.

This is unbelievable that such an increase was approved by your commission and now Utilities, Inc is asking for another increase " Docket No. 20170005-WS - Order No PSC-2017-0480-PAA-WS " for water that smells like it come from my swimming pool.

As a consumer that only has one option for water, I must use Utilities, Inc and now they are fleecing all the consumers for exorbitant rates, how can you allow this happen ?

What are you doing to protect the residents using Utilities, Inc. ?

I'm a concerned resident in Seminole County - The madness of these kind of increases must stop !

I would be interested in learning why you think it's reasonable that the average consumer is paying \$1200 more per year for the same service with water that taste terrible, that is really only good for showers, laundry and watering my lawn and on occasion my bill mysteriously jumps up by \$30 for several months then drops down without any leaks or consumption usage changes ?

Looking forward in your response.

Marc Petitpas
1440 Canal Point Rd
Longwood, FL 32750
407-951-2191 "

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
 - 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 taken by Diane Hood

07/18/2018 - Company response received via Email. DScott.

7/20/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Petitpas is a customer at 1440 Canal Point Rd., Longwood, FL

*Pursuant to Section 367.081(4)(b), Florida Statutes, water and wastewater utilities are permitted to pass through, without a public hearing, a change in rates resulting from: an increase or decrease in rates charged for utility services received from a governmental agency or regulated utility and which services were redistributed by th utility to its customers; an increase or decrease in the rates that it is charged for electric power, the amount of ad valorem taxes assessed against its used and useful property, the fees charged by the Department of Environmental Protection (DEP) in connection with the National Pollutant Discharge Elimination System Program, or the regulatory assessment fees imposed upon it by the PSC; and costs incurred for water quality or wastewater quality testing required by the DEP.

*Company provided the customer's usage history since the start of service, around June 2011.

*The usage is from the old meter that was removed in 2014 and the current meter that is in place at the residence.

*The rate increase that became effective 9/5/17, did increase the customer's bills for the same usage that was billed at a lower rate before the increase.

*The customer's usage history remained consistent.

*Customer provided with resolution via mail.

Shonna McCray

8/23/18: This inquiry closed. Shonna McCray

Case#: 1281980W; Name: RICHARD SCHUH; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: RICHARD SCHUH Svc. Address: 12532 HAMMOCK POINTE CIR. Lake County, (407)-432-0359 Clermont, FL 34711- Caller: RICHARD SCHUH Mailling Addr: 12532 HAMMOCK POINTE CIR. CLERMONT, FL 34711- Can Be Reached: Account #: E-Track #:	Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1281980W Response Needed From Company? Y Date Due: 07/27/2018 <hr/> Reply Received: 07/26/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1281980W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/06/2018 Via: E-MAIL Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/10/2018 Close Type: GI-28 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/22/2018

Richard Schuh
12532 Hammock Pointe Circle
Clermont, FL 34711
Phone: (407) 432-0359
Email: Richard_schuh@missionfoods.com

RE: Utilities Inc of Florida
PO Box 11025
Lewiston, ME 04243-9476
Website: Uewater.com
Transaction Date: 6/20/2018
Amount Paid: 331.95
Payment Method: Personal Check or Bank Debit

Subject: Water Billing

I recently had a problem with my bill pay and did not realize it until I received my water bill and it was twenty days past due with a statement due

date of 7/4/18. On 6/19 I sent \$146.98 that was passed due and received/processed on 6/21. I asked my wife to pay the difference on 6/20 at which time Utilities Inc collected \$52.36. The \$146.98 was cleared from my account on 6/21. The same day even though the due date on the bill was 7/4/18 our water was turned off and my wife had to pay an additional \$130.62 that included a reconnection fee to get the water turned back on. I called Utilities Inc customer service explained there was obviously a misunderstanding and they needed to remove the reconnection charge and they refused to do so. These guys are crooks and someone needs to stop their unfair business practices. "

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
 - 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 taken by Diane Hood

Customer correspondence was forwarded to the PSC via email from the Attorney Generals Office.

07/26/2018 Received report via email. eplendl

Company response indicates the following:

From:PSCREPLY

Sent:Thursday, July 26, 2018 2:13 PM

To: Rey Castillo

Subject: FW: FPSC REQUEST NO. 1281980W

Attachments: 6.12.18 Bill With Past Due and Message.pdf; Schuh 6.6.18 Disconnect Letter.pdf

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Thursday, July 26, 2018 11:17 AM

To: rschuh001@gmail.com

Cc: PSCREPLY

Subject: FPSC REQUEST NO. 1281980W

Dear Mr. Schuh:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning an Improper Disconnection of your water service at 12532 Hammock Pointe Cir., Longwood, FL. on June 21, 2018.

In your complaint you stated that you had a problem with your bill pay and did not realize it until you received your water bill and it was twenty days past due with a statement date of July 4, 2018. Your bill dated June 12, 2018 had a due date of July 4, 2018 for the current portion of that bill which was \$77.61. The bill also had a past due amount for \$146.98, which was for bill dated May 10, 2018, that the due date was June 1, 2018 and a late fee for \$6.45 bringing that bill total amount to \$231.04. A copy of the June 12, 2018 bill is included with this correspondence. At the bottom of the bill there is a message about the prior balance on the bill and that the due date on the bill refers to the current bill amount and does not extend the time allowed for payment of the prior balance.

On June 6, 2018, a disconnect letter was sent to you that requested the past due amount for \$146.98 within 10 days from the date on the letter to avoid interruption of your service. As of June 21, 2018, a payment was received for \$52.36 leaving an unpaid past due amount for \$94.62. Your service was disconnected because of the unpaid balance for the past due amount.

On June 21, 2018, Ms. Schuh contacted the utility to inquire about the reason for the water interruption, she was informed that \$94.62 was past due and she would need to pay \$94.62 plus a reconnect fee of \$36.00, total required was \$130.62 to have the water restored. Ms. Schuh made the payment and the service was restored. On June 22, 2018, a payment was received for \$146.98 through your bill pay service. This payment was received after the service had been disconnected on June 21st and the payment was received from Ms. Schuh to have the service

restored.

The utility does not find that the disconnection of your water service on June 21, 2018 was an Improper Disconnect for the past due unpaid bill because of the dates the payments were received in our office. As a onetime courtesy, the reconnect fee for \$36.00 is waived. Please contact our office if additional assistance is requested. FPSC is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

07/26/2018 Received report via email. eplendl

07/26/20018 Received email from the customer as follows:

From: Richard Schuh [mailto:rschuh001@gmail.com]
Sent: Thursday, July 26, 2018 8:30 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1281980W

Ms. Christian,

I appreciate the follow up and credit for the reconnection fee. I find it convenient that you have a disconnect letter that I never received. I suggest in the future that your office is a bit more buttoned up with your correspondence and clear on when my service will be disconnected. Hanging a notice on my door the day of disruption is not acceptable. I am sure this is a very nice profit center for your utility. In the interest of transparency maybe your utility needs to disclose how these reconnection fees are being used?

07/26/2018 Received email from the customer as follows:

From: Richard Schuh [mailto:rschuh001@gmail.com]
Sent: Thursday, July 26, 2018 8:33 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1281980W

And I do not live in Longwood Florida.

07/26/2018 Received report via email. eplendl

Company response indicates the following:

From:PSCREPLY
Sent:Friday, July 27, 2018 8:48 AM
To:Rey Castillo
Subject:FW: FL. PSC CATS NO: 1281980W RICHARD SCHUH
Attachments:FPSC REQUEST NO. 1281980W

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Thursday, July 26, 2018 11:51 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1281980W RICHARD SCHUH

Dear Mr. Castillo:

This correspondence is in reference to Mr. Richard Schuh's complaint concerning Improper Disconnect of his water service on June 21, 2018. Mr. Schuh is a customer at 12532 Hammock Pointe Cir., Clermont, FL.

Mr. Schuh's water service was disconnected for his unpaid bill for \$146.98, dated May 10, 2018 and due June 1, 2018. On June 6, 2018 a disconnect notice was sent to him that requested the past due amount within 10 days from the date on the notice. As of June 21st the account remained past due for \$94.62, the service was disconnected for that amount. On June 21, 2018, Ms. Schuh contacted the utility to inquire about "no water", she was informed that the past due amount for \$94.62 plus the reconnect fee for \$36.00 (\$130.62) was required to have the service restored. Ms. Schuh paid the required amount and the service was restored.

Mr. Schuh stated in his complaint that he requested his bank to send the payment for \$146.98 on

June 19, 2018. The payment was received by the utility on June 22nd after the disconnect had occurred. As a one time courtesy the reconnect fee for \$36.00 was waived. On July 26, 2018, e-mail communication was sent to Mr. Schuh that addressed his concerns. Your office was included in the correspondence that was sent to him. A copy is also included with this response. Please contact me if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

08/10/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 28. R.Castillo

Case#: 1282446W; Name: BARBARA WAITS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BARBARA WAITS Svc. Address: 306 WILD OLIVE LANE Seminole County, (407)-547-9689 Longwood, FL 32779- Caller: BARBARA WAITS Mailling Addr: 306 WILD OLIVE LANE LONGWOOD, FL 32779- Can Be Reached: Account #: 8226477503 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1282446W Response Needed From Company? Y Date Due: 08/01/2018 <hr/> Reply Received: 07/31/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1282446W	Assigned to: SHONNA MCCRAY Entered by: CD Date: 07/11/2018 Via: PHONE Prelim Type: REPAIR PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 08/23/2018 Close Type: GI-11 Apparent Rule Violation: N

Preclose type - Repair

What is the repair problem? inoperable valve

What date did you contact the utility for repair? 07/11/2018

What date did the company state the repair would be done? did not

Did the company contact you with a reason as to why the repair was not made?

Other Comments: Customer states that there was a water leak at her residence and when they attempted to turn off the water at the street to stop leak the valve could not be turned off. To turn off the water required a Utilities Inc person to turn off the valve three hours later causing additional water bill. Customer would like a valve installed that can be turned off in an emergency.

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 days 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
 - e) confirmation 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 taken by Kenny Davis

07/31/2018 Received report via email. eplendl

8/1/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Waits is a customer at 306 Wild Olive Lane, Longwood, FL.

*On 7/11/18, Ms. Waits experienced a water leak in her service line and requested the utility to turn the water off at the meter so that she could fix the leak in her line.

*The records indicate that on 7/11/18 around 12:05 p.m. she contacted the utility to request the water turned off because she was unable to operate the utility's valve.

*The request was dispatched to the field team around 12:17 p.m. on 7/11/18.

*A meter read was obtained at that time and the usage since her 6/7/18 read for her June bill was 41,260 gallons.

*On 7/11/18 around 2:30 p.m. Ms. Waits called to have the water turned back on after making the repair, the call was dispatched to the field team around 2:33 p.m.

*On 7/13/18, her meter was read for her July bill, the usage since 7/11/18, 2 days later, was 2,130 gallons since the leak was repaired on 7/11/18.

*On 7/27/18, written correspondence was sent to Ms. Waits by U.S. Mail that addressed her concerns.

*She was provided 2 years of her usage history for her review and her request to have the utility to install a valve so that she can turn the water off at her residence in case of an emergency was addressed.

*It was explained to her that the meter and the valve that she attempted to use to control the water in her service line belonged to the utility and was not the valve for the Consumer to use for that purpose.

*It was suggested that she install her personal valve on her line. She was informed that the utility

will turn off the water at no cost to her during normal business hours when or if she wanted to install her personal valve.

*She was requested to contact Customer Service to make the arrangements when she was ready.

*A copy of the correspondence and usage that were sent to Ms. Waits is included with this response.

Shonna McCray

8/7/2018- Customer called back. Transferred call to SMCcray. DChung.

8/7/18: Ms. Waits transferred by Daniel. Reviewed the response with Ms. Waits and explained the company indicates a written response was provided to her. Explained to Ms. Waits that a shut off valve on her side of the meter can be installed by her plumber. Explained it is not the company's responsibility to install the shut off valve ; however, they will turn off the water allowing her plumber to install the valve. After further discussion and explanation it appears the customer understands. Shonna McCray

8/23/18: This inquiry closed. Shonna McCray

Case#: 1284312W; Name: ALIA DALATI; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ALIA DALATI Svc. Address: 319 NEW WATERFORD PL Seminole County, (407)-717-2429 Longwood, FL 32779- Caller: ALIA DALATI Mailling Addr: 319 NEW WATERFORD PL LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 127208	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1284312W Response Needed From Company? Y Date Due: 08/23/2018 <hr/> Reply Received: 08/21/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1284312W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 08/02/2018 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 09/06/2018 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, August 01, 2018 4:50 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 127208

CUSTOMER INFORMATION

Name: alia dalati
 Telephone: (407) 717-2429
 Email: aliadalati@gmail.com
 Address: 319 new waterford place longwood FL 32779

BUSINESS INFORMATION

Business Account Name: alia dalati
 Account Number:
 Address: PLEASE COMPLETE LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc. Florida Docket No. 20160101 approved rate increase request").

Absolutely unacceptable to raise rates 70% , my water bill is high and the water quality is horrible. I had my water tested and it was off the charts with chlorine and not even safe for my dog to drink.

I request review of the unfair increase, a refund for the absurd amount charged for unsafe water. We buy bottle water for safety and suffer bathing in such low quality and contaminated water. "

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
 - 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 taken by Diane Hood

Also filed for Docket 20160101.

08/21/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:PSCREPLY

Sent: Wednesday, August 22, 2018 3:53 PM
To: Rey Castillo
Subject: FW: FL. PSC CATS NO: 1284312W ALIA DALATI

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, August 21, 2018 3:09 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1284312W ALIA DALATI

Dear Mr. Castillo:

This correspondence is in reference to Ms. Alia Dalati's complaint concerning the water quality at her residence. Ms. Dalati is a customer at 319 New Waterford Place, Longwood, FL.

Ms. Dalati stated that she had her water tested at her residence and it was "off the chart with chlorine". On August 3, 2018, utility staff checked the water at the hose bib at her residence and the chlorine level was 2.2mg/l and the water quality was clear and safe to drink. On August 3, 2018, staff met with her and explained the findings and that the water was safe. Staff asked her how long had it been since the water quality was tested at her residence and she informed him that it had been over a year.

Ms. Dalati expressed concern about the current rate and stated she requested a refund because of the water quality. The water quality is safe and meets the state's water quality regulations and the rate charged to her for water and wastewater service is regulated and was approved by the Florida Public Service Commission. The utility does not find that a refund is due because of unsafe water.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

09/06/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

10/4/2018 Customer called back to request that her personal information be redacted. Concerns forwarded to supervisor for review. BJoiner

Case#: 1284691W; Name: HARRY VINCENT; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: HARRY VINCENT Svc. Address: 292 SPRING RUN CIRCLE Seminole County, (407)-463-9398 Longwood, FL 32779- Caller: HARRY VINCENT Mailling Addr: 292 SPRING RUN CIRCLE LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 127232	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1284691W Response Needed From Company? Y Date Due: 08/28/2018 <hr/> Reply Received: 08/27/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1284691W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 08/07/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 09/18/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Sunday, August 05, 2018 11:24 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127232

CUSTOMER INFORMATION

Name: Harry Vincent
Telephone: (407) 463-9398
Email:
Address: 292 Spring Run Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Harry Vincent
Account Number:
Address: 292 Spring Run Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

1. I called a long time ago about the ridiculous rate increase which has caused me to reduce water usage by over 50% while watching my bills rise over 100%. Never had any call back.
2. This Saturday August 4th I found that my outside faucet was spraying water all over the place. I called to get some advice and was told that they will only talk to me if it was a water main break. Not only have they jacked the rates they aren't even available to help outside of business hours.
3. I found someone to help. We had to uncover 5 or 6 inches of dirt just to get to the meters which means they have not been read in quite a while. I was under the impression they were so supposed to read them on a regular basis. It would take months to accumulate that much dirt. I am sure they will have some excuse

PSC was contacted previously "

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
 - 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 taken by Diane Hood

Also filed for Docket 20160101.

08/27/2018 - Company response received via Email. DScott.

08/28/2018 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood
"From: PSCREPLY
Sent: Tuesday, August 28, 2018 7:45 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1284691W

From: Buzz Vincent [mailto:buzzvincent1@gmail.com]
Sent: Monday, August 27, 2018 9:40 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1284691W

I am not annoyed by the meter readings. I get annoyed when a company is dishonest in what they say. If your company had said up front that the meter readings were an estimate all this would have been avoided. They chose to say the meter was actually being read when it wasn't. If I did that where I worked at ATT for 20 years I would have been gone in an instant. Now it's gone beyond that.

The adjustment is for how this has been handled.

The fact you sent an after the fact picture to PSC really shows how utilities inc thinks.

On Mon, Aug 27, 2018 at 2:53 PM Elise Christian <ESChristian@uiwater.com> wrote:
Mr. Vincent,

I am sorry that you have become annoyed about how or when your meter was read and the utility's findings. In response to your frustration concerning the meter being read or not read, I have referred your concerns to the Area Manager for review. The Area Manager assigns the readers and is knowledgeable about the assigned staff. The same boss that Ryan was going to report his findings to is the Area Manager that will know more about the readers and their assignments. In reference to your request for an adjustment to your account, it is not warranted at this time, the usage billed to you is currently based on actual meter reads, we do not show any estimated usage or reads that would have over charged you for usage at this time. If an error is found, your account will be corrected as required.

You stated that you did not see anyone copied in the correspondence, please see the attached that was sent to you earlier and also the PSC and their office is copied again with this correspondence under Cc with the FPSC address. I will be following up with the Area Manager on this and you should receive a contact from him to address the meter issue and after I hear from

him, I will be back in touch with you. Thank you for your patience.

Regards,
Elise Christian

From: Buzz Vincent <buzzvincent1@gmail.com>
Sent: Monday, August 27, 2018 2:17 PM
To: Elise Christian <eschristian@uiwater.com>
Subject: Re: FPSC REQUEST NO. 1284691W

Elise

This really gets me annoyed.

1. I don't show this being copied to anyone.
2. We couldn't even find the box. We turned off the neighbors water by mistake because it was the only box showing. Both the neighbor and the plumber had to probe with a iron rod to even locate the box. It wasn't water and dirt it was grown over grass that had been mowed over for months like the rest of the lawn
3. I called just to verify the readings and was assured a reading was done on July 13th and August 8th. They said I would hear from one of your area reps. Within 45 minutes Ryan was at my house
4. Your rep Ryan verified that you all did not use scanners and that it had to be physically read
5. Ryan agreed that there was no way it had been physically read for quite a while. He was going to report this to his boss and let him know I wanted an adjustment for being lied to.
6. I can have the neighbor and the plumber verify everything

I want an adjustment for you guys not being forthright and straight up from the start. I would have never even known any of this unless a outside faucet started to leak and the water had to turned off at the meter to be able to fix it.

Sincerely
Buzz Vincent

On Mon, Aug 27, 2018 at 11:09 AM, Buzz Vincent <buzzvincent1@gmail.com> wrote:
Your rep Ryan came by my house and looked at the meter. He agreed that there was no way the meter had been physically read in months. The plumber who fixed my leak had to rip up the grass to even find the box.

On Mon, Aug 27, 2018 at 9:06 AM Elise Christian <ESChristian@uiwater.com> wrote:
Dear Mr. Vincent:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the regulated approved rates charged to you for water and wastewater service at 292 Spring Run Circle, Longwood, FL and also in your complaint you indicated that you had a leak at your property and when turning the water off at the meter to make the repair, you found the water meter covered with grass and dirt and you expressed concern that it appeared that the meter was not being read monthly because of it.

The rates charged for water and wastewater service at 292 Spring Run Circle are approved and regulated by FPSC. A copy of Frequent Questions and Answers is included that the Consumer may have about the utility's request for a rate increase.

Review of your meter reads and usage indicated that your meter is read monthly as required. There are approximately 30 days between the meter reads. With the frequent rain we have experienced, it is possible that the sand, dirt and grass have accumulated between the read periods and can cause the meter glass to be covered, the reader uses his/her finger or a brush to clear the glass to obtain the read. A picture of the meter read that was taken on August 6, 2018 and your usage history are included for your review. Copies of your bills dated July 16, 2018 and August 17, 2018 with the meter reads, usage and dates for those bills are also included.

Please do not hesitate to contact our office if additional assistance is required. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

----- Forwarded message -----

From: Elise Christian <ESChristian@uiwater.com>

To: "DAVID@PINECRESTMAGEMENT.COM" <DAVID@pinecrestmanagement.com>

Cc: "PSCREPLY@PSC.STATE.FL.US" <PSCREPLY@psc.state.fl.us>

Bcc:

Date: Mon, 27 Aug 2018 16:22:53 +0000

Subject: FPSC REQUEST NO. 1285857C

Dear Mr. Bashner:

This correspondence is a follow-up to your request to the Florida Public Service Commission (FPSC) for Utilities, Inc. of Florida to provide a credit adjustment for a water leak at 615 Fox Valley Dr., Longwood, FL. You also inquired about an alert to the Consumer when there is a leak in his/her water lines. The utility is at the residence once a month to read the meter for billing. It will not know if a Consumer has a water leak in between the meter read dates and even then, it will be noticed by the reader only if it is visible by water spraying/running or the water meter is spinning. If the meter is spinning, staff does not know if laundry is being done at the residence or water running for a shower or bath etc. It can only tell for sure if there is a leak when it knows the source of the water registering through the meter. The staff will attempt to reach someone at the residence, tag the door, turn off the meter when he/she notices a leak at the residence.

The utility does not show that a bill has been issued to you for water usage at 615 Fox Valley Dr. since the start of service on August 6, 2018. It does show usage for a prior Consumer up to that date and that account was closed as of August 6, 2018. The usage history on that account is within range of the prior occupant's history. The utility does review and consider requests from Consumers case by case that have experienced a water leak in their lines when the usage is an anomaly. It is not clear if the prior Consumer was your tenant and if there was some damage to your water lines by another utility that caused a leak. The utility does not fine that a leak adjustment for water loss is due to the prior Consumer, the usage is within the average usage history and the utility does not assume responsibility for damage to a Consumer's lines that was caused by someone else.

Please do not hesitate to contact our Customer Service Department at 866-842-8432 if you require additional assistance. The FPSC office is included in this correspondence

Regards,

Elise S. Christian

Commission Relations Liaison

Phone: 1-866-842-8432

Fax: 407-869-6961

Email: eschristian@uiwater.com

Website: www.uiwater.com

8/29/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Vincent is a customer at 292 Spring Run Circle, Longwood, FL.

*On 8/6/18 the meter was reread and a picture was taken by staff that showed the glass and the meter read at that time.

*The meter read was in line with the read history on Mr. Vincent's account and also in line with his July and August bills that were issued to him.

*On 8/15/18, staff met with Mr. Vincent to discuss his usage he expressed that he thought the utility was over estimating his water usage.

*Staff explained to him that his usage was not being estimating and that his usage was about the same every month.

*He continued to feel that his usage was estimated even with the read on the meter indicating that the usage was correct.

*On 8/27/18, e-mail correspondence was sent to Mr. Vincent that included a copy of the picture taken of his meter/read, his usage history for 3 years including the rereads taken in August 2018 and a copy of his bills dated July, 2018 and August 2018 with the meter reads and usage.

*The utility does not find that Mr. Vincent's usage has been estimated.

*Customer provide with resolution via email.

Shonna McCray

8/29/18: Reviewed customer correspondence and added to file. The customer states the company is dishonest in what they say. Shonna McCray

8/30/18: 10:27 a.m. Returned call to Mr. Harry Vincent at 407-463-9398. Discussed his concerns in detail. Mr. Vincent stated his concerns more/less concerns ethics; he stated the company was not reading the meter monthly as his plumber cleaned the grass and dirt off of the meter. Discussed his concerns further and explained the meter reading taken on 8/6/18, was inline with previous readings and does not indicate he has been overbilled. Explained the company can estimate the bills; however, the bills must be noted as such. Mr. Vincent indicated he understands. Shonna McCray

09/10/2018 Company correspondence added to the file and forwarded to SMcCray. DHood

"From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Monday, September 10, 2018 10:50 AM

To: Buzz Vincent

Cc: PSCREPLY

Subject: FW: FPSC REQUEST NO. 1284691W

Dear Mr. Vincent,

This is a follow-up to your complaint concerning monthly meter readings and usage from your meter for service at your residence. As you stated earlier, you did not believe that your meter was read monthly for billing as required by the utility and that the meter reads and usage were estimated. Because you felt that the utility had not been truthful in reading your meter monthly, you requested an adjustment to your account. Your concern was referred to the Regional Manager and Staff for review and investigation.

The employee you stated that you spoke with concerning the monthly meter readings denied as confirming to you that your meter was not being read monthly. The employee is not the assigned meter reader for your area and would not have been able to validate that your meter had not been read in prior months. The usage and meter read history on your account that was provided to you and to the FPSC do not indicate estimated reads and usage. The picture of the read on the meter and the usage billed to you for service at your residence do not indicate that you have been over charged for usage and that your usage was estimated each month.

The utility does not find that your usage has been estimated for charges, it finds that your meter has been read monthly as required. The meter is the item used to measure the water usage that you are charged for each month. There is not an error found with the monthly meter reads and usage billed to you. Because of this and because your meter was read monthly and was not estimated, your request for an adjustment credit to your account is denied.

If you dispute the usage that registered through the meter that you were billed for, a meter test is available to you. There are two types, there is a field test at no charge to you that can be performed at your residence with you or a representative present to witness the test. If you are not satisfied with the findings or if you choose, there is a bench test that can be performed by an independent source. There is a fee for this type, you will be charged a \$20.00 deposit for the test, if the meter test result indicates that the meter was registering too high, there is not a fee and your account is adjusted for the over charge, if the test indicates that the meter was registering too low or within acceptable range, the charge remains.

Please contact our Customer Service at 1-866-842-8432 to arrange for the meter test or if you require additional assistance. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: Buzz Vincent <buzzvincent1@gmail.com>
Sent: Monday, August 27, 2018 9:40 PM
To: Elise Christian <eschristian@uiwater.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: Re: FPSC REQUEST NO. 1284691W

I am not annoyed by the meter readings. I get annoyed when a company is dishonest in what they say. If your company had said up front that the meter readings were an estimate all this would have been avoided. They chose to say the meter was actually being read when it wasn't. If I did that where I worked at ATT for 20 years I would have been gone in an instant. Now it's gone beyond that.

The adjustment is for how this has been handled.

The fact you sent an after the fact picture to PSC really shows how utilities inc thinks.

On Mon, Aug 27, 2018 at 2:53 PM Elise Christian <ESChristian@uiwater.com> wrote:

Mr. Vincent,

I am sorry that you have become annoyed about how or when your meter was read and the utility's findings. In response to your frustration concerning the meter being read or not read, I have referred your concerns to the Area Manager for review. The Area Manager assigns the readers and is knowledgeable about the assigned staff. The same boss that Ryan was going to report his findings to is the Area Manager that will know more about the readers and their assignments. In reference to your request for an adjustment to your account, it is not warranted at this time, the usage billed to you is currently based on actual meter reads, we do not show any estimated usage or reads that would have over charged you for usage at this time. If an error is found, your account will be corrected as required.

You stated that you did not see anyone copied in the correspondence, please see the attached that was sent to you earlier and also the PSC and their office is copied again with this correspondence under Cc with the FPSC address. I will be following up with the Area Manager on this and you should receive a contact from him to address the meter issue and after I hear from him, I will be back in touch with you. Thank you for your patience.

Regards,

Elise Christian

9/18/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE (ABOVE). Response indicates the following:

*The meter was being read monthly and no adjustments are warranted.

*Meter test were offered to the customer.

*Customer provided with response via email.

This inquiry closed. Shonna McCray

Case#: 1285907W; Name: JONATHAN MOHLENHOFF; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JONATHAN MOHLENHOFF Svc. Address: 205 COLONIAL LN Seminole County, (407)-906-5286 Longwood, FL 32750- Caller: JONATHAN MOHLENHOFF Mailing Addr: 205 COLONIAL LN LONGWOOD, FL 32750- Can Be Reached: Account #: 90117-01660 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1285907W Response Needed From Company? Y Date Due: 09/12/2018 Reply Received: 08/28/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N Request No: 1285907W	Assigned to: SHONNA MCCRAY Entered by: BJOINER Date: 08/21/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 300.00 Closed by: SHONNA MCCRAY Date Closed: 09/27/2018 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$380.75

Other Comments:

Customer is calling about a billing concern with Utilities Inc. of Florida.
Customer states that he had a water leak and was billed for over 80 thousand gallons of water.
Customer states leak was on his side of the meter.
Customer states that Company never reached out to him regarding the leak.
Customer states that he is being billed \$380.75.
Customer states that he is being billed at a higher rate because of the usage.
Customer states that he believes he should be charged a lower rate because the increased usage was caused by a leak.
Customer is disputing \$300 of the bill.
Customer states that he understands that he is responsible for the remaining \$80.75.

Customer states he contacted Company regarding the bill and he was advised that there was no policy in place for bill adjustments caused by leaks.
Customer states he was advised his service would be interrupted if he did not pay the balance.

Customer states he was not satisfied with Company response.

Customer states that he has heard and read about other Companies offering adjustments due to high bills caused by leaks.

Customer requested that it be noted that he believes that Company should have reached out to him regarding the leak. Customer believes that Company and everyone should be doing their part to conserve water and he believes Company simply wanted to charge him a high bill.

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 days 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
 - e) confirmation 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 taken by Belkis Joiner

08/28/2018 - Company response received via Email. DScott.

8/29/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *The Customer Service Manager contacted the customer on 8/27/18 and provided the form that needed to be completed that was required for the request.
- *Upon receiving the completed form, the customer's request and account were review for an adjustment.
- *As a courtesy, 80,880 gallons of water was billed at a lower tier rate and as a result, an adjustment credit was provided to the account for \$124.55.
- *The account current balance as of 8/28/18, including the credit was \$256.20, the bill is due on 9/6/18 and is scheduled to draft from the customer's bank account around that date.
- *The customer should notify the Customer Service Department at 1-866-842-8432 if he does not want the Auto Pay to draft from his account.
- *A payment arrangement is available to pay the balance in installments if requested.
- *It is necessary for Mr. Mohlenhoff to contact Customer Service to arrange for the payment arrangement before 9/6/18 to avoid the Auto Pay from his bank.
- *Customer provided with resolution via mail.

Shonna McCray

08/28/2018 - Company response received via Email. DScott.

8/30/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- *A courtesy leak adjustment credit was provided to Mr. Mohlenhoff's account for \$125.55.
- *On 8/28/18, written correspondence was sent to him that informed him about the credit to his account.
- *His account balance after the credit was applied is \$256.20.
- *A deferred payment arrangement was made available to him.
- *Mr. Mohlenhoff's account is on Auto Pay and is scheduled to be drafted from his bank on 9/6/18.
- *He was asked to contact Customer Service before 9/6/18 to stop it if he did not want it to draft.

Shonna McCray

9/27/18: This inquiry closed. Shonna McCray

Case#: 1286274W; Name: JERICE WILLIAMS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JERICE WILLIAMS Svc. Address: 467 DOGWOOD CT. Seminole County, (407)-335-4612 Altamonte Springs, FL 32714- Caller: JERICE WILLIAMS Mailling Addr: 467 DOGWOOD CT. ALTAMONTE SPRINGS, FL 32714- Can Be Reached: Account #: 0997 E-Track #: 127363	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1286274W Response Needed From Company? Y Date Due: 09/18/2018 <hr/> Reply Received: 09/17/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1286274W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 08/27/2018 Via: E-FORM Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 10/01/2018 Close Type: GI-28 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, August 24, 2018 5:25 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 127363

CUSTOMER INFORMATION

Name: Jerice Williams
 Telephone: (407) 335-4612
 Email: jerice4u@yahoo.com
 Address: 467 Dogwood Ct Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Jerice Williams
 Account Number: 0997
 Address: 467 Dogwood Ct Altamonte Springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I received a cut off notice 8/8/2018 for \$55.14. I paid \$117.076 on Utilities Inc. Billing First Website on 8/21/2018. My water was cut off on 8/23/2018. On 8/24/18 I called in payment info and was told I would be charged \$40 reconnect fee that FL PCS approved to collect from this Monopoly. They use a 3rd party billing vendor that in this day and age of technology is so outdated and antiquated does NOT have the capability to give live or real time updates of payments received. Payment reflect on an account 72 hours but Utilities Inc. can see in real time of water outages, water emergencies and past due bills. How is that possible in 2018. We are not in 1968, 1978, 1988 or 1998. Is my name Fred Flintstone? Do I live in Bedrock? Is Florida ever going to rise up to current day standards and technology or will we always be 20 years behind every other state. Am I to believe that as a consumer with NO OTHER WATER UTILITY COMPANY to choose from, they use a billing vendor that is incapable or inadequately equipped to communicate funds paid to an account TWO FULL DAYS PRIOR TO A DISCONNECT? And FL PCS allows and approves this and puts the burden of reporting a payment receipt # to the Utility Company? What the heck is the \$2.25 service fee for that I paid to use First Billing for then? \$2.25 does not buy me instance payment reporting? I still have to do leg work? FL PCS approved this? Maybe this is why no other large businesses like Amazon want their headquarters here in FL...because we are in the stone ages? I want this \$40 reconnect fee waived and this outdated practice abolished by FL PCS. "

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
 - 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 taken by Diane Hood

09/17/2018 - Company response received via Email. DScott.

09/18/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Tuesday, September 18, 2018 11:15 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1286274W

From: Reicee Williams [mailto:jerice4u@gmail.com]
Sent: Monday, September 17, 2018 10:00 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1286274W

Thank you for the detailed response and waiving of the reconnect fee. I do hope your company will move to another, more up to date 3rd party payment processing vendor that can give real time payment notifications to Utilities, Inc. like Duke Energy, TMobile, Spectrum/Brighthouse does. This would be better for consumers and public relations.

Thank you again."

09/18/2018 Company correspondence received via email. R.Castillo

Company response indicates the following:

From:PSCREPLY
Sent:Tuesday, September 18, 2018 1:57 PM
To:Rey Castillo
Subject:FW: FPSC REQUEST NO. 1286274W
Attachments:JERICE WILLIAMS 7.11.18 BILL.pdf; JERICE WILLIAMS 8.9.18 BILL.pdf; JERICE WILLIAMS PAST DUE NOTICE 8.8.18.pdf

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, September 17, 2018 4:12 PM

To: jerice4u@gmail.com
Cc: PSCREPLY
Subject: FPSC REQUEST NO. 1286274W

Dear Mr. Williams:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about the service reconnect fee for \$36.77 to restore your water service at 467 Dogwood Ct., Altamonte Springs, FL, after it had been disconnected on August 23, 2018 because of a past due unpaid bill for \$55.14 that was due by August 2, 2018.

On August 8, a disconnect notice was sent to you that requested the past due amount for \$55.14. The letter stated that if your payment had not been made and if the utility did not hear from you within 10 days of the date on the letter, your service may be severed without additional notification. As of August 22, 2018 at 7:10 p.m. the required payment was not posted to your account, the disconnect process was implemented and was scheduled to occur at any time as of that date. On August 23, 2018 the service was disconnect before the payment had posted to your account on August 23, 2018 from the 3rd party payment service.

Your dispute indicated that you do not feel that you should be charged the reconnect fee because you had made the past due payment with the 3rd part bill pay service on August 21, 2018 by using the online service on the utility's web site. The payment options on the web site provided information to the payee about contacting the utility if the payment is past due or if the service is disconnected. The record for your payment shows that your payment was made through the 3rd party service on August 21, 2018 at 9:59 p.m. EST. The earliest the payment would have been processed by the 3rd party payment service to the utility would have been sometime the following day. (August 22, 2018). It was posted to your account on August 23, 2018 as the disconnect was taking place.

In a perfect world, it would be great if everything were in real time, but because of mechanical and human errors or delays, the utility allows more than 20 days before the customer's account becomes past due and in addition to the 20 days it allows an extra 10-12 additional days before the service is disconnected if the payment has not been received. The information provided on the web site for online payment options informs the customer to contact the utility to provide payment information when the customer has received a disconnect letter as you indicated that you had received one in your complaint or if your service had been disconnected.

As a onetime courtesy, the reconnect fee is waived because the payment was posted to your account as the service was being disconnected. To avoid future service interruption and a reconnect fee, the utility requests that you follow the instructions by notifying Customer Service at 1-866-842-8432 when paying online or using any other method when the payment is past due so that the disconnect can be stopped or if your service is disconnected so your service can be

reconnected in a timely manner.

Please contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone:1-866-842-8432
Fax:407-869-6961
Email:eschristian@uiwater.com
Website:www.uiwater.com

Company response entered by R.Castillo

09/18/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, September 18, 2018 4:52 PM
To:PSCREPLY
Subject: RE: FL. PSC CATS NO: 1286274W JERICE WILLIAMS
Attachments:Re FPSC REQUEST NO.1286274W; FPSC REQUEST NO.1286274W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Jerice Williams' complaint concerning a reconnect fee that was charged to him to reconnect the water at his residence that had been disconnected by the utility because of an unpaid past due water bill. Mr. Williams is a customer at 467 Dogwood Ct., Altamonte Springs, FL.

On September 17, 2018, written communication was sent to Mr. Williams that addressed his concerns. As a onetime courtesy, the reconnect fee was waived and Mr. Williams was informed. The detail of the communication to Mr. Williams is included in the attached with this response and Mr.

Williams returned with appreciation for the adjustment. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax:407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

10/01/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 28. R.Castillo

Case#: 1286875W; Name: CRYSTAL SAUNDERS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JOSEPH SAUNDERS Svc. Address: 10310 LAKE LOUISA RD Lake County, (352)-552-6602 Clermont, FL 34711- Caller: CRYSTAL SAUNDERS Mailling Addr: 10310 LAKE LOUISA RD CLERMONT, FL 34711- Can Be Reached: Account #: 4479061711 E-Track #:	Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1286875W Response Needed From Company? Y Date Due: 09/24/2018 <hr/> Reply Received: 09/11/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1286875W	Assigned to: SHONNA MCCRAY Entered by: CD Date: 08/31/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 3741.21 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/23/2018 Close Type: GI-25 Apparent Rule Violation: N

Other Comments: Customer states that she is transferring from well water to Utilities inc service and was having meter installed. Customer states that there was confusion with service address and price to install the meter went from 150.00 to 3891.21 and customer does not understand why. Customer would like a explanation of the price increase. Customer would also like to discuss a payment arrangement. Customer states that the 3891.21 price was discovered after installation.

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 days 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
 - e) confirmation 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 taken by _____

09/11/2018 - Company response received via Email. DScott.

9/19/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *The fee quoted to Mr. and Ms. Saunders to connect to the utility's potable water is \$3,891.21.
- *The fee quoted for \$150.00 was for a Security Deposit and New Account fee for an existing service at the original incorrect address with a new Customer starting.
- *On 9/5/18 Ms. Saunders was contacted by the Regional Manager, the Water Tap Fee was explained to her and she was informed that the fees are collected up front before the water tap is completed.
- *Since her water service had already been disconnected from her well and was connected to the utility's water source, she was provided additional time to pay the Tap Fee if they wish to remain on the utility's water source.
- *She was given until 9/13/18 to pay the fee.

Shonna McCray

10/23/18: This inquiry closed. Shonna McCray

Case#: 1287513W; Name: LARRY COOPER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: LARRY COOPER Svc. Address: 732 OLD OAKS LANE Lake County, (734)-612-5217 Leesburg, FL 34748- Caller: LARRY COOPER Mailling Addr: 732 OLD OAKS LANE LEESBURG, FL 34748- Can Be Reached: Account #: 5130086293 E-Track #:	Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1287513W Response Needed From Company? Y Date Due: 10/01/2018 <hr/> Reply Received: 09/24/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1287513W	Assigned to: REY CASTILLO Entered by: JMCLEANS Date: 09/10/2018 Via: PHONE Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 33.20 <hr/> Closed by: REY CASTILLO Date Closed: 10/15/2018 Close Type: GI-28 Apparent Rule Violation: N

The customer states that on his bill (due 9/19/2018) he is being billed for wastewater which he claims he never discharged (since May 6th). However, he is being billed for the wastewater which he did not used. The charge is for 8,000 gallons for the current bill. The customer states he had shut his water off when he left his residence; therefore, there was no wastewater going into the system. The customer is disputing the \$33.20 on his bill. The customer would like the above issue investigated. The customer adds the Company has done this before.

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 days 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
 - e) confirmation 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 taken by J Mclean-Sinatra

09/24/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, September 24, 2018 8:51 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1287513W LARRY COOPER
Attachments: 3823_001.pdf

Dear Mr. Castillo:

This correspondence is in reference to Mr. Larry Cooper's complaint concerning wastewater charges billed to him for water and wastewater service at his residence while he is away. Mr. Cooper is a customer at 732 Old Oaks Lane, Leesburg, FL.

The wastewater usage billed to Mr. Cooper is based on the water usage that registers through the meter up to a maximum usage of 8,000 gallons per month. Mr. Cooper's meter continues to show usage for each month since May 6, 2018 and to current. Mr. Cooper has not requested the utility to turn his meter off and lock it while he is away. As long as there is water registering through the meter, there will be a wastewater charge up to 8,000 gallons.

Mr. Cooper stated that he feels he should not be charged for the sewer because he has not "discharged" it while away. On September 18, 2018, written communication was sent to Mr. Cooper by U.S. Mail that explained the charges, a copy of the approved water and wastewater tariff pages and information about a separate meter for outside water were included. He was encouraged to review the information and charges to see if he thought he would benefit by having

two separate meters.

On September 21, 2018, his meter was read for accuracy and for usage. The meter was on and usage that has registered through the meter since August 23, 2018 was 14,860 gallons. There was not any visible leak noticed by staff while at the residence. A copy of the correspondence that was sent to Mr. Cooper on September 18, 2018 is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

10/15/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 28. R.Castillo

Case#: 1287621W; Name: JANICE KING; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JANICE KING Svc. Address: 730 COTTAGE PARK LN Lake County, (774)-327-1074 Leesburg, FL 34748- Caller: JANICE KING Mailing Addr: 22 RD PINE LN WAREHAM, MA 02571 Can Be Reached: Account #: 0160645053 E-Track #: 127462	Utility Information Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1287621W Response Needed From Company? Y Date Due: 10/02/2018 <hr/> Reply Received: 09/25/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1287621W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 09/11/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 350.10 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/23/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, September 11, 2018 9:20 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 127462

CUSTOMER INFORMATION

Name: Janice KING
 Telephone: (774) 327-1074
 Email: bizzking@comcast.net
 Address: 22 Red Pine Lane Wareham MA 02571

BUSINESS INFORMATION

Business Account Name: Janice King
 Account Number: 0160645053
 Address: 730 Cottage Park Lane Leesburg FL 34748

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities, Inc. bill dated 8/30/2018, \$350.10, charged me for using 111,540 gallons of water, a daily usage of 3,718 gallons. The previous three months bills averaged \$26.00, with hardly any usage because the home is unoccupied .. after speaking with them they told me I MUST PAY this bill or the water would be shut off. The home is in Pennbrooke Fairways and is only occupied during Winter months. NO ONE WAS LIVING THERE at the time these bills were issued. If you access Utilities, Inc. accounts for this home you will see consistency during the Summer months.

Can you do anything about this? It is utterly ridiculous to even think that a two bedroom, two bathroom home of less than 900 SF could even begin to use 3700 gallons A DAY. I am available for your call whenever you wish to speak with me. Pennbrooke Fairways encouraged me to make this complaint. If you can't help, what next? Janice King "

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
- 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 taken by Diane Hood

09/25/2018 - Company response received via Email. DScott.

9/26/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *The water meter was read on 8/23/18 for the bill dated 8/30/18.
- *It was for service period 7/24/18 to 8/23/18.
- *The usage was 111,540 gallons.
- *The meter was read on 8/29/18 for accuracy before the bill was issued, the usage since 8/23/18 was zero usage between that time.
- *It was read again on 9/12/18 and the usage was 30 gallons since 8/23/18, it appears that water is being used in your absence.
- *Because the utility is only at your residence once a month to read the meter for billing, it is unable to tell you what caused the high usage that occurred between 7/23/18 and 8/23/18.
- *There was not any visible leak noticed each time that the utility's staff was at your residence.
- *Because the water is left on in your absence and if you have someone checking on your property while away or using your irrigation, it is possible that a toilet was flushed and got hung up leaving an open valve for water to run until it was found and turned off later.
- *It is possible that if you have an irrigation system, it could have gotten stuck and not turned off until it was discovered later.
- *The company is unable to explain to you how the water was used in her absence.
- *The water meter is the instrument used to measure the water that flows through it for billing the usage, it is the utility's responsibility to make sure that the meter is performing correctly and is not over charging the customer.
- *If the customer is not satisfied with the current findings, a meter test is made available to at the residence at no charge to the customer.
- *A deferred payment arrangement is made available for the customer to pay the large bill in monthly installments, if necessary.
- *The customer should contact the Customer service Department (1-866-242-8432) to make the arrangements for the meter test and for up to 12 monthly payments plus her current month bills.
- *It is necessary for the customer or a representative to be present to witness the meter test.
- *Customer provided with resolution via email.

Shonna McCray

10/23/18: This inquiry closed. Shonna McCray

10/25/2018 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, October 25, 2018 8:53 AM

To: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 127754

CUSTOMER INFORMATION

Name: Janice King

Telephone: (774) 327-1074

Email: bizzking@comcast.net

Address: 22 Red Pine Lane Wareham MA 02571

BUSINESS INFORMATION

Business Account Name: Janice King

Account Number: 0160645053

Address: 730 Cottage Park Lane Leesburg FL 34748

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

FOLLOW UP TO A COMPLAINT SENT TO PSC ON 9/11/18 ... Due to shoddy billing practices resulting in an enormous bill, this complaint has, more or less, resolved itself. I hired a plumbing contractor to investigate for leaks .. I have documentation there are none. Having spent \$85.00, I noted on the bills for May, June, July and August that the meter had not changed up until August billing. It stayed between 29740 and 29760 for three months. I don't know about previously, records were lost on a crashed computer at my home. Now Utilities, Inc. has discovered THEIR mistake and I have to pay for it. It has been paid, but I will make really sure to read and record the meter readings. Is there something to be done about this .. it was THEIR ERROR and it put me in a bad light whereby I wasn't sure there would be water at this address when my in-laws arrived mid-October. Public Utilities are supposed to protect their users. End result is, Utilities, Inc. has no fail-safe in place. What if I didn't have the huge money charged? What recourse, if any, do I have to make Utilities, Inc. more responsible for this? Thank you, I hope you can do something so this never happens again.

PSC was contacted previously"

10/25/18: Reviewed customer correspondence and added to file. Will contact customer to discuss. Shonna McCray

10/25/18: 11:56 a.m. Called Ms. Janice King at 774-327-1074 to discuss her concerns. Ms. King stated that since the meter has been changed the usage has increased. She stated meter readings must not have been taken each month previously. Ms. King stated it appears the matter has been resolved and she paid the bill. Shonna McCray

Case#: 1288136W; Name: RON PRUITT; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: RON PRUITT Svc. Address: 105 LEYBURN PLACE Seminole County, (407)-716-0890 Longwood, FL 32779- Caller: RON PRUITT Mailling Addr: 105 LEYBURN PLACE LONGWOOD, FL 32779- Can Be Reached: (407)-716-0890 Account #: E-Track #:	Utility Information Company Code: WU372 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1288136W Response Needed From Company? Y Date Due: 10/08/2018 <hr/> Reply Received: 10/08/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1288136W	PSC Information Assigned to: ELLEN PLENDL Entered by: EPLENDL Date: 09/17/2018 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: ART GRAHAM Disputed Amt: 1072.25 <hr/> Closed by: ELLEN PLENDL Date Closed: 11/14/2018 Close Type: GI-05 Apparent Rule Violation: N

Received email as follows:

From: Betty Leland
 Sent: Monday, September 17, 2018 11:24 AM
 To: Ellen Plendl
 Subject: Letter re: High Bill from Utilities Inc., from Ron & Lea Pruitt

Good Morning:

Please handle the attached please.

Thanks.

Betty Leland, Executive Assistant to
 Chairman Art Graham
 Florida Public Service Commission
 bleland@psc.state.fl.us
 (850) 413-6024

Ron & Lea Pruitt
 105 Leyburn Place
 Longwood, FL 32779
 407-716-0890 nolzman1@reagan.com

September14,2018
Chairman Art Graham
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL32399-0850
Dear Chairman Art Graham,

SEP 17 2018

F.P.S.C.

CHAIRMAN GRAHAM

I'm enclosing a copy of my letter to Utilities, Inc., because I don't have the confidence that I'll receive a satisfactory resolution from them. I believe the letter explains our situation stating that our normal water bill average is around \$101 and 9000 gallons. We received our recent bill for \$1176.14 and 279590 which is impossible! We do not have a leak. We have not had a leak. Running water non-stop for 24 hours/ day for 30 days would not get us close to this total. We would appreciate your help to ensure that Utilities, Inc. makes the proper adjustment to my average usage. I made a normal payment of \$103.89 on September 6th.

Sincerely,

Ron & Lea Pruitt

Ron & Lea Pruitt
105 Leyburn Place
Longwood,FL32779
407-716-0890 nolzman!@reagan.com

September10,2018

Ms. Lisa Sparrow
President, Utilities, Inc.
2335 Sanders Road
Northbrook, Illinois 60062
Dear Ms. Lisa Sparrow,

We need some help. I have been retired since 2015 and depend heavily on my monthly Social Security check. Our average water bill has been approximately \$101 thus far in 2018 and averaged about \$58 in 2017 prior to the rate hike. Absorbing the rate hike has been difficult enough, however, we were totally blindsided when we received a bill for \$1176.14! We do not have a leak and we have not had a leak so the incredible jump in the meter reading must be flawed. I personally checked the reading 9 hours apart and it only moved 20 gallons (from

2350630 to 2350650). Our average monthly consumption is 8000 to 11000 gallons per month. The current bill shows a total of 279590 gallons or an average daily use of 8223 which is impossible and greater than most of our month's total usage! (June was 5570). We have reported this discrepancy to our local office in Altamonte Springs but still have not received resolution nor a corrected bill. I made a normal payment of \$103.89 on September 6th. My belief is that the meter jumped possibly due to the large lawn equipment recently used next door which ran over our meter that is located on the property line. We would appreciate a resolution correcting the usage to a normal month (my payment of \$103.89).

Sincerely,
Ron & Lea Pruitt

09/17/2018 FAX TO CO. See above and attached email regarding Mr. & Mrs. Pruitt's concerns with a high water bill. The customer states that their average bill is approximately \$104/month and they received a bill for \$1,176.14.

- 1) Please offer field test in the customer's presence and provide results.
- 2) Please offer to replace meter.
- 3) Please provide historical consumption for the past 3 years or however far back records exist on this customer's account.
- 4) Please check for leaks and provide results.
- 5) Please indicate if the company will look at the customer's historical monthly average and offer adjustment equal to average monthly bill.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. & Mrs. Ron Pruitt at nolsman!@reagan.com or at 407-716-0890.

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
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:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS

2540 Shumard Oak Boulevard

Tallahassee, FL 32399

Case taken by Ellen Plendl

09/17/2018 Sent acknowledgement as follows:

From: Randy Roland

Sent: Monday, September 17, 2018 1:49 PM

To: 'nolsman!@reagan.com'

Subject: Consumer Inquiry - Utilities, Inc., of Florida

Mr. & Mrs. Ron Pruitt

nolsman!@reagan.com

RE: FPSC Inquiry 1288136W

Dear Mr. & Mrs. Pruitt:

This is in response to your E-mail to Chairman Art Graham, Florida Public Service Commission (FPSC), regarding Utilities, Inc., of Florida (UIF). Given the nature of your concerns, Chairman Graham feels it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach to assist you.

We have filed an inquiry with UIF, and upon completion of the investigation, we will contact you. In the meantime, UIF staff will be contacting you directly regarding your billing concern.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

10/08/2018 - Company response received via Email. DScott.

10/08/2018 Reviewed report. UIF advised that the company reread the customer's meter and found no visible leak. The customer indicated his neighbor uses heavy equipment on their lawn and perhaps his water line was damaged. UIF found no sign of recent repair or ground disturbance that would have indicated recent digging. No indication of repairs in the area.

On September 17, 2018, the company conducted a field test and found the meter was operating at 89 percent on minimum flow, 100 percent on medium flow and 98.9 percent on maximum flow. The company removed the meter and sent it for a bench test.

On October 2, 2018, the bench test indicated 92.32 percent on minimum flow, 98.66 percent on medium flow, and 98.9 percent on maximum flow.

On October 4, 2018, a company representative contacted the customer. The representative indicated that the meter was operating properly and no adjustment was appropriate for a meter issue.

UIF decided as a one time courtesy to issue a courtesty credit for \$428.56 and offered a 12 month payment arrangement to accept \$58.82 plus the regular monthly charges. The customer appeared satisfied with the credit and payment arrangement, but remains dissatisfied because he has no choice on water service. eplendl

10/15/2018 A letter was sent to the customer. eplendl

October 15, 2018

Mr. & Mrs. Ron Pruitt
105 Leyburn Place
Longwood, FL 32779

RE: FPSC Inquiry 1288136W

Dear Mr. & Mrs. Pruitt:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida (UIF). You expressed concern with a high bill.

Rule 25-30.263, Florida Administrative Code (F.A.C.), indicates that utility is required to test water meters on at least three rates of flow including maximum, intermediate and minimum. Rule 25-30.262, F.A.C. indicates that the meter should register within accuracy limits as follows:

Rate of Flow	Accuracy Percentage
Maximum	98.5 - 101.5 percent
Intermediate	98.5 - 101.5 percent
Minimum	95.0 - 101.5 percent (if new meter) or 90.0 - 101.5 percent (if repaired meter)

We have learned from UIF that on September 17, 2018, the company conducted a field test at your residence and found the meter was operating at 89 percent on minimum flow, 100 percent on medium flow, and 98.9 percent on maximum flow. The company removed your meter and sent it for a bench test.

On October 2, 2018, the bench test indicated 92.32 percent on minimum flow, 98.66 percent on medium flow, and 98.9 percent on maximum flow, which was within the rates of flow per the F.A.C. rule.

UIF decided as a one time courtesy to issue a \$428.56 courtesy credit to your account, and offered a 12-month payment arrangement to accept \$58.82 plus the regular monthly charges until the balance is satisfied. You may contact Ms. Elise Christian, UIF Commission Relations Liaison, at 1-866-842-8432, to discuss further billing concerns.

Complaints are a valuable source of information, and we will keep your complaint on file. We closely monitor complaints to track any trends indicating where further Commission action might be needed.

If you have any questions or concerns please call Ellen Plendl by October 31, 2018; otherwise, we will consider your inquiry resolved. You may reach Ms. Plendl a 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

11/14/2018 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1288708W; Name: TODD POIRES; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: TODD POIRES Svc. Address: 11302 CYPRESS SHORE CT Lake County, (407)-443-5444 Clermont, FL 34711- Caller: TODD POIRES Mailing Addr: 11302 CYPRESS SHORE CT CLERMONT, FL 34711- Can Be Reached: Account #: 4505784951 E-Track #: 127550	Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1288708W Response Needed From Company? Y Date Due: 10/15/2018 <hr/> Reply Received: 09/24/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1288708W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 09/24/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 11/30/2018 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Monday, September 24, 2018 9:45 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 127550

CUSTOMER INFORMATION

Name: Todd Poires
 Telephone: (407) 443-5444
 Email: tpoires@gmail.com
 Address: 11302 CYPRESS SHORE CT Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Todd Poires
 Account Number: 4505784951
 Address: 11302 CYPRESS SHORE CT Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I have concerns that I am being overbilled. When I called in to the customer service, the rep Amber kept alluding that my water was being turned off on September 27th due to non payment on account. I stated that I had concerns that my bills for last 2 months extremely high compared to last year and wanted to have it checked. She did not answer my question and proceeded to state without the ask, that If I filed a complaint that would not stop my water from being turned off. Again, not my question. I then had to callback and reach to manager and file a dispute. I again asked the steps and if while in dispute would that stop disconnect. She(Ferry) would not answer me. I stated that if I filed complaint with Florida PSC, would UI comply. She would not give direct answer. I have serious concerns and do not want to overpay or be treated unfairly. "

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
 - 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 taken by Diane Hood

09/24/2018 - Company response received via Email. DScott.

09/25/2018 - Company response received via Email. DScott.

09/25/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Tuesday, September 25, 2018 12:25 PM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [mailto:tpaires@gmail.com]
Sent: Tuesday, September 25, 2018 11:55 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Ms. Christian,

When is the \$206.80 due to keep service from being terminated? It is not clear in your email. I just tried calling, but the rep put me on hold and when she came back she stated she was unable to transfer me to you...

Please email me back the answer to my question.

Thank you,

Mr. Paires"

09/24/2018 - Company response received via Email. R.Castillo

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, September 24, 2018 4:09 PM
To: TPOIRES@GMAIL.COM
Cc:PSCREPLY
Subject: PSC REQUEST NO. - 1288708W
Attachments:Todd Paires 11302 Cypress Shore Ct Usage History.xlsx

Dear Mr. Paires:

This correspondence is in reference to your complaint to the Florida Public Service Commission

(FPSC) concerning disputed usage billed to you for water service at 11302 Cypress Shore Court, Clermont, FL., on your bills dated August 16, 2018 for 47,370 gallons and on bill dated September 18, 2018 for 54,740 gallons.

You stated in your complaint that the bills for the last two months were extremely high compared to last year and wanted to have it checked. Review of your account for last year usage for the same time period was higher. Documentation on your account indicated that there was a leak in your irrigation that resulted in high bills. A work order has been issued to reread your meter for accuracy and staff will be contacting you to schedule a meter test at the residence, there is not a charge for the test. It will be necessary for either you or a representative for you to be present to witness the test.

I apologize that you did not received the assistance about your concerns when you contacted Customer Service on September 24, 2018. In reference to your complaint to FPSC about the two disputed bills, your account is protected for service interruption for the disputed usage on those unpaid two bills only. It is not protected for any undisputed prior unpaid bills and for any monthly undisputed unpaid Base Facility Charges or late fees. The charges for usage to you on the August bill is \$160.81, it was past due at the time of the dispute dated September 24, 2018 but is now protected and the usage on September bill is \$189.19 and is in dispute but the bill is not due until October 10, 2018. The total amount protected because of the dispute is \$350.00, the undisputed amount is \$224.21. The account total balance is \$574.21, the past due amount that does not include any of the disputed charges is \$206.80 and is due now. The balance that is not disputed and is not due until October 10, 2018 is \$17.41.

On September 12, 2018 a disconnect letter was sent to you that requested a past due amount for \$367.61 within 10 days from the date on the letter to avoid service interruption. Because of the dispute you filed with FPSC for August and September usage, the required past due amount as of today is \$206.80.

Until the complaint and meter accuracy has been resolved, \$350.00 will remain in dispute. If the meter accuracy indicates that you have been over charged for usage, your account will be adjusted as required because of an error. Please contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

09/25/2018 - Company response received via Email. R.Castillo

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, September 25, 2018 12:20 PM
To: Todd Paires
Cc: PSCREPLY
Subject: RE: PSC REQUEST NO. - 1288708W

Good Afternoon Mr. Paires,

The past due amount for \$206.80 was initially due in our office by September 26, 2018 to avoid service interruption on September 27, 2018. As a courtesy the due date was extended, \$206.80 is due in our office by Tuesday, October 2, 2018 to avoid service interruption on Wednesday, October 3, 2018. When you make the payment, please contact Customer Service at 1-866-842-8432 to notify them and provide the confirmation number for the payment so that the disconnect can be stopped.

Please let me know if additional assistance is requested.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

09/28/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Friday, September 28, 2018 8:05 AM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [mailto:tpaires@gmail.com]
Sent: Friday, September 28, 2018 7:28 AM
To: Elise Christian; PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Elise,

The past due not disputed of \$224.21 was paid this morning online. The Confirmation # is 74139975. I was told by your representative Amber and Supervisor Ferry that the balance of \$350 would be given a payment plan if I made a payment on the account. This apparently was recorded as I asked not to be recorded and Ferry stated that when I first called in, there was a message stating it was recorded.

Obviously, the \$350 is in dispute and will hope that Utilities INC will follow through on a payment arrangement , regardless of what balance is after resolution of dispute.

Please advise.

Mr. Paires"

10/02/2018 - Company response received via Email. DScott.

10/02/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Tuesday, October 02, 2018 12:21 PM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [mailto:tpaires@gmail.com]
Sent: Tuesday, October 02, 2018 8:46 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Elise,

I appreciate the follow up. I wanted to make mention of a couple of your comments.

First of all, \$224.21 was paid on September 28, 2018, not \$124.21 .

Secondly, in regards to the test on 9/28/18, the Technician stated that the water test failed. He also said the other 2 tests were borderline passing at 95% and 96%.He gave me a copy of the test and is the same that you posted and you will see the 3rd test was at 87%, well below the accuracy level of 95%- 101.5% in each range.Please explain how that is passing...

I will look for your follow up.

Thank you,
TP"

10/01/18 Company response received via email. R.Castillo

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Monday, October 01, 2018 5:17 PM
To:Todd Poires
Cc: PSCREPLY
Subject: RE: PSC REQUEST NO. - 1288708W
Attachments:11302 CYPRESS SHORE CT METER TEST 9.28.18.pdf

Good Afternoon Mr. Poires,

In response to your e-mail dated September 28, 2018, your payment for \$124.21 was received in our office and posted to your account today, October 1, 2018, thank you for the payment. Your current account balance as of today, October 1, 2018 is \$350.00. It is for service up to September 11, 2018 and is the September 18, 2018 bill. This amount remains the disputed balance on your account until the dispute is closed.

Our records indicate that on September 28, 2018, the meter was tested at your residence. The test indicated that you were not being over charged for water that registered through the meter. The results were explained at the time of the meter test and a copy of the meter test is included with this correspondence.

You inquired about a payment arrangement for the \$350.00 account balance. A payment arrangement is available to you to pay the balance in 4 monthly installments for approximately \$88.00 each month plus the current month bill starting with the bill that is scheduled to be issued

around October 17, 2018 if you no longer dispute the usage and is satisfied with the meter test result. If you are not satisfied with the meter test that was performed at your residence, at your request it can be sent for a bench test to an independent source. There is a fee of \$20.00 for the test that you will be charged if the meter test result shows that the meter is not over charging you for usage. If it shows that you are being over charged for the water that flows through the meter, your account will be credited for the overage and the fee will be waived.

Please contact me and the FPSC to let me know your decision. I have included the FPSC office in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

10/02/18 Company response received via email. R.Castillo

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, October 02, 2018 11:43 AM
To:Todd Poires
Cc:PSCREPLY
Subject:RE: PSC REQUEST NO. - 1288708W
Attachments:11302 CYPRESS SHORE CT METER TEST 9.28.18.pdf; 25-30.262 FPSC METER TEST REGS 10.2.18.doc

Good Morning Mr. Poires,

I apologize for the typo when stating the payment amount that was received in our office on October 1, 2018. The payment received was for \$224.21 and your account balance as of today, October 2, 2018 is \$350.00 which is the amount in dispute.

About the meter test, it can become unclear when staff states that the water meter failed without an explanation. It can "fail" on the high side, meaning that it is over measuring the water that flows through the meter, meaning over charging for usage and it can "fail" on the low side, meaning that

it is not measuring all of the water that flows through the meter, meaning under charging for usage. There are three levels of flow for testing the accuracy of the meter that is required for the meter test. The meter is tested at a maximum flow, median flow and a minimum flow. These are indicated on the test sheet provided and on the attached information from FPSC regulation requirement for meter testing and acceptable ranges. The acceptable accuracy range should be between 95%-101.5% in each flow range to be acceptable. The meter "failed" in the maximum flow range by not capturing all of the water that flowed through it at 87%. The meter did not pass the test for accuracy because of the low percentage on the maximum flow of 87% and because of the overall accuracy for 93% that does not meet the minimum acceptable accuracy percentage for 95%.

Please do not hesitate to contact me if additional assistance is requested. Again, I apologize for the typo.

Regards,
Elise

Company response entered by R.Castillo

10/03/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Wednesday, October 03, 2018 10:43 AM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [mailto:tpaires@gmail.com]
Sent: Wednesday, October 03, 2018 10:30 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Hi Elise,

The tech came to my door , told me he was going to perform the test and he would knock on the door when he was finished. He then came back, showed me the results, informed me the 1st two were borderline and the last did not passed and had be sign the form.

Let's have a 3rd party run the test. I think I would feel more comfortable. I am out of town and will be back sunday afternoon. So have them reach out to schedule for next week.

Thanks,

Todd"

10/03/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY

Sent: Wednesday, October 03, 2018 11:07 AM

To: Consumer Contact

Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [mailto:tpaires@gmail.com]

Sent: Wednesday, October 03, 2018 11:04 AM

To: Elise Christian

Cc: PSCREPLY

Subject: Re: PSC REQUEST NO. - 1288708W

Elise,

You make mention of The meter being replaced? That has not been addressed before and wonder why?

Also, I asked for 3rd party test as you mentioned a couple of emails back and you now make no mention of that.

Please advise....

Sent from my iPhone

On Oct 3, 2018, at 10:51 AM, Elise Christian <ESChristian@uiwater.com> wrote:

Good Morning,

I will issue a work order for you to be contacted next week by telephone to let you know when they will be removing the meter and replacing it with a new meter. It is not necessary for you to be present when the meter is removed. If you want to be present, please let the Tech know when he/she calls and I will add it to the work order that you will inform the Tech if you want to be present. The Tech will remove and replace the meter during work hours between 7:30 am - 3:30 pm M-F. I will have the Tech contact you by telephone at 407-443-5444. Is this a good number

to reach you during the day?

Thank you,
Elise"

10/03/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Wednesday, October 03, 2018 11:18 AM
To:Todd Paires
Cc:PSCREPLY
Subject:RE: PSC REQUEST NO. - 1288708W

Mr. Paires,

We have to install another meter when we remove the current meter to send for the 3rd party bench test. (Replace the meter that is being removed) Replacing the meter is not an option or solution to your complaint about the disputed usage, it is the accuracy of the meter that matters when the usage is disputed. I apologize for the confusion.

I am not in receipt of an e-mail from you to me that requested a 3rd party bench test. That was an option I provided to you in an earlier e-mail. Did you send an e-mail to Customer Service or spoked to them about a 3rd party (bench test) on the meter? Either way, that is the next step if you are not satisfied with the field test that was performed at your residence on 9/28/18. Please confirm, do you want the bench test (3rd party meter test) performed so that I can have our staff move forward with this?

Thank you,
Elise

Company response entered by R.Castillo

10/5/18 Customer correspondence received via e-mail. Forwarded to RCastillo. DVizcarrondo

"From: PSCREPLY
Sent: Friday, October 05, 2018 9:26 AM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [mailto:tpaires@gmail.com]
Sent: Friday, October 05, 2018 9:14 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Hi Elise,

I was referring to my previous email and probably used the wrong words. Sorry for confusion.

Yes, let's schedule the 3rd party test. I think you said the meter has to be changed first. Have them contact me next week. I am in NYC travelling home today, so will be unavailable most of the day by phone, but they can leave a message.

Thanks,

Todd"

10/8/18 Customer correspondence received via e-mail. Forwarded to RCastillo. DVizcarrondo

"From: Todd Paires [mailto:tpaires@gmail.com]
Sent: Monday, October 08, 2018 12:14 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

I will not be available tomorrow, but please have them reach out to schedule something for good week.

Todd

Sent from my iPhone

On Oct 8, 2018, at 8:30 AM, Elise Christian <ESChristian@uiwater.com> wrote:
Good Morning Mr. Paires,

I have issued a work order for tomorrow, October 9, 2018. Someone should contact you sometime today or tomorrow to schedule the meter change out so that the meter can be sent for the bench test.

Thank you,

Elise"

10/08/2018 - Company response received via Email. DScott.

10/11/2018 - Company response received via Email. DScott.

10/15/18 Company response was sent on 10/10/18 however due to Hurricane Michael there was a delivery delay until 10/11/18. ACalhoun

10/15/18 Customer correspondence received via e-mail. Forwarded to RCastillo. DHood

"From: PSCREPLY

Sent: Monday, October 15, 2018 8:18 AM

To: Consumer Contact

Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Poires [mailto:tpoires@gmail.com]

Sent: Wednesday, October 10, 2018 2:43 PM

To: Elise Christian

Cc: PSCREPLY

Subject: Re: PSC REQUEST NO. - 1288708W

Hi Elise,

Just wanted to make you aware that your tech came down today to change the meter. However, after he finished, he knocked on my door and stated that he cut a wire by mistake and if we noticed something not working to call that company. NOT very professional to me, also NO confidence in the work this Tech did today. Can you send another Tech to review his work and have me present to view?

Same guy that originally was sent out was who came today.

Thanks,

TP

On Mon, Oct 8, 2018 at 3:17 PM Elise Christian <ESChristian@uiwater.com> wrote:

Good Afternoon Mr. Poires,

I reached out to our Area Manager to schedule the meter removal and install a new meter at your residence this week. On Wednesday, October 10, 2018, staff will be at your residence around 9:00

a.m. to install the new meter and remove the old one that will be sent for a bench test. As stated in earlier e-mail, it is not necessary for you to be present for the change out and it is necessary to move forward with getting the meter tested since it indicated registering low. A copy of the meter test result from the vender will be made available to you upon completion.

Regards,
Elise

From: Todd Poires <tpoires@gmail.com>
Sent: Monday, October 08, 2018 12:14 PM
To: Elise Christian <eschristian@uiwater.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: Re: PSC REQUEST NO. - 1288708W

I will not be available tomorrow, but please have them reach out to schedule something for good week.

Todd

Sent from my iPhone

On Oct 8, 2018, at 8:30 AM, Elise Christian <ESChristian@uiwater.com> wrote:
Good Morning Mr. Poires,

I have issued a work order for tomorrow, October 9, 2018. Someone should contact you sometime today or tomorrow to schedule the meter change out so that the meter can be sent for the bench test.

Thank you,
Elise"

10/15/18Customer correspondence received via e-mail. Forwarded to RCastillo. DHood
"From: Todd Poires [mailto:tpoires@gmail.com]
Sent: Wednesday, October 10, 2018 3:39 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

I specifically asked you not to send that Tech back to my house and he just rang my doorbell asking me who all my providers are. Again, I would like another tech, with myself present to look at the meter he installed. I have no confidence in his work or delivery.

He is still sitting in front of my house and do not want him knocking on my door again.

Todd Paires
407-443-5444"

10/10/18 Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Wednesday, October 10, 2018 4:22 PM
To:Todd Paires
Cc:PSCREPLY
Subject: RE: PSC REQUEST NO. - 1288708W

Mr. Paires,

Your request for a Tech to be sent to your home after the installation of the new meter was escalated to the Area Manager that is in charge of the technicians for your area. I do not assign the technicians, that is handled by the Operations Managers. I am not sure why he sent the same tech back to your home, but I am guessing it was because things should have been handled better or differently by the tech than what you stated earlier about the information you received from the tech concerning the cut wire, that is not the way we do business. The manage has pictures and details about the meter installation and the information that was provided to you. I am sure he was not pleased that things were not handled better.

This afternoon, staff checked with Spectrum as a service provider to your residence and was informed that your residence does not have their service and staff checked with CenturyLink as a service provider for your residence and they confirmed that the service was working properly at your residence. I have spoken to the Area Manage and he has informed me that the two of you will meet tomorrow morning, October 11, 2018 between 9am and 9:30am. To inspect the new meter installation and to address your concerns about the installation. I apologize for the inconvenience.

Elise

Company response entered by R.Castillo

10/23/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY

Sent: Tuesday, October 23, 2018 12:39 PM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Poires [mailto:tpoires@gmail.com]
Sent: Tuesday, October 23, 2018 12:24 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Hi Elise,

Can you tell me where we stand with results from meter test?

Thanks,

TP"

10/24/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, October 24, 2018 3:49 PM
To: Todd Poires
Cc: PSCREPLY
Subject: RE: PSC REQUEST NO. - 1288708W

Good Afternoon Mr. Poires,

We have not received the meter test result. Hopefully we will have it soon, Chuck, the Area Manager is out of the office this week and will return on Tuesday, October 30th, I reached out to his assistance yesterday for an update, at that time the result had not been received. I will let you know as soon as I receive an update. Thank you for your patience.

Regards,

Elise S. Christian | Support Services
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
Fax: 407-869-6961
Website: www.uiwater.com

Company response entered by R.Castillo

11/06/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Tuesday, November 06, 2018 7:48 AM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [<mailto:tpaires@gmail.com>]
Sent: Monday, November 05, 2018 3:17 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Hi Elise,

You stated in your email " The unpaid disputed amount on your account is \$350.00 and your current bill for service period September 11, 2018 - October 11, 2018 for \$588.88". How could I possibly have a charge of \$588.88 for a One month period?

Please advise.

Todd Paires"

11/05/2018 - Company response received via Email. DScott.

11/06/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: Todd Paires [<mailto:tpaires@gmail.com>]
Sent: Tuesday, November 06, 2018 11:13 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Elise,

All due respect, I see a continuing or new issue. There is no way I could of used 155, 710 gallons in a 30 day period. I don't know what happened when you changed the meter, but I did question it when the Manager of Technician's came out and the treatment I received from his Tech. Also, we had no leaks over the last year and the only leak we ever had was a year ago and that was rectified.

We need to rectify this and would like to speak with your Management.

Mr. Poires
407-443-5444"

11/06/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Tuesday, November 06, 2018 12:32 PM
To:Todd Poires
Cc:PSCREPLY
Subject:RE: PSC REQUEST NO.-1288708W

Good Afternoon Mr. Poires,

Please keep in mind, the usage is determined by the water that flows/registers through the meter. On September 24, 2018, UI received a complaint/dispute from the PSC that was filed by you for high usage on your August and September bills. A work order was issued to reread your meter on September 25, 2018 and it was on that date the meter indicated that 138,920 gallons had registered through your meter since September 11, 2018. The meter accuracy and the usage on September 25th would not have been caused by the technician that came to your home on September 25th or on October 9th when the meter indicated that an additional 15,650 gallons has registered through the meter since September 25th. The utility has met the requirements and the FPSC regulations pertaining to the operation and accuracy of the meter and the utility does not find that an overcharge for usage has occurred to your account.

I will send an e-mail to the Area Manager that came to your home on October 11th to address your concerns about the technician and to inspect the new meter installation. He is the manager in charge of the technicians in the service area. I will let him know that you would like for him to contact you again. The investigation about your PSC Complaint, the bills, disputed usage and the accuracy of

the meter are not normally handled by the area manager.

Regards

Elise S. Christian | Support Services
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
Fax: 407-869-6961
Website: www.uiwater.com

Company response entered by R.Castillo

11/19/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Monday, November 19, 2018 9:24 AM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [<mailto:tpaires@gmail.com>]
Sent: Monday, November 19, 2018 8:48 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: PSC REQUEST NO. - 1288708W

Good Morning Elise,

Chris Snow, Director of External Affairs from your company contacted me 2 weeks ago. He was supposed to call me back after the meter was read on November 12th and I have not heard back from him.

Could you please have him contact me at 407-443-5444.

Thank you,

Todd"

11/20/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, November 19, 2018 5:09 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1288708W TODD POIRES
Attachments: RE PSC REQUEST NO. - 1288708W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Todd Poires' complaint concerning Improper Bills for usage billed to him on bills dated August 16, 2018 and September 18, 2018. Mr. Poires is a customer at 11302 Cypress Shore Ct., Clermont, FL.

On September 24, 2018, e-mail correspondence was sent to Mr. Poires and your office was copied/included in the correspondence. Additional correspondence has been ongoing with Mr. Poires and the utility's staff almost daily since September 24, 2018 in an effort to resolve his complaint and the disputed bills. The utility has been in communication with Mr. Poires by e-mail and a personal visit to his home by the Area Manager since September 24, 2018 to today, November 19, 2018. Below are the dates that written correspondence and telephone contacts between Mr. Poires and the utility.

09/25/18 – Reread meter for accuracy because of 9/24/18 PSC complaint for Improper Bills issued August and September – The meter indicated that 138,920 gallons had registered through the meter since it was read on 9/11/18 for the disputed September bill for 54,740 gallons usage. There was not any visible leak noticed by the technician. The field staff indicated that there was an astronomical hole in front of the box. A tag was left on the door with the findings.

09/28/18 – Meter was field tested at residence. The findings indicated that it was not capturing all usage.

Copy provided in earlier correspondence and copy provided in this correspondence.

10/1/18 – Correspondence from Mr. Poires – your office copied.

10/2/18 – Correspondence from Mr. Poires – your office copied.

10/3/18 – Correspondence to schedule meter test – your office copied.

10/5/18 – Correspondence from Mr. Poires – your office copied.

10/8/18 – Correspondence to schedule replacing meter and send for bench test – your office copied.

10/11/18 – Installed new meter – issues with possible lines cut to his service, wanted Manager to come to the residence – no lines to his service were cut, your office copied

10/11/18 – Area Manager met Mr. Poires at his residence at his request to inspect meter installation. No problem was found by Area Manager.

10/23/18 – Correspondence from Mr. Poires – your office copied

11/1/18 – Correspondence from Mr. Poires inquiring about bench test in yet – your office copied.

11/5/18 – Received bench test result sent e-mail to Mr. Poires that informed him about the test result and account status including current bill amount and payment option made available to him – your office copied

11/6/18 – Correspondence from Mr. Poires – feels something happen with the meter was changed on

10/11/18 that caused the high usage on the meter on 9/25/18 when the meter was reread for August and September dispute.

11/6/18 – Correspondence sent to Mr. Poires by utility that explained the meter tests and findings again. He requested a manager to call him.

11/7/18 – Area Manager called Mr. Poires, he did not want to speak to the Area Manager, he stated he wanted someone from corporate to call him.

11/8/18 – Director of External Affairs called Mr. Poires to address his concerns, he asked Mr. Poires about a possible leak and informed him that the utility does have a policy that will provide a onetime courtesy leak adjustment. Mr. Poires informed the Director that he did not have a leak. The Director informed him that his meter should be read around 11/12/18 and the usage will be reviewed on the new meter.

11/19/18 - Correspondence from Mr. Poires – inquired about results from 11/12/18 meter read.

Requested Director to contact him.

11/19/18 – Director of External Affairs called Mr. Poires and provided him with the usage that had registered through the new meter as of 11/9/18 was 26,680 gallons since 10/11/18. He informed Mr. Poires that the utility's investigation was finished and the meter tests indicated that he had not

been over charged for usage on his August, September and his October bills. He was reminded about the leak policy that the utility has in place.

The utility has a leak policy in place that provides a onetime courtesy leak adjustment to a customer's account to provide some relief to the customer when a high bill is the result of a leak. The utility needs proof that the problem was identified and fixed. Mr. Poires maintains that he did not have a leak. The utility has completed all investigation, the meter has been tested and copies of the tests are included in this correspondence. Mr. Poires was offered a deferred payment arrangement in the correspondence that was sent to him on 11/5/18. The deferred payment arrangement remains available to him and is included in the attached.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

11/26/18 Customer correspondence received via e-mail. Added to file and forwarded to RCastillo.
DVizcarrondo

"From: Todd Poires [<mailto:tpoires@gmail.com>]
Sent: Monday, November 26, 2018 10:21 AM
To: Elise Christian
Cc: PSCREPLY; csnow@uiwater.com
Subject: Re: PSC REQUEST NO. - 1288708W

This is all set with your Customer Service Department

On Mon, Nov 26, 2018 at 9:20 AM Todd Poires <tpoires@gmail.com> wrote:
Good Morning Elise,

I am trying to solidify the payment arrangement that you suggested and Chris Snow stated as final alternative. Your Customer Service department is telling me that arrangement is not available and they have no notes in regard what you shared with me.

I'm hoping we can get this settled today. I would like to set as follows:

\$150 on November 30, 2018

12 months of \$65.74

\$92.12 last billed currently due on 12/10/18, plus the first of 12 monthly installments.

Please confirm this is an acceptable arrangement will not cause my water to be paid while keeping this arrangement timely.

Thank you,

Mr. Poires

407-443-5444"

11/26/18 Company response received via email. R.Castillo

From: Elise Christian

Sent: Monday, November 26, 2018 3:08 PM

To: 'Todd Poires' <tpoires@gmail.com>

Cc: PSCREPLY@PSC.STATE.FL.US; Christopher Snow <CSnow@uiwater.com>

Subject: RE: PSC REQUEST NO. - 1288708W

Good Afternoon Mr. Poires,

Option one - UIF offered:

Your total account balance as of today is \$1,031.00. It includes your current bill for \$92.12 that was issued on November 18, 2018 and is due by December 10, 2018. Documentation on your account shows that you were informed that you needed to Pay \$150.00 by November 27, 2018 to obtain a deferred payment arrangement for 12 months on the balance. You requested to pay \$150.00 on November 30, 2018 and the balance for \$881.00 to be paid in 12 monthly installments plus each month current bill. Your request was granted. You were asked to contact customer service on November 30, 2018 with the confirmation for the \$150.00 payment so that the deferred payment arrangement could be established on the balance. The monthly installments would be approximately \$73.42 each and the first installment will appear on the bill scheduled to be issued around December 17, 2018.

Option two - your request:

In reference to your request below, the original account balance was \$938.88 before November 18th bill. You will need to pay \$150.00 on November 30, 2018 and call in your confirmation number to Customer Service at 1-866-842-8432 so the 12 month payment arrangement can be started for the deferred balance of \$788.88. Only that amount will be put on the 12 month

deferred payment arrangement for \$65.74 each plus the current month bill. Your current November 18, 2018 bill amount for \$92.12 will need to be paid separately by its due date, December 10, 2018. The first installment on the \$788.88 balance will appear on the bill that is scheduled to be issued around December 17, 2018.

The utility is willing to provide either option to you. Please let me your choice by e-mail so that your account can be properly documented. As long as the agreement is not broken, your water service will not be interrupted. It will only be interrupted for an unpaid delinquent account.

Please let me know if you require additional assistance.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

11/26/2018 - Company response received via Email. DScott.

11/26/18 Company response is a duplicate already documented in the complaint (see above) .
R.Castillo

11/29/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Thursday, November 29, 2018 8:58 AM
To: Consumer Contact
Subject: FW: PSC REQUEST NO. - 1288708W

From: Todd Paires [<mailto:tpaires@gmail.com>]
Sent: Thursday, November 29, 2018 8:34 AM
To: Elise Christian
Cc: PSCREPLY; CSnow@uiwater.com
Subject: Re: PSC REQUEST NO. - 1288708W

Hi Elise,

I will follow through with option # 1.

Thank you,

Todd Poires

On Mon, Nov 26, 2018 at 3:08 PM Elise Christian <ESChristian@uiwater.com> wrote:
Good Afternoon Mr. Poires,

Option one - UIF offered:

Your total account balance as of today is \$1,031.00. It includes your current bill for \$92.12 that was issued on November 18, 2018 and is due by December 10, 2018. Documentation on your account shows that you were informed that you needed to Pay \$150.00 by November 27, 2018 to obtain a deferred payment arrangement for 12 months on the balance. You requested to pay \$150.00 on November 30, 2018 and the balance for \$881.00 to be paid in 12 monthly installments plus each month current bill. Your request was granted. You were asked to contact customer service on November 30, 2018 with the confirmation for the \$150.00 payment so that the deferred payment arrangement could be established on the balance. The monthly installments would be approximately \$73.42 each and the first installment will appear on the bill scheduled to be issued around December 17, 2018.

Option two - your request:

In reference to your request below, the original account balance was \$938.88 before November 18th bill. You will need to pay \$150.00 on November 30, 2018 and call in your confirmation number to Customer Service at 1-866-842-8432 so the 12 month payment arrangement can be started for the deferred balance of \$788.88. Only that amount will be put on the 12 month deferred payment arrangement for \$65.74 each plus the current month bill. Your current November 18, 2018 bill amount for \$92.12 will need to be paid separately by its due date, December 10, 2018. The first installment on the \$788.88 balance will appear on the bill that is scheduled to be issued around December 17, 2018.

The utility is willing to provide either option to you. Please let me your choice by e-mail so that your account can be properly documented. As long as the agreement is not broken, your water service will not be interrupted. It will only be interrupted for an unpaid delinquent account.

Please let me know if you require additional assistance.

Regards,

Elise S. Christian | Billing

Commission Relations Liaison

Error! Filename not specified."

11/29/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Thursday, November 29, 2018 8:59 AM
To: Todd Poires
Cc: PSCREPLY; Christopher Snow
Subject: RE: PSC REQUEST NO. - 1288708W

Good Morning Mr. Poires,

Thank you for the information. Your account will be put on the payment arrangement for option # 1.

Please contact me if additional assistance is requested.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Company response entered by R.Castillo

11/30/18 Sent email correspondence to the complainant. R.Castillo

From:Rey Castillo
Sent:Friday, November 30, 2018 9:49 AM
To:'tpoires@gmail.com'
Subject:FPSC Complaint No. 1288708W

November 30, 2018

RE: FPSC Inquiry Number: 1288708W

Dear Mr. Todd Poires,

This email is in response to your recent inquiry to the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You expressed concern that you were improperly billed.

We have learned the following from the company:

UIF indicated that they tested the meter for accuracy. It was determined that the meter did not test within the accuracy level of 95% - 101.5% . The meter "failed" on the low side on the maximum flow range meaning that it was not registering all of the water that flows through the meter. In fact the meter was only registering 87% of the water flowing through the meter. In this situation you actually benefited from the condition of the meter.

Please understand that the utility is not responsible for telling you exactly how the water was used. In order to adjust the bill, there needs to be conclusive proof that the meter malfunctioned or that the utility applied improper rates. It appears that your account has been billed appropriately.

After careful review of all the information provided, it appears that the company has not violated any rule in the F.A.C. or the company's tariffs in the handling of your account.

Thank you for contacting the Florida Public Service Commission. If you have any questions please contact us at 1-800-342-3552, by fax at 1-800-511-0809, or by email at contact@psc.state.fl.us.

Sincerely,

Rey Castillo
Regulatory Specialist II
Consumer Assistance and Outreach
Office Telephone #850.413.6119

11/30/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1289631W; Name: PATRICK MCKNIGHT; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: PATRICK MCKNIGHT Svc. Address: 158 DUNCAN TRL Seminole County, (407)-421-8797 Longwood, FL 32779- Caller: PATRICK MCKNIGHT Mailling Addr: 158 DUNCAN TRL LONGWOOD, FL 32779- Can Be Reached: Account #: 9397984542 E-Track #: 127615	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1289631W Response Needed From Company? Y Date Due: 10/24/2018 <hr/> Reply Received: 10/09/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1289631W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 10/03/2018 Via: E-FORM Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 11/07/2018 Close Type: GI-28 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, October 03, 2018 11:27 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127615

CUSTOMER INFORMATION

Name: patrick mcknight
Telephone: (407) 421-8797
Email: patrickmcknight561@gmail.com
Address: 158 duncan trail longwodd FL 32779

BUSINESS INFORMATION

Business Account Name: Patrick J McKnight
Account Number: 9397984542
Address: 158 duncan trail longwodd FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities Inc shut off water not even after one-month late payment. It is less than 30 days past due. The total bill due on 10/15/18 is \$301.16 We missed a payment the 9/12/18 bill of 148.93 which now the total of \$301.16 is due on 10/15/18. Today is 10/3/18. This is not even three weeks late from the last due date of 9/12/18

I called Utilities Inc. on 10/3/18, to understand why they disconnected our service and why we did not receive a notice of late payment. Utilities Inc stated our notice for disconnection is in the second bill, written towards the bottom in small print that is easy to overlook.

Why are they shutting off water for one late payment which is not even one month in arrears? Then charge \$36 to reconnect?

Utilities INC is continuing to demonstrate its incompetence and poor customer service. And why do they not have a real online bill pay? Why do I need to use my credit card to do it? This is infuriating as well as frustrating.

Commission - you are responsible for regulation - Is this acceptable business practice to cut off water for a bill that is an HONEST MISTAKE after three weeks past due?

I expect a response from you no later than 5 business days. The next action I will take is to go to Lee Constantine and file a complaint. I know you know who he is. "

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
 - 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 taken by Diane Hood

10/09/2018 - Company response received via Email. DScott.

10/11/2018 - Company response received via Email. DScott.

10/09/2018 Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, October 09, 2018 10:26 AM
To: patrickmcknight561@gmail.com
Cc: PSCREPLY
Subject: FPSC REQUEST NO. 1289631W - IMPROPER DISCONNECT
Attachments: 3926_001.pdf

Dear Mr. McKnight:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning disconnection of your water service at 158 Duncan Trail, Longwood, FL. because of an unpaid past due water bill.

In your complaint you stated that your water was shut off and the account was less than 30 days past due with an account balance at the time for \$301.16. You indicated that you had not received a notification about the past due account and possible disconnect before the service was disconnected.

Review of your account shows that your water service was disconnected because of your unpaid bill dated August 21, 2018 for \$148.93 that was for service provided to you for July 10, 2018 – August 13, 2018 and was due by September 12, 2018. On September 18, 2018, a separate past due letter was sent to you as a reminder that requested the unpaid bill for \$148.93 within 10 days from the date on the letter. As of October 2, 2018, there was not a payment received and there had not been any contact from you about the past due bill, the service was disconnected because of the unpaid bill. On September 23, 2018, another bill was issued for service from August 13, 2018 – September 17, 2018 for \$145.78 and is due October 15, 2018. The bill also included the past due unpaid amount from the August 21, 2018 bill that resulted in a total account balance on that bill for \$301.16.

You inquired about the disconnect that occurred because of one late payment and you stated that was not one month in the arrears. Your water service is billed in the arrears. The bill is not issued until the service has been provided. The bill is due upon receipt, but is not considered delinquent until 21 days after the date that the bill was issued. The unpaid bill was more than 20 days past due from September 12th, which was the original due date for the bill before the disconnect occurred in October. Included are copies of the three disconnect notices that were sent to you in 2018 to remind you of past due bills, they informed you about the actions that would be taken and applicable fees to reinstate the service for bills that were past due and left unpaid. The reconnect fee charged is regulated and is an approved fee to restore water service after a disconnect for an unpaid bill.

We apologize that you did not receive the customer service that you expected when contacting the utility to inquire about your service and about making a payment to have your water restored. The utility offers other options to pay your water bill without using a credit card. The options are found on our web site under www.uiwater.com – Payment Options.

Please contact our Customer Service Department at 1-866-842-8432 if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

10/15/18 Company response entered by R.Castillo

10/11/18 Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, October 10, 2018 1:18 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1289631W PATRICK J MCKNIGHT
Attachments: FPSC REQUEST NO. 1289631W - IMPROPER DISCONNECT

Dear Mr. Castillo:

This correspondence is in reference to Mr. Patrick J. McKnight's complaint concerning the disconnection of water service on October 3, 2018, at his residence for a past due unpaid bill. Mr. McKnight is a customer at 158 Duncan Trail, Longwood, FL.

Mr. McKnight stated in his complaint that his water service was disconnected on October 3, 2018 for a bill that was less than 30 days past due. Mr. McKnight's service was disconnected because of his past due bill dated August 21, 2018 for \$148.93 that was due by September 12, 2018. A past due notice was sent to him on September 18, 2018 that requested the past due amount within 10 days from the date on the letter to avoid interruptions of service, the payment was not received until after the service had been interrupted on October 3, 2018. On October 9, 2018, e-mail communication was sent to Mr. McKnight that addressed his concerns in his complaint. Your office was included in the e-mail communication that was sent to him and a copy is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

10/15/18 Company response entered by R.Castillo

11/07/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 28. R.Castillo

Case#: 1289649W; Name: ANGELO CRUZ; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CLARIBEL CRUZ Svc. Address: 3749 TILBOR CIR. Lee County, (201)-779-0234 Fort Myers, FL 33916- Caller: ANGELO CRUZ Mailing Addr: 3749 TILBOR CIR. FORT MYERS, FL 33916- Can Be Reached: Account #: 7-008758-01 E-Track #: 127619	Utility Information Company Code: SU749 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1289649W Response Needed From Company? Y Date Due: 10/25/2018 <hr/> Reply Received: 10/04/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1289649W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 10/04/2018 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 648.05 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/22/2018 Close Type: NJ-02 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, October 03, 2018 5:25 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 127619

CUSTOMER INFORMATION

Name: angelo cruz
 Telephone: (201) 779-0234
 Email: angelocruz1127@gmail.com
 Address: 3749 tilbor cir Fort Myers FL 33916

BUSINESS INFORMATION

Business Account Name: Claribel Cruz
 Account Number: 7-008758-01
 Address: 3749 tilbor cir Fort Myers FL 33916

Water County Selected: Lee

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Since our area was switched to electronic water reading meters, several residents in my area including myself received an inflated bill. My current bill for the month of September is \$648.05. We were told to hire a plumber to investigate a leak and the city will adjust the bill accordingly. We hired a plumber who provided us with full documentation that we have NO leaks. I've been calling the Fort Myers Utilities Division for days and sending emails regarding the findings and I'm basically getting the repeated line of "A supervisor will call you back." I would like to receive a final resolution. Fox 5 News already came out with a segment that over 26,000 people in Lee county was affected by this mistake during a transition to the electronic water meters. I need help please. Angelo Cruz 201-779-0234 "

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
 - 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 taken by Diane Hood

10/04/2018 - Company response received via Email. DScott.

10/5/18: REVIEWED COMPANY RESPONSE. Response states:

*The address, account number, telephone number and the names Claribel and Angelo Cruz do

not appear in Utilities, Inc. service area for Fort Myers, FL.

Shonna McCray

10/5/18: 8:00 a.m. Called Mr. Angelo Cruz at 201-779-0234 to request bill copies or determine the name on the bill. No answer; left message requesting a return call. Shonna McCray

10/22/18: 8:36 a.m. Called Mr. Angelo Cruz at 201-779-0234 to explain that Utilities, Inc. does not provide service to his address. Requested the name of the company that he makes payment to the city of Fort Myers. Explained to Mr. Cruz that city and county utilities are not regulated by the PSC. He expressed appreciation for the information and stated he had already been contacted about the matter. Shonna McCray

10/22/18: This inquiry closed. Shonna McCray

Case#: 1293442W; Name: WILLIAM BOSWORTH; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: WILLIAM BOSWORTH Svc. Address: 216 WESTWOOD DR. Lake County, (352)-360-7005 Leesburg, FL 34748- Caller: WILLIAM BOSWORTH Mailling Addr: 806 OLD OAKS LN. LEESBURG, FL 34748 Can Be Reached: Account #: 5582600000 E-Track #: 127930	Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1293442W Response Needed From Company? Y Date Due: 12/18/2018 <hr/> Reply Received: 12/06/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1293442W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 11/27/2018 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 12/20/2018 Close Type: GI-30 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Monday, November 26, 2018 9:30 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127930

CUSTOMER INFORMATION

Name: WILLIAM BOSWORTH
Telephone: (352) 360-7005
Email: bboz66@yahoo.com
Address: 806 Old Oaks Ln. Leesburg FL 34748

BUSINESS INFORMATION

Business Account Name: William F Bosworth
Account Number: 5582600000
Address: 216 Westwood Dr. Leesburg FL 34748

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The Utilities Inc. (Water/Sewage) Company took it upon itself - without contacting the Property Owner (Me) to construct unsightly and perhaps hazardous build ups (2) ... 5 to 6 ft round and square of their Lift Station Pump Top Areas. This unsightly conglomerate needs immediate attention of Reconsideration, Reconstruction or Removal! My Property Value has been decreased considerably ... directly because of this wrong doing!!

I need some very urgent and Immediate help in rectifying this "Terrible Situation!"

Wait a minute here since when are Utility Companies GOD????????????????????

PSC was contacted previously "

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
 - 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 taken by Diane Hood

12/06/2018 - Company response received via Email. DScott.

12/10/18: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *The utility has a lift station located at the rear of Bosworth's property and his neighbor that is within a utility easement.
- *This lift station was constructed by the developer prior to Utility Inc.'s acquisition of the Pennbrooke system.
- *The lift station wet well and valve vault were constructed at ground surface elevation in a low lying area that tends to flood during extreme wet weather events such as Hurricane Irma in 2017.
- *In such an event or similar event groundwater would enter the lift station through the hatches inundating the sanitary sewer system.
- *Apparently this was an issue prior to Utilities, Inc.'s ownership as someone had constructed a brick border around the valve vault lid to prevent the flooding situation.
- *The brick border was insufficiently constructed to prevent flooding so the lift station wet well and valve vault were both raised to an elevation that will prevent flooding of the station.
- *While the work was underway there was no one living in Mr. Bosworth's residence to confer with.
- *Upon completion of the work is when the owner complained.
- *The Utility has conferred with Mr. Bosworth on several occasions and offered to fence the lift station area, plant and maintain landscape and/or entertain any other suggestions to improve the aesthetics or other concerns but cannot get Mr. Bosworth to agree to any option other than removing the lift station from the property, which is not feasible.
- *Listed is the utility's position:
 - 1.The lift station is constructed within an easement
 - 2.The station was constructed in a low lying area by others that is prone to flooding
 - 3.Storm water cannot be combined with sanitary sewer flows
 - 4.The lift station cannot reasonably be relocated
 - 5.The after condition is an improvement over the before condition
 - 6.The owner will not reasonably agree to aesthetic alternatives offered by the Utility

Shonna McCray

12/11/18- Customer called back. Call was transferred to Shonna. DRojas

12/11/18: Mr. Bosworth transferred by Daisy. He stated the property is not in the condition as it was before the company installed the wall. Reviewed the response with Mr. Bosworth. He stated the company has not contacted him since he filed the complaint. Explained the complaint process and advised Mr. Bosworth I would re-send the complaint to the company. Explained to Ms. Bosworth that the company does not have to get the permission of the customer when making changes, modifications, etc. in the easement. Noted Mr. Bosworth's objection. Mr. Bosworth agreed to send photos and his concerns in detail. Shonna McCray

12/11/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PER CONSUMER COMPLAINT RULE 25-22.032, 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. LEAVING A MESSAGE FOR THE CUSTOMER DOES NOT SATISFY THIS RULE. PLEASE CONFIRM THAT RESOLUTION HAS BEEN PROVIDED TO THE CUSTOMER. PLEASE PROVIDE RESPONSE TO THE PSC BY 12/20/18. Shonna McCray

12/11/2018 Customer correspondence received via email, added to file, and forwarded to SMcCray. Printed pictures in color and added to the file. DHood

"From: William F Bosworth [mailto:bboz66@yahoo.com]

Sent: Tuesday, December 11, 2018 2:21 PM

To: Consumer Contact

Subject: Fw: William Bosworth shared "216 WWDr. Utility Debacle " with you

Ref: Case Reference Number: 1293442W

Attn: Shauna,

Per our Telecon - today 12/11/18, I'm forwarding the Info and pictures requested, of the problem I have and is referenced in the Case No. 1293442W ref: above.

The Problem, as you can see by the attached photos are costing, unsightly, horrendous, stops access to my backyard with lawn mowers, vehicles ... etc. and possible health hazards for anyone walking in that area.

They are cement buildups - up to and approx. 5 to 6 ft square and round x 8 to 10 inches high. One is totally on my property. Mostly important to me is ... they have greatly reduced my property value and ability to sell this property, as I don't live there and wanting to sell the Home and Property.

I had way back spoke to the Utility Co.'s Area Mgr. (Chuck Schwades) he told me his "Boss" - don't know or have ever spoken with him, told Chuck that he wasn't going to do anything about them construction wise only offered to hide them with bushes or fence ... but that "does not" correct the debacles/disasters they created as stated above.

I requested, they remove some height of these things, then landscaping would be easier to complete without ruining my property and access ability and their protection against water intrusion of the lift Station, during hurricane water flooding.

Note: This site - at slightly below ground level, has been like this since and before ... the building was constructed on this Lot # 68 in 1989, I purchased this property in 5/2005. Lived there until 6/2016. This was an "uncalled for" necessity, to these extremes.

Lastly, the "Audacity" of this Utility Co. is beyond reasonable, acceptable and unlawful - in my opinion, to do this without "Any" interaction with myself - the property owner, the HOA of Pennbrooke Fairways or "have to" obtain any kind of an "Approval" for such idiotic and uncaring ruining of someone else's ...
property!!

If, there is any further information or relative request from me ... please feel to contact me.

Sincerely,

William Bosworth, Property Owner of 216 Westwood Dr. Leesburg, FL 34748
352-360-7005."

12/14/18: Reviewed customer correspondence; forwarding to company. Shonna McCray

12/14/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE ADDRESS CUSTOMER CONCERNS NOTED ON CORRESPONDENCE DATED
12/11/18. PLEASE PROVIDE RESPONSE BY 12/27/18. Shonna McCray

12/17/2018 - Company response received via Email. DScott.

12/18/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*On 12/11/18, Utilities, Inc. Director of External Affairs contacted Mr. Bosworth by e-mail to address his concerns.

*A summary of the communication between Mr. Bosworth and the Director is provided with the response.

*Mr. Bosworth has indicated in his e-mail that he is not interested in any landscape, fence or any other means that the utility is willing to do to improve the L/S appearance that will not cause problems with the functioning of the L/S.

*He has indicated that he wants the L/S moved and/or designed to his personal specifications that he feels will be functional and aesthetic.

*He is not willing to have a discussion about putting fencing or a hedge around it.

*Utilities Inc.'s final position is that they are willing to do fencing or hedges but not move the L/S or bury it and cause us the flooding issue again that occurred during Hurricane Irma.

*The lift station is constructed within an easement

*The station was constructed in a low lying area by others that is prone to flooding

*Storm water cannot be combined with sanitary sewer flows

*The lift station cannot reasonably be relocated

*The after condition is an improvement over the before condition

*The owner will not reasonably agree to aesthetic alternatives offered by the Utility

Shonna McCray

12/18/18: 9:21 a.m. Called Mr. Bosworth at 352-360-7005 to discuss his concerns, Reviewed the response with Mr. Bosworth and discussed his concerns in detail. Mr. Bosworth stated the company did not restore the property back to its original condition as this slabs were previously at ground level and not raised 8" or more. Mr. Bosworth stated that he would have to consult an attorney to require the utility remove the slab. He stated the company did not consult him prior to putting the slab there. Explained to Mr. Bosworth that the company has the right to maintain its facilities in the utility's easement. He stated that the company's utilities are not in the easement they are on his property and should be moved. Advised Mr. Bosworth that I would forward his concerns to my Supervisor for additional review as he is not satisfied with the resolution. Mr. Bosworth expressed appreciation for the assistance provided this far. Shonna McCray

12/18/18: Complaint forwarded to Supervisor for review. Shonna McCray

12/19/18: I tried calling Mr. Bosworth but no answer. I left a message requesting a return call. RRoland

12/20/18: Mr. Bosworth returned my call. He has concerns with the appearance of a brick border, which is located around a lift station and is within the easement. We discussed the purpose of the brick border, but he is still not satisfied. I explained that the complaint will be closed as it appears there is nothing further we can do to assist him. RRoland

12/20/18: This inquiry closed. Shonna McCray

02/28/19 Customer correspondence received via e-mail forwarded by Attorney General. Added to file and forwarded to SMcCray. DVizcarrondo

"From: attorney.general@myfloridalegal.com [mailto:attorney.general@myfloridalegal.com]
Sent: Wednesday, February 27, 2019 3:07 PM
To: BBOZ66@YAHOO.COM
Subject: From the Florida Attorney General's Office

Dear Mr. Bosworth:

Florida Attorney General Ashley Moody received your email regarding your concerns with Utilities, Inc. of Florida. Attorney General Moody asked that I respond.

We appreciate hearing from you, and I am sorry for your difficulties. Because the Florida Public Service Commission (PSC) regulates investor-owned utilities in this state, I am forwarding your correspondence to the PSC for review. You may follow up with the PSC at:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Toll-free in FL: 1-800-342-3552
Website: <http://www.psc.state.fl.us>

For information about the regulation of utilities, please see the following information from The Office of the Governor regarding business licensing at: <http://www.flgov.com/licensing/>.

Thank you for contacting Attorney General Moody's Office. I hope this proves helpful.

Sincerely,

Annette Simmons-Brown
Office of Citizen Services
Florida Attorney General's Office
PL-01, The Capitol
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990
Toll-free within Florida: (866) 966-7226
Website: www.myfloridalegal.com

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at www.myfloridalegal.com and complete the on-line contact form. If you would like to keep current with news on Attorney General Moody's efforts to fight fraud please follow this link and subscribe to the Attorney General's electronic newsletters:

<http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 02/03/2019

WILLIAM BOSWORTH
806 Old Oaks Ln.
Leesburg, FL 34748
Phone: (352) 360-7005
Email: bboz66@yahoo.com

RE: Utilities, Inc. of Florida

200 Wethersfield Ave.
Altamonte Springs, FL 32714
Phone: (886) 842-8432
Website: uiwater.com/florida
Transaction Date: 10/9/2018
Amount Paid: 0.00

Subject: A Unsightly and Large buildup of Concrete on top of their Sewer "Lift Station" on my Property!

This Utility Co. has ruined my Property by installing 5 x 6 foot Square and Round "Cement" buildups 8 to 10 inches high, of their Sewer Lift Station openings. They were level to below ground level (unseeable) for over 30 years but now they were not acceptable to them for their reasons. Their concerns are for future flooding of that area - which has never happened for the 13 years I have owned the property! They have lowered my property value considerably!! I can not sell the property as attempted buyers have stated they wouldn't buy it precisely because of these Nuisances and Unsightly structures seen from the street on Westwood Dr. - Property at 216 Westwood Dr. Leesburg, FL 34748. These now seem to allow more "Stench" of Sewer to be ingested, not to mention a health hazard - if ever stumbled over, say in the night time and there is no access to the back yard with any mowing equipment or other vehicle on that side of my property. PLEASE HELP US, THANKS!!"

3/1/19: Reviewed customer correspondence and added to file. The customer correspondence was received from the Attorney General's Office. The customer concerns are the same that have been previously addressed. Shonna McCray

3/4/19: Forwarding correspondence to Supervisor for review. Shonna McCray

03/05/19: Same concerns as previously addressed. The area is located within the easement. No further action. The Attorney General correspondence has been added to file. RRoland.

03/28/2019 Customer correspondence received via email, added to file, and forwarded to SMcCray. Customer posted a duplicate. DHood

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, March 28, 2019 4:17 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 128639

CUSTOMER INFORMATION

Name: WILLIAM BOSWORTH

Telephone: (352) 360-7005

Email: bboz66@yahoo.com

Address: 806 Old Oaks Ln. Leesburg FL 34748

BUSINESS INFORMATION

Business Account Name: William F Bosworth

Account Number: 5582600000

Address: 216 Westwood Dr. Leesburg FL 34748

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

This Utility Co. (UIF) installed buildups of 5 x 6 ft round and square by 8 to 10 inches high. At their Wastewater Lift Station ... to supposedly keep flood waters out. After numerous attempts/contacts with UIF and Other Florida Consumer Services. There has been nothing done to rectify this TERRIBLE situation on my Property. UIF will not negotiate a amicable agreement for both their supposed purpose and my debacle of property devaluation, health/hazard problems and unsightly and unusable land by this property owner. I need help!!!!!! "

04/02/19. Same concerns as previously addressed. The area is located within the easement. No further action. Customer correspondence added to file. RRoland

Case#: 1294301W; Name: FREDRICK MILCH; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: FREDRICK MILCH Svc. Address: 252 COBLE DRIVE Seminole County, (407)-716-8933 Longwood, FL 32779- Caller: FREDRICK MILCH Mailing Addr: 252 COBLE DRIVE LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1294301W Response Needed From Company? Y Date Due: 12/28/2018 <hr/> Reply Received: 12/13/2018 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1294301W	PSC Information Assigned to: REY CASTILLO Entered by: SLYNCH Date: 12/05/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 100.00 <hr/> Closed by: REY CASTILLO Date Closed: 01/09/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$100

What is the date of the bill? December 2018

Why do you believe you have been billed improperly? Customer states that he had to refill his pool. Customer states that on top of the \$300 for water he is being charged \$100 for wastewater. Customer feels that this is unfair as there is no wastewater usage- he is merely filling his pool.

Other Comments: Customer wants to know how the bill for the wastewater is justified as he is not using the wastewater to fill his pool.

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 days 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
 - e) confirmation 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 taken by Suzelle Lynch

12/13/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, December 13, 2018 10:23 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1294301W FREDRICK MILCH

Dear Mr. Castillo:

This correspondence is in reference to Mr. Fredrick Milch's complaint about Improper Bills for water and wastewater service at 252 Coble Dr., Longwood, FL.

Mr. Milch stated in his complaint that he believed he had been billed improperly because he had to refill his pool and was charged \$300.00 for water and is charged \$100.00 for wastewater and it is unfair as there is no wastewater usage, he is merely filling his pool. He wants to know how the bill for the wastewater is justified as he is not using the wastewater to fill his pool.

On December 10, 2018, Mr. Milch was contacted by telephone to address his concerns. The water and wastewater charges were explained to him. He understood that the water charges are applied because the water was used and the wastewater charge has a maximum monthly charge for 8,000 gallons and \$59.40. A courtesy adjustment for wastewater is provided for a pool fill if the consumer's average usage is less than 8,000 gallons a month. All usage above 8,000 gallons for wastewater is not charged. Mr. Milch was provided a wastewater adjustment for 2,057 gallons

based on his lowest 12 months usage average. He was informed about the credit and it will appear on his bill that will be issued around December 20, 2018 that will include the usage from the pool fill.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Company response entered by R.Castillo

01/09/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1295945W; Name: YAHYA KIWAN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: YAHYA KIWAN Svc. Address: 13830 SIERRA CT Lake County, (407)-557-4168 Clermont, FL 34711- Caller: YAHYA KIWAN Mailling Addr: 13830 SIERRA CT CLERMONT, FL 34711- Can Be Reached: Account #: E-Track #:	Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1295945W Response Needed From Company? Y Date Due: 01/22/2019 <hr/> Reply Received: 01/09/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1295945W	Assigned to: REY CASTILLO Entered by: BJOINER Date: 12/27/2018 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 370.00 <hr/> Closed by: REY CASTILLO Date Closed: 01/31/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

Other Comments:

Customer states that he has received a high bill from Utilities Inc.
Customer states this issue has been ongoing since August.
Customer states his bills normally run \$20 a month and now he is being charged \$370.
Customer states Company has interrupted his service twice without notice.
Customer states he noticed water in his yard and contacted Company.
He stated they came out and found no leaks in the home.
Customer states he found a leak in his irrigation system and had the leak repaired.
Customer states he contacted Company regarding the leak and never received paperwork from Company for a bill adjustment.

Customer states he does not believe the amount he is being billed by Company is accurate. He states he believes the meter did not accurately record water usage. Customer is disputing \$370.

- Please provide a 24 month billing history for Customer.
- Please provide bill copies.
- Please provide an account review.

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 days 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
 - e) confirmation 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 taken by Belkis Joiner

01/09/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, January 09, 2019 10:29 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1295945W YAHYA KIWAN

Attachments: FPSC REQUEST NO. 1295945W - LEAK ; REQUEST NO. 1295945W 2 YEAR BILL AND USAGE HISTORY YAHYA KIWAN.xlsx; Replacement for original content.txt

Dear Mr. Castillo:

This correspondence is in reference to Mr. Yahya Kiwan's complaint concerning a leak in his pipe that resulted in high bills for August 10, 2018 and September 12, 2018. Mr. Kiwan is a customer at 13830 Sierra Ct., Clermont, FL.

On January 9, 2019, e-mail correspondence was sent to Mr. Kiwan that addressed his concerns in his complaint. Copies were provided to him for his 3 years usage history, two collection letters that were sent to him before his service was disconnected for unpaid past due bills and the form to request a courtesy leak adjustment. Your office was included in the e-mail and a copy of the same is included in this reply along with two years of bills, usage, payment history and fees that were applied to his account.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

01/31/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1297813W; Name: GERRARDA NAZIF; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DAVID MINKOW Svc. Address: 104 E SWEETWATER CREEK DRIVE Lake County, (407)-461-2234 LONGWOOD, FL 32778- Caller: GERRARDA NAZIF Mailling Addr: 104 E SWEETWATER CREEK DRIVE LONGWOOD, FL 32778- Can Be Reached: Account #: 6186805527 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1297813W Response Needed From Company? Y Date Due: 02/11/2019 <hr/> Reply Received: 01/29/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1297813W	Assigned to: SHONNA MCCRAY Entered by: SLYNCH Date: 01/18/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 200.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 02/27/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$200.00

What is the date of the bill? January 2019

Why do you believe you have been billed improperly? Customer states that her water bill has gone up drastically. Customer states the meter was changed out in December 2018 but it has not prevented the bills go sky high.

Other Comments: Customer states her usual bill is around \$100 or less per month but the amounts she has been billed do not reflect her usage.
Customer wants meter checked for accuracy and her bill adjusted to reflect accurate usage.

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 days 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
- e) confirmation 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 taken by Suzelle Lynch

01/29/2019 - Company response received via Email. DScott.

1/30/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Nazif's meter was replaced on 10/5/18 because it had stopped registering water that flowed through it.

*After the meter was replaced, the water usage began to register through the new meter, the usage between 10/5/18 and 10/31/18 was 62,700 gallons,

*On 12/4/18, the usage was an additional 83,170 gallons, a recheck for visible leaks on 12/10/18, the usage was 14,390 gallons and on 1/3/19 additional usage was 58,830 gallons and on 1/8/19 there was an additional 11,890 gallons .

*Each time there was not any visible leak noticed.

*On 1/22/19 a meter test was scheduled to be performed at the residence with Ms. Nazif present.

*The technician asked Ms. Nazif about her irrigation system and about the irrigation settings.

*She was not familiar with it and was not sure about the settings because her husband had always taken care of it and he was no longer at the residence.

*She explained that they were running the irrigation but just recently turned it off because of the high bills.

*The technician assisted Ms. Nazif with locating the irrigation timer, it was found that the irrigation was set to run every day and start at 4 different times (2:30 a.m., 3:45 a.m., 4:30 a.m., and 5:00 a.m.), also the system was set on seasonal adjustment @ 40% which caused the 20 minute per zone run time to only run 8 minutes a zone.

*However, since the system was set incorrectly it caused a lot of usage.

*The technician ran each zone also to check for leaks, zone 1 had a broken sprinkler head on the

right side of the property, zone 2 has a broken line under the driveway, and zone 3 has a broken sprinkler head on the right side of the property, each zone when running was using approximately 24 gallons per minute.

*The technician turned the irrigation system back to the off position and he informed Ms. Nazif about the findings and the leaks.

*On 1/24/19, Elise Christian attempted to reach Ms. Nazif by telephone to review the findings and to offer a payment arrangement to her because of the high bill.

*The call went to her voice mail and a message was left with Ms. Christian's telephone number and a request for a return call.

*On 1/28/19, Ms. Nazif returned the call.

*They reviewed the findings and agreed to a deferred payment arrangement to pay the high bill that had reached \$733.88 that was for service up to 1/3/19.

*Ms. Nazif agreed to pay \$200.00 by 1/31/19 and the balance for \$533.88 would be deferred and to be paid in 12 monthly installments for approximately \$45.00 each, starting with the bill that is scheduled to be issued around 2/7/19.

*Ms. Nazif was satisfied with the arrangements and thanked Ms. Christian for the assistance with locating her leaks.

Shonna McCray

2/27/19: This inquiry closed. Shonna McCray

Case#: 1299596W; Name: PHIL SMALL; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: DONNA SMALL Svc. Address: 11405 ISLE WAY Lake County, (407)-516-9462 Clermont, FL 34711- Caller: PHIL SMALL Mailing Addr: 2356 GREENLAND CT PUNTA GORDA, FL 33983 Can Be Reached: Account #: 0608911422 E-Track #: 128396	Utility Information Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1299596W Response Needed From Company? Y Date Due: 03/04/2019 <hr/> Reply Received: 02/19/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1299596W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 02/11/2019 Via: E-FORM Prelim Type: DEPOSIT PO Officer: Disputed Amt: 117.75 <hr/> Closed by: SHONNA MCCRAY Date Closed: 03/28/2019 Close Type: WB-12 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, February 08, 2019 5:14 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 128396

CUSTOMER INFORMATION

Name: Phil small
 Telephone: (407) 516-9462
 Email: phil.r.small@gmail.com
 Address: 2356 Greenland Ct Punta Gorda FL 33983

BUSINESS INFORMATION

Business Account Name: Donna Small
 Account Number: 0608911422
 Address: 11405 Isle Way Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utility Utilities, Inc. of Florida, po box 160609, Altamonte Springs, FL 32716

I moved November 6, 2018. When the final bill was generated 11/7/2018, I had a credit balance of \$117.75. I have not received my refund yet.

On Dec 20, 2018 we called asking for refund and were told it could take up to 12 weeks to get refund. They said 12 weeks from the bill due date of 11/29/18 (how does a credit balance have a 'due date'?)

On February 8, 2019 I called, and was told that on January 3 account was setup for a refund check to be issued, but it can take 4-6 weeks for check to be issued after that.

This is an absurd refund policy. I had a credit balance for the entire year, as I had setup my own 'budget' plan. Utility should be required to issue immediate refund. I want my refund, please help.

Philip Small "

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.

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- 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
- 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 taken by Diane Hood

02/19/2019 - Company response received via Email. DScott.

2/20/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*The refund was mailed to Ms. Small at 2356 Greenland Ct., Punta Gorda, FL. 33983 on 2/15/19 .

*An apology was extended to her for the delay and for not escalating her request when she first inquired about it.

*A copy of the correspondence sent to Ms. Small is included with the response.

Shonna McCray

2/20/19: Note: It appears the company has violated PSC rules---deposit not refunded. Per 25-30.311(6), the deposit should have been refunded within 15 days. Shonna McCray

3/28/19: This inquiry closed. It appears the company has violated PSC rules---deposit not refunded. Shonna McCray

Case#: 1305405W; Name: FRED SPIELMAN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: FRED SPIELMAN Svc. Address: 1750 MARKHAM GLEN CIR Seminole County, Longwood, FL 32779- Caller: FRED SPIELMAN Mailing Addr: 1750 MARKHAM GLEN CIR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 128668	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1305405W Response Needed From Company? Y Date Due: 04/25/2019 <hr/> Reply Received: 04/18/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1305405W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 04/04/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 250.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 05/14/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, April 04, 2019 3:27 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128668

CUSTOMER INFORMATION

Name: Fred Spielmann
 Telephone:
 Email: fwspielmann@aol.com
 Address: 1750 Markham Glen Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Fred Spielmann
 Account Number:
 Address: 1750 Markham Glen Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

We currently receive water from Utilities, Inc. Several months last year we received outrageous water bills compared to the previous Owner of the system. For the past two billing periods, we received credits and now we received a \$250 water bill. We are on septic, so there is no sewer expense. By them not reading the meter, which seems apparent after receiving the credits, and then hitting us with a high reading on a graduated rate scale, it cost more for water than for electric. Utilities, Inc. states they are correct in their billing, but how does this explain the credits. They are taking advantage of this graduated scale that you approved and if could permit a well, I wouldn't hesitate to install one. This is criminal and should be investigated. "

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.
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 - d) answers to any questions raised by staff in the complaint
 - 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 taken by Diane Hood

04/18/2019 - Company response received via Email. DScott.

4/19/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Utility, Inc. of Florida has been operating in Florida since 1976.

*The ownership change did not change the way Utility, Inc. of Florida does business and the way it

values all of its Customers.

*It has always been regulated by the FPSC and it remains regulated by the FPSC.

*After the utility has made proper application and has filed with the FPSC for a rate change, the application is reviewed and the FPSC office determines if a rate change is necessary and justified.

*The petition is either denied, approved or approved in part by that office.

*Mr. Spielman's usage history in the past was approximately the same as it is now, the rates have changed and that change resulted in an increase in charges for the same amount of water used in the past.

*The rate increased that became effective 9/5/17 was approximately twice the amount charged for the same service/usage in the past.

*Notification was sent to customers by the utility informing them that it had filed an application with the FPSC for a rate change.

*Elise Christian included a copy of Mr. Spielman's usage history from January 2010 to current for review.

*The customer inquired about credit on the 1/30/19 bill.

*The credit was the result of an incorrect meter read on the bill dated 12/31/18.

*The error was discovered when Mr. Spielman's meter was read for the January bill.

*The December bill was issued for \$237.42; he paid the bill in full before the January bill was issued.

*The adjustment credit was applied to the December bill for 40,550 gallons with a credit to his account for \$163.59.

*That credit appeared on the 1/30/19 bill.

*Mr. Spielman indicated that he was concerned about how he is billed for usage on a "graduated rate scale".

*The water usage is billed under three tiers.

*Tier one is for usage between 1 gallon to 4,000 gallons, tier two is for usage between 4,001 - 8,000 gallons and tier three is for all usage above 12,000 gallons.

*The usage history provided includes the break down for how the usage and charges were applied on his bills for December, January, February and March.

*When adding the 4 months usage together, it is 119,420 gallons, there was 71,420 gallons billed in tier three.

*Using his concern that more water was being added to a bill to put the charges into a higher tier....if the 119,420 gallons was divided between the 4 months bills, the usage for each bill would be 29,855 gallons for each month.

*Using the tier breakdown for charges, 12,000 gallons would be under tiers one and two and 17,855 gallons for each month, (total 71,420 gallons) would be billed under tier three.

*Lastly, if Mr. Spielman is disputing the usage and is not satisfied with the reread from the meter on 4/5/19 that indicated 17,870 gallons had registered through the meter since 3/26/19, a meter test is available.

*The meter can be tested at the customer's residence at no cost.

*Someone over the age of 18 will need to be at the residence when this test is performed.

*If, the customer is not satisfied with the results of the meter test, a bench test will be made available.

*That test is performed by an independent source and there is a \$20.00 fee if the meter test indicates that he has not been over charged for usage.

*If the test indicates that the meter has over charged, the fee is waived and the customer's account will be adjusted to the percentage of error that the test indicated.

*If Mr. Spielman is interested in either test, he should contact Customer Service at 1-866-842-8432 to make the arrangements.

*Customer provided with resolution via email.

Shonna McCray

04/22/2019 - Company response received via Email. DScott.

4/23/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Spielman questioned the usage billed to him in the past, "graduated rate scale" that the usage was billed under and a credit that was applied to his account in December 2018.

*On 4/18/19, e-mail correspondence was sent to Mr. Spielman that addressed each of his concerns that was listed in his complaint.

*It was explained to him that his usage had not changed, that it remains consistent for most months and that it was the rate change that caused his bills to increase.

*He was provided a copy of his usage history since 2010 and an explanation about how the "graduated rate scale" applies to the tier billing.

*He was offered a meter test if he disputed the usage billed to him and a deferred payment arrangement was made available to him if he required extra time to pay the March 28th bill.

*Mr. Spielman was requested to contact Customer Service if he wanted the meter tested and to contact Elise Christian if he needed additional assistance with explaining the tier billing and usage or if he required additional time to pay the March bill.

*The PSC was included in the e-mail to Mr. Spielman and a copy of the correspondence that was sent to him is included with the response.

Shonna McCray

5/14/19: This inquiry closed. Shonna McCray

Case#: 1305477W; Name: RICHARD BERNYS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: RICHARD BERNYS Svc. Address: 106 STEVENAGE CT Seminole County, (407)-252-6803 Longwood, FL 32779- Caller: RICHARD BERNYS Mailling Addr: 106 STEVENAGE CT LONGWOOD, FL 32779- Can Be Reached: Account #: 8589324247 E-Track #: 128681	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1305477W Response Needed From Company? Y Date Due: 04/26/2019 <hr/> Reply Received: 04/15/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1305477W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 04/05/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 05/13/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, April 05, 2019 2:34 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128681

CUSTOMER INFORMATION

Name: Richard Bernys
 Telephone: (407) 252-6803
 Email: Rbernys@gmail.com
 Address: 106 Stevenage Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Richard Bernys
 Account Number: 8589324247
 Address: 106 Stevenage Court Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I have received a bill in March totaling over 10 times, even our highest water bill over the last 12 months. Naturally, I believed it was an incorrect meter reading showing we used over 62,000 gallons of water in 30 days, so I asked the utility company to reread the meter. They did and said the meter is correct. We also checked for any leaks, we have none. So, I explained to them that this new bill is clearly wrong and that there is no way we could have used 62,750 gallons of water in 30 days billed on the invoice, when our average monthly usage prior to this error in billing is just 6,500 gallons. I asked them for a correction in the billing due to this obvious error and they said the bill will need to be paid. This is outrageous that the utility company refuses to recognize that a bill showing usage of 10 times the normal usage amount isn't an error. This needs to be adjusted accordingly. "

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
 - 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 taken by Diane Hood

04/15/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: Richard B [mailto:rbernys@gmail.com]
Sent: Monday, April 15, 2019 2:26 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC Request No. 1305477W

Elise,

Your response does not solve or resolve the problem or address the issue. It is also clearly flawed in the math you provided for the potential reasoning. Our complaint was in improper amount of usage billed, not necessarily an incorrect meter reading, although that could still have been the case from the previous month read. Our latest bill showed a water usage of 62,500 gallons within the monthly meter reading, which is 10-times our previous 11 month average water usage of roughly 6,500 gallons, which was read the previous month. We, too, have had an independent outside firm test for leaks and have no leaks found, outside of a slow leaking flapper on a toilet. So, there is an issue with the meter readings somewhere as 62,500 gallons would be a very visible leak for certain, which has not happened. Nor have we done any different or new projects, requiring more water than in the previous month at the residence, during the month of billing in question. Certainly if we has a leak of 62,500 gallons, it would be showing up somewhere. So, perhaps your company made a meter reading error on the month prior (the starting point for the current read) which is somehow showing incorrect ending results. In any event, 62,500 gallons usage cannot possibly be a correct usage amount, as we would certainly have been aware of a substantial and noticeable leak issue somewhere, which is not the case. And, as far as the leaky toilet you offer as the possible reasoning, even using the math you outlined, if that were an ongoing issue, which it is not, the usage you outlined as the "cause" of the overage would have added up to just over 7,000 gallons, not the 62,500 gallons shown used in the billing month in question. So, that clearly is also not the valid reason for this overage billed either, as I tried to explain to your meter test employee, when he tried to explain the leak issue with the same math, that doesn't even come close to adding up correctly to the 62,500 gallon usage billed. Therefore, we are not satisfied with your attempt at solving or resolving this billing overage due to the reasons outlined above. Clearly, from the math you provided, does not add up to what your company shows we use on average, nor with adding any leak you show on the meter. So, something else is incorrect with this billing that I am requesting being expeditiously resolved. Please correct this or we will continue on a path to find an alternate solution to this incorrect billing for unused usage being billed.

Richard Bernys"

04/15/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Monday, April 15, 2019 12:11 PM

To: Rbernys@gmail.com

Cc: PSCREPLY

Subject: FPSC Request No. 1305477W

Attachments:1554910640.863544.jpg; 25-30.340 METER ERROR FLORIDA ADJUSTMENT RULE.doc; 25-30.262 FPSC METER TEST REGS 10.2.18.doc

Dear Mr. Bernys:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about the usage billed to you on March 21, 2019 for 62,750 gallons by Utilities, Inc. of Florida for water service at 106 Stevenage Court, Longwood, FL.

In your complaint you stated that you believed it was an incorrect meter reading. On April 2, 2019 the meter was reread for accuracy, the meter read was in line with the read taken on March 20, 2019 that was 1498730 and was used for the March 21st usage that was billed to you. The April 2nd read was 1499000. There was not an incorrect meter reading. Because you were not satisfied with the findings, you requested a meter test at your residence. On April 10, 2019 staff met with you at your residence to test the meter. The meter accuracy passed on all flow ranges. The accuracy on the low flow was 96.0% , medium flow, 100.0% , maximum flow 97.7% and the overall percentage was 97.9%. Staff noticed that the meter was registering a very small leak and it was not constant it was intermittent and would register flow every 5 minutes for approximate ½ gallon each time. You informed staff that no one was inside the home, he informed you that there was a possible leak inside of the home which could be a bad toilet stopper, but he was not sure what was causing the leak. He informed you how to check for toilet leaks and he explained the meter test and that there had not been any over charge for usage on your March bill.

The meter is the equipment used by the utility to measure the water that is being used at the premises. It is the utility's responsibility to make sure that the meter is operating properly, that is determined by testing the meter as water flows through it. On April 10th, the meter was tested at your home for accuracy, the test indicated that it was operating properly. Copies of the regulations for the meter accuracy and error regulations are attached. A copy of the meter test results that was performed at your home is also included. If you are not satisfied with the findings from the test that was completed

at your home, the meter can be sent to an independent source for a bench test. There is a \$20.00 fee for the bench test if the test indicates that the meter is not overcharging you for usage. If the test indicates that you are being over charged for usage, there is not a charge for the test and your account will be credited for the overcharged percentage of error.

Please contact our Customer Service at 866-842-8432 to make arrangements for the bench test on the meter if you are interested in having it performed or if you require additional assistance

about your account. The FPSC office is included in this correspondence and a copy of the meter test result that was performed at your residence on April 10th is also included.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue / Altamonte Springs, FL / 32714

Company response entered by R.Castillo

04/22/2019 - Company response received via Email. DScott.

04/23/2019 - Company response received via Email. DScott.

Company response indicates the following:

Company response sent to the complainant via email.

From: Elise Christian <ESChristian@uiwater.com>

Sent: Monday, April 22, 2019 3:07 PM

To: Richard B

Cc: PSCREPLY

Subject: RE: FPSC Request No. 1305477W

Attachments: 106 STEVENAGE USAGE HISTORY OLD AND NEW METER 4.22.19.xlsx; 106 STEVENAGE ADJUSTMENT CHART FOR WATER.xlsx

Dear Mr. Bernys:

Thank you for your response to my correspondence. In your response you stated "Your response does not solve or resolve the problem or address the issue. It is also clearly flawed in the math you provided for the potential reasoning. Our complaint was in improper amount of usage billed, not necessarily an incorrect meter reading, although that could still have been the case from the previous month read." The complaint filed by you with the Florida Public Service Commission is below in the Complaint Details.

I apologize that the response to your complaint was not clear and it did not address your concerns as you stated in your correspondence to our office on April 15, 2019. So that your complaint and concerns are properly addressed, I am addressing the concerns listed in that communication from you.

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I have received a bill in March totaling over 10 times, even our highest water bill over the last 12 months. Naturally, I believed it was an incorrect meter reading showing we used over 62,000 gallons of water in 30 days, so I asked the utility company to reread the meter. They did and said the meter is correct. We also checked for any leaks, we have none. So, I explained to them that this new bill is clearly wrong and that there is no way we could have used 62,750 gallons of water in 30 days billed on the invoice, when our average monthly usage prior to this error in billing is just 6,500 gallons. I asked them for a correction in the billing due to this obvious error and they said the bill will need to be paid. This is outrageous that the utility company refuses to recognize that a bill showing usage of 10 times the normal usage amount isn't an error. This needs to be adjusted accordingly. "

Your Concerns sent to Utilities, Inc. of Florida April 15, 2019:

You -Your response does not solve or resolve the problem or address the issue. It is also clearly flawed in the math you provided for the potential reasoning.

UIF – If you are referring to the leak that the technician noticed while at your residence that was approximately 1/2 gallon every 5 minutes would have caused the 62,750 gallons usage; that is not what he was addressing. He was making you aware that there was water registering through your meter at the rate of 1/2 gallon every 5 minutes and no one was using water in the residence. He was not stating that 1/2 gallon of water at that rate would equal to 62,750 gallons between February 18, 2019 and March 20, 2019.

You - Our complaint was in improper amount of usage billed, not necessarily an incorrect meter reading, although that could still have been the case from the previous month read. Our latest bill showed a water usage of 62,500 gallons within the monthly meter reading, which is 10-times our previous 11 month average water usage of roughly 6,500 gallons, which was read the previous month. We, too, have had an independent outside firm test for leaks and have no leaks found, outside of a slow leaking flapper on a toilet. So, there is an issue with the meter readings somewhere as 62,500 gallons would be a very visible leak for certain, which has not happened. UIF – The utility is not stating that the leak the technician noticed was the cause for the high usage that you dispute, it is in agreement that a 1/2 gallon leak every 5 minutes would not

equate to 62,750 gallons in 30 days. The utility is not in agreement with you that your average monthly usage history is 6,500 gallons. It is in agreement with you that it is possible that the meter read for February 18, 2019 that was for the February 24, 2019 bill was incorrect, too low (6,500 gals) and could have resulted with more water billed to you on the March 21, 2019 bill. (Copy of usage history attached)

You - Therefore, we are not satisfied with your attempt at solving or resolving this billing overage due to the reasons outlined above. Clearly, from the math you provided, does not add up to what your company shows we use on average, nor with adding any leak you show on the meter. So, something else is incorrect with this billing that I am requesting being expeditiously resolved. Please correct this or we will continue on a path to find an alternate solution to this incorrect billing for unused usage being billed.

UIF – The utility wishes to resolve your complaint and concerns about the usage billed to you. The utility is at the residence to read the meter for billing once a month, the meter is installed at the residence to register the water that is being used, the register reading on the meter determines the amount of water that has been used during the service period that is being billed to the Customer. It is possible that the meter read was incorrect, too low for the February bill, the utility does not know that for a fact and because there is not a definitive answer that it did or did not occur, the utility will treat the read as too low and that more usage should have been billed for service period February 18, 2019 -March 20, 2019. The usage will be adjusted by billing less water in the higher tier for 5,500 gallons @\$3.85 per 1,000 gallons for \$21.18 and billing it @ \$2.31 per 1,000 gallons for \$12.71, providing a credit on your account for \$8.47. (See chart provided)

The utility's position remains that the water was used at the residence. If you are not satisfied with the credit provided and dispute the usage that was billed to you, as stated in our communication to you on April 15th, the meter is the equipment used by the utility to measure the water that is being used at the premises and charged to the Customer. It is the utility's responsibility to make sure that the meter is operating properly, that is determined by testing the meter as water flows through it. On April 10th, the meter was tested at your home for accuracy, the test indicated that it was operating properly. If you are not satisfied with the findings from the test that was completed at your home, the meter can be sent to an independent source for a bench test. There is a \$20.00 fee for the bench test if the test indicates that the meter is not overcharging you for usage. If the test indicates that you are being over charged for usage, there is not a charge for the test and your account will be credited for the overcharged percentage of error.

Please do not hesitate to contact our office if you have additional questions or if you wish to proceed with the bench test. The Florida Public Service Commission Office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response sent to the PSC:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, April 23, 2019 10:22 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1305477W RICHARD BERNYS
Attachments: RE FPSC Request No. 1305477W; 106 Stevenage Meter Test 4.10.19.pdf; 106 STEVENAGE USAGE HISTORY OLD AND NEW METER 4.22.19.xlsx; 106 STEVENAGE ADJUSTMENT CHART FOR WATER.xlsx

Dear Mr. Castillo:

This correspondence is in reference to Mr. Richard Bernys' complaint to the Florida Public Service Commission (FPSC) concerning the usage billed to him on March 21, 2019. Mr. Bernys is a customer at 106 Stevenage Ct., Longwood, FL.

Mr. Bernys disputed the usage billed to him for 62,750 gallons. On April 2, 2019 his meter was reread for accuracy, the read was correct and there was not any visible leak noticed. Mr. Bernys was not satisfied with the findings and requested a meter test. On April 10, 2019, the meter was tested at his residence for accuracy in his presence. The meter accuracy was within the FPSC regulation for meter accuracy. (Copy of test included) The technician informed Mr. Bernys that the meter indicated that approximately 1/2 gallon of water was registering through the meter every 5 minutes and it was indicating that there is a leak in his line because Mr. Bernys said no one was inside the home using water.

On April 15, 2019 an e-mail communication was sent to Mr. Bernys that addressed his concerns and explained the meter test. Copies of the regulations were provided to him about meter accuracy requirements and incorrect meter reads and adjustments when due for over billed and under billed usage. A copy of the meter test was also provided to him. Your office was included in that communication.

On April 15, 2019, Mr. Bernys responded to the e-mail and did not accept the utility's findings. He expressed that his complaint and concerns had not been addressed and he listed them in the e-mail. On April 22, 2019, a second response was sent to him that addressed the concerns that he had listed in his April 15th e-mail. One concern he listed was the low usage billed to him on his

February, 2019 bill for 6,500 gallons and the usage on his March 2019 bill for 62,750 gallons. Because the consumption is billed in tiers, he indicated that it was possible that the low read/usage for February could have resulted in water being billed in a higher tier on the March bill. The usage is billed in three tiers. They are 1-4,000 gallons @ \$1.54 per 1,000, - 4,001-8,000 gallons @\$2.31 per 1,000 and all usage above 12,000 gallons @ \$3.85 per 1,000 gallons. Because of the low usage on the February bill and the possibility that the meter was under read, 5,500 gallons on the March bill was rebilled under the 2nd tier rate of \$2.31 per 1,000 gallons for (\$12.71) instead of \$3.85 per 1,000 gallons for (\$21.18), the credit difference was \$8.47. All consumption over 12,000 gallons is billed at \$3.85 per 1,000 gallons. The credit applied to his account was \$8.47. Mr. Bernys stated in his complaint that his average monthly consumption is 6,500 gallons. His average monthly consumption is twice that amount or more which results in a portion of each monthly bill is under the 3rd tier rate . A copy of his usage history is included in this correspondence.

Mr. Bernys was offered a bench test if he was not satisfied with the utility's meter test and findings. Your office was included in the correspondence that was sent to him and a copy of that correspondence is also included in this reply. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

05/13/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1306229W; Name: CHRISTOPHER PRICE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CHRISTOPHER PRICE Svc. Address: 1410 SUZANNE WAY Seminole County, (914)-384-0192 Longwood, FL 32779- Caller: CHRISTOPHER PRICE Mailing Addr: 1410 SUZANNE WAY LONGWOOD, FL 32779- Can Be Reached: Account #: 9569825710 E-Track #: 128739	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1306229W Response Needed From Company? Y Date Due: 05/08/2019 <hr/> Reply Received: 04/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1306229W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 04/17/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 05/23/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, April 16, 2019 8:59 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128739

CUSTOMER INFORMATION

Name: Christopher Price
 Telephone: (914) 384-0192
 Email: cp1069@aol.com
 Address: 1410 Suzanne Way Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Christopher Price
 Account Number: 9569825710
 Address: 1410 Suzanne Way Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My water bill dated February 27, 2019 with a due date of March 21, 2019 was paid by me online on March 20, 2019 in the amount of \$93.43. This carries with it a \$2.25 processing fee charged by a third-party processor that Utilities, Inc of Florida utilizes. Due to a website malfunction or some other cause I am uncertain of, the payment was processed twice along with the processing fee. I became aware of this on Saturday, March 23, and on Monday, March 25, I notified Utilities, Inc. of Florida of the duplicated transaction. Utilities, Inc. was unwilling to credit back the entire amount, but only part of the amount, claiming they had no control over the third-party payment processor and that I would need to deal with that third-party directly. As I do not have the relationship with the third-party, I insisted it was Utilities, Inc's responsibility for the malfunction and their relationship with the payment vendor, but the management of Utilities, Inc. was unbending and unwilling to see or understand their responsibility. I proceeded to file a notice of unauthorized activity with my bank under the Electronic Fund Transfers Act and Regulation E, and my bank provisionally credited my bank account for the amount of the duplicate payment of \$95.68, and after investigating and determining that my complaint was accurate, my bank made the credit permanent and reversed the second duplicate payment back from Utilities, Inc. on April 9, 2019. My bank did not charge Utilities, Inc. any fee for this reversal of the duplicate payment. However, on my next bill, dated March 28, 2019, Utilities, Inc charged me a \$30 return payment fee. Given that the payment returned was a duplicate and therefore unauthorized, and for which no charge was levied against Utilities, Inc. of Florida, this \$30 return payment fee is unlawful, a violation of consumer protection provisions including an Unfair Act under the various Federal and presumably Florida State UDAP provisions (Unfair or Deceptive Acts or Practices). I am requesting the Florida Public Service Commission investigate Utilities, Inc of Florida and make me whole as a consumer. Furthermore, as I may have funds on deposit with Utilities, Inc. from September 2017 when I first established my account, I want to prevent any malfeasance on the part of Utilities, Inc in attempting to set-off the \$30, which I will not pay, by taking it out of my funds on deposit. Thank you for your attention to this matter.

Christopher Price - 914-384-0192. "

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
- 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 taken by Diane Hood

04/18- Customer called back to get a status on the complaint. Call was transferred to RCastillo. DRojas

04/18/19 Mr. Price called back regarding his complaint. Mr. Price wanted to know the PSC's position on this matter. I explained to him the extent of the PSC's regulatory authority and that I would need to receive the response from company before I can make a determination. I also explained to Mr. Price that we must give the utility 15 days to respond to the complaint. It appears that Mr. Price understood. R.Castillo

04/24/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent:Wednesday, April 24, 2019 11:40 AM

To:PSCREPLY

Subject:RE: FL. PSC CATS NO: 1306229W CHRISTOPHER PRICE

Attachments:FPSC REQUEST NO. 1306229W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Christopher Price's complaint to the Florida Public Service Commission (FPSC) concerning a duplicate payment he made to Utilities, Inc. of Florida (UIF) for \$93.43 on March 20, 2019 and a NSF service charge to his account for \$30.00 for the returned payment . Mr. Price is a customer at 1410 Suzanne Way, Longwood, Fl.

On April 24, 2019, e-mail communication was sent to Mr. Price that addressed his concerns. The NSF fee for \$30.00 was removed from his account because it was a duplicate payment returned. His account balance is \$0.00 as of today. Your office was included in the correspondence to Mr. Price and a copy is included with this response. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

04/26/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Friday, April 26, 2019 7:52 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1306229W

From: cp1069 [mailto:cp1069@aol.com]
Sent: Friday, April 26, 2019 7:41 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1306229W

Dear Ms. Christian:

Thank you for your prompt attention and comprehensive response. I appreciate that this has been rectified.

Sincerely,

Christopher Price

Sent from my Verizon, Samsung Galaxy smartphone"

05/23/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1306669W; Name: ANDREW ZOLTEK; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: ANDREW ZOLTEK Svc. Address: 547 CLEMSON DR Seminole County, (407)-300-1184 Altamonte Springs, FL 32714- Caller: ANDREW ZOLTEK Mailing Addr: 1345 NOLTON WAY ORLANDO, FL 32822 Can Be Reached: Account #: 0012077614 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1306669W Response Needed From Company? Y Date Due: 05/14/2019 <hr/> Reply Received: 05/01/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1306669W	Assigned to: SHONNA MCCRAY Entered by: DCHUNGMO Date: 04/23/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 85.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 05/30/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states he received a high bill for the amount of \$165.11.

Customer states that his average bill was 80-90.

Customer approximate disputed amount is \$85

What is the date of the bill?

3/29/2019

Why do you believe you have been billed improperly?

Customer states that he does not understand why his bill has increased.

Other Comments:

Please provide a 24 month consumption and billing history.

Please provide an explanation on the billing change for Mr. Zoltek's account.

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 days 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
 - e) confirmation 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 taken by Daniel Chung.

05/01/2019 - Company response received via Email. DScott.

5/2/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Zoltek is a customer at 547 Clemson Dr., Altamonte Springs, FL.

*Mr. Zoltek's meter was read on 3/29/19 for the 4/7/19 bill.

*The meter read was 247100, there was not any visible leak noticed at that time.

*It was reread for accuracy on 4/12/19, the read was 251750 and there was not any visible leak noticed.

*Mr. Zoltek was not satisfied with the findings and requested his meter be tested.

*On 4/22/19, staff met with him at the residence to test the meter, it was tested at his residence with him present.

*The accuracy of the meter was 99.43%.

*The meter test was explained to Mr. Zoltek.

*The utility does not find that he has been over charged for usage.

*Because the utility is only at Mr. Zoltek's residence once a month to read the meter for billing, it is

unable to tell him how the water was used between 2/27/19 and 3/29/19.

*A bench test is made available to him if he is not satisfied with the results of the field test that was performed at his residence.

*A copy of the meter test and copies of all bills issued to Mr. Zoltek are included with the response.

*Mr. Zoltek started water service with the utility on 5/31/18.

*The usage history is in the top right of the bills and the summary of charges is located in the body of each bill.

Shonna McCray

5/16/2019 Customer called back to discuss his complaint. Customer states Company never contacted him. Customer states he will call back to speak to analyst. BJoiner

5/17 Customer called back to discuss his complaint. Transferred caller to SMcCray who accepted the call. BJoiner

5/17/19: Mr. Zoltek transferred by Belkis. Mr. Zoltek called to check the status of his complaint. Reviewed the response with Mr. Zoltek. He stated that his bill has returned to normal usage and he did not have any signs of leaks. Mr. Zoltek stated he has not done anything or made any repairs and his bill has dropped back down to normal usage. He stated the meter may have been changed. Explained to Mr. Zoltek that the meter test results indicates the meter is working properly. Explained how he could compare the meter numbers; Mr. Zoltek confirmed the meter number is the same. Mr. Zoltek indicated that he understands the information provided and will pay the bill. Shonna McCray

5/30/19: This inquiry closed. Shonna McCray

Case#: 1307183W; Name: JAMES SHARPE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JOYCE LEHMAN Svc. Address: 102 OLD HICKORY COURT Seminole County, Longwood, FL 32750- Caller: JAMES SHARPE Mailling Addr: 102 OLD HICKORY COURT LONGWOOD, FL 32750- Can Be Reached: (407)-497-9813 Account #: 4599210000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1307183W Response Needed From Company? Y Date Due: 05/21/2019 Reply Received: 05/08/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N Request No: 1307183W	Assigned to: SHONNA MCCRAY Entered by: SMCCRAY Date: 04/30/2019 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 Closed by: SHONNA MCCRAY Date Closed: 06/14/2019 Close Type: GI-30 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:

Customer states he has been unable to contact the company via telephone. Customer needs to have the water pressure checked at the residence.

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 days 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
 - e) confirmation 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 taken by Shonna McCray

05/08/2019 - Company response received via Email. DScott.

5/9/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Lehman is a customer at 102 Old Hickory Ct., Longwood, FL.

*On 4/30/19 at approximately 2:09:21 p.m. Ms. Lehman's complaint was received from FPSC.

*At approximately 2:11 p.m. records show that Jim Sharp 407-497-9813 called to report low water pressure at 102 Old Hickory Ct. and a work order was immediately issued to check the water pressure at the residence.

*At approximately 2:15 p.m. CST the technician had been to the residence to check the low water pressure complaint and the water pressure at the outside hose bib to the residence was 60psi.

*There was a water softener at the residence that could have been the cause for the low water pressure inside the home.

*The water pressure that was provided from the utility's meter was adequate.

*There was a tag left on the door since no one was present at the residence that provided information about the findings and it was suggested to the customer to check the water softener.

*The tag also requested the customer to call the technician if additional assistance was required.

*On 5/2/19, a telephone call was made to the number that is listed as a can be reached number on the complaint and no one was available, a message was left for a return call and information was left about the technician's findings on 4/30/19 and to please contact the company's office if additional assistance was required.

*A second telephone call was made to the telephone number listed on the account and no one was available at that number a message was left at that number with a request for a return call.

*The Customer was not at the residence on 4/30/19, and the customer has not responded to either contact.

*On 5/8/19, written correspondence was mailed to the customer that informed them about the utility's findings.

*A copy of the correspondence to the customer is included with the response.

Shonna McCray

6/14/19: This inquiry closed. Shonna McCray

Case#: 1307460W; Name: MAROUANE ZAHIDY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
<p style="text-align: center;">Consumer Information</p> <p>Name: MAROUANE ZAHIDY Svc. Address: 117 HOLDERNESS DR Seminole County, (407)-233-8657 Longwood, FL 32779- Caller: MAROUANE ZAHIDY Mailling Addr: 117 HOLDERNESS DR LONGWOOD, FL 32779- Can Be Reached: Account #: 0973901581 E-Track #: 128822</p>	<p style="text-align: center;">Utility Information</p> <p>Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1307460W Response Needed From Company? Y Date Due: 05/28/2019</p> <hr/> <p>Reply Received: 05/28/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N</p> <hr/> <p>Request No: 1307460W</p>	<p style="text-align: center;">PSC Information</p> <p>Assigned to: REY CASTILLO Entered by: DHOOD Date: 05/06/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 190.00</p> <hr/> <p>Closed by: REY CASTILLO Date Closed: 06/10/2019 Close Type: GI-25 Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, May 04, 2019 2:42 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 128822

CUSTOMER INFORMATION

Name: Marouane Zahidy
Telephone: (407) 233-8657
Email: Zahidy@yahoo.com
Address: 117 Holderness drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Marouane Zahidy
Account Number: 0973901581
Address: 117 Holderness drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

It has been over year and half that my water bills tripled for no reason at all , i was hoping that is temporary but the company keep increasing my water bill over and over again to a point I am not able to pay it with other bills ! My water habits have not changed at all , even alarming is I left the house for more than a month and still got a 190 dollar bill . I reached out to my neighbors and unanimously expresse the same concerns about this company business practices
We need your intervention at this point ! Can you help ? "

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
 - 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 taken by Diane Hood

Customer filed a duplicate with eform 128823, only filing complaint with eform 128822. Also filed for Docket 20160101.

05/28/2019 - Company response received via Email. DScott.

05/29/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY

Sent: Wednesday, May 29, 2019 7:41 AM
To: Consumer Contact
Subject: FW: FPSC CASE NO: 1307460W

From: Marouane Zahidy [mailto:zahidy@yahoo.com]
Sent: Tuesday, May 28, 2019 3:06 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC CASE NO: 1307460W

Dear Mrs Elise,

Thank you for taking the time to officially respond to my water bill increase at my primary residence in Longwood Florida .

By looking at my bill history , i was able to confirm the billing amount you mentioned and grasp the increase in billing that happened recently ; however , I cannot understand the additional ongoing "wastewater service charge added to my water usage and the average amount of it is 60 dollars ??? I would like an explanation to that matter ? Also , I would like to have a meter test done in my presence ?

Looking forwards your response

Best Regards, "

05/28/2019 - Company response received via Email. DScott.

05/30/2019 - Company response received via Email. DScott.

05/30/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Thursday, May 30, 2019 12:34 PM
To: Consumer Contact
Subject: FW: FPSC CASE NO: 1307460W

From: Marouane Zahidy [mailto:zahidy@yahoo.com]
Sent: Thursday, May 30, 2019 11:28 AM
To: Elise Christian
Cc: PSCREPLY

Subject: Re: FPSC CASE NO: 1307460W

Hello Mrs. Elise ,

Thanks again for taking the time explaining in details the waste charges breakdown however , I want to alert you that this charge is new to my water bill about a year or so !??? How do you explain 5 years not being part of my bill and suddenly appeared ?

I can reach on my cell 407-233-8657 to schedule a meter test

Sent from my iPhone"

06/03/2019 - Company response received via Email. DScott.

05/28/2019 - Company response received via Email. DScott.

Company response indicates the following:

On May 28, 2019, at 11:51 AM, Elise Christian <ESChristian@uiwater.com> wrote:

Dear Mr. Zahidy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about an increase in your water bills for water service at 117 Holderness Dr., Longwood, FL.

You stated that it has been over a year and a half that your water bills tripled for no reason at all, you were hoping that it was temporary but the utility keeps increasing your bill. Review of your account shows that your monthly average usage remains consistent There was a rate increase that became effective September 5, 2017 that increased your water bills. I have attached a copy of your usage history and charges under the old rate for comparison to your usage history and under the current rates.

A new meter was installed at your residence on April 24, 2018 and it is operating properly. The meter has been reread for accuracy on May 7, 2019 and on May 24, 2019. Each time the reads and usage are in line and there was not any visible leak noticed. Your monthly usage is in line and is consistent. If you are not satisfied with the utility's findings, a meter test is made available to you. There is a test at no cost to you that can be performed at your residence with you or a representative for you that is over the age of 18 present to witness the test. That can be arranged by contacting Customer Service at 1-866-842-8432 to schedule a test. If you are not satisfied with the meter test at your residence, there is an option to have it bench tested by an independent source. That test is \$20.00 if the meter test result does not indicate that you are being over charged for water.

The utility does not find that you have been over charged for usage. The increase in your water bills is due to the rate increase. Please do not hesitate to contact our office if you have additional questions or need additional assistance. The FPSC is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, May 28, 2019 3:54 PM
To: Marouane Zahidy
Cc: PSCREPLY
Subject: mRE: FPSC CASE NO: 1307460W

Good Afternoon Mr. Zahidy,

Thank you for your response. I will issue a work order for you to be contacted by our field staff which will probably be Shawn to schedule the meter test at your residence. He will call you and the two of you can schedule a time that will work for both of you. Do you have a special telephone number for him to reach you during business hours. (7am – 4pm).

The wastewater base charge is \$25.93 and there is a usage charge for \$4.15 per 1,000 gallons not to exceed 8,000 gallons a month. If your water usage is under 8,000 gallons per month, you will be charged wastewater for that exact usage plus the base charge of \$25.93. If your water usage is 8,000 gallons or more each month, you will only be charged for up to 8,000 gallons for wastewater plus the base charge. That is the maximum amount charged each month for wastewater. Because your water usage exceeds 8,000 gallons each month, your wastewater charge will be the same for those months under the current rates. \$59.13 plus the surcharges for \$0.27 = \$59.40. Please see the table below do not add in the charges with (FCPO) – only Base Charge .. \$25.93, Surcharge ..\$0.11, Gallons Charge .. \$33.20 and Tax Charge .. \$0.16. Total \$59.40.

Please contact me if you require additional assistance and to provide the contact telephone number for scheduling the meter test.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

05/30/2019 - Company and consumer response received via Email. DScott.

From: Marouane Zahidy <zahidy@yahoo.com>
Sent: Thursday, May 30, 2019 11:28 AM
To: Elise Christian <ESChristian@uiwater.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: Re: FPSC CASE NO: 1307460W

Hello Mrs. Elise ,

Thanks again for taking the time explaining in details the waste charges breakdown however , I want to alert you that this charge is new to my water bill about a year or so !??? How do you explain 5 years not being part of my bill and suddenly appeared ?

I can reach on my cell 407-233-8657 to schedule a meter test

Sent from my iPhone

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, May 30, 2019 12:28 PM
To: Marouane Zahidy
Cc:PSCREPLY
Subject: RE: FPSC CASE NO: 1307460W
Attachments:10.21.12 Mr Zahidy first bill.pdf; 1.21.13 bill.pdf; 12.22.14 bill.pdf; 12.22.15 Bill.pdf; 12.22.16 Bill.pdf; 12.21.17 bill.pdf; 12.25.18 bill.pdf

Good Morning Mr. Zahidy,

All of your bills since your first bill on February 21, 2012 have included a wastewater charge. The charge was significantly lower but it was there on each bill. I have attached a copy of a few of your bills including the first bill issued to you. I also noticed on the work order that your meter is scheduled for testing tomorrow 5/31/19 at 8:00 a.m. Please let me know if you require additional assistance.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/03/2019 - Company response received via Email. DScott.

Company response indicates the following:

To: zahidy@yahoo.com
Cc: PSCREPLY
Subject: FW: FPSC CASE NO: 1307460W
Attachments: 10.21.12 Mr Zahidy first bill.pdf; 1.21.13 bill.pdf; 12.22.14 bill.pdf; 12.22.15 Bill.pdf; 12.22.16 Bill.pdf; 12.21.17 bill.pdf; 12.25.18 bill.pdf; 117 HOLDERNESS METER TEST 5.31.19.jpg; FL STATE METER ACCURACY REQUIREMENT.pdf

Good Morning Mr. Zahidy,

Attached is a copy of the result for the meter test that was performed at your residence on May 31, 2019 and a copy of the FPSC regulations for meter accuracy. Your meter is a displacement type. The test indicated that the meter was running slow and was not capturing all of the water that flowed through it on the minimum flow range and it was replaced. Staff notes indicate that the test was explained to you. Please do not hesitate to contact our office if you require additional assistance. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/10/19 Having not received any further contact from the customer, this inquiry will be closed as

a GI - 25. R.Castillo

Case#: 1307989W; Name: DAN DOLAN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DAN DOLAN Svc. Address: 103 VALLEY CIR Seminole County, (561)-214-0257 Longwood, FL 32779- Caller: DAN DOLAN Mailing Addr: 103 VALLEY CIR LONGWOOD, FL 32779- Can Be Reached: Account #: 2804686753 E-Track #: 128875	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1307989W Response Needed From Company? Y Date Due: 06/04/2019 <hr/> Reply Received: 06/04/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1307989W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 05/13/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 350.00 <hr/> Closed by: REY CASTILLO Date Closed: 06/17/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, May 11, 2019 8:35 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128875

CUSTOMER INFORMATION

Name: Dan Dolan
 Telephone: (561) 214-0257
 Email: danoteck@gmail.com
 Address: 103 Valley Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dan Dolan
 Account Number: 2804686753
 Address: 103 Valley Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities Inc has unfair billing practices. It would seem that they have been "copy and pasting" my water usage amounts because when I went to my water meter to track my usage and make sure i kept it under control, my meter was buried under 3 inches of dirt and I had to dig it out. It was clear to me that they weren't even looking at my usage but using some kind of "guess" based on statistical analysis. Not only that, but they're rates are completely unacceptable for water. Seminole County water, where many of my friends live, has a "high" water bill at \$75/mo. My last two water bills are \$175/Mo. This is crazy, especially when I am convinced that they are not even really checking my meter!!!! Unacceptable. "

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
 - 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 taken by Diane Hood

06/04/2019 - Company responses received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, June 04, 2019 2:17 PM

To: danoteck@gmail.com

Cc: PSCREPLY

Subject: FPSC REQUEST NO. 1307989W

Attachments: 103 Valley Cir Usage History.xlsx; 103 Valley Cir Meter 6.4.19.jpg

Dear Mr. Dolan:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about unfair billing practices by Utilities, Inc. of Florida for water service at 103 Valley Cir., Longwood, FL.

In your complaint you stated concern about your meter being read monthly because when you checked your meter, it was buried under 3 inches of dirt and you had to dig it out. Because of the dirt on the meter, you thought your meter was not being read monthly and the usage billed to you was some kind of "guess". You also stated that the rates are too high and that your last two bills were \$175.00.

Review of your account indicates that you started water service at 103 Valley Cir. on May 13, 2016. A copy of your usage history since your start of service date to June 4, 2019 is included with this correspondence for your review. On September 5, 2017, there was a rate increase that caused your bills to increase. Staff is at your residence to read your meter once a month, it is possible for your meter to become covered with dirt between the scheduled reads, especially in sandy areas and if the meter is located in a water runoff area from irrigation or rain where there is loose dirt. The Technician does not dig the full meter out of the dirt for reading, a brush or a sweep is used to clear the face of the meter to see the digits that are on it. Your meter was reread for accuracy on May 14, 2019, May 24, 2019 and on May 30, 2019. Each time the meter reads were accurate and were in line with the prior reads. It was noticed that between May 24th and May 30th, you had used 19,610 gallons and there was not any visible leak noticed by the technician while at your residence, perhaps you had run your irrigation for some of the days between May 24th and May 30th (6 days) to cause the high usage. As a follow-up reread, your meter was read today, June 4, 2019 in the afternoon. The usage since May 30th is 16,950 gallons. A picture of your meter and the read on the register is provided with this correspondence.

Please contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/04/2019 - Company responses received via Email. DScott.

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, June 04, 2019 5:23 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1307989W DAN DOLAN
Attachments: FPSC REQUEST NO. 1307989W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Dan Dolan's complaint concerning his meter being read as required monthly at his residence. Mr. Dolan is a customer at 103 Valley Cir., Longwood, FL.

Mr. Dolan was concerned that his meter was not being read monthly and that the usage was some kind of "guess". Mr. Dolan's meter is read monthly as required and was reread for accuracy on May 14, 2019, May 24, 2019, May 30, 2019 and again on June 4, 2019. Each time the reads were correct and in line with prior meter reads. Mr. Dolan's account indicated that between May 24th and May 30th, he used 19,610 gallons in 6 days, his usage between May 30th and June 4th was 16,950 gallons. A picture of his meter and his usage history was provided to him in the correspondence that was sent to him on June 4, 2019. Your office was included in that correspondence and a copy of it is included in this reply.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/17/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

07/15/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Monday, July 15, 2019 8:01 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1307989W

From: Dan Dolan [mailto:danoteck@gmail.com]
Sent: Sunday, July 14, 2019 4:47 PM
To: Elise Christian; Stephanie Clark
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1307989W

Dear Elise,

I still struggle to understand how I am using more than triple the water I used in March when I have not had my sprinklers on since April- where is all of this extra water all of a sudden going, and why does it only spike in summer, our rainiest season? I believe there is still something wrong here.

My water bill is now \$200 and I just cannot figure out why my bill would be triple the price when our water consumption is down considerably from previous years based on the data you provided me. Furthermore, we have been working hard to conserve, yet my meter still shows high usage? I would like to present my case, again based on data you provided, that CLEARLY shows my average water consumption has significantly decreased while my bill has remained ridiculously high for what is a must have utility. There must be some other issue happening here, such as a leak near the main, that is causing this.

Additionally, to not your comment on the rate increase. I believe that your company, Utilities Inc, is guilty of price gouging me as a consumer by charging ridiculous prices for water, especially since I have NO CHOICE but to use your services. You have an unfortunate monopoly over what is arguably the most important utility in a home. Lack of competition breeds this type of action by ANY company.

Shame on your company's corporate greed, and shame on the Florida PSC for allowing such practices to be allowed. It is clear to me that there must have been some sort of special interest lobby involved to let Utilities Inc get such a ridiculous rate increase through.

Good day.

Sincerely, Dan Dolan

On Tue, Jun 4, 2019 at 2:17 PM Elise Christian <ESChristian@uiwater.com> wrote:

Dear Mr. Dolan:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about unfair billing practices by Utilities, Inc. of Florida for water service at 103 Valley Cir., Longwood, FL.

In your complaint you stated concern about your meter being read monthly because when you checked your meter, it was buried under 3 inches of dirt and you had to dig it out. Because of the dirt on the meter, you thought your meter was not being read monthly and the usage billed to you was some kind of "guess". You also stated that the rates are too high and that your last two bills were \$175.00.

Review of your account indicates that you started water service at 103 Valley Cir. on May 13, 2016. A copy of your usage history since your start of service date to June 4, 2019 is included with this correspondence for your review. On September 5, 2017, there was a rate increase that caused your bills to increase. Staff is at your residence to read your meter once a month, it is possible for your meter to become covered with dirt between the scheduled reads, especially in sandy areas and if the meter is located in a water runoff area from irrigation or rain where there is loose dirt. The Technician does not dig the full meter out of the dirt for reading, a brush or a sweep is used to clear the face of the meter to see the digits that are on it. Your meter was reread for accuracy on May 14, 2019, May 24, 2019 and on May 30, 2019. Each time the meter reads were accurate and were in line with the prior reads. It was noticed that between May 24th and May 30th, you had used 19,610 gallons and there was not any visible leak noticed by the technician while at your residence, perhaps you had run your irrigation for some of the days between May 24th and May 30th (6 days) to cause the high usage. As a follow-up reread, your meter was read today, June 4, 2019 in the afternoon. The usage since May 30th is 16,950 gallons. A picture of your meter and the read on the register is provided with this correspondence.

Please contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714"

07/17/19 I attempted to contact Mr. Dolan by telephone, he was not available. I left a brief message, provided my contact information, and requested a return call. R.Castillo

Case#: 1308893W; Name: STEVE GARVER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: STEVE GARVER Svc. Address: 216 HARROGATE PL Seminole County, (407)-717-7212 Longwood, FL 32779- Caller: STEVE GARVER Mailling Addr: 216 HARROGATE PL LONGWOOD, FL 32779- Can Be Reached: Account #: 6791710000 E-Track #: 128959	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1308893W Response Needed From Company? Y Date Due: 06/14/2019 <hr/> Reply Received: 05/29/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1308893W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 05/23/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 06/27/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, May 23, 2019 9:19 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128959

CUSTOMER INFORMATION

Name: Steve Garver
 Telephone: (407) 717-7212
 Email: sgarver@cfl.rr.com
 Address: 216 Harrogate PI Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Steve Garver
 Account Number: 6791710000
 Address: 216 Harrogate PI Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities Inc. did not accurately bill for usage for the past three months Feb, Mar, April 2019. When calling their customer service, they state they did not or could not read the meter in Feb and March so just put the additional usage on the April invoice which means they charged Highest rate of usage.

These meters should be read accurate every month and invoiced based on that accuracy. Please respond to this message to let me know you have notified the company. "

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
 - 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 taken by Diane Hood

05/29/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, May 29, 2019 12:53 PM
To: Cgarver@cfl.rr.com

Cc:PSCREPLY

Subject: FPSC REQUEST NO. 1308893W

Attachments: Steve Garver 2.24.19 Corrected Bill.pdf; Steve Garver 3.21.19 Corrected Bill.pdf;
Steve Garver 4.25.19 Corrected Bill.pdf; Steve Garver 5.22.19 Current Bill.pdf

Dear Mr. Garver:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about low usage on bills dated February 24, 2019 and March 21, 2019 that resulted in more usage billed at the highest tier on your April 25, 2019 bill for water service at 216 Harrogate Place, Longwood, FL.

Review of your account indicated that on February 24th bill, you were charged for 4,050 gallons, on March 21st bill you were charged for "0" gallons and on April 25th bill you were charged for 40,210 gallons. The utility has assigned staff to read your meter monthly and it is expected to be read monthly, it is not known if your meter was incorrectly read for February by the low usage or if it was missed in the route for March. Because your usage history shows that it is possible that your meter was not read correctly for February and March, too low and resulted with some of the usage for those two months being billed on your April bill for 28,210 gallons at the highest tier, your account has been adjusted to bill the usage over the three months. The total usage billed between the three bills was 44,260 gallons.

Your account was adjusted to divide the total usage of 44,260 gallons for three months between February, March and April bills. By dividing the usage over three months (bills), it reduced the highest tier usage for the three months usage to a total of 8,260 gallons. Each month was billed 12,000 gallons, 4,000 gallons at tier one and 8,000 gallons at tier two plus February and April were billed 3,647 gallons at tier three and March was billed 966 gallons at tier three. Because these are corrected bills, the due dates on them show as already past. A payment arrangement is available to you to pay them in three monthly installments along with the current month bills if you require additional time. Please contact our Customer Service at 1-866-842-8432 to make the arrangements. Copies of the corrected bills and your current bill are included with this correspondence.

We apologize for the inconvenience caused, please do not hesitate to contact me if additional assistance is required. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/04/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, June 04, 2019 4:53 PM
To:PSCREPLY
Subject: RE: FL. PSC CATS NO: 1308893W STEVE GARVER
Attachments: FPSC REQUEST NO. 1308893W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Steve Garver complaint about low usage on his bills dated February 24, 2019 and March 21, 2019 that resulted in more usage billed at the highest tier on his bill dated April 25, 2019. Mr. Garver is a customer at 216 Harrogate Place, Longwood, FL.

On May 29, 2019, written correspondence was sent to Mr. Garver that addressed his concerns. His account was rebilled to each month's average for the three bills. A payment arrangement was made available to him to pay the account balance if he required it. He was asked to contact Customer Service to make the arrangement. Your office was included in the correspondence to Mr. Garver and a copy of it is included in this reply. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/27/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1308926W; Name: BRYAN COVET; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BRYAN COVET Svc. Address: 204 AMBERGATE CT Seminole County, (954)-336-9479 Longwood, FL 32779- Caller: BRYAN COVET Mailling Addr: 204 AMBERGATE CT LONGWOOD, FL 32779- Can Be Reached: Account #: 8675917078 E-Track #: 128963	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1308926W Response Needed From Company? Y Date Due: 06/14/2019 <hr/> Reply Received: 06/12/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1308926W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 05/23/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 06/28/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, May 23, 2019 12:01 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128963

CUSTOMER INFORMATION

Name: Bryan Covet
 Telephone: (954) 336-9479
 Email: Bwc2210@gmail.com
 Address: 204 Ambergate Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Bryan Covet
 Account Number: 8675917078
 Address: 204 Ambergate Ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Many in our community saw a massive jump in our supposed usage this past month. Mine, for example, went up almost 30,000 gallons. On my street of ten homes, I have confirmed that six of us are seeing this type of spike. We have gone through all of the steps to make sure it is not a leak on our end and Utilities Inc has tested our meter. At this point, they deny any responsibility and will not have any discussion about the obvious lack of common sense in saying that we could have possibly used this much water. Or that it was used once and now our usage is back to normal. Or that we have many neighbors with the same issue at the same time. We have reached out to the community and discovered many others currently going through the same thing with no response from Utilities Inc. They will only take responsibility if we can prove that we did not use the extra water. However, they will take process of elimination and logic, along with numerous households being charged this way at the same time, as proof. We have followed every suggestion (checking irrigation, toilets, etc.). We went from 10-12 thousand gallons to 38 thousand, and then dropped right back down to normal. We still cannot find anywhere that 26,000 gallons could have gone and Utilities Inc will not do anything more on there end. Once they did their own test of our meter, with their own employee, that was it. They put all their stock in that one piece of equipment and will discuss nothing else. "

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
 - 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 taken by Diane Hood

Customer filed duplicates with eforms 128961 & 128962, only filing complaint with eform 128963.

06/12/2019 Company response received via email and forwarded to SMcCray. DHood

6/13/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Mr. and Mrs. Covet have been customers at 204 Ambergate Ct., Longwood, FL. since 2/1/18.
 - *On 5/13/19, the meter was tested for accuracy at the Covet's residence in their presence.
 - *The meter was working properly and was within the FPSC required accuracy range.
 - *The test was explained to the customer, a copy of the meter test and their usage history is included with the response.
 - *They were billed correctly for their usage.
 - *On 5/28/19, the Director of External Affairs spoke with Mrs. Covet and addressed her concerns that she mentioned in her complaint.
 - *She expressed that she was satisfied that he had contacted her and addressed her concerns.
 - *She stated to the Director of External Affairs that they were dropping their complaint with FPSC.
- Shonna McCray

6/28/19: This inquiry closed. Shonna McCray

Case#: 1309465W; Name: JIM RUDDY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JIM RUDDY	Company Code: WS251	Assigned to: REY CASTILLO
Svc. Address: 328 S. PRESSVIEW AVE Seminole County, (407)-718-0981 Longwood, FL 32750-	Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1309465W Response Needed From Company? Y Date Due: 06/21/2019	Entered by: DHOOD Date: 05/31/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer:
Caller: JIM RUDDY	Reply Received: 06/19/2019 Reply Received Timely? Y	Disputed Amt: 0.00
Mailling Addr: 328 S. PRESSVIEW AVE LONGWOOD, FL 32750-	Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N	Closed by: REY CASTILLO Date Closed: 07/05/2019 Close Type: GI-25 Apparent Rule Violation: N
Can Be Reached:		
Account #:		
E-Track #: 129003	Request No: 1309465W	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 31, 2019 7:53 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 129003

CUSTOMER INFORMATION

Name: Jim Ruddy
Telephone: (407) 718-0984
Email: jruddy@watsonrealtycorp.com
Address: 328 S Pressview Ave. LONGWOOD FL 32750

BUSINESS INFORMATION

Business Account Name: Jim Ruddy
Account Number:
Address: 328 S Pressview Ave. LONGWOOD FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Home was vacant for the month with water shutoff and meter was checked for leaks nothing there yet my bill went from 44.69 to \$167.51. I have also heard from two other neighbors within 1/2 mile from me that they had their bills go up dramatically. I suspect they are overbilling people as the one guys bill went back to normal next month. "

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
 - 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 taken by Diane Hood

06/19/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, June 19, 2019 11:34 AM

To: jruddy@watsonrealtycorp.com

Cc: PSCReply

Subject: FL PSC NO. 1309465W

Dear Mr. Ruddy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about charges billed to you for \$167.51 by Utilities, Inc. of Florida (UIF) on May 15, 2019 for water service at 328 Pressview Ave., Longwood, FL.

The meter was read on May 10, 2019 for your May 15, 2019 bill and the meter read was 3401020 with 40,020 gallons usage, on May 24, 2019 your meter was reread for accuracy and the read was 3419170 the usage that had registered through the meter between May 10th and May 24th was an additional 18,150 gallons. You expressed that you were not satisfied with the findings and requested your meter tested. On June 10, 2019, your meter was tested in your presence and the test on the meter indicated that the meter was not capturing all of the water that flowed through it. The accuracy of the meter indicated that it was operating at 66.17%. The FPSC meter accuracy is 95%-101.5%. The technician explained the meter test and accuracy and a new meter was installed.

On May 30, 2019, customers were notified that UIF had discovered that errors were made in reading certain water meters of customers located in the Sanlando system. The meter reads taken during the months of February through April were reviewed and noted those that indicated a potential meter misread. Your account was one that was reviewed and was noted. As a result, your account was provided a credit adjustment for \$27.28 for water before the meter was tested for accuracy and was found to be slow. The adjustment was for water that registered through the slow meter that was billed at a higher tier rate that should have been billed at a lower tier rate because of the true-up.

Please contact our office if additional information is requested.

The FPSC office is included in this communication.

Regards,

Elise S. Christian / Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 Internal:1356
200 Weathersfield Avenue, Altamonte Springs, FL 32714

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, June 19, 2019 1:17PM
To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1309465W JIM RUDDY
Attachments: 1560194315.385638jpg; FL PSC NO. 1309465W

Dear Mr. Castillo:

This correspondence is in reference to Mr. James Ruddy's complaint about his bill dated May 15, 2019 and the usage for water service at 328 Pressview Ave., Longwood, Florida. On June 10, 2019 staff met with Mr. Ruddy to test his water meter and to address his concerns about the high usage. The meter failed at the low percentage of 66.17%. It was not capturing all of the water that flowed through it. On June 19, 2019, written correspondence was sent to him that addressed his concerns about his account and a credit adjustment that was applied to his account for \$27.28. Your office was included in the correspondence, a copy of the correspondence and the meter test result are included in this reply.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian / Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 Internal:1356
200 Weathersfield Avenue, Altamonte Springs, FL 32714

Company response entered by R.Castillo

07/05/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1309730W; Name: SAL RECCHI; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: SAL RECCHI Svc. Address: 202 JONESBURY CT Seminole County, (407)-221-8614 Longwood, FL 32779- Caller: SAL RECCHI Mailling Addr: 202 JONESBURY CT LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 129025	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1309730W Response Needed From Company? Y Date Due: 06/25/2019 <hr/> Reply Received: 06/20/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1309730W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/04/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/09/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, June 04, 2019 12:46 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129025

CUSTOMER INFORMATION

Name: Sal Recchi
 Telephone: (407) 221-8614
 Email: salrecchi@gmail.com
 Address: 202 Jonesbury Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Sal Recchi
 Account Number:
 Address: 202 Jonesbury Court Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
 Details:

To whom it may concern. I'm among the thousands of residents in the Wekiva-Sweetwater area of Central Florida who saw their water utility rates skyrocket by more than 100 percent in 2007 after you approved Utilities Inc.'s rate-hike request. This complaint is an addendum to a previous complaint regarding Utilities Inc.'s improper billing practices during the last few months caused, we're told, by a meter reader who misread our meters and, according to the company, undercharged many of us. In my previous complaint, I stated that Utilities inc. raised rates for selected customers to compensate for its mistakes. What I should have said is this: Utilities Inc. charged some customers more in subsequent months to make up for the meter reader's earlier mistake.

We residents, after enduring an unprecedented water rate increase, are deeply suspicious of the method used by Utilities Inc. in up-charging some customers after discovering its earlier mistake. Was the company able to tell, for instance, whom to charge extra? We're told that a top official explained the situation to one of our residents, blaming a poorly trained meter reader for the entire mess. But it begs the question: Why didn't Utilities Inc. management ensure that this meter reader was properly trained? And given this gross negligence, why shouldn't the company eat the costs of its own mistakes? Finally, why didn't the company inform us of this mistake in a timely manner instead of waiting until after an outpouring of confusion on the social media site, Nextdoor Wekiva by angry residents?

On behalf of thousands of those residents, I encourage you to investigate this matter and report your findings to us.

Sincerely,
Sal Recchi.

PSC was contacted previously "

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
 - 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 taken by Diane Hood

06/20/2019 Company response received via email and forwarded to RCastillo. DHood

06/20/2019 Company response received via email and forwarded to RCastillo. DHood

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, June 20, 2019 2:06 PM
To: Gayla.recchi@gmail.com
Cc: PSC Reply
Subject: FPSC Request No. 1309730W
Attachments: 202 Jonesbury Sal Recchi Usage History.xlsx

Dear Mr. Recchi:

This correspondence is in reference to your complaint to the Florida Public Service Commission about the meter reader error that occurred in reading certain water meters of customers located in the Sanlando system between February through April 2019.

The customers meter reads taken during the months of February through April 2019 were reviewed and noted those that indicated a potential meter misread. Your account was not identified as having a potential meter misread. A copy of your usage history for 24 months is included with this correspondence for your review. Every customer's account was not affected by the meter read error. The utility recognizes errors were made and sincerely apologize for any inconvenience this may have caused.

You asked:

Why wasn't the meter reader properly trained -

The meter reader was properly trained and was expected to read the meters properly and according to the training that was provided. It goes without saying, when one thinks that he is doing the job correctly, when in fact it is being done incorrectly, the error begins to compound. This

is what happened in this case.

Was the company able to tell which customer to charge-

Yes, each customer has its own separate meter and usage history. The audit on each account determined if the customer received a charge, credit or no change to their account.

Why shouldn't the company eat the costs of its own mistakes-

In this situation, the water that flowed through the meter was measured accurately and was provided to the customer but certain meters were read improperly which may have impacted the consumption billed in different tiered rates. The utility is allowed to recover the under charge for service that was provided to the customer. The May bill included a true-up of prior months usage. Some accounts received a credit in the true-up and some received a charge. Those customers that received a charge are offered a deferred payment arrangement by contacting Customer Service.

Why did it take the utility so long to inform the customers -

It takes a minimum of two monthly meter read reports before a pattern is seen that identifies meter read problems. Specific reports are generated each month after the customers have been billed. The first month will not show it. As soon as the potential error was identified, the investigation was started and was identified by the time the April bill was issued. The utility began to notify the customers after it was sure about the error and had identified the customers that were potentially affected. We regret and apologize that it could not be detected earlier.

Again, we apologize for the error and any inconvenience it may have caused to you. We thank you for your understanding. Please do not hesitate to contact our office if you require additional assistance. The FPSC is included in this correspondence.

Regards,

Elise S. Christian / Billing
Commission Relations Liason

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, June 20, 2019 2:34 PM

To: PSCReply

Subject: RE: FL. PSC CATS NO: 1309730W SAL RECCHI

Attachments: FPSC Request NO. 1309730W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Sal Recchi's complaint about meter reader error that occurred in reading certain water meters of customers located in Sanlando system. Mr. Recchi is a customer at 202 Jonesbury Ct., Longwood, FL.

On June 20, 2019, written correspondence was sent to Mr. Recchi that addressed his concerns. Mr. Recchi's account was not identified as being affected because of meter read errors. He was provided 24 months of his usage history for his review. Your office was included in the correspondence and a copy is included with this reply. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian / Billing
Commission Relations Liason

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/09/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1309904W; Name: JIM SZLACHETKA; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JIM SZLACHETKA Svc. Address: 534 THAMES CIR Seminole County, (407)-252-4490 Longwood, FL 32750- Caller: JIM SZLACHETKA Mailing Addr: 534 THAMES CIR LONGWOOD, FL 32750- Can Be Reached: Account #: 7164394242 E-Track #: 129047	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1309904W Response Needed From Company? Y Date Due: 06/27/2019 <hr/> Reply Received: 06/20/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1309904W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/06/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/11/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, June 06, 2019 11:57 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129047

CUSTOMER INFORMATION

Name: Jim Szlachetka
 Telephone: (407) 252-4490
 Email: JimSzlachetka@aol.com
 Address: 534 Thames Circle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Jim Szlachetka
 Account Number: 7164394242
 Address: 534 Thames Circle Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My water bill for the billing date of 5/15/2019 was for \$285.78 stating usage of 65,500 gallons of water. I called to dispute the charge and the readings. I went to my meter to find the meter buried in at least 3 inches of dirt and debris as it hasn't been looked at or read in months. I made sure it was not spinning as no water was being used and I wanted to verify we had no leaks on our property inside or out. When I inspected it, I could barely read the meter as it has been rubbed and scratched, (my guess is from the meter reader over the years clearing debris from the top to read it) I have pictures of the meter buried as well as the meter and how it is so scratched it appears impossible to obtain a clear and accurate reading from.

I have also spoke with 2 other neighbors who are experiencing similar issues with utilities Inc of FL. One neighbor had a usage reading of over 75,000 gallons and an other over 60,000 as well. they to have disputed the charges and readings and have verified no leaks on their properties as well.

I would appreciate this being looked into as I truly feel that something is being done by Utilities Inc to take advantage of their customers knowing they have a monopoly on us and we have no other choices. "

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
 - 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 taken by Diane Hood

06/20/2019 Received report via email. eplendl

6/24/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*This correspondence is in reference to Mr. Jim Szlachetka's complaint about meter reader error that occurred in reading certain water meters of customers located in Sanlando system and the bill he received dated 5/15/19 for \$285.78.

*He believed that his meter could not have been read because of the scratched glass.

*Mr. Szlachetka is a customer at 534 Thames Cir., Longwood, FL.

*On 6/20/19, written correspondence was sent to Mr. Szlachetka that addressed his concerns.

*Mr. Szlachetka's account was identified as being affected because of meter read errors.

*He was provided a credit adjustment for \$8.16.

*He was also provided a copy of his usage history for 24 months and a picture of his meter.

*The PSC was provided with copy of response sent to customer.

Shonna McCray

6/24/18: NOTE: It appears the company has violated PSC rules---inaccurate meter readings.

Shonna McCray

7/11/19: This inquiry closed. Shonna McCray

Case#: 1310022W; Name: HEATHER FIELD; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: HEATHER FIELD Svc. Address: 308 RAVEN ROCK LN Seminole County, (407)-402-0482 Longwood, FL 32750- Caller: HEATHER FIELD Mailling Addr: 308 RAVEN ROCK LN LONGWOOD, FL 32750- Can Be Reached: Account #: E-Track #: 129064	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310022W Response Needed From Company? Y Date Due: 06/28/2019 <hr/> Reply Received: 06/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310022W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/07/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/12/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, June 07, 2019 3:20 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129064

CUSTOMER INFORMATION

Name: Heather Field
 Telephone: (407) 402-0482
 Email: heather.d.field@gmail.com
 Address: 308 Raven Rock Lane Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Heather Field
 Account Number:
 Address: 308 Raven Rock Lane Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

WE have been improperly billed and the meters have not been read properly. We have contacted Utilities, Inc. They did nothing to fix the issue, they sent someone to re-read the meter and was told we have no leaks. They said we used 90,000 gallons of water, which is impossible for our family. We do not have any leaks. Our bill is \$420.00 and typically is \$60-100. They are not billing property to owners and we are being used. It's terrible they are not regulated and how can this happen? "

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
 - 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 taken by Diane Hood

06/24/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Monday, June 24, 2019 4:18 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1310022W HEATHER FIELD

Attachments: FPSC REQUEST NO. 1310022W

Dear Mr. Castillo:

This correspondence is in reference to Ms. Heather Field's complaint about meter reader error that occurred in reading certain water meters of customers located in Sanlando system and the bill she received dated May 16, 2019 for \$403.20. Ms. Field is a customer at 534 Thames Cir., Longwood, FL.

On June 24, 2019, written correspondence was sent to Ms. Field that addressed her concerns. Ms. Field's account was identified as being affected because of meter read errors. She was provided a credit adjustment for \$18.03. She was also provided a copy of her usage and bill history for 24 months. Your office was included in the correspondence and a copy is included with this reply. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/12/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1310554W; Name: ROGER CUNNINGHAM; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ROGER CUNNINGHAM Svc. Address: 405 VISTA OAK DR Seminole County, (407)-666-9097 Longwood, FL 32779- Caller: ROGER CUNNINGHAM Mailling Addr: 405 VISTA OAK DR LONGWOOD, FL 32779- Can Be Reached: Account #: 6435500000 E-Track #: 129120	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310554W Response Needed From Company? Y Date Due: 07/08/2019 <hr/> Reply Received: 06/25/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310554W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/14/2019 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/19/2019 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, June 14, 2019 1:53 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129120

CUSTOMER INFORMATION

Name: Roger Cunningham
 Telephone: (407) 666-9097
 Email: cunningham.rogerd@gmail.com
 Address: 405 Vista Oak Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Roger Cunningham
 Account Number: 6435500000
 Address: 405 Vista Oak Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I received my water bill for May earlier this week. It was late & I had called Utilities Inc. to see if I had somehow missed the bill. They told me there were some billing issues and that I would receive the bill soon. The person I spoke to told me my bill for May was in the amount of \$637.34 & I should receive the actual bill shortly. I asked the person why the bill was so high (my water bill is normally in the \$70-\$150 range depending upon the time of year). She told me my bills for February, March & April were estimated and the estimates were too low. When I told her none of the bills indicated they were estimates she told me they weren't required to indicate that they were estimated. (I believe this is incorrect). She eventually transferred me to someone who said that the bill was so high because the outside contractor they had hired to read the meters in my area had either been reading them improperly (too low) or hadn't read them at all and just made up numbers (again too low). I have no idea if this is accurate. This bill could simply be made up or it might be the results of previously under-estimated bills or the billing error the 2nd person mentioned. Either way, all of a sudden I have a \$637 water bill that's due by the beginning of July. After the massive rate increase the PSC approved for Utilities Inc. about 18 months ago I'm shocked they don't even bother to bill their customers accurately. Also, there was NO EXPLANATION about the cause of this massively higher bill in the bill itself. You have to call them to find out how this happened & depending upon who you talk to you get a different answer. Clearly their billing processes aren't working & apparently there's no PSC oversight of their operations. They should be subject to an audit to determine the real cause of this billing problem (and the cost should not be allowed to go into their rate base, as they simply aren't operating efficiently). They also offer no payment plan with the bill. I'm sure lots of people don't have \$600 extra just lying around waiting for Utilities Inc. to catch up with a supposed billing problem. Please do some follow-up & insist that Utilities Inc. communicate with its customers about this issue. "

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

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 - 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
 - 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 taken by Diane Hood

06/25/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, June 25, 2019 9:30 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1310554W ROGER CUNNINGHAM

Dear Mr. Castillo:

This correspondence is in reference to Mr. Roger Cunningham's complaint about the bill issued to him on June 11, 2019 for \$637.34. Mr. Cunningham is a customer at 405 Vista Oak Dr., Longwood, FL.

On June 20, 2019 Customer Service staff addressed Mr. Cunningham's concerns with him by telephone and e-mail and explained the issue about the meter read error that had occurred between February and April 2019. Mr. Cunningham's account was identified as one that indicated a potential meter misread which may have impacted the consumption billed in different tiered rate. His account was provided an adjustment credit for \$15.80 and he was provided a deferred payment arrangement to pay the balance on his account in 12 monthly installments plus his current month bill. Mr. Cunningham was in agreement with the credit and deferred payment arrangement.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing

Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/19/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1310586W; Name: CLEVE COONEY; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: CLEVE COONEY Svc. Address: 103 DEVON CT SEMINOLE County, (407)-491-9786 LONGWOOD, FL 32779- Caller: CLEVE COONEY Mailling Addr: 103 DEVON CT LONGWOOD, FL 32779- Can Be Reached: (407)-247-0821 Account #: E-Track #:	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1310586W Response Needed From Company? Y Date Due: 07/09/2019 <hr/> Reply Received: 07/09/2019 Reply Received Timely? Informal conference: Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310586W	Assigned to: JOHN PLESCOW Entered by: DHOOD Date: 06/17/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: Date Closed: Close Type: Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Cleve Cooney [mailto:cleve@ffandt.com]
 Sent: Saturday, June 15, 2019 4:04 PM
 To: Consumer Contact
 Subject: Utilities Inc of Florida

I would like to file a complaint about the billing process of Utilities Inc of Florida. Utilities Inc sent a bill for the month of May after they sent out a meter reader. They claimed that we used 168,000 gallons of water...One hundred and sixty eight thousand gallons...I could completely fill my pool almost 7 times with that amount of water.

We most we've used was 16,000 gallons in a month and average closer to 10,000 gallons per month.

Utilities Inc of Florida (who has more than double our rates) claims that there was a meter reader error and that they are now catching up. They don't give details on when or how the error happened, but to claim that we somehow used that amount of water is ridiculous...and both I and the company has checked for leaks...there are no leaks.

The entire neighborhood in Longwood Florida has similar complaints. Please put a halt to this.

Cleve Cooney
103 Devon Ct
Longwood, FL 32779

cleve@ffandt.com
o-407 297 0091
m-407 491 9786 "

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.
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - 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 taken by Diane Hood

07/09/2019- Customer called to discuss complaint and was transferred to S McCray who took the call. SLynch

7/9/18: Mrs. Cooney transferred by Suzelle. Mrs. Cooney stated they were contacted by the company and told the meters in their area were read wrong or not being read for several months. She stated the company indicated they would credit her account \$8.29. Mrs. Cooney stated the meter was completely covered by grass when her husband attempted to read it in May. The glass

is scratched preventing the numbers from being seen. She stated they have checked for leaks and do not have any. Mrs. Cooney will send additional information to the PSC. Customer's objection noted. Shonna McCray

07/09/2019 - Company response received via Email. DScott.

7/9/19: Customer correspondence received via email. Shonna McCray

7/10/19: Customer correspondence reviewed and added to file. Shonna McCray

7/10/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*This correspondence is in reference to Ms. Cleve Cooney's complaint about meter reader error that occurred in reading certain water meters of customers located in Sanlando system and the bill she received dated 6/3/19 for \$727.08.

*Ms. Cooney is a customer at 103 Devon Ct., Longwood, FL.

*On 6/27/19, staff spoke to Ms. Cooney and explained to her about the meter read error that had occurred between February through April, 2019.

*Her account was identified as being affected because of the meter read error.

*Her usage appeared to have been under billed for February - March.

*She was provided a credit adjustment for \$8.29.

*On 7/2/19, she was contacted and the credit adjustment was explained to her.

*Ms. Cooney was offered a payment arrangement to pay the June bill.

*She was not satisfied with the credit to her account after the explanation.

*She thought she should receive a higher adjustment.

*The table provided shows the method used to adjust the unbilled usage.

*The water and wastewater were adjusted to the correct months and the tier usage billed.

Shonna McCray

7/10/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE PROVIDE COPIES OF THE PAST 24 BILLING STATEMENTS. HOW WAS THE UNDERBILLING CALCULATED? PROVIDE A COPY OF THE METER DISPLAY. PLEASE PROVIDE RESPONSE BY 7/19/19. Shonna McCray

07/18/2019 - Company response received via Email. DScott.

7/19/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The glass on the meter is scratched, however the reader is able to read the meter without a problem.

*Over a period of time the glass on some of the meters will become scratched because the readers use a brush or sweep to remove dirt from it for reading.

*Elise Christian issued a work order to change the meter because of the glass.

Shonna McCray

7/19/19: Need to review the response, tariff, and customer correspondence. Shonna McCray

7/24/2019 Customer called to discuss complaint. Spoke to RRoland who advised that case file would need to be pulled and someone would call the customer back. Relayed this information to Customer. Email sent to SMcCray. BJoiner

07/24/2019 I called Mrs. Cooney since the assigned analyst was out of the office. Mrs. Cooney confirmed that company came out and installed a new meter on July 19, 2019.

Mrs. Cooney states that the June 2019 bill was 30,000 gallons higher than the previous June 2018 and June 2017.

She states that the July 2019 bill was approximately 23,000 gallons higher than the previous July 2018 and June 2017.

Customer states her average monthly gallonage is 14,500 - 21,000.

Mrs. Cooney states that she has not been contacted by Utilities, Inc. staff since her inquiry was filed with the FPSC.

Mrs. Cooney can be reached at 407-247-0821. eplendl

7/29/19: Note: it appears the company has violated PSC rules---inaccurate meter readings, failure to provide full and accurate report, and failure to respond in 7 days to staff request. Shonna McCray

7/29/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

* THE RESPONSE PROVIDED ON 7/19/19, DID NOT INCLUDE THE BILL COPIES FOR 24 MONTHS AS REQUESTED, PLEASE PROVIDE THE BILL COPIES.

* THE CUSTOMER STATES SHE HAS NOT BEEN CONTACTED SINCE FILING THE COMPLAINT, PLEASE CONTACT THE CUSTOMER AS REQUIRED.

PLEASE PROVIDE RESPONSE BY 8/7/19. Shonna McCray

7/29/19: 2:06 p.m. Called Mrs. Cooney at 407-247-0821. Explained that her complaint has been re-sent to the company. Mrs. Cooney stated the only time the company contacted her was in response to her call to them. Explained that I requested the company contact her to provide a resolution. She confirmed that the meter has been changed. Shonna McCray

7/2+9/1: ATTN COMPANY:

PLEASE TEST THE OLD METER AND PROVIDE THE RESULTS TO THE PSC BY 8/7/19.

Shonna McCray

7/30/19: Company response received via email. Shonna McCray

8/1/19: Company response received via email. Shonna McCray

8/2/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE.

*The company provided the billing statements for 6/22/17 to 6/24/19; the usage history and a photo of the meter.

*Usage has ranged from

Shonna McCray

8/2/19: Notes:

*Shouldn't the backbilled amount been adjusted to reflect the different tiers?

*It appears the customer was under-billed for the months of

*The meter glass is scratched making it impossible to read the meter

*Was the customer credited for the months paid?

Shonna McCray

8/2/19: 3:21 p.m. Called Elise with Utilities Inc. at 321-972-0356; no answer; left message requesting a return call. Shonna McCray

8/2/19: 3:35 p.m. Called Mrs. Cooney at 407-247-0821 and offered a refereed meter test. She accept the offer and explained that the company contacted her and made an appointment to come out on Monday, 8/5/19, at 1:30 p.m. to test the old meter. Explained that I would request the refereed test and attempt to get the other test delayed until the refereed test is done. Mrs. Cooney expressed concerns with the company correcting the problem with the old meter. Shonna McCray

8/5/2019 Customer called and asked to speak to analyst. Analyst was not available. Offered to transfer customer to SMcCray's voicemail but customer declined. Customer stated that Company was there to test the meter and asked why PSC representative was not there. Spoke to JPlescow who advised that the refereed meter test would be scheduled at the later date and that the Utility could test the meter today. Advised the Customer of this. Email sent to SMcCray. BJoiner

8/13/19: Received the email from PSC Staff, providing the meter test results. The results indicate a total accuracy of 100.9%. Mrs. Coney was present for the testing of the meter. It results confirm the meter is working within standard. Shonna McCray

9/23/19: 1:18 p.m. Called Mrs. Cooney at 407-247-0821 to discuss her concerns and explain the results of the refereed meter test confirm the meter is working properly; no answer; left message requesting a return call. Shonna McCray

9/23/2019- Customer called back. Transfer call to SMCcray voicemail. Send her an email.
DChung.

9/23/19: 2:02 p.m. Returned call to Mrs. Cooney at 407-247-0821. Reviewed the results of the refereed meter test with Mrs. Cooney. She stated that there is no way they used 168,000 gallons of water in 1 month and she will not be paying the bill. Mrs. Cooney stated they did not have any leaks. Mrs. Cooney stated they tested the wrong meter. Reviewed the response from PSC Staff regarding the meter test conducted on 8/12/19. The meter # listed is 18098913 (this is the meter installed in July); the old meter (#19055474) needed the refereed test done. Explained to Mrs. Cooney that I would get the matter corrected. Explained I would re-contact her after doing so.
Shonna McCray

9/23/19: The witnessed meter test was done on the meter (#18098913) currently at the residence and not the meter (#1905674) whereby the high usage was consumed. Contacted PSC Staff to have the witnessed meter test done on meter #19055474. Shonna McCray

9/30/19: The witnessed meter test will be done on 9/30/19, at 1:30 p.m. at the Utilities, Inc. facility in Longwood. Shonna McCray

10/1/19: Received email from PSC Staff providing the results of the witnessed meter test. Michel Germain witnessed the test. The total accuracy was 96.73%.

10/2/19: 10:22 a.m. Called Mrs. Cooney at 407-247-0821 to advise that the meter test results for meter #19055474 indicate that the meter is working properly. Mrs. Cooney does not agree with the resolution. Explained that I would forward her complaint to my Supervisor for review and possible referral to Process Review. Shonna McCray

10/2/19: Complaint forwarded to Supervisor. Shonna McCray

***** ATTENTION UIF - \$586.42 ESTABLISHED AS THE AMOUNT IN
DISPUTE *****

October 24, 2019: I contacted UIF's Elise Christian to request the results of the 08/05/19 meter test performed by UIF on removed meter #19055474 in Ms. Cooney's presence. Elise explained that the removed meter was brought to Ms. Cooney's residence in order for her to be present.

Elise forwarded the meter test results:
Minimum Flow Rate Test - 1/4 GPM 0.0%
Median Flow Rate Test - 2 GPM 99.0%
Maximum Flow Rate Test - 15 GPM 99.5%
Total % accuracy: 66.17%

I left a message on Elise's voice mail requesting a return call to clarify these results. Copy of E-mail with UIF's 08/05/19 meter test report added to file. MValdez

October 28, 2019: I contacted Elise Christian to clarify the information on the 08/05/19 meter test results. Elise verified with the technician notes that the Minimum Flow Rate was 0.0% and the Total % accuracy was 66.17%. This would indicate that the customer's water consumption was under recorded at a low flow rate. I indicated that the 09/30/19 witnessed meter test reflected a different result at the low flow rate: 92%; the median flow was the same, and the maximum flow rate was 99.2%, for a total % accuracy of 96.73%. Elise stated that she will request from the technician an explanation for this discrepancy, and will follow-up with me.

Note: The findings of an under registering meter has no negative effect on the account billing as the customer was not over billed. On the contrary, when water usage was done at a low flow rate, usage may have been under registered and the account under billed. MValdez

October 29, 2019: RESPONSE RECEIVED FROM UIF:
From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, October 29, 2019 8:56 AM
To: Margarita Valdez
Subject: RE: 103 Devon Meter Test

Good Morning,

The information provided about the meter test % difference on the minimum flow between the two meter test; The meter tests start with the low /minimum flow range first. The first meter test range on 8/5/19 is on the very low flow, minimum water going through the meter - if there is anything in the meter to interfere with the water flow, it is likely to make the low flow even lower - the next tested range, medium flow, more water is being pushed through the meter and the same on the high flow which is possible that the meter was cleared of any matter that the minimum flow of water was unable to push through.

On 9/30/19, because the meter had already been tested at the highest flow on 8/5/19 and cleared anything in the meter, it is a possibility that there was something preventing more water to pass through the meter on the minimum flow on 8/5/19 at the first test so the minimum flow was higher on 9/30/19 test.

Please let me know if you have questions.

Elise

Copies of E-mail and attachments of 08/05/19 and 09/30/19 meter test results added to file.
MValdez

October 29, 2019: I left a message on the voice mail of Mr. and Mrs. Cooney. I identified myself

and requested a return call to discuss their complaint. I provided my direct phone number.

MValdez

October 30, 2019: I received a call from Ms. Cooney. I explained that I had reviewed the documentation provided by her, as well as the meter test reports, bills, and account usage history provided by UIF, and I had found that she was billed correctly and it did not appear that UIF had violated any rule or its tariff. Ms. Cooney stated that she could not understand how after reviewing their usage history I could not see that something was wrong with the meter or the readings. Ms. Cooney referred to the meter read error and the extremely high bill of 06/03/19. She stated that their average monthly usage was in the range of 17,000-19,000 gallons, never over 45,000, let alone 168,000. I explained that according to the account usage history, the average monthly usage in 2017 was 21,450 gallons, with a February bill of 40,230 gallons and a projected January bill of 36,394.8 gallons; in 2018, the average monthly usage was 17,718.3 gallons; and during the four months after the 06/03/19 bill, their average monthly usage was 29,565 gallons, with a June bill of 44,460 gallons. I indicated that the four months prior to the 06/03/19 bill, usage was under read and showed an average monthly usage of 7,524 gallons, which was less than half their average monthly usage. I attempted to explain to Ms. Cooney that the 168,000 gallon bill included usage from those previous four months, and that the 06/03/19 bill was basically a true-up. I was going to explain to Ms. Cooney what a true-up is, but she stated that it had already been explained to her and this was not a case of true-up but of a reading error, because had they used 128,000 gallons in one month they would have flooded their entire property and their neighbors' property. Ms. Cooney further stated that if the meter reader was estimating the meter reading, the bill should have shown the word "Estimate" on it; however, none of the under read bills showed that they were estimated. I explained that the utility had no intention of estimating the bill and was not aware of what the meter reader was doing. As soon as the utility was made aware of the error, it proceeded to recalculate the bills of the accounts affected by the meter read error.

I continued to explain that it was not always possible for a utility to explain the increase or decrease in any customer's water consumption, and that PSC rules did not require a utility to show how water was consumed. I indicated that the accuracy of metering devices was the foundation of the PSC's billing rules for regulated water utilities, and a utility would only be required to make an adjustment to a customer's account in the event of proven meter error. In her case, the meter test results revealed that the meter was not over registering her consumption; on the contrary, it was registering a little below 100%. I concluded that, based on the information available, it appeared that the account was billed correctly. Ms. Cooney did not agree with this information and stated that the PSC had been of no use in this matter. She indicated she was going to contact an attorney. I was about to explain the next step in the process review when Ms. Cooney terminated the call. I immediately called Ms. Cooney back to inform her that at the end of next week her case would be reviewed by members of the PRT. I indicated that after that, she would be receiving a letter from Commission's GCO with a conclusive decision regarding her complaint. I further indicated that if she did not agree with the outcome, the letter would provide the steps to file a

formal complaint. Ms. Cooney stated that they were being charged late fees for the unpaid balance. I indicated that even though utilities may charge monthly late fees for unpaid balances, as bills were computer generated they usually removed the late fees manually afterwards while the complaint was being reviewed. I asked Ms. Cooney if she could see any credit adjustment in the following month's bill. She stated she had not checked. I indicated that I would contact UIF in regards to this matter.

I contacted UIF, and Elise Christian explained that their billing system did not allow them to cancel out any late fee. The charge could be moved to another place in the system so it would not appear in the bill while the complaint is reviewed. If the ruling is in the customer's favor, the disputed amount and late fees generated by the unpaid balance would be completely removed from the account. If the ruling is in UIF's favor, the removed late fees would return to the bill and the account would no longer be protected from disconnection for the unpaid balance. Elise removed a total of \$39.04 in late fees appearing from 05/16/19 through 10/16/19. This yielded an account balance of \$442.82. The next bill will be issued on 11/20/19. MValdez

October 31, 2019: Follow-up E-mail from UIF:

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Thursday, October 31, 2019 2:05 PM

To: Margarita Valdez

Subject: FW: 103 Devon Meter Test

Good Afternoon,

The total amount for late fees removed and waived from Ms. Cooney's account because of the disputed bill was \$39.04. Her current account balance is \$442.82. The credit for the late fees will show on her bill that is scheduled to be issued around 11/19/19.

Elise S. Christian | Billing

Commission Relations Liaison

Copy of E-mail added to file. MValdez

November 5, 2019: Review of the facts:

- Ms. Cooney's water usage for the past three years shows a January 2017 bill with a usage of 23,050 gallons in 19 days, which yields an average daily usage of 1,213.16 gallons and a projected 30-day January 2017 bill of 36,394.80 gallons. The February 2017 bill was for 40,230 gallons. The June 2019 bill was for 44,460 gallons and the July 2019 bill was for 36,080 gallons. The water usage in the other 31 bills that have been issued since the account was established has ranged between 12,360 gallons and 21,900 gallons.
- The witnessed meter test of meter #19055474 reflected a total % accuracy of 96.73%.
- Looking at the account's usage history in the previous two years, it would be reasonable to say

that usage was under read by at least 10,000 gallons per month during the first four months of 2019. This would yield a total of 40,000 gallons of water that were not read or billed during that period.

- Ms. Cooney has stated, from the first moment she contacted UIF regarding the high 06/03/19 bill to the telephone conversation I had with her on 10/30/19, that she is not going to pay this high bill.

- Ms. Cooney agreed that she was under billed a total of approximately 40,000 gallons for the first four months of 2019. The account's usage history reveals that the customer's highest bill was for roughly 45,000 gallons. Therefore, it would be reasonable to believe that the 06/03/19 bill could have been for 45,000 gallons, which would leave a remaining disputed consumption of 83,000 gallons.

In contemplation of this complaint escalating to the Process Review Team for consideration of possible referral to Commissioners' Agenda, I contacted UIF's Elise Christian seeking a compromised settlement arrangement between Ms. Cooney and UIF. In consideration of the information presented in my above summary, I proposed that UIF credited Ms. Cooney's billing for the disputed consumption of 83,000 gallons. If it was UIF's decision to reject this proposal, I asked UIF to provide support for and justify its rejection, and to offer a reasonable alternative company settlement proposal for staff and the customer to consider.

Elise indicated she will present staff's offer to her management. In addition, she indicated that if they did not agree to our proposal, she would present the following alternative counter offer to her management for consideration:

As it is, charges for just water service in the 06/03/19 bill were:

First 4000 gallons at \$1.54 per 1000 gallons (First tier) = \$6.16

Next 8000 gallons at \$2.31 per 1000 gallons (Second tier) = \$18.48

Remaining 156,270 gallons at \$3.85 per 1000 gallons = \$601.64

Total for just water service: \$626.28

(Elise's) alternative counter offer:

First 4000 gallons at \$1.54 per 1000 gallons (First tier) = \$6.16

The remaining 164,270 gallons at \$2.31 per 1000 gallons (Second tier) = \$379.46

Total for just water service: \$385.62

$\$626.28 - \$385.62 = \$240.66$ credit adjustment

Elise will bring both proposals to her management and will follow up with me tomorrow. MValdez

November 6, 2019: I received a call from Elise Christian. She indicated that her management had declined to provide any additional credit adjustment to Ms. Cooney's account. They stated that credit adjustments will be only provided to an account when there is a justifiable reason for the credit and this was not the case. They further stated that the meter tests results revealed that

usage was registered on a meter that was working properly. MValdez

1/15/2020 Customer called to discuss her complaint. Transferred Customer to MValdez who accepted the call. BJoiner

02/20/20 Caller called to discuss his complaint. Transferred caller to MValdez. BJoiner

February 20, 2020: Note: On 01/15/2020, Ms. Cooney's call was transferred to me by BJoiner. Ms. Cooney called to verify status of their case. I informed Ms. Cooney that their case was still under review by legal Staff, and that when completed, they will receive correspondence from PSC's General Counsel with a conclusive decision regarding their complaint. I reminded Ms. Cooney to continue to pay current charges to avoid disconnection. Ms. Cooney understood.

Mr. Cooney's call was transferred to me today by BJoiner. Mr. Cooney stated that his water service has been interrupted and would like to know why, since they have been paying current charges.

I contacted UIF. Elise Christian verified service was disconnected. Elise stated that since June 2019 she has been moving the cut date every month manually waiting for the PSC decision regarding this complaint. She indicated that the customer has been paying a little more than the current charges, but the payments go to the oldest debt, which is the amount in dispute (\$586.42). Elise stated that she first moved the cut date for 01/31/2020. She had not done it for February. She found that the cut order for this month came out yesterday, and service was disconnected today. Elise stated that she was going to issue a reconnect order right away, and requested to ask the customer to sign a tag that should have been left at the door in order for the people to come in and restore service. I relayed this information to Mr. Cooney.

I contacted Ms. Christian again regarding the account balance. She indicated that the total account balance was \$434.89, including \$246.65, which is what is left of the disputed amount due to payments going to the oldest debt.

Ms. Christian inquired about the status of the PSC's investigation. She stated that UIF's billing system does not allow her to protect the account from disconnection for the amount in dispute or to waive late fees. Therefore, she has been doing it manually every month since the complaint was filed. She stated that she has not been contacted by PSC staff regarding this complaint. I indicated that I will forward her concerns to my management. MValdez

2/25/2020--Customer called back and was transferred to analyst.- J Mclean-Sinatra

February 25, 2020: Ms. Cooney's call was transferred to me by J Mclean-Sinatra. Ms. Cooney thanked me for getting their service restored on 02/20/2020. However, she have found that they are being charged \$37.24 for reconnection. Ms. Cooney stated that they should not be billed for reconnection since they should not have been disconnected in the first place.

I contacted UIF. Ms. Christian is out of the office and will return tomorrow. I left a message informing her of Ms. Cooney's call and requesting a return call tomorrow.

I contacted Mr. Cooney and indicated to him that as soon as I have information from UIF tomorrow I will follow-up with him. Mr. Cooney thanked me. He also asked for status of his complaint. I advised it is still under review by legal staff. Mr. Cooney understood. MValdez

March 3, 2020: Correspondence received from UIF:

From: Elise Christian <Elise.Christian@uiwater.com>

Sent: Tuesday, March 03, 2020 2:52 PM

To: Margarita Valdez <MValdez@PSC.STATE.FL.US>

Subject: Name: CLEVE COONEY

Good Afternoon Ms. Valdez,

I am sure you received my VM stating that I would be back in the office on Wednesday, 2/26/20, instead I broke my foot and has had to have surgery. I will make sure that the reconnect fee is removed from Ms. Cooney's account. It is a charge that is automatically generated when the work order is completed for the reconnect. I am not exactly sure how long I will be out of the office which means I am not available by telephone. I am available by e-mail for now so please reach out to me by e-mail.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Added to file. MValdez

March 4, 2020: I found a voice mail message from Mr. Cooney. I returned his call. Mr. Cooney wished to know if I had been able to contact UIF regarding the reconnect fee. I informed Mr. Cooney of Ms. Christian's E-mail. Mr. Cooney stated that he will subtract the reconnect fee from the total amount due. MValdez

October 19, 2020: I received a call from the customer. Ms. Cooney inquired about the progress of the PRT investigation regarding her case. She stated they have been paying current charges. She further stated that this matter has taken too long and that they would like to have it resolved.

I indicated to Ms. Cooney that I understood her frustration; however, prior to Covid 19, PRT's legal and technical staffs were further investigating her case and planning on contacting the utility. I explained that Covid 19 has caused some delay in the process. However, her account continues to be protected from disconnection for the amount in dispute. Ms. Cooney understood. I indicated to Ms. Cooney that I would forward her concerns to my management, and will follow-up with her as soon as I have an update from PRT's staff.

NOTE: On 02/20/2020, I contacted UIF's Elise Christian after Ms. Cooney's service was disconnected. Ms. Christian explained that since the complaint was filed in June 2019 she had been moving the cut date every month manually waiting for the PSC decision. Service was disconnected before the cut date was moved manually, but restored the same day. Ms. Christian stated the UIF's billing system does not allow her to protect the account from disconnection for the amount in dispute or to waive late fees. Therefore, she had to do it manually every month. She stated that, as of 02/20/2020, she had not been contacted by PSC staff regarding this complaint.

That same day, Ms. Christian indicated that Ms. Cooney had been paying a little more than current charges every month, which goes to the oldest debt (amount in dispute, \$586.42). As a result, the disputed amount had decreased to \$246.65.

Today, I attempted to contact Ms. Christian to verify the current account balance including the amount in dispute. However, I found the same VM message I found on 02/25/20 stating that she would be back in the office on 02/26/20.

Above information forwarded to RHicks, JCrawford, and BLherisson. MValdez

October 19, 2020: CORRESPONDENCE FROM UIF:

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Monday, October 19, 2020 3:09 PM
To: Margarita Valdez <MValdez@PSC.STATE.FL.US>
Subject: FL. PSC CATS NO: 1310586W CLEVE COONEY

As we discussed earlier, below is an updated on the Cleve Cooney complaint:

- Mr. Cooney is on a regulated payment plan and has been paying down his balance. The current

balance is \$434.89 which is down from \$836 in June of 2019.

If you require more information on the above, please let me know.

Thanks,

Jared Deason | Regulatory Manager

Forwarded to RHicks, JCrawford, and BLherisson. Added to file. MValdez

Case#: 1310588W; Name: SEAN MURPHY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: SEAN MURPHY Svc. Address: 1134 CHELSEA PARC DR Lake County, (407)-592-4332 MINNEOLA, FL 34715- Caller: SEAN MURPHY Mailling Addr: 1134 CHELSEA PARC DR MINNEOLA, FL 34715- Can Be Reached: Account #: 1390-2 E-Track #: 129126	Company Code: WS641 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310588W Response Needed From Company? Y Date Due: 07/09/2019 <hr/> Reply Received: 06/17/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310588W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/17/2019 Via: E-FORM Prelim Type: REPAIR PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 06/19/2019 Close Type: NJ-02 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, June 15, 2019 5:05 PM
 To: Consumer Contact
 Subject: E-Form Repairs TRACKING NUMBER: 129126

CUSTOMER INFORMATION

Name: sean murphy
 Telephone: (407) 592-4332
 Email: Seanm10155@gmail.com
 Address: 1134 Chelsea parc dr. Minneola FL 34715

BUSINESS INFORMATION

Business Account Name: sean murphy
 Account Number: 1390-2
 Address: 1134 Chelsea parc dr. Minneola FL 34715

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Repairs against Utilities, Inc. of Florida

Details:

I woke up to find an above ground pipe at the edge of my property just Before the sidewalk had burst. As far as I know everyone in our neighborhood has this exact same piping in front of their house. It is directly next to my water meter. I called the water company to inform them of the leak and ask them to fix it as I did not want to be billed for the leaking water. I was told this leak was my problem and no one would come out to fix it. I was told they could shut off my water and that's it. I am confused how the water company can bill me for this leak when it's their pipes that broke but yet it's still my responsibility to fix. I am now missing work waiting for the water company to come turn off my water so that I can hopefully fix the broken pipe and get water turned back on to my house. I am confused on what the water company is responsible for other then sending me a bill since this pipe being broken is flooding the sidewalk, my yard and my neighbors yard. I feel this is an extreme lack of service and responsibility on the water company. Unfortunately there is only one water company so due to the monopoly I can not take my business elsewhere. "

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
 - 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 taken by Diane Hood

06/17/2019 - Company response received via Email. DScott.

6/19/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*The address 1134 Chelsea Parc Dr. listed as Clermont, FL., Minneola, FL., account number 1390-2 and customer's name Sean Murphy are not in Utilities, Inc. of Florida service area.

Shonna McCray

6/19/19: 10:47 a.m. Called Mr. Sean Murphy at 407-592-4332 to request additional information from the billing statements to determine which company is providing service. No answer; left message requesting a return call. Shonna McCray

6/19/19: Called Minneola Utilities Dept. at 352-394-3598 to determine if service if provided by the city. The service is provided by the city of Minneola; will notify customer. Shonna McCray

6/19/19: This inquiry closed. Shonna McCray

Case#: 1310618W; Name: BRIAN GIBSON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BRIAN GIBSON Svc. Address: 2863 SPYGLASS COVE Seminole County, (407)-754-7676 Longwood, FL 32779- Caller: BRIAN GIBSON Mailling Addr: 2863 SPYGLASS COVE LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 129127	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310618W Response Needed From Company? Y Date Due: 07/09/2019 <hr/> Reply Received: 07/01/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310618W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/17/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/30/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, June 15, 2019 9:34 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 129127

CUSTOMER INFORMATION

Name: Brian Gibson
 Telephone: (407) 754-7676
 Email: bg0309@hotmail.com
 Address: 2863 Spyglass Cove Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Utilities Inc
 Account Number:
 Address: 2863 Spyglass Cove Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

It's been a year since Utilities Inc sent me a letter that I have a large meter and have charged incorrectly. Our homeowners pays for my sprinkler system and I live in a 1200 square feet townhouse. I put in a complaint on their mobile app and by calling to have my meter checked and nothing has been resolved. Utilities Inc is the worst company and now they are charging other neighbors triple. We were even on the news due to the horrible problems we have been having. Utilities Inc needs to be investigated for their shady business tactics. Please help! We need some light at the end of the tunnel. Bills keep on getting higher each month Sometimes it's higher then my electric bill.

PSC was contacted previously "

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
 - 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 taken by Diane Hood

07/01/2019 - Company response received via Email. DScott.

7/2/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*The customers meter reads taken during the months of February through April 2019 were reviewed and UIF noted those that indicated a potential meter misread.

*The customer's account was not identified as having a potential meter misread.

*A copy of the usage history for 36 months was provided to the customer for review.

*Every customer's account was not affected by the meter read error.

*The utility recognizes errors were made and sincerely apologize for any inconvenience this may have caused.

*The rates charged to Mr. Gibson for water are regulated and approved by the FPSC.

*Customer provided with resolution via email.

Shonna McCray

07/10/2019 - Company response received via Email. DScott.

7/11/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response is duplicate of previous response; added to file. Shonna McCray

7/30/19: This inquiry closed. Shonna McCray

Case#: 1310905W; Name: FRANCESCO BOCCIA; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: FRANCESCO BOCCIA Svc. Address: 106 APACHE ST Lee County, (731)-630-4494 Lehigh Acres, FL 33936- Caller: FRANCESCO BOCCIA Mailing Addr: 1006 MARBLE AVE AVON PARK, FL 33825 Can Be Reached: Account #: E-Track #: 129161	Utility Information Company Code: SU749 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310905W Response Needed From Company? Y Date Due: 07/11/2019 <hr/> Reply Received: 06/19/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310905W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/19/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 76.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/25/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, June 19, 2019 12:47 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129161

CUSTOMER INFORMATION

Name: Francesco Boccia
 Telephone: (731) 630-4494
 Email: cpmortg@aol.com
 Address: 1006 Marble Avenue Avon Park FL 33825

BUSINESS INFORMATION

Business Account Name: unknown
 Account Number: unknown
 Address: 106 Apache St Lehigh Acres FL 33936

Water County Selected: Lee

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I purchased this property almost 3 years ago, I had service, then a tenant had service. The tenant moved out and I wanted to open service. I was informed that the owner previous to my owning had a balance of \$76.00 and that I would have to pay that in addition to the deposit. The title company received an estoppel letter saying 0 was owed.

I felt and continue to feel that I was forced to pay a bill that was not mine, or I would not have service.

Regards,

Frank Boccia "

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
 - 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 taken by Diane Hood

06/19/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, June 19, 2019 1:27 PM
To: PSCREPLY
Subject:RE: FL. PSC CATS NO: 1310905W FRANCESCO BOCCIA

Dear Mr. Castillo,

The name, Boccia Francesco, address 106 Apache St., Lehigh Acres, FL. do not appear in Utilities, Inc. of Florida service area. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@ uiwater.com
Direct: 321.972.0356 / Internal: 1356
200 Weathersfield Avenue, Altamonte Springs, FL 32714

Company response entered by R.Castillo

07/25/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1310918W; Name: ROBERT BONNER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JUDY BASS Svc. Address: 441 WILD OAK CIR Seminole County, (407)-872-7774 Longwood, FL 32779- Caller: ROBERT BONNER Mailling Addr: 441 WILD OAK CIR LONGWOOD, FL 32779- Can Be Reached: Account #: 0813500000 E-Track #: 129162	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310918W Response Needed From Company? Y Date Due: 07/11/2019 <hr/> Reply Received: 07/11/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310918W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/19/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/30/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, June 19, 2019 1:11 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129162

CUSTOMER INFORMATION

Name: Robert Bonner
 Telephone: (407) 872-7774
 Email: robert.e.bonner1954@gmail.com
 Address: 441 Wild Oak Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Judy Bass
 Account Number: 0813500000
 Address: 441 Wild Oak Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

On June 18, 2019, we received a water bill in the amount of \$356.04. The bill was for the billing period ending May 31, 2019. The bill reflected use of 71,960 gallons of water. It charged us \$1.56 per gallon for the first 3871 gallons; \$2.31 per gallon for the next 7742 gallons; and \$3.85 per gallon for the remaining 58,026 gallons.

Previously, our bills have ranged between \$75 and \$95 dollars per month.

When I inquired about the bill, I was advised that the meter had not been read since January, and that the bills from February through May had merely reflected "estimated" usage. This is outrageous. I don't mind paying a fair amount for water usage, but to be charged at an outrageously high rate for water that was used at some point between January and June makes no sense. Shouldn't Utilities Inc. be required to charge at the lower rate for their mistake, especially when they cannot say WHEN the water was actually used?

It is my understanding that all of the Utilities Inc. customers in the 32779 zip code have received similar obscenely high water bills. Please take this into account when Utilities Inc. comes for you once again seeking a rate increase for their substandard service. "

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
 - 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 taken by Diane Hood

07/11/2019 - Company response received via Email. DScott.

7/12/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Bass was billed 71,960 gallons on the 6/10/19 bill for service period 4/30/19 - 5/31/19.

*Her 7/10/19 bill was for service period 5/31/19 - 6/28/19 and it was for 24,310 gallons, \$165.64.

*Ms. Bass stated that when she inquired about her June bill, she was advised that the meter had not been read since January 2019 and bills from February through May had merely reflected "estimated" usage and that all of the customers in 32779 zip code had received similar obscenely high water bills.

*On 5/30/19, a letter was sent to those customers that were affected by incorrect meter reads taken during the months of February through April 2019.

*Accounts were reviewed by UIF for the meter reads taken during the months of February through April 2019 and noted those that indicated a potential meter misread.

*All Sanlando customers were not impacted.

*Ms. Bass' account was not identified as having a potential meter misread, a copy of her 36 months usage history is included with the response.

*On 7/3/19, staff received a call from the customer with no water.

*Staff met with the customer and found that the customer's plumber had cut and put a cap on their main feed line and above where they had taken out a 6 inch piece of pipe for a repair.

*Staff showed customer how to run a jumper from her only working faucet to a dead faucet to supply rest of house with water.

*The customer had a leak in the wall of the home and was making a repair to stop the leak.

*It is possible that the leak was present for a period of time and could have caused the high usage for 6/10/19 bill and over flowed into the 7/10/19 bill which was not a part of the meter misread issue.

*The 6/10/19 bill was a prorated bill because of a rate change that became effective on 5/31/19.

*A copy of the June and July bills are included with the response.

*The utility does not find that Ms. Bass has been incorrectly billed for usage.

Shonna McCray

7/30/19: This inquiry closed. Shonna McCray

Case#: 1311201W; Name: TODD GABLE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: TODD GABLE Svc. Address: 201 DUNCAN TRAIL Seminole County, (407)-774-5865 Longwood, FL 32779- Caller: TODD GABLE Mailling Addr: 201 DUNCAN TRAIL LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 129183	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1311201W Response Needed From Company? Y Date Due: 07/24/2019 <hr/> Reply Received: 07/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1311201W	Assigned to: REY CASTILLO Entered by: DVIZCARR Date: 06/21/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/26/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, June 21, 2019 10:05 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129183

CUSTOMER INFORMATION

Name: Todd Gable
 Telephone: (407) 774-5865
 Email: todd@gablefamily.us
 Address: 201 Duncan Trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Todd Gable
 Account Number:
 Address: 201 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Good morning,

Utilities Inc has been systematically billing our neighborhood inappropriately. After the local CBS Affiliate got involved, they finally admitted that they had a meter reader who did not know how to read the meters so had been estimating the whole time. Going by our billing history, this started in roughly December for our address (data below for reference). We have the same number of people and use the same amount of water, yet things were consistently higher for no apparent reason. Now we know why, but Utilities Inc will not say how or when they plan on rectifying their error and the over billing that was done (since they also use a tiered system so higher usage results in a higher rate). I've contacted them multiple times and cannot get a response. State Senator Simmons office was able to find out that they were going to credit the accounts or that we could request a refund check....but none of that has been communicated to the customers and since they won't respond when contacted how would any of that even work?

5/22/19 - 29 days 24,350 Gal
4/25/19 - 29 days 0 Gal
3/21/19 - 35 days 14,465 Gal
2/24/19 - 34 days 14,705 Gal
1/22/19 - 31 days 10,520 Gal
12/25/18 - 31 days 12,630 Gal
11/25/18 - 25 days 9,760 Gal
10/24/18 - 28 days 8,190 Gal
9/23/18 - 35 days 11,540 Gal
8/21/18 - 34 days 6,450 Gal
7/22/18 - 29 days 7,620 Gal
6/21/18 - 28 days 5,550 Gal
5/21/18 - 32 days 13,370 Gal

Thanks for your assistance."

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
 - 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 taken by Diana Vizcarrondo

07/01/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. Attachments printed and added to the file. DHood

"From: Todd G [<mailto:todd@gablefamily.us>]

Sent: Monday, July 01, 2019 1:03 PM

To: Consumer Contact

Subject: Re: E-Form Improper Billing TRACKING NUMBER: 129183

Good afternoon,

I am still waiting to be contacted by Utilities Inc of Florida, and I know per your letter that they have until July 12 (three weeks). Although I've contacted them three times now without a response, so we'll see. This is just additional information that can be appended to my case. This is the actual Meter on 6/1/2019 and again on 6/30/2019. That 30 day span shows us using 80-100g less on average per day than Utilities Inc says we use. Our habits have not changes, and with the heavy rain we get throughout May my lawn watering was reduced as well.

Again, this is just for reference.

Thanks again for your help,

Todd Gable"

7/24/19 Due date changed to 7/24/19 because case did not get sent to company. DVizcarrondo

07/12/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: Todd G [mailto:todd@gablefamily.us]

Sent: Friday, July 12, 2019 12:47 PM

To: Consumer Contact

Subject: Re: E-Form Improper Billing TRACKING NUMBER: 129183

Good afternoon,

It has been three weeks and I've not heard from anyone at Utilities Inc. I tried contacting them a third time two weeks ago but still haven't gotten a response. What are the next steps that PSC needs so that my case isn't closed automatically?

Thanks again for your help,

Todd Gable

Todd Gable"

07/12/19 I contacted Mr. Gable to discuss his concerns. I advised Mr. Gable that the utility company has 15 working days to respond to the complaint. I informed him that the company response is due on July 24, 2019. It appears that Mr. Gable understood. R.Castillo

07/24/2019 Company response received via email and forwarded to RCastillo. DHood

07/24/2019 Company response received via email and forwarded to RCastillo. DHood

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, July 24, 2019 10:58 AM

To: todd@gablefamily.us

Cc: PSCREPLY

Subject:FPSC REQUEST NO. 1311201W

Attachments:201 DUNCAN USAGE HISTORY.xlsx

Dear Mr. Gable:

This correspondence is in reference to your complaint to the Florida Public Service Commission

(FPSC) about a meter reader error that occurred in reading certain water meters of customers located in Sanlando system between February 2019 and April 2019. The utility reviewed the meter reads taken during the months of February through April 2019 and noted those that indicated a potential meter misread. Your account was identified as a potential meter misread. In this situation the water that passed through the meter was measured accurately but certain meters were read improperly which may have impacted the consumption billed in different tiered rates.

Your consumption between February and May, 2019 was reviewed, the consumption for April was "0" and the consumption for May was twice the monthly usage and was 24,350 gallons. Because there was not any water billed, for April, there was not any wastewater billed either. The wastewater charges cap out at 8,000 gallons per month, meaning that the May bill was only billed for 8,000 gallons, \$33.20 of the 24,350 gallons. The water billed was 4,000 gallons @ 1.54 per 1,000 for \$6.16, 8,000 gallons @ \$2.31 per 1,000 for \$18.48 and 12,350 gallons @ \$3.85 per 1,000 for \$47.55, total water usage charge \$72.19. The total usage charged for water and wastewater on the May bill is \$105.39. If the \$47.55 is removed from this charge it will reduce the usage charge to \$57.84 for May, but it will increase the April's usage charge from \$0.00 to \$59.19.

It is the 12,350 gallons that is in the 3rd tier on May's bill. By moving it to the April's bill that had no usage, the water would be 4,000 for \$6.16, 8,000 for \$18.48 and 350 gals for \$1.35, the wastewater will be charged for 8,000 gallons for \$33.20. The total water and wastewater usage charge for April will be \$59.19.

There would not be a credit to your account, there would be a charge added to your account because of the wastewater charges. \$59.19 for April plus \$57.84 for May = \$117.03. The current charge you are billed for usage on your account is \$105.39, the added charge would be \$11.64. It is not to your advantage to rebill the usage because of the misread in April. A copy of your usage history is included in the attached for your review.

The chart below provides the break down. I have attempted to explain it in detail above, I apologize for being so wordy in the process. Please do not hesitate to contact our Customer Service if you require additional assistance. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/26/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Friday, July 26, 2019 9:17 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Friday, July 26, 2019 9:08 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Good morning Elise,

Thank you for the clarification. However, my average use seemed to go up in December and stay higher than would be normal, looking back at the previous six months. I'm not sure when the under-trained reader started, but if it was around then and the reads were artificially high, then tacking on with a properly trained reader should have adjusted that back down. I know we don't have a leak (your tech confirmed this week) and our water usage habits have not really changed.

Our average use was 8,185g for the previous six months (June-Nov 2018) and 11,803g for the same period in 2018 (Feb-May). I know the meters were upgraded in 2017 so the reading should be easier, I'm just struggling to determine why the spike (particularly with a rainy April & May so no lawn watering). I can understand some deviation, but that seems to be a bit of a jump.

Thanks again for your help,

Todd Gable"

07/26/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

08/07/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Wednesday, August 07, 2019 9:27 AM
To: Consumer Contact

Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Wednesday, August 07, 2019 8:37 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Good afternoon,

I just wanted to follow up on this before the PSC closes the inquiry. As I said, my average use seemed to go up in December and stay higher than would be normal, looking back at the previous six months. I'm not sure when the under-trained reader started, but if it was around then and the reads were artificially high, then tacking on with a properly trained reader should have adjusted that back down. I know we don't have a leak (your tech confirmed this week) and our water usage habits have not really changed.

Using the numbers you provided, our average use was 8,185g for the previous six months (June-Nov 2018) and 11,803g for the same period in 2018 (Feb-May). I know the meters were upgraded in 2017 so the reading should be easier, I'm just struggling to determine why the spike (particularly with a rainy April & May so no lawn watering). I can understand some deviation, but that seems to be a bit of a jump.

Thanks again for your help,

Todd Gable"

08/07/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Wednesday, August 07, 2019 11:32 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Wednesday, August 07, 2019 10:39 AM
To: Elise Christian

Cc: PSCREPLY

Subject: Re: FPSC REQUEST NO. 1311201W

Good morning,

There are no internal leaks as we actually have newer, more water efficient appliances and hardware. I know that one the re-reads the technician you sent out left us a note that he did not detect any leaks either. As I said, I can understand some deviation in water used but there was quite the spike, which even your numbers stated show an approximate 150g swing in gallons per day.

I'm happy to have an inspector come out to test the meter again and the irrigation. Just let me know the best date he or she has available and I'll make sure that an adult is present for the inspection.

Thanks again for your help,

Todd Gable

On Wed, Aug 7, 2019 at 10:15 AM Elise Christian <ESChristian@uiwater.com> wrote:

Good Morning Mr. Gable,

The meter reader that caused the error only read the meters in February through April. The regular readers that had been reading for years were reading the meters before that time. That brings us to your question about the usage since the true up in May for 24,350. The usage per day for June and July is showing almost double to the usage per day on the reread history. It is possible there is an intermittent leak like a toilet that does not leak constantly but leaks down and then refills. If it is not frequent, one would have to be near it to hear when it pulls water. The old trick to catch that type is to put food coloring in the holding tank and see if the water changes color in the bowl. Another suggestion is to read your meter the first thing each morning to start a log to see how much water has been used since the day before. This is determined by logging all the numbers on the dial to start and subtract it from the next day read that is on the dial to = gallons used each day. Below is how it looks with the most current history since May 17th.

May 17th - June 17th Usage 10,870 - 30 days = 362 gallons per day average

June 17th - July 17th Usage: 9,410 - 30 days = 314 gallons per day average

On July 23rd reread for accuracy Usage: 790 - 6 days = 132 gallons per day average

On July 30th reread for accuracy Usage: 1,150 - 7 days = 164 gallons per day average

The meter is the device that is used by the utility to measure the water usage that is billed to you. It is the utility's responsibility to make sure that it is operating properly and is not over charging the customer. This done by testing the meter. I do not see that you have had a meter test performed

on the meter and you have not had an irrigation audit on your system. A meter test is made available to you at no cost to you when performed at your residence in your presence or a representative that is 18 or older. The irrigation audit is at no cost to you also. If you would like to have these performed, please contact Customer service at 866-842-8432 to arrange for them. I will not be in the office after today and will return on August 21st. If you know today that you want these performed, you can let me know today and I will issue a request for the technician to contact you to schedule them. Please provide the contact telephone number that the technician should use.

I look forward to us getting this resolved in a timely manner. The FPSC office is included in this response.

Best Regards,

Elise S. Christian
Commission Relations Liaison"

08/07/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Wednesday, August 07, 2019 11:33 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Wednesday, August 07, 2019 11:17 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Sounds good, thank you. "

08/07/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Wednesday, August 07, 2019 10:46 AM
To:Todd G
Cc:PSCREPLY

Subject:RE: FPSC REQUEST NO. 1311201W

Thank you for the information. I will issue a work order for the technician to contact you and the two of you will schedule the time to test the meter and do the irrigation audit. I will provide telephone number 407-774-5865 as the contact number for you. Please let me or Customer Service now if it should be changed.

Regards,
Elise

Company response entered by R.Castillo

08/22/2019 - Company response received via Email. DScott.

08/23/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Friday, August 23, 2019 7:39 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Thursday, August 22, 2019 3:57 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Good afternoon Elise,

I'm not sure what happened on those two days other than it's when Shawn was doing the work on our meter. Other than that nothing out of the ordinary that would spike it that much. We have taken some of Shawn's recommendations and installed low-flow sprinkler heads on one of our larger irrigation zones and also reduced the run times for all three zones as suggested, so hopefully we'll stay low going forward.

Unless you disagree, I think the PSC can close this case.

Thanks again for all your help and have a wonderful day,

Todd Gable

--

"And those who were seen dancing were thought to be insane by those who could not hear the music." - Friedrich Nietzsche

On Thu, Aug 22, 2019 at 3:40 PM Elise Christian <ESChristian@uiwater.com> wrote:
Good Afternoon Mr. Gable,

I was reviewing your account for the meter test and the irrigation audit that was completed on your service by Shawn. It looks like everything was working properly with the meter and your irrigation did not show any concerns. Shawn's notes indicated that he went over everything with you. I did notice the usage between August 15 and August 16, 278 gallons were used in one day. At that rate in 30 days the usage will be approximately 8,340 gallons for a month. Since you now have the usage for 24 hours between those two days, it would not be a bad idea to audit your usage by reading your meter for a few days to see if or when the usage goes up or down on certain days and review what was the requirement for water on the high day (s). Attached are copies of the meter test and the irrigation audit.

Please let me know if you require additional assistance.

Elise"

08/23/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Friday, August 23, 2019 7:40 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Thursday, August 22, 2019 4:12 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Thanks, and I'm fine with it being closed by the PSC at this point.

Have a great day,

Todd Gable

--

"And those who were seen dancing were thought to be insane by those who could not hear the music." - Friedrich Nietzsche

On Thu, Aug 22, 2019 at 4:04 PM Elise Christian <ESChristian@uiwater.com> wrote:

Mr. Gable,

Thank you for being our Customer. Please do not hesitate to contact me if you require additional assistance. It is your decision to let the FPSC know that your case can be closed.

Best Regards,

Elise

From: Todd G <todd@gablefamily.us>

Sent: Thursday, August 22, 2019 3:57 PM

To: Elise Christian <ESChristian@uiwater.com>

Cc: PSCREPLY@PSC.STATE.FL.US

Subject: Re: FPSC REQUEST NO. 1311201W

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

Good afternoon Elise,

I'm not sure what happened on those two days other than it's when Shawn was doing the work on our meter. Other than that nothing out of the ordinary that would spike it that much. We have taken some of Shawn's recommendations and installed low-flow sprinkler heads on one of our larger irrigation zones and also reduced the run times for all three zones as suggested, so hopefully we'll stay low going forward.

Unless you disagree, I think the PSC can close this case.

Thanks again for all your help and have a wonderful day,

Todd Gable"

Case#: 1311981W; Name: JAY JENSEN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JAY JENSEN Svc. Address: 101 JUNIPER LN Seminole County, (407)-496-3462 Longwood, FL 32779- Caller: JAY JENSEN Mailling Addr: 101 JUNIPER LN LONGWOOD, FL 32779- Can Be Reached: Account #: 1768454060 E-Track #: 129241	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1311981W Response Needed From Company? Y Date Due: 07/23/2019 <hr/> Reply Received: 07/22/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1311981W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/01/2019 Via: E-FORM Prelim Type: REPAIR PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/08/2019 Close Type: GI-11 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Monday, July 01, 2019 10:59 AM
 To: Consumer Contact
 Subject: E-Form Repairs TRACKING NUMBER: 129241

CUSTOMER INFORMATION

Name: Jay JENSEN
 Telephone: (407) 496-3462
 Email: jayloujen@gmail.com
 Address: 101 JUNIPER LN LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Jay JENSEN
 Account Number: 1768454060
 Address: 101 JUNIPER LN LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Repairs against Utilities, Inc. of Florida

Details:

There are required repairs to make to the toilet which leaks non-stop in my home. However, the valve to the toilet is frozen open and I need to shut-off the incoming water to the house. According to Utilities Inc. the valve handle is broken at the meter and needs replacement to operate. I have now made 3 requests to please, please, please replace the valve handle at the meter and at the point of frustration as water continues to go to waste.

Please help if you can!

Kind regards,

Jay Jensen "

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
 - 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 taken by Diane Hood

07/22/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, July 22, 2019 12:29 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1311981W JAY JENSEN

Dear Mr. Castillo:

This correspondence is in reference to Mr. Jay Jensen's complaint to the FPSC about a leak he had in his toilet and was unable to turn the water off at the meter to make the repair. Mr. Jensen is a customer at 101 Juniper Ln., Longwood, FL.

On July 3, 2019, staff met with Mr. Jensen at his residence, turned the water off so that he could make the repair. Staff installed a new curb stop on the utility's meter. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/08/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 11. R.Castillo

Case#: 1311986W; Name: MATTHEW MAGNES; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MATTHEW MAGNES Svc. Address: 314 COBLE DR Seminole County, (407)-535-3926 Longwood, FL 32779- Caller: MATTHEW MAGNES Mailling Addr: 314 COBLE DR LONGWOOD, FL 32779- Can Be Reached: Account #: 00292-65864 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1311986W Response Needed From Company? Y Date Due: 07/23/2019 <hr/> Reply Received: 07/22/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1311986W	Assigned to: ELLEN PLENDL Entered by: DROJAS Date: 07/01/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: DESANTIS Disputed Amt: 180.00 <hr/> Closed by: ELLEN PLENDL Date Closed: 10/15/2019 Close Type: WB-04 Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the amount of the bill in dispute is \$300.00

What is the date of the bill?

Customer states the bill is dated June 3, 2019.

Why do you believe you have been billed improperly?

Customer states the bill shows it includes a backbill for 50,000 gallons from February and April of 2019. Customer states the backbill is due to a company error. Customer states the monthly amount and backbill amount are not separated on the bill, therefore he is not sure if the backbill amount is \$180.00. Customer states he usually pays \$120.00 a month therefore, \$120.00 was deducted from the bill to find the backbill amount of \$180.00. Customer states he would like to make sure he is not being charged the high volume usage rates on the backbill. Customer states the Utility was not able to explain the charges and calculations that were made.

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 days 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
- e) confirmation 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 taken by Daisy Rojas

07/22/2019 - Company responses received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Monday, July 22, 2019 11:31 AM

To: happymys@gmail.com

Cc: PSCREPLY

Subject: FPSC Request No. 1311986W

Attachments: 2.24.19 magnes.pdf; 3.21.19.pdf; 4.25.19.pdf; 6.3.19.pdf

Dear Mr. Magnes:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about 50,000 gallons of usage back billed to you for service from February through April, 2019 and that the back usage was due to a company error. You requested a break down for the charges and the rates charged for each tier billed for water.

On February 24, 2019 you were issued a bill for service period January 14, 2019 – February 18, 2019 and usage was for 3,340 gallons.

On March 21, 2019 you were issued a bill for service period February 18, 2019 – March 20, 2019 and usage was for 15,680 gallons.

On April 25, 2019 you were originally issued a bill for 5,320 gallons for service period March 20,

2019 – April 23, 2019 the usage billed was too low. It was rebilled for 37,590 gallons.

On 6/3/19 (late May bill) a bill was originally issued for 62,120 gallons for service period April 23, 2019 – 5/20/2019, the usage billed was corrected to 29,850 gallons.

A copy of each bill with the detailed charges are included with this correspondence. Each bill indicates all payments that were received since the prior bill and by the date of the current bill. The following is the breakdown for water tiers and charges and the wastewater charges that are on the bills.

The water usage is billed in 3 tiers at a per 1,000 gallon rate. Tier one 0-4,000 gallons @ \$1.54 – Tier two 4,000 gallons - 8,000 gallons @ \$2.31 and all water usage above 12,000 gallons is at the 3rd tier @ \$3.85.

The wastewater is bill @ \$4.15 per 1,000 gallons with a cap billed up to 8,000 gallons per bill.

Please contact our Customer Service at 866-842-8432 if additional assistance is required. The FPSC is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/22/19 Company response received via email. R.Castillo

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, July 22, 2019 11:56 AM
To: Matthew & Melissa M.
Cc: PSCREPLY
Subject: RE: FPSC Request No. 1311986W

Mr. Mages,

Thank you for your question. The utility accepts the fact that there was an error when under billing some of the customers for usage during the period involved. We extend a sincere apology to you for the inconvenience that was caused. In response to your question, the service was provided to

the customers and there is a cost for the utility to provide the service. The utility is allowed to collect for under billed service just as it is required to provide a credit to the customer if it over bills the customer. The utility is required to provide a deferred payment arrangement to the customer for the added charges up to the number of months involved and if additional time is required, it is available too. Again, a sincere apology is extended to you for the inconvenience.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/08/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

08/22/2019 Received email as follows:

From: CRM.CitizenServices [mailto:CRM.CitizenServices@eog.myflorida.com]
Sent: Thursday, August 22, 2019 11:32 AM
To: Ellen Plendl
Subject: Governor's Assignment | Case Number: 736,234? | EOG:000530800

Case Number:736,234?

OriginPhone?
EOG SourceCitizen Services?
Created On8/22/2019 11:18 AM?
Letter Date?
PriorityDefault?

Case Attribute(s)
Attribute
Utilities | Water Issues?

Primary Contact Information

First Name?Matthew?Last Name?Magnes?Phone?407-553-8008?
?407-535-3926?
City??County??State??

??Email??

??

Address Line 1??

Address Line 2??

??

Organization /

Additional Information??

?407-535-3926?

??

??

??

??

Description

Note

He has a complaint about the PSC's poor oversight over a water utility.

I informed him that PSC does not have oversight over water utilities in the state. I suggested he reach out to his county commissioners (BOCC) regarding any concerns about a water utility.

He says that he has a complaint ticket in with the PSC already, he is calling us to complain about the way PSC is overseeing this water utility.

I told him the Governor only has purview over agencies, they have their own regulations. I explained again to my knowledge PSC does not oversee water utilities but since he has already corresponded with PSC, I will email them on his behalf but I do think it is best he reach out to his BOCC.

Water Company Name: Utilities Inc. in Longwood, FL.

He will reach out to his BOCC but he would also like us to send an email.

I emailed PSC. ?

Case Assignment

Assigned To:?PSC - Public Service Commission?Due Date:??8/23/2019 11:18 AM?

You have an assignment from the Executive Office of the Governor.

Please have staff review and respond as appropriate.

Please copy the link below to close the assignment, provide resolution information or request an extension/reassignment.

[Click Here to Update the Case](#)

If you have questions about this assignment, please send an email to
CRM.CitizenServices@eog.myflorida.com.

Sincerely,

?

?NyChelle?Waiters?

Office of Citizen Services

Executive Office of the Governor

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

08/22/2019 Contacted Mr. Magnes, who remains dissatisfied with the inquiry. He requests the company not contact him because he feels harrassed at this point. I advised that we will request the information and respond back to him. eplendl

08/22/2019 FAX TO CO. Mr. Magnes states that the company did not offer a payment arrangement at the outset of determining customers in his community were misbilled. He states that he had to request a payment arrangement and that it was granted. However, now the company is penalizing his account by billing late payment charges each month for the company's error. He states that the company has not been able to show mathematically how the account was trued up, nor how the true up billing has been properly billed at the appropriate tiered rates by month. He states that in the midst of the true up, the company increased its rates further exacerbating the true up by overbilling the true up with the new rates. He also states that with the payment arrangement and his adherence to the payment arrangement schedule, the bill does not adequately show that the payment he is making is going towards the payment arrangement and thus, his account is now incurring late payment charges and also affecting his credit rating because the company no longer considers his account a prompt payment record due to the company error.

**** Please do NOT contact the customer by phone, email or letter as he believes the company is harrassing him stating the same talking points over and over****

1) Please provide bill copies for June, July and August 2019.

2) Please provide consumption history for January 2017 - August 2019.

- 3) Please show the gallonage billed for the affected months, February - June.
- 4) Please show how the gallonage should have been billed by month, if it was properly billed. Please show in chart form by month by as billed and rebilled.
- 5) Please show the mathematical calculation by month on the rebilled charges and what the charges should have been if billed appropriately.
- 6) Please show the mathematical calculation by each tier by month to demonstrate that not only did the company calculate the backbill appropriately, but that it was billed before the new rate increase took effect. Please show in chart form by month and by tier.
- 7) Please consider issuing the customer a credit adjustment for all late payment charges incurred from February 1, 2019 to present. Indicate amount of credit issued and date posted.
- 8) Please indicate if the company will note the customer's account that no further late payment charges should be incurred as a result of the payment arrangement that stemmed from the company's error.
- 9) Please indicate if the company will consider a credit adjustment for the inconvenience this customer has experienced as a result of the company's error.
- 10) Please provide another report by September 4, 2019. eplendl

08/22/19: Complaint reopened and reassigned to E.PLendl. RRoland

09/05/2019 Received report by email. eplendl

09/05/2019 Received report by email. eplendl

09/05/2019 Received report by email. eplendl

09/05/2019 Reviewed report. UIF advised that on On August 22, 2019 the Communication Director contacted Mrs. Magnus by telephone to address their concerns, she told the Director she would be calling him back later in the week or next week to discuss after she had time to review the bills with her husband. The company has not received a return call. On September 3, 2019, the company sent an email to the customer.

The company has issued credit for the July and August late payment charges. The credit for the

July charge appeared on the August bill. The August credit will appear on the September bill.

The company agreed to a 4 month payment arrangement beginning with the August 2019 bill. The deferred amount is \$199.91 and the total balance was \$440.87.

The company stated that there was no adjustment due.

The company previously explained that it was a meter reading error on the part of the company. The water was provided and the company stated there was no adjustment due. eplendl

09/05/2019 Reviewed report. The company provided the late payment charge history. eplendl

09/05/2019 Reviewed report. The company provided an updated calculation sheet. eplendl

09/05/2019 I contacted Ms. Christian and indicated if the company had not reallocated part of the true up consumption into April, and left it in May, the wastewater cap charge would not have increased. I calculate:

Was billed error

	Tier 2	Tier 3	Wastewater	
April	5320 gallons	\$3.05	\$0.00	\$22.08
May	62120 gallons	\$18.48	\$192.96	\$33.20

Total \$269.77

corrected bill	Tier 2	Tier 3	Wastewater	
April	5320 gallons	\$18.48	\$98.52	\$33.20
May	62120 gallons	\$18.48	\$68.72	\$33.20

Total \$270.60

Customer was rebilled \$0.83 more in the corrected bill than if April had not been recalculated to maximize the second tier and also hit the wastewater maximum.

09/05/2019 Sent email to UIF. eplendl

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Thursday, September 05, 2019 4:18 PM
To: Elise Christian <ESChristian@uiwater.com>
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

CAUTION: This email originated from outside of the organization. Do not click links or open

attachments unless you recognize the sender and verify that the content is safe.

Was billed error

		Tier 2	Tier 3	Wastewater
April	5320 gallons	\$3.05	\$0.00	\$22.08
May	62120 gallons	\$18.48	\$192.96	\$33.20

Total \$269.77

Corrected bill		Tier 2	Tier 3	Wastewater
April	5320 gallons	\$18.48	\$98.52	\$33.20
May	62120 gallons	\$18.48	\$68.72	\$33.20

Total \$270.60

Customer was rebilled \$0.83 more in the corrected bill than if April had not been recalculated to maximize the second tier and also hit the wastewater maximum.

If the company had left the true up into May into the third tier yes, the third tier water charges would have gone up, the wastewater would have stayed the same, but April second tier would not have been adjusted and thus the wastewater charge would not have been maximized.

I feel the customer is owed \$0.83.

Please let me know your thoughts.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

09/05/2019 Received bill copies for February - June. eplendl

09/05/2019 Reviewed the bill copies, which appear to show the recalculated amount and not the as billed error amounts. eplendl

09/05/2019 I spoke with Ms. Magnes and discussed the billing and corrected billing. I also emailed her a copy of the billing chart. I will call her on September 6 to discuss the billing chart. eplendl

09/06/2019 I contacted Mr. Magnes, who stated that Ms. Magnes was not available. He stated that he was done with this matter. He remained dissatisfied with the poor level of customer service he received from the company and he still feels his account was improperly billed and overbilled. He states that the charges were not in line with even his highest month of previous consumption. He states he will be reaching out to his elected officials until the rules change. He stated he did not wish to discuss this matter further and that the inquiry should be closed. I will send the customer a letter. eplendl

09/06/2019 Sent email to UIF to request the original as billed copies. eplendl

09/09/2019 Received email as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, September 09, 2019 7:43 AM
To: Ellen Plendl
Subject: FW: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

When the account has been rebilled, the incorrect bill is no longer available. Only the details that were sent to you is available.

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

09/09/2019 Sent email as follows:

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Monday, September 09, 2019 7:49 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

Hi Elise,

Thanks for letting me know.

Any information on the request of credit for the \$0.83 difference?

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

09/09/2019 Received email as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, September 09, 2019 8:05 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

I have thought about this and am not understanding how you got the credit all weekend? I am not clear on what bill we are removing the water from to add 2,680 gallons to the April bill to bring the adjusted cons from 5,320 gals to 8,000 gals to max out the wastewater to \$33.20 and bill water in tier 1 for 4,000 gals and tier 2 for 4,000 and nothing in tier 3?

Can you please take the spread sheet that I sent to you and make the correction the way you calculated it for the months and usage involved so that it is clearer for me to understand. I do not have a problem with providing the water credit if it is due to the customer. I just need to make sure that what I present to the finance person is acceptable.

Thank you,
Elise

09/09/2019 Sent email as follows:

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Monday, September 09, 2019 8:14 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

If the April bill had been left as is, just as the February bill was left as is, the wastewater charges would have remained the same.

All the additional consumption would have been included in the third tier of billing in May, as was in the was billed error, and the May wastewater had already hit the threshold.

Was billed error

		Tier 2	Tier 3	Wastewater
April	5320 gallons	\$3.05	\$0.00	\$22.08
May	62120 gallons	\$18.48	\$192.96	\$33.20

Total \$269.77

		Tier 2	Tier 3	Wastewater
April	5320 gallons	\$18.48	\$98.52	\$33.20
May	62120 gallons	\$18.48	\$68.72	\$33.20

Total \$270.60

Only tier 2, tier 3 and wastewater were affected. Tier 1 remained the same for each month.

The difference is \$0.83 in the was billed error because of the way April and May were originally allocated.

$$\$270.60 \text{ (rebilled)} - \$269.77 \text{ (as billed error)} = \$0.83$$

09/09/2019 Received email as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, September 09, 2019 9:13 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

Okay, it is in my head now. If we had not rebilled the 4 months at all in an effort to spread the usage into what was thought to be the appropriate months usage and tiers, and left the four bills and usage just as they were originally billed he would have owed \$0.83 less than the rebilled. By rebilling the usage under the corrected method, it cost him \$0.83. Incorrect 4 months billed amount for total usage of 86,460 gallons was \$373.10 and corrected by rebilling the tiers for total usage of 86,460 gallons cost was \$373.93 and cost him \$0.83. He deserves the \$0.83 credit added back to his account. I will be adding that credit to his account.

Thanks,
Elise

09/09/2019 Contacted Ms. Christian, who confirmed the \$0.83 credit will appear on the customer's September bill, as will the credit to adjust the August late payment charge. eplendl

09/13/2019 A letter was sent to the customer. eplendl

September 13, 2019

Mr. Matthew Magnes
314 Coble Drive
Longwood, FL 32779

RE: FPSC Inquiry 1311986W

Dear Mr. Magnes:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You expressed a concern that UIF improperly billed your account.

Rule 25-30.261, Florida Administrative Code (F.A.C.), indicates that the utility will read its service meters at regular intervals. Rule 25-30.335, F.A.C., indicates that a utility will render bills to customers at regular intervals, and each bill shall indicate: the billing period covered; the applicable rate schedule; beginning and ending meter reading; the amount of the bill; the delinquent date or the date after which the bill becomes past due; and any authorized late payment charge. Rule 25-30.350, F.A.C., indicates that the company can backbill customers for up to 12 months for any undercharge in billing that results from the utility's mistake.

We have learned from UIF that your meter has been registering your monthly water consumption. However, the UIF meter reader underreported the meter readings in February, March, and April and although you received monthly bills, the consumption you were billed for was not wholly reflective of the consumption recorded on the water meter. When the company recognized the error, UIF obtained a verified meter reading and recalculated the bills issued to you in February, March and April. Your June 3, 2019 bill reflected the true up for the usage that registered on the meter but had not been billed.

UIF reports that between January 14, 2019, and May 20, 2019, consumption totaling 86,460 gallons registered on your water meter. UIF did not make any adjustments to the February or March bills, showing consumption of 3,340 and 15,680 gallons, respectively.

Your original April bill reflected consumption of 5,320 gallons and once the company took a verified meter reading, your meter reflected an additional 62,120 gallons of consumption, partly used in May and partly between February and April, during the period of underreporting.

The UIF tariff for residential water service reflects billing to be calculated as follows:

"\$1.54 per 1,000 gallons for the first 4,000 gallons

"\$2.31 per 1,000 gallons for the next 8,000 gallons

"\$3.85 per 1,000 gallons above the first 12,000 gallons

The UIF tariff for residential wastewater service reflects billing as follows:

"\$4.15 per 1,000 gallons with a cap at 8,000 gallons

The maximum wastewater charge per month is \$33.20.

When UIF recalculated 32,270 of consumption billed on the June 3, 2019 bill and reallocated that consumption into April, it maximized each April billing threshold, and the wastewater charges reached the maximum cap of 8,000 gallons. The 32,270 offset reduction in gallonage for May and reduced the gallonage billed in the third tier. I have enclosed a billing chart, which shows the thresholds your account was originally billed and how UIF reallocated the true up billing for your records.

Based on the company's original billing, including the true up, April and May's second and third tiers, plus the wastewater charges totaled \$269.77. Based on the company's recalculation, the second and third tier, plus the wastewater charges totaled \$270.60, a difference of \$0.83. On September 9, 2019, UIF issued a \$0.83 credit to your account. This credit will appear on your account on your September bill.

Your account also incurred late payment charges of \$6.45 each on your July and August bills. The UIF issued adjustments for both late payment charges, one of which appeared on your August bill and the remaining credit will appear on your September bill.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by September 30, 2019; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Enclosure

10/15/2019 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1312031W; Name: SUE LASINE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: SUE LASINE Svc. Address: 2082 BILTMORE PT Seminole County, (407)-430-6093 Longwood, FL 32779- Caller: SUE LASINE Mailling Addr: 2082 BILTMORE PT LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1312031W Response Needed From Company? Y Date Due: 07/24/2019 <hr/> Reply Received: 07/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1312031W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/02/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/09/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: Sue Lasine [mailto:srlasine@yahoo.com]
 Sent: Monday, July 01, 2019 2:41 PM
 To: Consumer Contact
 Subject: Utilities inc

This company is so poorly run that someone needs to step in to straighten things out..my bills have increased 3x over the last 2 months. When you call you never can get through. I've called 4 times today and hung up after waiting 5+ minutes. Last week when I did get through, Civa told me someone would come out the next day to check for meter malfunction and leaks

No one ever contacted me regarding the check.

I finally did get through today only to be told he came and found no leaks. And there is a charge to check a meter???

So supposedly someone will call and set an appt to check the meter.

I know they have raised their fees, but not triple the amount. They also sent a letter stating there were errors in reading certain meters and bills would be adjusted.

The management needs to be investigated. I also plan to contact Scott Plakon and also let him know what a poorly run company it is, and how the consumer is at the mercy of this terrible company

Sue Lasine

407. 430 6093 "

"-----Original Message-----"

From: Sue Lasine [mailto:srlasine@yahoo.com]
Sent: Monday, July 01, 2019 6:11 PM
To: Consumer Contact
Subject: Re: Utilities inc

Sue Lasine
#1645700000
2082 Biltmore Pt
Longwood, FL. 32779. (Service and billing address)
Thanks in advance"

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
 - 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 taken by Diane Hood

07/24/2019 Company response received via email and forwarded to RCastillo. DHood

07/24/2019 Company response received via email and forwarded to RCastillo. DHood

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent:Wednesday, July 24, 2019 2:09 PM

To:srlasine@yahoo.com

Cc:PSCREPLY

Subject: FPSC REQUEST NO. 1312031W

Attachments: 2082 Biltmore Meter Test 7.8.19.pdf; 2082 Biltmore Usage History.xlsx

Dear Ms. Lasine:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the amount of your May 15, 2019 and June 16, 2019 bills for water service at 2082 Biltmore Point, Longwood, FL.

Review of your account shows that on June 24, 2019 you contacted the utility to inquire about the usage billed to you. A work order was issued for June 25th to reread your meter for accuracy and to check for any visible leaks. The meter was reread and the read was in line with the previous read for the bill, it was 2576660 and your usage since June 5, 2019 showed as 48,680 gallons. Staff did not notice any visible leak while at the residence. Because you expressed dissatisfaction about the findings, you requested your meter to be tested for accuracy. On July 8, 2019, your meter was tested at your residence at no cost to you. The meter test was performed in your presence and it was operating properly, it met the FPSC required accuracy level for water meters. If you are not satisfied with the meter test that was performed at your residence, a bench test is available. The meter is sent to an independent vendor for testing. There is a cost to you for the test if the meter does not show that you are being over charged for water. If the meter shows that it is not working properly and is over charging you for water, there is not a charge to you and your account will be adjusted to the error. A copy of the test is included with this correspondence.

You inquired about the meter read misread that occurred between February and May, 2019 with some addresses in the Sanlando System. The meter reads were reviewed for those months and noted those customers that indicated a potential meter misread. Your account was not affected by the misread. In reference to your inquiry about the fees charged for water and wastewater, the largest increase was on September 5, 2017. The bills did increase almost twice the amount for the same usage before the increase. Your usage has remained relatively consistent throughout, it is the increase in the rate that resulted in a higher bill for the same usage before the September 5, 2017 increase. A copy of your usage history is included for your review.

Please contact our Customer Service at 866-842-8432 if you require additional assistance. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/09/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1312143W; Name: MARY GUSTAFSON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: MARY GUSTAFSON Svc. Address: 440 TWISTING PINE CR Seminole County, (407)-461-4900 Longwood, FL 32779- Caller: MARY GUSTAFSON Mailling Addr: 440 TWISTING PINE CR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1312143W Response Needed From Company? Y Date Due: 07/24/2019 <hr/> Reply Received: 07/22/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1312143W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 07/02/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 08/15/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/14/2019

Mary Gustafson
 440 Twisting Pine Cr
 Longwood, FL 32779
 Phone: (407) 461-4900
 Email: mary@oneoakteam.com

RE: Utilities Inc
 PO Box 11025
 Lewiston, ME 04243
 Phone: (866) 842-8432

Subject: water company

The entire area of Seminole County being serviced by this utility company has been charged excessively since the company was sold. Our bill used to be around \$60-90 per month. Our last two bills have been in excess of \$200 and they state that we have a useage of over 37,000 gallons. My husband and I are the only two people in the house. Last night on News 6 this story was covered as this is a

massive area that is incurring this billing nightmare. I could also send you a link of conversations of residents in the surrounding areas whose bills have gone up as high as \$400. There is seemingly no resolution by the utility company. They sent out a letter stating that errors were made as untrained people were reading the meters.

However our next bill came in only about \$3.00 lower. Something needs to be done. No one can understand what has happened. Please can you help us.

Thank you. "

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
 - 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 taken by Diane Hood

Customer correspondence was forwarded to the PSC via email from the Attorney Generals Office.

07/22/2019 - Company response received via Email. DScott.

7/31/19: REVIEWED COMPANY RESPONSES. Response 1 indicates the following:

*As stated in the letter that was sent to the customers, all customers were not affected.

*Review of the Gustafson's account does not indicate that their account was affected.

*In the complaint the customer stated that their bills used to be around \$60.00 - \$90.00 per month,

their last two bills have been in excess of \$200.00 and that they were billed for 37,000 gallons usage.

*The usage and bill history was provided to the customer for review.

*The history goes back to 2008.

*There was a significant rate increase that became effective 9/5/17.

*The same amount of usage in 2017 will be higher on the current bills under the new rate.

Response 2 indicates the following:

*Mr. and Ms. Gustafson are customers at 440 Twisting Pine Cir., Longwood, FL.

*Ms. Gustafson stated in her complaint that her bills normally run between \$60.00 - \$90.00 a month and their last two bills were in excess of \$200.00 and usage over 37,000 gallons.

*Mr. and Ms. Gustafson's account and usage was not affected by the meter reader error.

*On 7/22/19 written correspondence was sent to them that included their usage history and bill history since 2008 for their review.

*The PSC was included in the correspondence to them and a copy was provided with the response.

Shonna McCray

7/31/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE PROVIDE COPIES OF THE CUSTOMER'S BILLING STATEMENTS FOR THE LAST 18 MONTHS. PLEASE PROVIDE RESPONSE BY 8/9/19. Shonna McCray

8/2/19: Response received via email. Shonna McCray

8/2/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided copies of the billing statements for the period of 2/8/18 thru 7/10/19. Shonna McCray

8/2/19: Created spreadsheet using the billing statements provided; noted the following:

*The customer's bills are usually over \$100.00 per month, with the exception of the 3/12/19 bill in the amount of \$87.40.

*The customer's highest bill was \$250.43 (8/14/18).

*The customer was billed the late fee of \$6.45 several times.

It appears the customer has been billed correctly. Shonna McCray

8/15/19: This inquiry closed. Shonna McCray

Case#: 1312708W; Name: PATTI DADAMO; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PATTI DADAMO Svc. Address: 1814 PLEASURE DR Pasco County, (727)-336-7869 Holiday, FL 34691- Caller: PATTI DADAMO Mailling Addr: 1814 PLEASURE DR HOLIDAY, FL 34691- Can Be Reached: Account #: 218940-2468 E-Track #:	Company Code: WU372 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1312708W Response Needed From Company? Y Date Due: 07/31/2019 <hr/> Reply Received: 07/31/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1312708W	Assigned to: SHONNA MCCRAY Entered by: DROJAS Date: 07/10/2019 Via: PHONE Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 08/15/2019 Close Type: GI-28 Apparent Rule Violation: N

Preclose type - Improper Disconnect

Are you currently without service?

Customer states she is currently without service.

When was the service disconnected?

Customer states she was disconnected today 07/10/19.

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice?

Customer states she received a disconnect notice dated 06/25/19.

Other Comments:

Customer states she made her payment on 07/08/19. Customer states she is now being charged a disconnection fee of \$36.00, however she made her payment two days prior to being disconnected.

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 days 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
 - e) confirmation 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 taken by Daisy Rojas

07/31/2019 - Company response received via Email. DScott.

8/1/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Ms. Patti Dadamo's complaint concerns the reconnect fee charged to her for restoring her water service on 7/10/19, at 1814 Pleasure Dr., Holiday, Fl., after it had been disconnected for non-payment of her bill dated 5/28/19 that was due by 6/19/19.
- *The requested payment had not been received in the utility's office before the service was disconnected.
- *The payment was made through an outside vender by Ms. Dadamo and would later be forwarded electronically to the utility.
- *The customers are encouraged to notify the utility when they have made a payment after the due date for their bill because of the venders processing time before the payment is delivered to the utility.
- *The utility was unable to reach Ms. Dadamo by telephone at 727-336-7869 to address her concerns.
- *Messages were left at her voice mail with a request for a return call.
- *As of 7/31/19, she has not returned the call.
- *Written correspondence was mailed to her that addressed her concerns.
- *She was informed that the reconnect fee was waived as a onetime courtesy.
- *A copy of the past due bill, the past due notice and the correspondence that was sent to Ms. Dadamo are included with the response.

Shonna McCray

8/6/19 1314293W was a duplicate complaint forwarded by Attorney General. Copy of complaint below and deleted 1314293W. DVizcarrondo

"Please review the "incorporated" Internet correspondence, located between the quotation marks

on this form, in which the customer reports the following:

"INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 07/10/2019

Patti DAdamo
1814 Pleasure Drive
Holiday, ----
Email: pattid1970@gmail.com

RE: Utilities, Inc.
200 Weather's field Avenue
Altamonte Springs
Transaction Date: 7/8/2019
Payment Method: Cash

Subject: Wrongful charges

A utility payment was made on July 8th 2019 but service was disconnected on July 10th 2019 company refuses to turn back on service without a \$36 reconnection fee. Transaction number 9 68796 account number 216-940-2468. "

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
 - 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 taken by Diane Hood

Customer correspondence was forwarded to the PSC via email from the Attorney Generals Office.
7/25/2019 Added the amount in dispute and resubmitted via CATS. DHood"

8/15/19: This inquiry closed. Shonna McCray

Case#: 1313037W; Name: SUSETTE PERCY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: SUSETTE PERCY Svc. Address: 108 COBLE COURT Seminole County, Longwood, FL 32779- Caller: SUSETTE PERCY Mailling Addr: 108 COBLE COURT LONGWOOD, FL 32779- Can Be Reached: Account #: 8553800000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1313037W Response Needed From Company? Y Date Due: 08/05/2019 Reply Received: 08/05/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N Request No: 1313037W	Assigned to: ELLEN PLENDL Entered by: EPLENDL Date: 07/15/2019 Via: MAIL Prelim Type: IMPROPER BILLS PO Officer: RANDY ROLAND Disputed Amt: 194.32 Closed by: ELLEN PLENDL Date Closed: 10/02/2019 Close Type: WB-04 Apparent Rule Violation: Y

See attached correspondence in which the customer reports:

July 10, 2019
Utilities, Inc.
PO Box 160609
Altamonte Springs, FL 32716-0609
RE: 108 Coble Ct. Longwood, FL 32779
Acct # 8553800000

To Whom It May Concern,

When I contacted you by telephone last week, you explained that the abnormally high water bill was caused by your underbilling me for the months of February, March and April, 2019. You chose to charge me the underbilled amount in addition to the normal water us~ge on my June 24, 2019 bill. This total charge inflated the cost for water usage from the normal cost of \$2.31 per 1 ,000 gallons to \$3.85 per 1 ,000 gallons. Therefor you have over charged me \$1.54 per 1 ,000 gallons for 126,180 gallons or\$ 194.32. Since the bill has already been paid, please credit the next bill for that amount.

Respectfully,

Susette Percy

C: Public Service Commission of Florida /
Honorable Scott Plakon, State Representative

07/15/2019 FAX TO CO. See above and attached correspondence in which the customer states the company underbilled her account February, March and April 2019. She states that she received a high bill in June 2014. She states that the additional consumption billed on the June statement to true up previous bills resulted in the charges being billed at the highest tier than they would have been billed in February, March and April 2019.

- 1) Please indicate the reason the company underbilled the customer in February, March and April 2019.
- 2) Please indicate if the company has obtained actual or estimated meter readings for each of the previous 12 months. If any months were estimated, please indicate the reason.
- 3) Please provide the last 12 bill copies and indicate if any were marked estimate.
- 4) Please indicate if the company will consider adjusting the charges equal to what they would have been billed if the June charges had been billed appropriately in February, March and April 2019. If so, indicate date and amount of credit issued. If not, state reason.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Ms. Susette Percy.

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
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:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, FI 32399

Case taken by Ellen Plendl

07/15/2019 Sent acknowledgement as follows:

July 15, 2019

Ms. Susette Percy
108 Coble Court
Longwood, FL 32779

RE: FPSC Inquiry 1313037W

Dear Ms. Percy:

This is to acknowledge receipt of your correspondence to the Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida. We appreciate the opportunity to assist you.

We have filed an inquiry with the company, and upon completion of the investigation, we will contact you. Please be advised that since this is a billing complaint, FPSC staff may request account information from you or the company.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

08/05/2019 - Company response received via Email. DScott.

08/05/2019 Reviewed report. UIF advised that the customer's meter has been registering her monthly water consumption. However, the UIF meter reader underreported the meter readings in February, March, and April and although she received monthly bills, the consumption she was billed for was not wholly reflective of the consumption recorded on the water meter. When the company recognized the error, UIF obtained a verified meter reading and recalculated the bills issued to you in February, March and April. The customer's June 3, 2019 bill reflected the true up for the usage that registered on the meter but had not been billed.

The customer's monthly consumption reflected:

Meter Reading Date Gallonage

August 14, 2018 36,480

September 17, 2018 29,190

October 15, 2018 43,800

November 30, 2018 63,840

December 10, 2018 37,040

January 14, 2019 70,140

February 18, 2019 8,740*

March 19, 2019 10,640*

April 23, 2019 8,000*

May 20, 2019 138,180

June 14, 2019 25,970

July 17, 2019 12,950

Total 12 Month Gallonage 452,130

Average Monthly Gallonage 37,678

Under Reported Months*

After the PSC filed your inquiry with UIF, the company reviewed the recalculated charges and determined that an additional credit of \$13.27 was due to the customer's account due to a miscalculation of the tiered charges. This credit appeared on the July 22, 2019 bill. UIF also billed a \$6.45 late payment charge to her account, which appeared on the same bill. UIF issued an additional \$6.45 credit adjustment, which will appear on the customer's August bill.

UF indicates that the customer's total usage from February, March and April 2019 was 165,500 - 27,380 (already billed) = 138,180 true up billed on June 3, 2019 bill.

Tiers broken down per month

4 x 4,000 = 16,000 first tier
4 x 8,000 = 32,000 second tier
117,560 in third tier.

Wastewater capped at 8,000 gallons.

Company originally billed \$564.44 recalculation and corrected tiers to \$551.17, resulting in a credit of \$13.27.

On August 5, 2019, a letter was sent to the customer. eplendl

08/06/2019 A letter was sent to the customer. eplendl

August 6, 2019

Ms. Susette Percy
108 Coble Court
Longwood, FL 32779

RE: FPSC Inquiry 1313037W

Dear Ms. Percy:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You expressed a concern that UIF improperly billed your account.

Rule 25-30.261, Florida Administrative Code (F.A.C.), indicates that the utility will read its service meters at regular intervals. Rule 25-30.335, indicates that a utility will render bills to customers at regular intervals, and each bill shall indicate: the billing period covered; the applicable rate schedule; beginning and ending meter reading; the amount of the bill; the delinquent date or the date after which the bill becomes past due; and any authorized late payment charge.

We have learned from UIF that your meter has been registering your monthly water consumption. However, the UIF meter reader underreported the meter readings in February, March, and April and although you received monthly bills, the consumption you were billed for was not wholly reflective of the consumption recorded on the water meter. When the company recognized the error, UIF obtained a verified meter reading and recalculated the bills issued to you in February, March and April. Your June 3, 2019 bill reflected the true up for the usage that registered on the meter but had not been billed.

After we filed your inquiry with UIF, the company reviewed the recalculated charges and

determined that an additional credit of \$13.27 was due to your account due to a miscalculation of the tiered charges. This credit appeared on your July 22, 2019 bill. UIF also billed a \$6.45 late payment charge to your account, which appeared on the same bill. UIF issued an additional \$6.45 credit adjustment, which will appear on your August bill.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by August 21, 2019; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

8/16/19 Customer correspondence received via mail. Added to file and forwarded to EPlendl.
DVizcarrondo

08/16/2019 Received customer correspondence as follows:

August13,2019
Utilities, Inc.
PO Box 160609
Altamonte Springs, FL 32716-0609
RE: 1 08 Coble Ct. Longwood, FL 32779
Acct # 8553800000

To Whom It May Concern,

Thank you for the credit to my account in response to my letter of June 10, 2019. The credit was in the amount of \$13.27 with no explanation of how the credit was computed.

I would like you to provide me with reconstructed invoice for my February, March and April, 2019 invoices showing the amount of water used and the actual charges for the water, had you billed those months correctly, so that I can determine if the credit was proper.

Thank you for your time in complying with my request.

Respectfully,

S.usette Percy

C: Public Service Commission of Florida Inquiry 1313037W ./

Honorable Scott Plakon, State Representative

08/19/2019 FAX TO CO. See customer's correspondence attached and above in which she requests reconstructed invoices for February, March and April showing the amount of water used and actual charges if the service had been properly billed.

1) If the company cannot provided reconstructed invoices, please provide a chart by month of what was billed, what should have been billed and how the credit was broken down by month.

2) Please show the mathematical calculation of the credit.

3) Please send a letter to the customer showing the as billed/corrected billing and mathematical calculation of the credit.

4) Please provide another report to the PSC including a copy of the letter to the customer by August 29, 2019. eplendl

08/27/2019 - Company response received via Email. DScott.

08/28/2019 Reviewed report. Although reconstructed bills are not available, UIF provided a chart showing the charges the customer's account originally incurred and the charges that should have been billed by month.

In each of the three affected months, the customer's account incurred charges that met the first tier of billing charges for the first 4,000 gallons consumed, but had not fully maximizing the threshold of the second tier of billing. After the company obtained the verified meter reading, and issued the true up billing on June 3, 2019, UIF recognized that an adjustment of \$13.27 was appropriate to maximize the second tier for the second 8,000 gallons of consumption, before billing gallonage in excess of 12,000 gallons each month into the third tier of billing.

UIF determined that the customer's account was originally billed a total of \$564.44 for water. The recalculation showed her account should have been billed \$551.17, which is a difference of \$13.27. This credit appeared on the customer's July 22, 2019 bill. UIF also billed a \$6.45 late payment charge to her account, which appeared on the same bill. UIF issued an additional \$6.45 credit adjustment, which appeared on the customer's August bill.

In each of the affected months, the customer's wastewater charges were billed at \$4.15 per 1,000 gallons with a cap of 8,000 gallons. The wastewater charges were appropriate for each of the affected months. eplendl

09/11/2019 A letter was sent to the customer. eplendl

September 11, 2019

Ms. Susette Percy
108 Coble Court
Longwood, FL 32779

RE: FPSC Inquiry 1313037W

Dear Ms. Percy:

This is a follow up to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You requested further information showing the water charges billed, the true up billing, and the subsequent credit adjustment.

As we advised in our August 6 letter, UIF previously reported that your meter had been registering your monthly water consumption. However, the UIF meter reader underreported the meter readings in February, March, and April and although you received monthly bills, the consumption you were billed for was not wholly reflective of the consumption recorded on the water meter. When the company recognized the error, UIF obtained a verified meter reading and recalculated the bills issued to you in February, March and April. Your June 3, 2019 bill reflected the true up for the usage that registered on the meter but had not been billed.

UIF's tariff for residential service authorizes the company to bill the first 4,000 gallons at \$1.54 per 1,000 gallons. The total charge for the first 4,000 gallons is \$6.16 in any given month. UIF's tariff authorizes the company to bill the second 8,000 gallons at \$2.31 per 1,000 gallons. The total charge for the second 8,000 gallons is \$18.48. All gallonage after the first 12,000 gallons is to be billed at \$3.85 per 1,000 gallons.

Although reconstructed bills are not available, UIF provided a chart showing the charges you were originally billed and the charges that should have been billed by month. I've enclosed a copy of the billing chart for your review.

In each of the three affected months, your account incurred charges that met the first tier of billing charges for the first 4,000 gallons consumed, but had not fully maximized the threshold of the second tier of billing. After the company obtained the verified meter reading, and issued the true up billing on June 3, 2019, UIF recognized that an adjustment of \$13.27 was appropriate to maximize the second tier for the second 8,000 gallons of consumption, before billing gallonage in excess of 12,000 gallons each month into the third tier of billing.

UIF determined that your account was originally billed a total of \$564.44 for water. The recalculation showed your account should have been billed \$551.17, which is a difference of \$13.27. This credit appeared on your July 22, 2019 bill. UIF also billed a \$6.45 late payment charge to your account, which appeared on the same bill. UIF issued an additional \$6.45 credit adjustment, which appeared on your August bill.

In each of the affected months, your wastewater charges were billed at \$4.15 per 1,000 gallons with a cap of 8,000 gallons. The wastewater charges were appropriate for each of the affected months.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by September 30, 2019; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

10/02/2019 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1313428W; Name: RUTH WOLFF; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: RUTH WOLFF Svc. Address: 108 STARLING LN Seminole County, Longwood, FL 32779- Caller: RUTH WOLFF Mailling Addr: 108 STARLING LN LONGWOOD, FL 32779- Can Be Reached: Account #: 241410000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1313428W Response Needed From Company? Y Date Due: 08/08/2019 Reply Received: 08/06/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N Request No: 1313428W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/18/2019 Via: MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 Closed by: REY CASTILLO Date Closed: 08/23/2019 Close Type: GI-25 Apparent Rule Violation: N

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

Customer states she called your company when she thought she had a leak issue over the last 2 yrs because her billing stated she was using 17,000 gallons monthly.

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
 - 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

08/06/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, August 06, 2019 3:43 PM

To: PSCREPLY

Subject: FW: 1313428W Ruth Wolff

Attachments: 2019_07_18_09_35_39.pdf; FPSC REQUEST NO.

1313428W;1551467995.768771.jpg

Dear Mr. Castillo:

This correspondence is in reference to Ms. Ruth Wolff's complaint concerning high usage she said she was charged by Utilities, Inc. of Florida (UIF) for water service at her residence. Ms. Wolff is a customer at 108 Starling Ln., Longwood, FL.

Ms. Wolff stated that she had contacted the utility for the last two years because her bills stated that she was using 17,000 gallons monthly and she thought she had a leak that she was unable to find in her plumbing. In March, 2019, she requested her meter to be tested. It was tested for accuracy in her presence on March 1, 2019 and was found that it was registering at 91.6% over all. The meter was replaced with a new meter. In the process of changing the meter a copper line was broken by the technician and was repaired. Ms. Wolff questioned if she had been over charged for usage when she had the high bills. In her complaint she stated that she had turned her irrigation off sometime earlier.

On August 6, 2019, written correspondence was sent to Ms. Wolff that addressed her concerns in her complaint. A copy of her usage history from the old and new meter was provided to her for review and a copy of the documentation that was on her account for service call requests from her that had been completed by the utility staff. The utility did not find that she had been over charged for water. Your office was included in the correspondence and a copy of the correspondence to her is included in this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/23/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1313640W; Name: GEOFF GREEN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: GEOFF GREEN Svc. Address: 442 WEKIVA COVE RD Seminole County, (614)-634-3320 WEKIVA SPRINGS, FL 32779- Caller: GEOFF GREEN Mailling Addr: 442 WEKIVA COVE RD WEKIVA SPRINGS, FL 32779- Can Be Reached: Account #: E-Track #: 139380	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1313640W Response Needed From Company? Y Date Due: 08/09/2019 <hr/> Reply Received: 08/06/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1313640W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/19/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/23/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, July 19, 2019 2:40 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139380

CUSTOMER INFORMATION

Name: Geoff Green
 Telephone: (614) 634-3320
 Email: matzael@yahoo.com
 Address: 442 Wekiva Cove Rd Wekiva Springs FL 32779

BUSINESS INFORMATION

Business Account Name: Geoff Green
 Account Number: Green
 Address: 442 Wekiva Cove Rd Wekiva Springs FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Company continuously bills me for amounts of usage that are well above what one person could possibly use. Have had company out to check meter and they state is measuring correctly. Have had plumbing, irrigation and pool all checked for leaks and these companies verify no leaks. Latest bill from Utilities Inc. is for approximately 190 thousand gallons of usage for a 1 person household. There is literally no way this usage could be correct. Multiple neighbors are reporting unusually high bills as well and had complained to a local news station. Utilities Inc. told a local news agency that a meter reader had read meters incorrectly but when I called stated that I was unaffected by this meter reader and this was my actual usage. "

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
 - 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 taken by Diane Hood

08/06/2019 - Company response received via Email. DScott.

08/07/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY

Sent: Wednesday, August 07, 2019 2:44 PM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO: 1313640W

From: matzael [mailto:matzael@yahoo.com]
Sent: Wednesday, August 07, 2019 2:08 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO: 1313640W

Hi Elise

Thanks for your response and the information! Reviewing the usage that you highlighted I can understand the prior high usage. In the past there were leaks identified and fixed and the irrigation system was inspected and repaired. Like you had stated the meter itself was inspected and appears to be fine.

Based on the usage reported I've had additional experts out to inspect the irrigation system again. I've also had a leak detection company check the house and a separate company inspect the pool and pool plumbing for leaks as well. As leaks were found and repaired in the prior years, those aren't my question so much as what's going on with this bill where there were no leaks. The following months bill returned to what I would consider in my normal usage range with no modifications in my usage patterns or repairs taking place.

The story that was run on the local news with large numbers of my neighbors reporting excessive usage concerned me that something may be inconsistent with the company overall. Not that I'm a plumber or expert in these matters in the least, but have you been able to verify if they had issues with the pressure in the lines or anything that may have potentially caused the meter to read inaccurately as the lines were depressurized? I do know that there were breaks in the main, but I'm not sure if that could have potentially impacted me or any of the many other local residents that don't understand these bills.

If we can definitively rule out that there could potentially be anything impacting this, would you have additional plumbers/leak detection services or inspections you would recommend in addition to the ones I've already had done? At this point, I've invested approximately \$1,000 in inspections and no one can find any leaks or possible ways in which 190,000 gallons of water could possibly have been used.

Again, thank you so much for your time and the information you've already provided. Any additional information or direction you may be able to help with would be greatly appreciated!

Geoff Green

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Elise Christian <ESChristian@uiwater.com>

Date: 8/5/19 5:12 PM (GMT-05:00)

To: matzael@yahoo.com

Cc: "PSCREPLY@PSC.STATE.FL.US" <PSCREPLY@psc.state.fl.us>

Subject: FPSC REQUEST NO: 1313640W

Dear Mr. Green:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning usage billed to you by Utilities, Inc. of Florida for water service at 442 Wekiva Cove Rd., Longwood, FL.

You stated in your complaint that you continue to be billed for amounts of usage that are well above what one person could possibly use. Your water usage is billed based on the amount of water that flows through your meter. The meter is the device that measures the water that is charged to you and it is the utility's responsibility to make sure that the meter is not over charging you for usage. This is done by testing the meter for accuracy. On May 8, 2019, your meter was tested at your residence in your presence. It was registering 99.57%. The meter was registering within the FPSC accuracy rule and regulation. There was not any visible leak noticed by the technician while at the residence.

Your meter was reread for accuracy as recent as July 2, 2019 and July 26, 2019. Each time the meter read was accurate and in line with prior reads. There was not any visible leak noticed either time by the technician. Your usage history does vary from high usage to low usage. It is possible that your irrigation can be running more than necessary or perhaps running when you are not aware if it is on an automatic sensor and timer. The utility does not find that it has over charged you for usage. The next step is if you are not satisfied with the meter test and the current findings, a bench test is available to you, where the meter is tested by an independent vendor. There is a fee for the bench test if the meter is tested and found that you are not being over charged for usage. If you have an irrigation system, an irrigation audit is available to you by the utility at no cost. If you would like to have either service provided, please contact our Customer Service at 866-842-8432 to make the arrangements.

A copy of your usage history is provided to you for your review and a copy of the meter test result. Please do not hesitate to contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714"

08/05/2019 - Company response received via Email. R.Castillo

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, August 05, 2019 5:13 PM
To: matzael@yahoo.com
Cc: PSCREPLY
Subject: FPSC REQUEST NO: 1313640W
Attachments: GEOFF GREEN USAGE HISTORY FPSC REQ NO 1313640W.xlsx; 442 Wekiva Cove Meter Test 5.8.19.pdf

Dear Mr. Green:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning usage billed to you by Utilities, Inc. of Florida for water service at 442 Wekiva Cove Rd., Longwood, FL.

You stated in your complaint that you continue to be billed for amounts of usage that are well above what one person could possibly use. Your water usage is billed based on the amount of water that flows through your meter. The meter is the device that measures the water that is charged to you and it is the utility's responsibility to make sure that the meter is not over charging you for usage. This is done by testing the meter for accuracy. On May 8, 2019, your meter was tested at your residence in your presence. It was registering 99.57%. The meter was registering within the FPSC accuracy rule and regulation. There was not any visible leak noticed by the technician while at the residence.

Your meter was reread for accuracy as recent as July 2, 2019 and July 26, 2019. Each time the meter read was accurate and in line with prior reads. There was not any visible leak noticed either time by the technician. Your usage history does vary from high usage to low usage. It is possible that your irrigation can be running more than necessary or perhaps running when you are not aware if it is on an automatic sensor and timer. The utility does not find that it has over charged you for usage. The next step is if you are not satisfied with the meter test and the current findings, a bench test is available to you, where the meter is tested by an independent vendor. There is a

fee for the bench test if the meter is tested and found that you are not being over charged for usage. If you have an irrigation system, an irrigation audit is available to you by the utility at no cost. If you would like to have either service provided, please contact our Customer Service at 866-842-8432 to make the arrangements.

A copy of your usage history is provided to you for your review and a copy of the meter test result. Please do not hesitate to contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/06/2019 - Company response received via Email. R.Castillo

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, August 06, 2019 7:44 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1313640W GEOFF GREEN
Attachments: FPSC REQUEST NO 1313640W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Geoff Green's complaint concerning usage billed to him for water service at 442 Wekiva Cove Rd., Longwood, FL.

Mr. Green feels that he is being charged for more water than one person could possibly use. Mr. Green's usage history varies from very high to low. His meter was reread several times for accuracy and to check for visible leaks, each time the meter reads were correct and there was not any visible leak noticed by the technician while at his residence. His meter was tested May 8, 2019 and the accuracy of the meter was within the required FPSC regulations for accuracy. The utility does not find that he has been over charged for usage.

On August 5, 2019, e-mail communication was sent to Mr. Green that addressed his concerns, he was informed that if he was not satisfied with the meter test and the utility's findings, the next step

is a bench test on the meter. He was also offered an irrigation audit if he has an irrigation system. He was asked to contact Customer Service to make the arrangements. Your office was including in the e-mail correspondence and a copy is included with this response. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/23/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1314186W; Name: LYNDA WILLIAMS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: STEVEN WILLIAMS Svc. Address: 304 BENTLEY DR Seminole County, (407)-252-1446 Longwood, FL 32779- Caller: LYNDA WILLIAMS Mailling Addr: 304 BENTLEY DR LONGWOOD, FL 32779- Can Be Reached: Account #: 1243610000 E-Track #: 139420	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314186W Response Needed From Company? Y Date Due: 08/15/2019 <hr/> Reply Received: 08/07/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314186W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/25/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/29/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, July 24, 2019 8:40 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139420

CUSTOMER INFORMATION

Name: Lynda Williams
 Telephone: (407) 252-1446
 Email: lwasula@cfl.rr.com
 Address: 304 Bentley Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Steven Williams
 Account Number: 1243610000
 Address: 304 Bentley Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Like most people in my neighborhood, I have been very unhappy with Utilities, Inc. Not only did our bills nearly triple in price about a year ago, but there is simply no rhyme or reason to their measurements and billing practices. One month, my bill was \$720. It's just frustrating and calling their office does nothing to answer my questions. We all need help and are looking into a class action lawsuit as they seem unwilling to work with us to explain and correct errors. I submitted a request for someone to contact me over a month ago and have heard nothing. "

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
 - 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 taken by Diane Hood

08/07/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, August 07, 2019 12:17 PM

To: lwasula@cfl.rr.com

Cc:PSCREPLY

Subject: FPSC REQUEST NO. 1314186W

Attachments: 304 Bentley Usage History 8.7.19.xlsx

Dear Mr. Williams:

This correspondence is in reference to your complaint with the Florida Public Service Commission (FPSC) concerning the usage billed to you on June 11, 2019 for \$720.86 for water service at 304 Bentley Dr., Longwood, Fl.

The Utility discovered that errors were made when reading certain water meters of customers located in Sanlando system between February 2019 and April 2019. The utility reviewed the meter reads taken during the months of February through April 2019 and noted those that indicated a potential meter misread. Your account was identified as a potential meter misread. In this situation the water that passed through the meter was measured accurately but certain meters were read improperly which may have impacted the consumption billed in different tiered rates.

Your account was reviewed for a possible over charge because of the low usage billed to you for 4,750 gallons on your bill dated April 25, 2019. The usage billed to you between February and April was recalculated. The recalculation shows that it would add a charge to your account for \$2.32 because of the wastewater charge that would have been added to the April bill. Please see the calculation chart provided in this correspondence.

A copy of your usage history on the new meter that was installed June 2018 is included, the rereads that were completed for accuracy are noted on the list. You will see the reread on June 7, 2019 shows usage for 57,550 gallons since the true up read that was taken on May 17, 2019 that shows 166,730 gallons. If you are not satisfied with the utility's findings, a meter field test is made available to you by contacting Customer Service at 866-842-8432 if you wish to have it done. It is not likely that your meter is over charging you, it is the low read error that was on your April bill.

I apologize that no one got back to you with your earlier request. Please do not hesitate to contact our office if additional assistance is requested. I will be out of the office from August 8, 2019 and will return on August 21, 2019. Our Customer Service will be able to assist you if you require urgent attention. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/29/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1314188W; Name: CELESTE VELEZ; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CELESTE VELEZ Svc. Address: 277 CAMBRIDGE DR Seminole County, (407)-480-8628 Longwood, FL 32779- Caller: CELESTE VELEZ Mailling Addr: 277 CAMBRIDGE DR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 139423	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314188W Response Needed From Company? Y Date Due: 08/15/2019 <hr/> Reply Received: 08/06/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314188W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/25/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/29/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, July 25, 2019 1:21 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139423

CUSTOMER INFORMATION

Name: Celeste Velez
 Telephone: (407) 480-8628
 Email:
 Address: 277 Cambridge Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Celeste Velez
 Account Number:
 Address: 277 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Received a ridiculous bill in June for 100,000 gallons of water that I did not use and have not gotten a straight answer as to why it was so high other than an emoyee who has been terminated may have been doing something. There is no leak as yvwaywr bills after thatonth are normal and this has happened all through out my community. Please help. "

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
 - 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 taken by Diane Hood

08/06/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, August 06, 2019 10:39 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1314188W CELESTE VELEZ

Attachments: 277 Cambridge Dr. Meter Test and Irrigation Audit 8.6.19.pdf

Dear Mr. Castillo

This correspondence is in reference to Ms. Celeste Velez's complaint concerning high usage on her irrigation service. Ms. Velez has two services at her residence, she has a water and wastewater service for the house and an irrigation service that has the high usage. Ms. Velez is a customer at 277 Cambridge Dr., Longwood, FL.

On June 7, 2019 the meter was reread for accuracy, the read was correct and follow prior reads from the meter. On June 12, 2019 a meter test was performed and the meter accuracy was within the required FPSC regulations for accuracy.

On July 29, 2019, Ms. Velez was contacted by the Communication Director to address her concerns. She was offered an irrigation audit and a deferred payment arrangement. On July 30th the Customer Service Supervisor attempted to reached out to her by telephone to arrange for it and was unable to reach her because her voice mail was full.

On July 31, 2019, an irrigation audit was performed. The timer was set to run 10 minutes per zone, the timer was malfunctioning and kept resetting. Some leaking heads were found and flagged for the customer. The technician explained to the customer about properly adjusting times and also suggested to the customer about replacing some sprinkler heads with new more efficient ones and consider a new timer. A copy of the meter test and the irrigation audit form are included with this response.

On August 6, 2019 Customer Service Staff reached out to Ms. Velez again by telephone to arrange for the deferred payment arrangement, her voice mail was full. Ms. Velez's account balance as of today, August 6, 2019 is \$1,112.00 it includes her bill dated July 22, 2019 for service up to July 15, 2019 with \$689.80 of it is for her irrigation meter. On July 2, 2019 she was provided a courtesy water adjustment. The last payment was received on June 7, 2019 for \$269.85. Her account is past due for \$1,012.78. Ms. Velez's account has been extended for payment until August 31, 2019 and she is requested to contact Customer Service before that date to arrange for the deferred payment plan if she needs it.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/29/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1314327W; Name: WAYNE HOBBS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: KAREN O'BRIEN Svc. Address: 254 N. CASTLEFORD CT. Seminole County, (813)-205-3150 Longwood, FL 32779- Caller: WAYNE HOBBS Mailling Addr: 254 N. CASTLEFORD CT. LONGWOOD, FL 32779- Can Be Reached: Account #: 3378723973 E-Track #: 139436	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314327W Response Needed From Company? Y Date Due: 08/16/2019 <hr/> Reply Received: 08/07/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314327W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 07/26/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 09/16/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, July 26, 2019 8:45 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 139436

CUSTOMER INFORMATION

Name: Wayne Hobbs
 Telephone: (813) 205-3150
 Email: whobbs@bradwaysolutions.com
 Address: 254 N. Castleford Ct. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Wayne Hobbs
 Account Number: 3378723973
 Address: 254 N. Castleford Ct. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

For some months now, Utilities Inc. has either not been reading the meter or mis-reading the meter. Our water bills have gone from \$100 to over \$300 with no reason and then it goes back down the next month. When I have complained to UI, the next months bill goes even lower, again with no reason. This utility is scamming its customers and we need a real investigation on what is going on. "

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
 - 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 taken by Diane Hood

08/07/2019 - Company response received via Email. DScott.

8/8/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*The meter is read monthly at 254 N. Castleford Court.

*It was reread for accuracy on 5/31/19 and on 7/30/19 and there were regular reads taken on 6/14/19 and 7/17/19.

*Each of the reads and usage was in line with the history on the account.

*The technician did not notice any visible leak while at the residence each time.

*A notification tag was left at the residence on 7/30/19 with the findings on that reread.

*The utility does not find that the account has been over charged for usage.

*On 8/7/19 written communication was sent to Mr. Hobbs that addressed his concerns, 3 years usage history was provided and a field test on the meter was made available to him.

*Because Mr. Hobbs is not listed on the account for service at 254 N. Castleford Court, he was requested to contact Customer Service at 866-842-8432 to request the meter test if he wants it and to update the account with his name as the account holder or as a joint account holder.

Shonna McCray

8/8/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
WHO IS THE ACCOUNT HOLDER FOR THIS ACCOUNT? RESOLUTION SHOULD BE
PROVIDED TO THE CUSTOMER OF RECORD. PLEASE PROVIDE RESPONSE BY 8/19/19.

Shonna McCray

08/21/2019 - Company response received via Email. DScott.

9/16/19: This inquiry closed. Shonna McCray

Case#: 1314662W; Name: GRACE RAIMO; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: GRACE RAIMO Svc. Address: 1332 SOUTH RIDGE LAKE CIRCLE Seminole County, (518)-307-1305 Longwood, FL 32750- Caller: GRACE RAIMO Mailling Addr: 1332 SOUTH RIDGE LAKE CIRCLE LONGWOOD, FL 32750- Can Be Reached: Account #: 38492-00000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314662W Response Needed From Company? Y Date Due: 08/20/2019 <hr/> Reply Received: 08/08/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314662W	Assigned to: SHONNA MCCRAY Entered by: DROJAS Date: 07/30/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 113.19 <hr/> Closed by: SHONNA MCCRAY Date Closed: 09/16/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the amounts of the bills in dispute are \$181.58 dated 06/26/19, and \$171.61 that was e-mailed to her on 07/29/19. Customer states she has not received a paper bill for July yet, only the e-mailed bill.

Why do you believe you have been billed improperly?

Customer states she understands rates may have increased however she has not been home since June 1st. Customer states she does not understand why her bills are going higher when there is currently nobody at the home. Customer states she has not had a bill over \$120.00.

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 days 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
 - e) confirmation 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 taken by Daisy Rojas

08/08/2019 - Company response received via Email. DScott.

8/9/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*On 8/7/19, Elise Christian contacted Ms. Raimo by telephone; she is away and will not return to her home until October 2019.

*Ms. Raimo said she left the residence on 6/1/19 and only the irrigation system was left on to water the landscape 3 times a week.

*They discussed that her usage for the 2 months is almost the same.

*The June billed usage with her at the residence one day is 28,330 gallons and her July usage with only the irrigation left on is 26,020 gallons.

*Elise explained to her that it seems to be her irrigation that is causing the usage.

*She was informed that a meter test is available to her when she returns or in the presence of a representative age 18 or older.

*Ms. Raimo stated that she will get with her neighbors to see if one will meet with the utility to turn the irrigation off or check the settings.

*Her meter was reread on 8/8/19 and the usage since 7/24/19, is 15,800 and the technician's notes indicated that the irrigation had run sometime earlier before he got to the residence but there was not any indication of a leak on the meter.

Shonna McCray

9/16/19: This inquiry closed. Shonna McCray

Case#: 1314787W; Name: GEORGE HAMMER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: GEORGE HAMMER Svc. Address: 209 HARROGATE PL Seminole County, (407)-682-9418 Longwood, FL 32779- Caller: GEORGE HAMMER Mailling Addr: 209 HARROGATE PL LONGWOOD, FL 32779- Can Be Reached: Account #: 5472710000 E-Track #: 139476	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314787W Response Needed From Company? Y Date Due: 08/20/2019 <hr/> Reply Received: 08/08/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314787W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 07/30/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 09/16/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, July 30, 2019 3:48 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139476

CUSTOMER INFORMATION

Name: george hammer
 Telephone: (407) 682-9418
 Email: fandango@cfl.rr.com
 Address: 209 harrogate pl longwood FL 32779

BUSINESS INFORMATION

Business Account Name: george hammer
 Account Number: 5472710000
 Address: 209 harrogate pl longwood FL 32779

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
 Details:

using billing dates to increase bills examples 4/19 35 days billing 5/19 27 days billing,6/19 25 days billing.7/19 32 days billing the extra days allow the water to be billed at a higher rate "

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
 - 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 taken by Diane Hood

08/08/2019 - Company response received via Email. DScott.

8/9/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Hammer expressed concern that he felt the utility used the number of days in the bills to charge him at a higher rate for water.

*The utility attempts to read the water meters around the same date each month or as close to the same date as possible.

*There are occasions that weather or weekends will cause the days to fluctuate by one to two days either way.

*Review of his account and the bills he mentioned in his complaint for April, May, June and July show that the usage on each bill exceeded the 12,000 gallons and the usage above that would have billed in the 3rd tier.

*Because of the extra days for April and July, an adjustment was made by billing 6,915 gallons at

the 2nd tier rate.

*The adjustment to his account was \$10.79.

*On 8/8/19, written communication was sent to Mr. Hammer that addressed his concerns.

*He was informed about the adjustment to his account and an apology was extended to him because of the inconvenience.

Shonna McCray

9/16/19: This inquiry closed. Shonna McCray

Case#: 1314932W; Name: PEGGY THOMAS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PEGGY THOMAS Svc. Address: 304 PARTRIDGE LANE Seminole County, (407)-509-7070 Longwood, FL 32779- Caller: PEGGY THOMAS Mailling Addr: 304 PARTRIDGE LANE LONGWOOD, FL 32779- Can Be Reached: (407)-509-7070 Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314932W Response Needed From Company? Y Date Due: 08/22/2019 <hr/> Reply Received: 08/01/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314932W	Assigned to: ELLEN PLENDL Entered by: RROLAND Date: 08/01/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: RANDY ROLAND Disputed Amt: 673.00 <hr/> Closed by: ELLEN PLENDL Date Closed: 08/01/2019 Close Type: GI-08 Apparent Rule Violation: N

Customer states she recently had her pool filled. She has learned from a company representative that she will have to pay wastewater charges even though the water did not pass through the wastewater system.

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 days 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
 - e) confirmation 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 taken by R. Roland

08/01/2019 FAX TO CO. In your written response, please provide a copy of the tariff and explanation on how Utilities Inc. is adhering to the Florida Administrative Code rule on how it billed this customer's account. A written report is due by August 22, 2019. eplendl

08/01/2019 - Company response received via Email. DScott.

08/01/2019 Reviewed report. UIF staff contacted the customer on August 1, 2019, and confirmed the cap on wastewater gallonage is 8,000 gallons. The monthly charge cap would be \$60.21 including the base facility charge. The customer appeared satisfied with the information. eplendl

08/01/2019 Closed by telephone conversation with the customer, who confirmed she received contact from UIF and her concerns were resolved. eplendl

08/01/2019 - Company response received via Email. DScott.

08/02/2019 Reviewed report. UIF provided tariff copies and the customer's July 2019 bill. eplendl

Case#: 1316771W; Name: JEAN WILLIAMSON; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JEAN WILLIAMSON Svc. Address: 1415 ARBORHOUSE CT SEMINOLE County, (321)-663-7180 LONGWOOD, FL 32752- Caller: JEAN WILLIAMSON Mailling Addr: 1415 ARBORHOUSE CT LONGWOOD, FL 32752- Can Be Reached: Account #: 7570100000 E-Track #:	Utility Information Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1316771W Response Needed From Company? Y Date Due: 08/29/2019 <hr/> Reply Received: 08/22/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1316771W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 08/08/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 09/16/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Jean Williamson [mailto:jwilliamson3@cfl.rr.com]
 Sent: Wednesday, August 07, 2019 6:18 PM
 To: Consumer Contact
 Subject: Four-Month old problem getting Utilities, Inc., of Fl to change my auto payment draft information.

Date: 8/7/19

Customer: Jean Williamson, John M. Koval
 Utilities, Inc., Account: 7570100000
 Address: 1415 Arborhouse Court, Longwood, FL 32752

Issue: Change to auto draft still not made after four months and several contacts with Utilities, Inc.

On 3/26/19, I mailed Util Inc. their Automatic Bill Payment Authorization Agreement with a copy of my voided check. changing the bank account number for my monthly auto draft to pay your bill. The change moved the draft from Fairwinds Credit Union to Navy Federal Credit Union.

The 4/24/19, the monthly draft still was drafted from Fairwinds.

On 4/24/19, I called Util, Inc. and spoke with Heather. After checking, she said the change had not been set up. She thought the request may still be in process.

On 5/24/19, the monthly draft still was drafted from Fairwinds.

On 6/24/19, the monthly draft still was drafted from Fairwinds.

On 7/9/19 I called Util, Inc. again office again and was told there was no record the form had been received.

I filled out a 2nd form, scanned it along with a copy of a voided check, and, as instructed, emailed both to Util, Inc, at scooper@unwater.com

On 7/24/19, the monthly draft still was drafted from Fairwinds.

I have emailed this letter to Utilities, Inc. also, but have little hope they will resolve this issue. Their follow-up process needs to be greatly improved. There is not reason this simply request should take four months. And all contact about the issue has been one way - me to Utilities. Never have they contacted me.

WHAT DO I NEED TO DO TO GET THIS SIMPLE CHANGE MADE??????

Jean Williamson

Email: jwilliamson3@cfl.rr.com

Phone: 321-663-7180 "

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
- 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 taken by Diane Hood

08/22/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Thursday, August 22, 2019 9:24 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1316771W JEAN WILUAMSON

Dear Mr. Castillo:

This correspondence is in reference to Ms. Jean Williamson's complaint concerning her request to have her Auto Pay for her water service to be changed by the utility to a different credit union. Ms. Williamson is a customer at 1415 Arborhouse Court, Longwood, FL.

Ms. Williamson stated that she had been trying since March 26, 2019 to have the Auto Pay changed to a different credit union and had not been successful. Review of her complaint and the address she was using to provide the documentation was incorrect. On August 8, 2019, she was contacted by the utility to address her concerns and assistance with changing the Auto Pay to the desired credit union. Her account was changed to the requested credit union on August 8, 2019.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 / Internal: 1356
200 Weathersfield Avenue, Altamonte Springs, FL, 32714

Company response entered by R.Castillo

09/16/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1319104W; Name: ESTRELLITA VAZQUEZ; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ESTRELLITA VAZQUEZ Svc. Address: 225 SPRINGSIDE RD Seminole County, (407)-676-3804 Longwood, FL 32779- Caller: ESTRELLITA VAZQUEZ Mailling Addr: 225 SPRINGSIDE RD LONGWOOD, FL 32779- Can Be Reached: Account #: 3054917554 E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1319104W Response Needed From Company? Y Date Due: 09/10/2019 <hr/> Reply Received: 09/10/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1319104W	PSC Information Assigned to: REY CASTILLO Entered by: DCHUNGMO Date: 08/19/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 214.00 <hr/> Closed by: REY CASTILLO Date Closed: 09/24/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states that her average Utilities Inc bill is around \$40-50

Customer states that she received a high bill for \$264.

What is the date of the bill?

September

Why do you believe you have been billed improperly?

Customer states that a mistake on the meter being read. Other than that the customer does not know a clear reason for the increase.

Other Comments:

- Please provide a 24 month consumption and billing history
- Please provided a reason for the billing change in Ms. Vazquez account.

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 days 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
 - e) confirmation 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 taken by Daniel Chung.

09/10/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, September 10, 2019 4:57 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1319104W ESTRELLITA VAZQUEZ

Attachments: FPSC REQ 1319104W - 225 SPRINGSIDE RD ESTRELLITA VAZQUEZ
USAGE.xlsx

Dear Mr. Castillo:

This correspondence is in reference to Ms. Estrellita Vazquez's complaint concerning the amount of her water bill dated September for \$264.00. Ms. Vazquez is a customer at 225 Springside Rd., Longwood, FL.

The utility has not issued a bill for September 2019 to Ms. Vazquez for water service at 225 Springside Rd. The last bill that was issued to Ms. Vazquez was dated August 15, 2019 for \$194.13 that included a past due balance from her unpaid July bill for \$62.94 and a late fee for \$6.45, total amount of the bill was \$263.52.

On August 22, 2019, a work order was issued to investigate the customer's meter and reread for

accuracy and check for visible leaks or repairs. Staff did not find anything indicating a leak. Ground around meter and up around house did not indicate that there was something done at location. Never found anything at meter indicating that water was registering on any of the previous work orders that had been investigated for high use. The customer's door was tagged with the findings.

Because the usage on the customer's meter from August 6, 2019 which was 35,910 had increased to 25,900 by August 20, 2019, On August 22, 2019, I called Ms. Vazquez to inform her about the usage and the next bill that was coming up would be high also. I spoke to her in detail about the high bill for August and the September bill that will be high also per the reread. She said they had a leak repaired on Tuesday evening, August 20, 2019 and questioned why we did not see a leak on the reread August 20, 2019 during the day when we reread the meter. She was provided helpful information by me and she stated she had been given information by "someone" that she spoke to, not a Utilities, Inc. of Florida staff that told her the utility will work with her about the bill. I asked did she mean a payment arrangement, she said no, a discount type of work with her. I explained to her how to request a leak adjustment for the wastewater with her repair receipt and by completing proper documentation through Customer Service. She was provided a courtesy reread of the meter again on August 22, 2019 because she was not at the property and was very concerned if the water was still running after her plumber had been there to make the repair on August 20th.

Ms. Vazquez high August bill and the amount of her bill that will be issued in September are the result of the leak that she acknowledged that she had repaired around August 20, 2019. She will be provided a courtesy leak adjustment after the September bill has been issued. She has provided the necessary documentation to Customer Service and the leak adjustment was approved. She will see the courtesy adjustment on her bill that is scheduled to be issued around September 12, 2019.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

09/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1320273W; Name: MARIA CORTES; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MARIA CORTES Svc. Address: 11332 AUTUMN WIND LOOP Lake County, (352)-638-1334 Clermont, FL 34711- Caller: MARIA CORTES Mailling Addr: 11332 AUTUMN WIND LOOP CLERMONT, FL 34711- Can Be Reached: Account #: 7782610000 E-Track #: 139728	Company Code: WS641 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1320273W Response Needed From Company? Y Date Due: 09/24/2019 <hr/> Reply Received: 09/03/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1320273W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 09/03/2019 Via: E-FORM Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/14/2019 Close Type: GI-28 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, September 01, 2019 2:04 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 139728

CUSTOMER INFORMATION

Name: Maria Cortes
 Telephone: (352) 638-1334
 Email: mcortes5438@live.com
 Address: 11332 Autumn Wind Loop Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Maria Cortes
 Account Number: 7782610000
 Address: 11332 Autumn Wind Loop Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Dear Sir/Madam

I am trying to comprehend why my water was turned off right before a major category 5 hurricane without notice. I was away all weekend and returned home on Saturday, 8/31/19 to find the toilet would not flush or I could not fill my dogs' water plate. I looked online and my bill states "Due 9/10/19 \$102.04. I checked my inbox for any notice or warning of disconnection or nonpayment. I honestly thought I paid last month bill and take full responsibility for the oversight. However, it does not excuse the lack of human decency by the water company. The fact it did not consider the current weather condition or family circumstance and disconnect the water without warning. To permit a family to go 4 days without water and find means to survive and maintain basic personal hygiene. Is that American? Is that what we have come to in the United States of America? I am disappointed that our leaders allow such negative behavior to exist in today's society. No recourse? I have a copy of the bill to demonstrate the due date and I snapshot the inbox to demonstrate no notice. My husband called the emergency line and the recording made it clear in a few words "too bad" have to wait. Spoke with a live person and I hope there is a recording, too bad have to wait until Wednesday. No water, category 5 hurricane, and the water company/government think it is okay to treat United State citizens as worst than dogs. Thanks. I hope this matter is publicly reported and a resolution comes from it so no other human being has to go through this ordeal as well. Especially, our elderly people or family with kids or chronically ill family members. "

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
 - 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 taken by Diane Hood

09/03/2019 - Company response received via Email. DScott.

9/4/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*In reference to the complaint to the FPSC concerning the disconnect of water service at 11332 Autumn Wind Loop, Clermont, FL.

*On 8/29/19 because of an unpaid water bill dated 7/18/19 that was due by 8/9/19.

*A review of the account shows that a payment was made on 8/31/19 for \$102.04.

*The service was scheduled to be restored on 9/3/19 if the customer contacts the Customer Service Department to arrange for it.

*A waiver needs to be signed to restore the service.

*The customer was asked to make the arrangements with Customer Service when contacting the office.

*Customer provided with resolution via email on 9/3/19.

Shonna McCray

9/4/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

*WAS A DISCONNECT NOTICE SENT TO THE CUSTOMER?

*PLEASE PROVIDE A COPY OF THE DISCONNECT NOTICE THAT WAS SENT TO THE CUSTOMER?

*WHY DOES THE CUSTOMER HAVE TO SIGN A WAIVER TO HAVE SERVICE RESTORED?
PLEASE PROVIDE RESPONSE BY 9/13/19. Shonna McCray

9/9/19: Response received via email. Shonna McCray

9/18/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*A Disconnect Notice was sent on 8/14/19.

*The customer has options for the water to be turned on and it is explained to him/her when contacting customer service.

*A waiver is not necessary if the customer or a representative for the customer, age 18 or over is present for the turn on.

*If the customer cannot be present and does not have a representative 18 or older present, then the signed waiver is required for the turn on.

*The waiver states: "the water service may be reinstated in my absence at the residence listed below - (address listed) I release and forever hold harmless Utilities, Inc. of Florida from any

liability if water damage occurs inside my residence or to my service lines due to the water service being turned on in my absence. I understand that should the utility suspect that a leak is present, the water will not be turned on and a door tag will be left. In this case, it will be necessary for me to call and set up another appointment during regular business hours to have the service reconnected at my residence".

Shonna McCray

9/18/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE PROVIDE A COPY OF YOUR TARIFF THAT STATES THE CUSTOMER OR A
PERSON AT LEAST 18 YEARS OLD HAS TO BE PRESENT FOR THE SERVICE TO BE
TURNED ON. PLEASE PROVIDE RESPONSE BY 9/27/19. Shonna McCray

09/18/2019 - Company response received via Email. DScott.

9/19/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The requirement for the homeowner or his/her representative age of 18 or older to be present is not a tariffed item.

*The requirement is a business decision by the utility.

*It is not prudent for the utility to turn the water on at the meter after it has been turned off without an adult or homeowner present or the receipt of the signed waiver in his/her absence when no one will be present for the turn on.

*The utility does not have the authority to enter the customer's residence or to search for running water at his/her property that may cause property damage if that occurs when the water is turned on at the meter.

Shonna McCray

10/14/19: This inquiry closed. Shonna McCray

Case#: 1320637W; Name: STEVE BALASH; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: STEVE BALASH Svc. Address: 255 E. HORNBEAM DR Seminole County, (407)-869-0469 Longwood, FL 32779- Caller: STEVE BALASH Mailling Addr: 255 E. HORNBEAM DR LONGWOOD, FL 32779- Can Be Reached: Account #: 2909110000 E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1320637W Response Needed From Company? Y Date Due: 09/27/2019 <hr/> Reply Received: 09/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1320637W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 09/06/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 10/11/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: stepatg@gmail.com [mailto:stepatg@gmail.com]
 Sent: Thursday, September 05, 2019 12:57 PM
 To: Consumer Contact
 Subject: billing charges

there have been 2 months of what I call misbiling. steve balash 255 e. hornbeam dr , longwood, fl 32779 account #2909110000.
 april billing 74740---\$339.33
 may billing 65850----\$313.92

We are: 2 seniors/ retired/ no visitors or grandkids local visiting during this time. we wash clothes every other week 3 loads; hand wash dishes (eat out 2--3 x per week); water lawn on timer per schedule 2 x per week and shut off during rain periods--several those months . Take showers average 3 times in week. Have not emptied pool in 10 years. based on this usage would have had to emptied pool 6x!!!!

when discussed on phone with billing person said seemed high. had man check for leaks and found none this time and in oct when there was another high bill usage and he said seemed too high. checked with 1 neighbor said she too had received high billing earlier and here neighbor the same---both seniors--obviously I do not know their usage.

There is no way we could use this much water and we even drink bottled water so we know we did

not drink that much water.

The company has failed to assist. Looking for appeal information "

"From: stepatg@gmail.com [mailto:stepatg@gmail.com]
Sent: Friday, September 06, 2019 12:37 PM
To: Consumer Contact
Subject: Re: billing charges

thank you. steve balash
255 e. hornbeam dr
longwood, fl 32779
407-869-0469
acct number-2909110000
utilities of florida

they have notified me that a person will call to check the meter functioning to schedule ."

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
 - 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 taken by Diane Hood

09/24/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, September 24, 2019 1:03 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1320637W STEVE BALASH

Attachments: 255 E HORNBEAM DR METER TEST 9.11.19jpg; 255 E HORNBEAM IRRIGATION SYSTEM AUDIT.jpg; 255 E HORNBEAM USAGE HISTORY.xlsx

Dear Mr. Castillo:

This correspondence is in reference to Mr. Steve Balash's complaint concerning the usage billed to him on bills dated May 10, 2019 for 72,150 gallons and 65,850 gallons on June 10, 2019. Mr. Balash is a customer at 255 E. Hornbeam Dr., Longwood, FL.

Mr. Balash stated that he disputed the usage on both bills and only had his irrigation system set for twice a week and if it rained, he turned it off. On May 10, 2019, his meter was reread for accuracy and to check for any visible leak before issuing the bill because the usage for April 30, 2019 for billing was 72,150. The meter read for May 10th indicated that an additional 20,310 had registered through the meter in 10 days. Approximately 2,030 gallons per day. By May 28, 2019 an additional 45,540 gallons had registered through the meter since May 10, 18 days later and approximately 2,530 gallons per day. The technician did not notice any visible leak each time while at the residence.

On September 11, 2019, the meter was tested at the residence in the customer's presence. The accuracy of the meter was 88.83%. The customer was informed that the meter was not capturing all of the water that flowed through it and was registering low. He was informed that the meter will need to be replaced after the response has been provided to the FPSC. A copy of the meter test is provided in this reply and a copy of the customer's usage history. On September 17, 2019 an irrigation audit was performed on Mr. Balash's system. The results indicated that he had 4 zones and had each zone set to run for 45 minutes each twice a week. The system was turned off upon arrival, it was turned on to check it. The zones usage varied per minute. Zone # 1 was approximately 15 gallons per minute, zone # 2 and 3 were approximately 24 gallons per minute and zone # 4 was approximately 12 gallons per minute. There were some bad irrigation heads found that could cause additional water consumption when irrigating. When and if only running the irrigation as found, twice a week at 45 minutes per zone approximately 3,375 gallons per day would have been the average usage times the number of days he was watering and could add up

if left to run more than 8 days per month. The audit indicated that based on the settings for only twice a week a minimum of approximately 6,750 gallons were being used each week for irrigation and that is not counting the bad heads. The utility did not find that the meter was over charging for usage. A bench test is available to Mr. Balash if he is not satisfied with UIF findings. He did not indicate that he requested additional testing while meeting with him.

Please contact our office if additional information is requested.

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 / Internal: 1356
200 Weathersfield Avenue, Altamonte Springs, FL 32714

Company response entered by R.Castillo

10/11/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1320969W; Name: JAMES ANGELOS; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PETER ANGELOS Svc. Address: 32506 OAK PARK DR LAKE County, (352)-728-6188 LEESBURG, FL 34748-8761 Caller: JAMES ANGELOS Mailling Addr: 12790 JASMINE ST UNIT C BRIGHTON, CO 80602 Can Be Reached: (303)-921-8186 Account #: 9062810000 E-Track #:	Company Code: WU553 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1320969W Response Needed From Company? Y Date Due: 10/02/2019 <hr/> Reply Received: 09/26/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1320969W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 09/11/2019 Via: MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 506.47 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/25/2019 Close Type: GI-25 Apparent Rule Violation: N

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

I have been trying to resolve my 08/15/2019 water bill (\$506.47) since 23 August 2019 to no avail.
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
 - 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

Customer correspondence was redacted for bank account number.

09/26/2019 - Company response received via Email. DScott.

9/30/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *On 9/17/19, Elise Christian contacted Mr. Angelos to address his concerns.
 - *He stated that he did not have any leaks in his plumbing and had his irrigation system turned off for years.
 - *His meter was tested at his residence on 8/20/19 and was operating properly.
 - *A copy of the meter test and a picture of the meter dial provided with the response.
 - *On 9/19/19, the meter was removed and sent for a bench test.
 - *Mr. Angelos and the PSC will be informed about the results upon receipt in the company's office.
- Shonna McCray

10/25/19: This inquiry closed. Shonna McCray

01/21/2020 – Company response received via Email. DScott.

1/24/20: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. The company response in reference to the telephone conversation on 1/16/20, regarding a courtesy adjustment for the high bill includes the following:

- *As discussed in earlier conversations around September 2019 and was explained to that when a customer has a dispute about high usage billed to him/her for measured service, it is the utility's responsibility to make sure that the meter is operating properly because that is the device that measures the water that is billed to the customer.
- *The accuracy of the meter is determined by testing it.
- *On 8/15/19, the meter was reread for accuracy because of the high usage before the bill was issued.
- *The meter read was correct and there was not any visible leak noticed by the technician while at the residence.
- *On 8/20/19, the meter was tested at the residence in Mr. Angelos' presence and was found to be operating properly; there was not any visible leak noticed by the technician while at the residence.

- *On 8/22/19, an irrigation audit was scheduled to check the irrigation system.
- *The irrigation system timer was checked and the technician found that it was set for 15 minutes per zone.
- *There were 3 zones with zone 1 set to run Thursday and Sunday and zones 2 and 3 were set to run daily
- *The technician did not run the system because the customer had the irrigation valve turned off and informed the technician that it had been off for some years .
- *The technician explained the findings and also turned the timer off, he left information about the irrigation system audit in case the customer decided to run the system.
- *The meter was removed on 9/19/19 to be sent for testing by an independent source.
- *It was tested for accuracy by MARS Company on 10/25/19 and was operating within the FPSC regulations for meter accuracy.
- *As stated in earlier conversations and as recent as 1/16/20, the customer's request for a courtesy adjustment credit for the usage was escalated for review because he did not feel that he used 118,490 gallons of water that was billed on 8/15/19 and he had not had a leak that could have caused the usage.
- *The customer's request was reviewed and was denied because the accuracy of the meter did not indicate that he had been over charged for water that had registered through the meter.
- *The utility does not find justification to provide a courtesy adjustment credit to the account for any of the usage when the meter was accurate and there was not a leak that caused it.

Shonna McCray

10/12/2020- Mr. Peter Angelos called back stating that his father James Angelos passed away. Mr. Angelos is requesting the complaint information be sent to him via e-mail and postal mail. He can be reached at (303)921-8186. His e-mail and postal address are peteangelos@gmail.com and 12790 Jasmine St Unit C Brighton, CO 80602. Request forwarded to ACalhoun.

10/13/2020 E-mailed copy of case to customer, and mailed a hard copy to the address provided.
ACalhoun

"From: Consumer Contact
Sent: Tuesday, October 13, 2020 8:18 AM
To: 'peteangelos@gmail.com' <peteangelos@gmail.com>
Subject: FPSC Inquiry 1320969W James Angelos

10/13/2020

Dear Mr. Angelos:

Per your request, attached is a copy of inquiry 1320969W. A copy will be mailed to you at the following address.

12790 Jasmine St.
Unit C
Brighton, CO 80602

Sincerely,

Angela Calhoun
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

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."

Case#: 1321592W; Name: LEIGH NEWTON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: LEIGH NEWTON Svc. Address: 413 WILD OAK CIR Seminole County, (407)-489-1160 Longwood, FL 32779- Caller: LEIGH NEWTON Mailling Addr: 413 WILD OAK CIR LONGWOOD, FL 32779- Can Be Reached: Account #: 0025063662 E-Track #: 139851	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1321592W Response Needed From Company? Y Date Due: 10/09/2019 <hr/> Reply Received: 09/18/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1321592W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 09/18/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/25/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, September 17, 2019 7:27 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139851

CUSTOMER INFORMATION

Name: Leigh Newton
 Telephone: (407) 489-1160
 Email: leigh.newton@att.net
 Address: 413 Wild Oak Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Leigh Newton
 Account Number: 0025063662
 Address: 413 Wild Oak Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

We received an excessively high water bill (\$519) in August, for usage of water from 6/28-7/30. The only change that happened during that time was that we started using irrigation about mid-July for new sod installed. We contested the amount and they sent a meter reader out to do another meter reading at the end of August and the bill came back at \$909 including the previous charge. Previously, our bills were only around \$76 a month. We had a sprinkler company test the system for leaks and they found none. The meter doesn't move when we are not using water so there is no leak. Finally, we did the 5-gallon bucket test that another neighbor had done and found that for every 5 gallons that we are using, we are being charged for 10 gallons! The worst of this is that I don't think we're the only ones in the neighborhood that have a faulty water meter that is overcharging people. We've had friends move from one house to another in the neighborhood, no irrigation used in either house, no other changes, but substantially different water bill from Utilities, Inc. This is a MAJOR problem that people are being charged for water they aren't using. "

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 - 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
 - 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 taken by Diane Hood

09/18/2019 - Company response received via Email. DScott.

9/19/19: REVIEWED COMPANY RESPONSES. Responses provided to the customer via email.
Email 1 states:

"This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the usage billed to you for water on August 29, 2019 for \$519.23 and September 12, 2019 for \$389.77 for service at 413 Wild Oak Cir., Longwood, FL. Your account is on Auto Pay from your bank account and is set for a maximum draw each month for \$250.00 for each bill. There is a draw scheduled for September 20, 2019 for \$250.00 and a draw scheduled for October for \$250.00 if your account remains on Auto Pay. Because of the amount of each bill, there will be a carry over balance for the following months until paid in full unless the Auto Pay amount is increased to cover each bill. **Do you want the Auto Pay stopped today and before September 20, 2019, which is Friday while the disputed usage is being investigated and so that your bank account will not have the drafts?** Please advise as soon as possible and before September 20, 2019.

You mentioned in your complaint that you had installed new sod and was running your irrigation system to water it. It is possible that the irrigating of the new sod resulted in the usage billed to you for the two bills. A work order has been issued to perform an irrigation audit on your system at no cost to you and also a meter test at your residence. The technician will contact you to schedule the dates and times with you."

Email 2 states:

*Ms. Newton, thank you for the quick response. I will leave each bill to draft as scheduled for \$250.00 each, a total of \$500.00 will be drafted for the two. The balance on each bill will carry over to the next bill that will be issued around October 12th. A part of the high usage investigation is to perform the irrigation audit and to test the meter at your residence with testing equipment. The bucket test is a great idea but is not always accurate. The meter test is completed with testing equipment and is explained as it is being performed. There is not a cost to perform the test at your residence, if you are not satisfied with the results, a bench test is always available. The meter is sent out to an independent source for testing. There is a cost for that test, \$20.00 if the meter is found not over charging for usage. If it is found overcharging for usage, there is not a fee and the account is adjusted to the error of fault."

Shonna McCray

09/26/2019 - Company response received via Email. DScott.

9/30/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Newton and Mr. Michael Damico are customers at 413 Wild Oak Circle, Longwood.

*Ms. Newton said nothing changed with her water usage during the billed period, 6/28/19 and 7/30/19, other than they installed new sod and started using their irrigation about the middle of July.

*On 8/28/19, the meter was read for the September bill and the usage was an additional 80,000 gallons since 7/30/19.

- *The meter was reread for accuracy on 8/29/19 the read was correct and the technician did not notice any visible leak.
- *A meter test and irrigation audit was made available to the customer.
- *On 9/25/19, the irrigation audit and the meter test were performed with Mr. Damico present.
- *The meter accuracy was within the FPSC required regulation at 98.83%.
- *The irrigation audit showed that the zones were set for long run times and it had multiple programs.
- *The irrigation timer was turned off and because of the system type it was not operating as the customer had thought.
- *The customer thought the irrigation was set to only water the front yard where the new sod was installed when in fact it was watering all zones for 45 minutes.
- *The technician explained to the customer how to program the irrigation system to skip certain areas that did not need watering and how to set the timer.
- *The irrigation was the reason for the high usage.
- *The utility had not over charged for water usage.
- *Copies of the meter test and the irrigation audit are included with the response.

Shonna McCray

10/25/19: This inquiry closed. Shonna McCray

Case#: 1323563W; Name: GERARD SPEVAK; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: GERARD SPEVAK Svc. Address: 100 HAMPTON RD, LOT 73 PINELLAS County, (321)-439-7606 CLEARWATER, FL 33759- Caller: GERARD SPEVAK Mailing Addr: 100 HAMPTON RD, LOT 73 CLEARWATER, FL 33759- Can Be Reached: Account #: 4237661 E-Track #: 160002	Company Code: WU628 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1323563W Response Needed From Company? Y Date Due: 11/01/2019 <hr/> Reply Received: 10/14/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1323563W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 10/11/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 545.35 <hr/> Closed by: RCASTILL Date Closed: 12/23/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, October 11, 2019 2:04 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 160002

CUSTOMER INFORMATION

Name: Gerard Spevak
 Telephone: (321) 439-7606
 Email: trainman1958@gmail.com
 Address: 100 Hampton Rd, Lot 73 Clearwater FL 33759

BUSINESS INFORMATION

Business Account Name: Gerard Spevak
 Account Number: 4237661
 Address: 100 Hampton Rd, Lot 73 Clearwater FL 33759

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

The water co billed us for Aug 17th thru Sept 17, 2019 4 times normal usage total bill \$545.35 for the one month period i have listed here. I had a plumber come in and he said there were no leaks at our home and changed our flappers on toilets as routine maintenance. This was on September 24th,2019. The water company also sent out a tech at that same time he found nothing wrong and in fact that day the meter was no longer running even before the plumber came in, so the supposed usage just stopped on its own. The water co denied to us for that entire week they did anything that could have caused this mysterious large usage . Well come to find out they admitted to us on friday sept 27th that they had in fact changed out our meter they said on sept 12th 2019 as a reg maintenance thing. So now we are not even able to get the old meter that was obviously bad tested as they offered us to do on sept 20th or anything. We believe they knew this meter was bad and was deceitful and refuse to claim any responsibility for this insane high bill. Our toilets were the same condition since we moved here 2 years ago and they were not leaking even the plumber said no way that caused that.please contact us regarding this urgent matter, we are on disability fixed incomes and cannot pay for their faulty meter reading. "

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
 - 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 taken by Diane Hood

10/14/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent: Monday, October 14, 2019 9:10 AM
To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1323563W GERARD SPEVAK

Dear Mr. Castillo,

This Customer listed in the complaint, the service address and the listed account number are not in Utilities, Inc. Florida service area for water.

Regards,

Elise Christian

Company response entered by R.Castillo

12/23/19 I attempted to reach the customer at telephone number 321.439.7606 and was unable to reach him. I left a brief message with my contact information and requested a return call.
R.Castillo

12/23/19 Having not received any further contact from the customer, this inquiry will be closed as a GI -25. R.Castillo

12/23/19 Mrs. Angela Spevak returned my call. She indicated that their water service provider is the City of Clearwater. I explained to her that the PSC's authority does not extend to municipally owned utilities. I confirmed that it was not Utilities Inc. of Florida. I suggested that she contact the city of Clearwater, mayor's office or the city manager regarding their billing dispute. R.Castillo

Case#: 1323587W; Name: BRUCE COLE; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BRUCE COLE	Company Code: WU413	Assigned to: REY CASTILLO
Svc. Address: 709 RIVERBEND BLVD SEMINOLE County, (407)-709-1282 LONGWOOD, FL 32779-	Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1323587W Response Needed From Company? Y Date Due: 11/01/2019	Entered by: SLYNCH Date: 10/11/2019 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer:
Caller: BRUCE COLE	Reply Received: 10/14/2019 Reply Received Timely? Y	Disputed Amt: 0.00
Mailling Addr: 709 RIVERBEND BLVD LONGWOOD, FL 32779-	Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N	Closed by: RCASTILL Date Closed: 11/15/2019 Close Type: GI-30 Apparent Rule Violation: N
Can Be Reached:		
Account #:		
E-Track #:		
	Request No: 1323587W	

Preclose type - Quality of Service

Customer Comments: Customer wants to know why 1.2 million gallons of raw sewage was dumped into the Sweetwater Creek on Tuesday Oct 8 and Wednesday October 9th, 2019. This creek flows into the Wekiva River, a highly protected river.

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 days 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
 - e) confirmation 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 taken by Suzelle Lynch

Customer also wants to know why he was not notified by the company of the pollution to the creek. Suzelle Lynch

10/14/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Monday, October 14, 2019 3:59 PM
To:bckeeper@bellsouth.net
Cc:PSCREPLY
Subject:FL PSC CASE NO. 1323587W
Attachments:UIF Wekiva Spill October 2019 Press Release.pdf

Dear Mr. Cole:

This correspondence is in reference to your complaint to the Florida Public Service Commission concerning a Sanitary Sewer Overflow (SSO) that occurred Tuesday night October 8, from approximately 10:00 pm until approximately 5:00 am Wednesday, October 9, 2019. We would first like to offer our sincerest apologies for this incident. The SSO was caused by malfunctions of equipment at the initial stage of wastewater treatment processing.

The utility issued a press release about the SSO and the cause. Notice was provided to the Florida Department of Environment Protection (FDEP) and a notification was also posted on the utility's web site. A copy of the notification that included details about the spill and the action that was taken and the monitoring that is continued is included with this correspondence. Again, we offer our sincerest apologies for this incident. Please do not hesitate to contact either person that is listed on the notice that was provided to the Media and to FDEP if you require additional information about the SSO.

The Florida Public Service Commission office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

10/21/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, October 14, 2019 3:59 PM
To: bckeeper@bellsouth.net
Cc: PSCREPLY
Subject: FL PSC CASE NO. 1323587W
Attachments: UIF Wekiva Spill October 2019 Press Release.pdf

Dear Mr. Cole:

This correspondence is in reference to your complaint to the Florida Public Service Commission concerning a Sanitary Sewer Overflow (SSO) that occurred Tuesday night October 8, from approximately 10:00 pm until approximately 5:00 am Wednesday, October 9, 2019. We would first like to offer our sincerest apologies for this incident. The SSO was caused by malfunctions of equipment at the initial stage of wastewater treatment processing.

The utility issued a press release about the SSO and the cause. Notice was provided to the Florida Department of Environment Protection (FDEP) and a notification was also posted on the utility's web site. A copy of the notification that included details about the spill and the action that was taken and the monitoring that is continued is included with this correspondence. Again, we offer our sincerest apologies for this incident. Please do not hesitate to contact either person that is listed on the notice that was provided to the Media and to FDEP if you require additional information about the SSO.

The Florida Public Service Commission office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

10/21/19 Company response received via email. R.Castillo

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, October 21, 2019 4:40 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1323587W BRUCE COLE
Attachments: FL PSC CASE NO. 1323587W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Bruce Cole's complaint concerning a Sewage Spill Overflow (SSO) that occurred in the Wekiva River area on Tuesday, October 8, 2019 and Wednesday, October 9, 2019. A response was sent to Mr. Cole on October 14 that provided information to him about the occurrence. The media was notified and the FDEP was notified. A copy of the media release and the correspondence to Mr. Cole are included in this correspondence.

Please contact our office if additional information is requested.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

11/15/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 30. R.Castillo

Case#: 1325250W; Name: ANTHONY MILLAND; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: LYDIA MILLAND Svc. Address: 642 GLEN OAKS DR LAKE County, (917)-293-5623 LEESBURG, FL 34748- Caller: ANTHONY MILLAND Mailling Addr: 642 GLEN OAKS DR LEESBURG, FL 34748- Can Be Reached: (347)-798-6627 Account #: E-Track #:	Company Code: WU553 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1325250W Response Needed From Company? Y Date Due: 11/21/2019 <hr/> Reply Received: 11/19/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1325250W	Assigned to: SHONNA MCCRAY Entered by: JMCLEANS Date: 10/30/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 30.00 <hr/> Closed by: SMCCRAY Date Closed: 02/25/2020 Close Type: GI-05 Apparent Rule Violation: N

The customer has noticed his monthly bills rising gradually. As a result, the customer had his meter and water connections checked for any leaks; however, no leaks were found. The Company did these checks in October. The customer has his current bill for \$ 81.70 due on November 20. The customer's average bill is around \$50. The customer is disputing the amount of \$30 on this bill.

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.
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 - d) answers to any questions raised by staff in the complaint
 - e) confirmation 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 taken by J Mclean-Sinatra

11/19/2019 – Company response received via Email. DScott.

11/20/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Milland stated that he noticed his monthly bills rising gradually when his average bills were around \$50.00 each month and his 10/28/19 bill was \$81.70.

*He said he was disputing \$30.00 on the bill.

*On 7/23/19 his meter was read for his bill dated 7/28/19, the meter read was 204750 and the usage since his June bill was 4,700 gallons.

*There was not any leak noticed by the technician while at the residence.

*On 8/22/19, the meter was read for the 8/27/19 bill.

*The meter read was 207230 and the usage was 2,480 gallons.

*On 9/24/19, the meter was read for the 9/26/19 bill.

*The meter read was 213010 and the usage was 5,780 gallons.

*On 10/8/19, the meter was reread for accuracy at the customer's request.

*When the technician arrived at the residence, the irrigation system was running.

*The meter read was 218380 and an additional 5,370 gallons had registered through the meter since 9/24/19.

*On 10/11/19, the meter was read again for accuracy at the customer's request.

*The meter read was 218750 and 370 gallons had registered through the meter since 10/8/19.

*The technician explained the findings to the customer and suggested an irrigation audit.

The customer requested the meter to be tested.

*On 11/18/19, the meter was tested and an irrigation audit was performed with Mr. and Mrs. Milland present.

*The accuracy of the meter was within the FPSC required regulations, it was 99.67%.

*The irrigation audit found that the timer was set with multiple programs.

*Some programs did not have start times for days to water but did have running times.

*The system was run and multiple leaking sprinkler heads were noticed.

*The findings and details about the investigation were explained to Mr. and Mrs. Milland.

*Copies of the meter test, usage history and the irrigation audit are provided with the response.

*The utility did not over charge Mr. Milland for water service.

Shonna McCray

12/03/19- Mr. Milland called in to speak with Analyst SMccray.

KMatthews

12/3/19: 3:02 p.m. Returned call to Anthony Milland at 347-798-6627 to discuss his concerns. Customer initially stated he was not available (accepted the call after I explained that I was calling from the PSC). Discussed the response and explained that it appears that the meter is working fine. Mr. and Mrs. Milland both stated that the irrigation system is not being used that it stays in the 'off' position. Customer's objection noted. Offered a PSC witnessed test. Mr. and Milland accepted the offer and wants to be present for the testing. Explained that they would be contacted to schedule the test; confirmed the contact number. Mrs. Milland assured me that they would accept the call or return the call if a message was left. Shonna McCray

12/9/19- Mr. Milland is calling in to get a scheduled time for the meter test.

KMatthews

12/11/19: 10:41 a.m. Called Mr. Anthony Milland at 347-798-6627 to confirm the test was conducted on yesterday (12/10/19); no answer; left message requesting a return call. Shonna McCray

12/11/2019 Customer called back and asked to speak to analyst. Transferred caller to SMcCray who accepted the call. BJoiner

12/11/19: Mr. Milland transferred by Belkis. He confirmed the test as conducted yesterday. Shonna McCray

12/11/19: The following email received from PSC Staff Tony Velazquez:

"From: Tony Velazquez

Sent: Wednesday, December 11, 2019 3:02 PM

To: John Plescow

Cc: Rick Moses; Randy Roland; Shonna McCray; Tony Velazquez

Subject: FW: Meter test - 642 GLEN OAKS DR, LEESBURG, FL, 34748

John,

Michel witnessed this water meter test yesterday. The meter is recording accurately. Below is Michel's report.

Thank you Michel.

From: Michel Germain

Sent: Wednesday, December 11, 2019 9:42 AM

To: Tony Velazquez

Subject: FW: Meter test - 642 GLEN OAKS DR, LEESBURG, FL, 34748

Tony,

On December 10, 2019, I met with Michael Overton of Utilities Inc. at the residence of Mr. and Mrs. Anthony Milland located at: 642 Glen Oak Drive, Leesburg FL 34748. Mr. Milland has complained about his high water bills. Michael Overton of Utilities Inc. performed the meter test using a Badger testing unit #S63E178B with the following three test results:

Water Meter #15369438

Start Reading ¼ GPM225136

End Reading ¼ GPM225146

Galons used10

Accuracy100.0%

Water Meter #15369438

Start Reading 2 GPM225146

End Reading 2 GPM225156

Galons used10

Accuracy101.0%

Water Meter #15369438

Start Reading 15 GPM225156.1

End Reading 15 GPM225256.0

Galons used99.9

Accuracy99.9%

Total Accuracy100.3

Mr. Milland acknowledged the test results and the meeting adjourned.

Michel Germain

Bureau of Electric Safety

Division of Safety & Reliability

Cell: 407.385.9784

Email: mgermain@psc.state.fl.us

From: Kathy Sillitoe [KASillitoe@uiwater.com]
Sent: Monday, December 09, 2019 1:18 PM
To: Michel Germain
Cc: Michael Overton
Subject: Meter test - 642 GLEN OAKS DR, LEESBURG, FL, 34748
Michel,

I have received your confirmation for the meter test at 642 GLEN OAKS DR, LEESBURG, FL, 34748. Michael Overton will be meeting you tomorrow December 10, 2019 at 1:00 pm at the customers address, his contact number is 407-467-5750.

Mike, PSC contact information below:
Michel Germain
Bureau of Electric Safety
Division of Safety & Reliability
Cell: 407.385.9784

If you have any questions or need any additional information, please let me know.

Kathy Sillitoe | Water Conservation Manager”
Shonna McCray

2/25/20: 12:Called Mr. Anthony Milland at 347-798-6627 to discuss his concerns. Will explain that the meter test witnessed by PSC Staff confirmed the meter is working properly. No answer; left message requesting a return call. Shonna McCray

2/25/20: Mr. Milland called back directly. He stated that everything has been straightened out. Shonna McCray

2/25/20: This inquiry closed. Shonna McCray

Case#: 1327704W; Name: GEORGE KOSMAC; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: GEORGE KOSMAC Svc. Address: 490 VILLA NOVA PT SEMINOLE County, (407)-774-8773 LONGWOOD, FL 32779 Caller: GEORGE KOSMAC Mailling Addr: 490 VILLA NOVA PT LONGWOOD, FL 32779 Can Be Reached: Account #: 8180800000 E-Track #: 160273	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 12/17/2019 <hr/> Reply Received: 12/09/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1327704W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 11/22/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SMCCRAY Date Closed: 12/30/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, November 22, 2019 3:13 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 160273

CUSTOMER INFORMATION

Name: George Kosmac
 Telephone: (407) 774-8773
 Email: gak100@gmail.com
 Address: 490 VILLA NOVA PT LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: George Kosmac
 Account Number: 8180800000
 Address: 490 VILLA NOVA PT LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities Inc. imposed a late fee on my account although my payment was received by the due date printed on my bill. A representative from Utilities Inc explained that a certain amount of time is required for them to process the payment after it is received. However, the length of time to "process" my payment is totally unreasonable. I believe this is a ruse to extort late payment fees from me and possibly other customers.

Specifically, in my case, the bill due date was November 6 and I scheduled a "deliver by" date of payment for November 5th. My bill pay service (Fidelity Investments) mailed the check to Utilities Inc. on October 31st. My latest Utilities Inc bill, however, shows payment was received November 14, nine days after it was received by Utilities Inc! This is outrageous. While I understand hiccups can occur, this same scenario repeated the prior month. Utilities Inc did waive that late fee but indicated they could no longer waive this latest fee.

I would request the PSC to investigate Utilities Inc regarding their billing practices. If their bank cannot clear a check in one or two days they need to rectify that. If Utilities Inc is simply "sitting on" payments in order to impose late fees, that fraudulent practice must be stopped immediately. I await your response. "

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.
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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 taken by Diane Hood

12/09/2019 Company response received via email and forwarded to SMcCray. DHood

12/09/2019 Company response received via email and forwarded to SMcCray. DHood

12/11/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*As of 11/6/19, the utility had not received the payment.

*On 11/10/19, a late fee of \$6.62 was applied to Mr. Kosmac's account.

*Mr. Kosmac indicated in his complaint that his pay service, Fidelity Investments mailed the payment to Utilities, Inc. on 10/31/19 and he felt that the utility held his payment and did not post it until 11/12/19 so that it could charge a late fee to his account.

*The payment was received by the utility on 11/12/19 and was posted to his account the same day.

*The check was dated 11/5/19 and was paid through the vendor that he used to make his payments; it was not dated 10/31/19 and mailed to the utility as he thought.

*On 12/9/19, email correspondence was sent to Mr. Kosmac that addressed his concerns and a copy of the check that was received by the utility was provided to him for his review.

*The customer's payments are posted to their accounts in real time, they are not held to be posted at a later date.

Shonna McCray

12/30/19: This inquiry closed. Shonna McCray

Case#: 1329240W; Name: BERNADETTE NARDI; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BERNADETTE NARDI Svc. Address: 7525 PINEMOUNT DR ORANGE County, (407)-497-8227 ORLANDO, FL 32819 Caller: BERNADETTE NARDI Mailing Addr: 7525 PINEMOUNT DR ORLANDO, FL 32819 Can Be Reached: Account #: 4961420001 E-Track #: 160396	Company Code: WU413 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 01/13/2020 <hr/> Reply Received: 12/17/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1329240W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 12/17/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 761.00 <hr/> Closed by: RCASTILL Date Closed: 01/21/2020 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, December 17, 2019 6:23 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 160396

CUSTOMER INFORMATION

Name: Bernadette Nardi
 Telephone: (407) 497-8227
 Email: bern1647@aol.com
 Address: 7525 Pinemount Drive Orlando FL 32819

BUSINESS INFORMATION

Business Account Name: Bernadette Nardi
 Account Number: 4961420001
 Address: 7525 Pinemount Drive Orlando FL 32819

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Excessive billing in the amount of \$761.00. The amount is inaccurate because the facts do not support it. I provided the following information to 3 agents. Plumber found no leaks in or on the property. No problem with irrigation system. No change in watering pattern and no pool leaks. Previous bills have been normal. I'm requesting a correction or a resolution. THANK YOU. "

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

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Customer filed 2 more eforms (160397 & 160398), only posting eform 160396.

12/17/2019 – Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, December 17, 2019 11:30 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1329240W BERNADETTE NARDI

Dear Mr. Castillo:

The consumer listed as Bernadette Nardi at 7525 Pinemount Dr., Orlando, FL. with account number 4961420001 is not located in Utilities, Inc. of Florida service area.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

01/21/20 Having not received any further contact from the customer, this inquiry will be closed as a GI-25. R.Castillo

Case#: 1297813W; Name: GERRARDA NAZIF; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DAVID MINKOW Svc. Address: 104 E SWEETWATER CREEK DRIVE Lake County, (407)-461-2234 LONGWOOD, FL 32778- Caller: GERRARDA NAZIF Mailling Addr: 104 E SWEETWATER CREEK DRIVE LONGWOOD, FL 32778- Can Be Reached: Account #: 6186805527 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1297813W Response Needed From Company? Y Date Due: 02/11/2019 <hr/> Reply Received: 01/29/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1297813W	Assigned to: SHONNA MCCRAY Entered by: SLYNCH Date: 01/18/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 200.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 02/27/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$200.00

What is the date of the bill? January 2019

Why do you believe you have been billed improperly? Customer states that her water bill has gone up drastically. Customer states the meter was changed out in December 2018 but it has not prevented the bills go sky high.

Other Comments: Customer states her usual bill is around \$100 or less per month but the amounts she has been billed do not reflect her usage.
Customer wants meter checked for accuracy and her bill adjusted to reflect accurate usage.

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 days 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
- e) confirmation 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 taken by Suzelle Lynch

01/29/2019 - Company response received via Email. DScott.

1/30/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Nazif's meter was replaced on 10/5/18 because it had stopped registering water that flowed through it.

*After the meter was replaced, the water usage began to register through the new meter, the usage between 10/5/18 and 10/31/18 was 62,700 gallons,

*On 12/4/18, the usage was an additional 83,170 gallons, a recheck for visible leaks on 12/10/18, the usage was 14,390 gallons and on 1/3/19 additional usage was 58,830 gallons and on 1/8/19 there was an additional 11,890 gallons .

*Each time there was not any visible leak noticed.

*On 1/22/19 a meter test was scheduled to be performed at the residence with Ms. Nazif present.

*The technician asked Ms. Nazif about her irrigation system and about the irrigation settings.

*She was not familiar with it and was not sure about the settings because her husband had always taken care of it and he was no longer at the residence.

*She explained that they were running the irrigation but just recently turned it off because of the high bills.

*The technician assisted Ms. Nazif with locating the irrigation timer, it was found that the irrigation was set to run every day and start at 4 different times (2:30 a.m., 3:45 a.m., 4:30 a.m., and 5:00 a.m.), also the system was set on seasonal adjustment @ 40% which caused the 20 minute per zone run time to only run 8 minutes a zone.

*However, since the system was set incorrectly it caused a lot of usage.

*The technician ran each zone also to check for leaks, zone 1 had a broken sprinkler head on the

right side of the property, zone 2 has a broken line under the driveway, and zone 3 has a broken sprinkler head on the right side of the property, each zone when running was using approximately 24 gallons per minute.

*The technician turned the irrigation system back to the off position and he informed Ms. Nazif about the findings and the leaks.

*On 1/24/19, Elise Christian attempted to reach Ms. Nazif by telephone to review the findings and to offer a payment arrangement to her because of the high bill.

*The call went to her voice mail and a message was left with Ms. Christian's telephone number and a request for a return call.

*On 1/28/19, Ms. Nazif returned the call.

*They reviewed the findings and agreed to a deferred payment arrangement to pay the high bill that had reached \$733.88 that was for service up to 1/3/19.

*Ms. Nazif agreed to pay \$200.00 by 1/31/19 and the balance for \$533.88 would be deferred and to be paid in 12 monthly installments for approximately \$45.00 each, starting with the bill that is scheduled to be issued around 2/7/19.

*Ms. Nazif was satisfied with the arrangements and thanked Ms. Christian for the assistance with locating her leaks.

Shonna McCray

2/27/19: This inquiry closed. Shonna McCray

Case#: 1299596W; Name: PHIL SMALL; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: DONNA SMALL Svc. Address: 11405 ISLE WAY Lake County, (407)-516-9462 Clermont, FL 34711- Caller: PHIL SMALL Mailing Addr: 2356 GREENLAND CT PUNTA GORDA, FL 33983 Can Be Reached: Account #: 0608911422 E-Track #: 128396	Utility Information Company Code: WU553 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1299596W Response Needed From Company? Y Date Due: 03/04/2019 <hr/> Reply Received: 02/19/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1299596W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 02/11/2019 Via: E-FORM Prelim Type: DEPOSIT PO Officer: Disputed Amt: 117.75 <hr/> Closed by: SHONNA MCCRAY Date Closed: 03/28/2019 Close Type: WB-12 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, February 08, 2019 5:14 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 128396

CUSTOMER INFORMATION

Name: Phil small
 Telephone: (407) 516-9462
 Email: phil.r.small@gmail.com
 Address: 2356 Greenland Ct Punta Gorda FL 33983

BUSINESS INFORMATION

Business Account Name: Donna Small
 Account Number: 0608911422
 Address: 11405 Isle Way Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utility Utilities, Inc. of Florida, po box 160609, Altamonte Springs, FL 32716

I moved November 6, 2018. When the final bill was generated 11/7/2018, I had a credit balance of \$117.75. I have not received my refund yet.

On Dec 20, 2018 we called asking for refund and were told it could take up to 12 weeks to get refund. They said 12 weeks from the bill due date of 11/29/18 (how does a credit balance have a 'due date'?)

On February 8, 2019 I called, and was told that on January 3 account was setup for a refund check to be issued, but it can take 4-6 weeks for check to be issued after that.

This is an absurd refund policy. I had a credit balance for the entire year, as I had setup my own 'budget' plan. Utility should be required to issue immediate refund. I want my refund, please help.

Philip Small "

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
- 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 taken by Diane Hood

02/19/2019 - Company response received via Email. DScott.

2/20/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*The refund was mailed to Ms. Small at 2356 Greenland Ct., Punta Gorda, FL. 33983 on 2/15/19 .

*An apology was extended to her for the delay and for not escalating her request when she first inquired about it.

*A copy of the correspondence sent to Ms. Small is included with the response.

Shonna McCray

2/20/19: Note: It appears the company has violated PSC rules---deposit not refunded. Per 25-30.311(6), the deposit should have been refunded within 15 days. Shonna McCray

3/28/19: This inquiry closed. It appears the company has violated PSC rules---deposit not refunded. Shonna McCray

Case#: 1305405W; Name: FRED SPIELMAN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: FRED SPIELMAN Svc. Address: 1750 MARKHAM GLEN CIR Seminole County, Longwood, FL 32779- Caller: FRED SPIELMAN Mailing Addr: 1750 MARKHAM GLEN CIR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 128668	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1305405W Response Needed From Company? Y Date Due: 04/25/2019 <hr/> Reply Received: 04/18/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1305405W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 04/04/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 250.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 05/14/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 04, 2019 3:27 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 128668

CUSTOMER INFORMATION

Name: Fred Spielmann
Telephone:
Email: fwspielmann@aol.com
Address: 1750 Markham Glen Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Fred Spielmann
Account Number:
Address: 1750 Markham Glen Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

We currently receive water from Utilities, Inc. Several months last year we received outrageous water bills compared to the previous Owner of the system. For the past two billing periods, we received credits and now we received a \$250 water bill. We are on septic, so there is no sewer expense. By them not reading the meter, which seems apparent after receiving the credits, and then hitting us with a high reading on a graduated rate scale, it cost more for water than for electric. Utilities, Inc. states they are correct in their billing, but how does this explain the credits. They are taking advantage of this graduated scale that you approved and if could permit a well, I wouldn't hesitate to install one. This is criminal and should be investigated. "

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.
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 - 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
 - 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 taken by Diane Hood

04/18/2019 - Company response received via Email. DScott.

4/19/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Utility, Inc. of Florida has been operating in Florida since 1976.

*The ownership change did not change the way Utility, Inc. of Florida does business and the way it

values all of its Customers.

*It has always been regulated by the FPSC and it remains regulated by the FPSC.

*After the utility has made proper application and has filed with the FPSC for a rate change, the application is reviewed and the FPSC office determines if a rate change is necessary and justified.

*The petition is either denied, approved or approved in part by that office.

*Mr. Spielman's usage history in the past was approximately the same as it is now, the rates have changed and that change resulted in an increase in charges for the same amount of water used in the past.

*The rate increased that became effective 9/5/17 was approximately twice the amount charged for the same service/usage in the past.

*Notification was sent to customers by the utility informing them that it had filed an application with the FPSC for a rate change.

*Elise Christian included a copy of Mr. Spielman's usage history from January 2010 to current for review.

*The customer inquired about credit on the 1/30/19 bill.

*The credit was the result of an incorrect meter read on the bill dated 12/31/18.

*The error was discovered when Mr. Spielman's meter was read for the January bill.

*The December bill was issued for \$237.42; he paid the bill in full before the January bill was issued.

*The adjustment credit was applied to the December bill for 40,550 gallons with a credit to his account for \$163.59.

*That credit appeared on the 1/30/19 bill.

*Mr. Spielman indicated that he was concerned about how he is billed for usage on a "graduated rate scale".

*The water usage is billed under three tiers.

*Tier one is for usage between 1 gallon to 4,000 gallons, tier two is for usage between 4,001 - 8,000 gallons and tier three is for all usage above 12,000 gallons.

*The usage history provided includes the break down for how the usage and charges were applied on his bills for December, January, February and March.

*When adding the 4 months usage together, it is 119,420 gallons, there was 71,420 gallons billed in tier three.

*Using his concern that more water was being added to a bill to put the charges into a higher tier....if the 119,420 gallons was divided between the 4 months bills, the usage for each bill would be 29,855 gallons for each month.

*Using the tier breakdown for charges, 12,000 gallons would be under tiers one and two and 17,855 gallons for each month, (total 71,420 gallons) would be billed under tier three.

*Lastly, if Mr. Spielman is disputing the usage and is not satisfied with the reread from the meter on 4/5/19 that indicated 17,870 gallons had registered through the meter since 3/26/19, a meter test is available.

*The meter can be tested at the customer's residence at no cost.

*Someone over the age of 18 will need to be at the residence when this test is performed.

*If, the customer is not satisfied with the results of the meter test, a bench test will be made available.

*That test is performed by an independent source and there is a \$20.00 fee if the meter test indicates that he has not been over charged for usage.

*If the test indicates that the meter has over charged, the fee is waived and the customer's account will be adjusted to the percentage of error that the test indicated.

*If Mr. Spielman is interested in either test, he should contact Customer Service at 1-866-842-8432 to make the arrangements.

*Customer provided with resolution via email.

Shonna McCray

04/22/2019 - Company response received via Email. DScott.

4/23/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Spielman questioned the usage billed to him in the past, "graduated rate scale" that the usage was billed under and a credit that was applied to his account in December 2018.

*On 4/18/19, e-mail correspondence was sent to Mr. Spielman that addressed each of his concerns that was listed in his complaint.

*It was explained to him that his usage had not changed, that it remains consistent for most months and that it was the rate change that caused his bills to increase.

*He was provided a copy of his usage history since 2010 and an explanation about how the "graduated rate scale" applies to the tier billing.

*He was offered a meter test if he disputed the usage billed to him and a deferred payment arrangement was made available to him if he required extra time to pay the March 28th bill.

*Mr. Spielman was requested to contact Customer Service if he wanted the meter tested and to contact Elise Christian if he needed additional assistance with explaining the tier billing and usage or if he required additional time to pay the March bill.

*The PSC was included in the e-mail to Mr. Spielman and a copy of the correspondence that was sent to him is included with the response.

Shonna McCray

5/14/19: This inquiry closed. Shonna McCray

Case#: 1305477W; Name: RICHARD BERNYS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: RICHARD BERNYS Svc. Address: 106 STEVENAGE CT Seminole County, (407)-252-6803 Longwood, FL 32779- Caller: RICHARD BERNYS Mailling Addr: 106 STEVENAGE CT LONGWOOD, FL 32779- Can Be Reached: Account #: 8589324247 E-Track #: 128681	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1305477W Response Needed From Company? Y Date Due: 04/26/2019 <hr/> Reply Received: 04/15/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1305477W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 04/05/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 05/13/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, April 05, 2019 2:34 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128681

CUSTOMER INFORMATION

Name: Richard Bernys
 Telephone: (407) 252-6803
 Email: Rbernys@gmail.com
 Address: 106 Stevenage Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Richard Bernys
 Account Number: 8589324247
 Address: 106 Stevenage Court Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I have received a bill in March totaling over 10 times, even our highest water bill over the last 12 months. Naturally, I believed it was an incorrect meter reading showing we used over 62,000 gallons of water in 30 days, so I asked the utility company to reread the meter. They did and said the meter is correct. We also checked for any leaks, we have none. So, I explained to them that this new bill is clearly wrong and that there is no way we could have used 62,750 gallons of water in 30 days billed on the invoice, when our average monthly usage prior to this error in billing is just 6,500 gallons. I asked them for a correction in the billing due to this obvious error and they said the bill will need to be paid. This is outrageous that the utility company refuses to recognize that a bill showing usage of 10 times the normal usage amount isn't an error. This needs to be adjusted accordingly. "

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
 - 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 taken by Diane Hood

04/15/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: Richard B [mailto:rbernys@gmail.com]
Sent: Monday, April 15, 2019 2:26 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC Request No. 1305477W

Elise,

Your response does not solve or resolve the problem or address the issue. It is also clearly flawed in the math you provided for the potential reasoning. Our complaint was in improper amount of usage billed, not necessarily an incorrect meter reading, although that could still have been the case from the previous month read. Our latest bill showed a water usage of 62,500 gallons within the monthly meter reading, which is 10-times our previous 11 month average water usage of roughly 6,500 gallons, which was read the previous month. We, too, have had an independent outside firm test for leaks and have no leaks found, outside of a slow leaking flapper on a toilet. So, there is an issue with the meter readings somewhere as 62,500 gallons would be a very visible leak for certain, which has not happened. Nor have we done any different or new projects, requiring more water than in the previous month at the residence, during the month of billing in question. Certainly if we has a leak of 62,500 gallons, it would be showing up somewhere. So, perhaps your company made a meter reading error on the month prior (the starting point for the current read) which is somehow showing incorrect ending results. In any event, 62,500 gallons usage cannot possibly be a correct usage amount, as we would certainly have been aware of a substantial and noticeable leak issue somewhere, which is not the case. And, as far as the leaky toilet you offer as the possible reasoning, even using the math you outlined, if that were an ongoing issue, which it is not, the usage you outlined as the "cause" of the overage would have added up to just over 7,000 gallons, not the 62,500 gallons shown used in the billing month in question. So, that clearly is also not the valid reason for this overage billed either, as I tried to explain to your meter test employee, when he tried to explain the leak issue with the same math, that doesn't even come close to adding up correctly to the 62,500 gallon usage billed. Therefore, we are not satisfied with your attempt at solving or resolving this billing overage due to the reasons outlined above. Clearly, from the math you provided, does not add up to what your company shows we use on average, nor with adding any leak you show on the meter. So, something else is incorrect with this billing that I am requesting being expeditiously resolved. Please correct this or we will continue on a path to find an alternate solution to this incorrect billing for unused usage being billed.

Richard Bernys"

04/15/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Monday, April 15, 2019 12:11 PM

To: Rbernys@gmail.com

Cc: PSCREPLY

Subject: FPSC Request No. 1305477W

Attachments:1554910640.863544.jpg; 25-30.340 METER ERROR FLORIDA ADJUSTMENT RULE.doc; 25-30.262 FPSC METER TEST REGS 10.2.18.doc

Dear Mr. Bernys:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about the usage billed to you on March 21, 2019 for 62,750 gallons by Utilities, Inc. of Florida for water service at 106 Stevenage Court, Longwood, FL.

In your complaint you stated that you believed it was an incorrect meter reading. On April 2, 2019 the meter was reread for accuracy, the meter read was in line with the read taken on March 20, 2019 that was 1498730 and was used for the March 21st usage that was billed to you. The April 2nd read was 1499000. There was not an incorrect meter reading. Because you were not satisfied with the findings, you requested a meter test at your residence. On April 10, 2019 staff met with you at your residence to test the meter. The meter accuracy passed on all flow ranges. The accuracy on the low flow was 96.0% , medium flow, 100.0% , maximum flow 97.7% and the overall percentage was 97.9%. Staff noticed that the meter was registering a very small leak and it was not constant it was intermittent and would register flow every 5 minutes for approximate ½ gallon each time. You informed staff that no one was inside the home, he informed you that there was a possible leak inside of the home which could be a bad toilet stopper, but he was not sure what was causing the leak. He informed you how to check for toilet leaks and he explained the meter test and that there had not been any over charge for usage on your March bill.

The meter is the equipment used by the utility to measure the water that is being used at the premises. It is the utility's responsibility to make sure that the meter is operating properly, that is determined by testing the meter as water flows through it. On April 10th, the meter was tested at your home for accuracy, the test indicated that it was operating properly. Copies of the regulations for the meter accuracy and error regulations are attached. A copy of the meter test results that was performed at your home is also included. If you are not satisfied with the findings from the test that was completed

at your home, the meter can be sent to an independent source for a bench test. There is a \$20.00 fee for the bench test if the test indicates that the meter is not overcharging you for usage. If the test indicates that you are being over charged for usage, there is not a charge for the test and your account will be credited for the overcharged percentage of error.

Please contact our Customer Service at 866-842-8432 to make arrangements for the bench test on the meter if you are interested in having it performed or if you require additional assistance

about your account. The FPSC office is included in this correspondence and a copy of the meter test result that was performed at your residence on April 10th is also included.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue / Altamonte Springs, FL / 32714

Company response entered by R.Castillo

04/22/2019 - Company response received via Email. DScott.

04/23/2019 - Company response received via Email. DScott.

Company response indicates the following:

Company response sent to the complainant via email.

From:Elise Christian <ESChristian@uiwater.com>

Sent:Monday, April 22, 2019 3:07 PM

To:Richard B

Cc:PSCREPLY

Subject:RE: FPSC Request No. 1305477W

Attachments:106 STEVENAGE USAGE HISTORY OLD AND NEW METER 4.22.19.xlsx; 106 STEVENAGE ADJUSTMENT CHART FOR WATER.xlsx

Dear Mr. Bernys:

Thank you for your response to my correspondence. In your response you stated "Your response does not solve or resolve the problem or address the issue. It is also clearly flawed in the math you provided for the potential reasoning. Our complaint was in improper amount of usage billed, not necessarily an incorrect meter reading, although that could still have been the case from the previous month read." The complaint filed by you with the Florida Public Service Commission is below in the Complaint Details.

I apologize that the response to your complaint was not clear and it did not address your concerns as you stated in your correspondence to our office on April 15, 2019. So that your complaint and concerns are properly addressed, I am addressing the concerns listed in that communication from you.

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I have received a bill in March totaling over 10 times, even our highest water bill over the last 12 months. Naturally, I believed it was an incorrect meter reading showing we used over 62,000 gallons of water in 30 days, so I asked the utility company to reread the meter. They did and said the meter is correct. We also checked for any leaks, we have none. So, I explained to them that this new bill is clearly wrong and that there is no way we could have used 62,750 gallons of water in 30 days billed on the invoice, when our average monthly usage prior to this error in billing is just 6,500 gallons. I asked them for a correction in the billing due to this obvious error and they said the bill will need to be paid. This is outrageous that the utility company refuses to recognize that a bill showing usage of 10 times the normal usage amount isn't an error. This needs to be adjusted accordingly. "

Your Concerns sent to Utilities, Inc. of Florida April 15, 2019:

You -Your response does not solve or resolve the problem or address the issue. It is also clearly flawed in the math you provided for the potential reasoning.

UIF – If you are referring to the leak that the technician noticed while at your residence that was approximately 1/2 gallon every 5 minutes would have caused the 62,750 gallons usage; that is not what he was addressing. He was making you aware that there was water registering through your meter at the rate of 1/2 gallon every 5 minutes and no one was using water in the residence. He was not stating that 1/2 gallon of water at that rate would equal to 62,750 gallons between February 18, 2019 and March 20, 2019.

You - Our complaint was in improper amount of usage billed, not necessarily an incorrect meter reading, although that could still have been the case from the previous month read. Our latest bill showed a water usage of 62,500 gallons within the monthly meter reading, which is 10-times our previous 11 month average water usage of roughly 6,500 gallons, which was read the previous month. We, too, have had an independent outside firm test for leaks and have no leaks found, outside of a slow leaking flapper on a toilet. So, there is an issue with the meter readings somewhere as 62,500 gallons would be a very visible leak for certain, which has not happened. UIF – The utility is not stating that the leak the technician noticed was the cause for the high usage that you dispute, it is in agreement that a 1/2 gallon leak every 5 minutes would not

equate to 62,750 gallons in 30 days. The utility is not in agreement with you that your average monthly usage history is 6,500 gallons. It is in agreement with you that it is possible that the meter read for February 18, 2019 that was for the February 24, 2019 bill was incorrect, too low (6,500 gals) and could have resulted with more water billed to you on the March 21, 2019 bill. (Copy of usage history attached)

You - Therefore, we are not satisfied with your attempt at solving or resolving this billing overage due to the reasons outlined above. Clearly, from the math you provided, does not add up to what your company shows we use on average, nor with adding any leak you show on the meter. So, something else is incorrect with this billing that I am requesting being expeditiously resolved. Please correct this or we will continue on a path to find an alternate solution to this incorrect billing for unused usage being billed.

UIF – The utility wishes to resolve your complaint and concerns about the usage billed to you. The utility is at the residence to read the meter for billing once a month, the meter is installed at the residence to register the water that is being used, the register reading on the meter determines the amount of water that has been used during the service period that is being billed to the Customer. It is possible that the meter read was incorrect, too low for the February bill, the utility does not know that for a fact and because there is not a definitive answer that it did or did not occur, the utility will treat the read as too low and that more usage should have been billed for service period February 18, 2019 -March 20, 2019. The usage will be adjusted by billing less water in the higher tier for 5,500 gallons @\$3.85 per 1,000 gallons for \$21.18 and billing it @ \$2.31 per 1,000 gallons for \$12.71, providing a credit on your account for \$8.47. (See chart provided)

The utility's position remains that the water was used at the residence. If you are not satisfied with the credit provided and dispute the usage that was billed to you, as stated in our communication to you on April 15th, the meter is the equipment used by the utility to measure the water that is being used at the premises and charged to the Customer. It is the utility's responsibility to make sure that the meter is operating properly, that is determined by testing the meter as water flows through it. On April 10th, the meter was tested at your home for accuracy, the test indicated that it was operating properly. If you are not satisfied with the findings from the test that was completed at your home, the meter can be sent to an independent source for a bench test. There is a \$20.00 fee for the bench test if the test indicates that the meter is not overcharging you for usage. If the test indicates that you are being over charged for usage, there is not a charge for the test and your account will be credited for the overcharged percentage of error.

Please do not hesitate to contact our office if you have additional questions or if you wish to proceed with the bench test. The Florida Public Service Commission Office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response sent to the PSC:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, April 23, 2019 10:22 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1305477W RICHARD BERNYS
Attachments: RE FPSC Request No. 1305477W; 106 Stevenage Meter Test 4.10.19.pdf; 106 STEVENAGE USAGE HISTORY OLD AND NEW METER 4.22.19.xlsx; 106 STEVENAGE ADJUSTMENT CHART FOR WATER.xlsx

Dear Mr. Castillo:

This correspondence is in reference to Mr. Richard Bernys' complaint to the Florida Public Service Commission (FPSC) concerning the usage billed to him on March 21, 2019. Mr. Bernys is a customer at 106 Stevenage Ct., Longwood, FL.

Mr. Bernys disputed the usage billed to him for 62,750 gallons. On April 2, 2019 his meter was reread for accuracy, the read was correct and there was not any visible leak noticed. Mr. Bernys was not satisfied with the findings and requested a meter test. On April 10, 2019, the meter was tested at his residence for accuracy in his presence. The meter accuracy was within the FPSC regulation for meter accuracy. (Copy of test included) The technician informed Mr. Bernys that the meter indicated that approximately 1/2 gallon of water was registering through the meter every 5 minutes and it was indicating that there is a leak in his line because Mr. Bernys said no one was inside the home using water.

On April 15, 2019 an e-mail communication was sent to Mr. Bernys that addressed his concerns and explained the meter test. Copies of the regulations were provided to him about meter accuracy requirements and incorrect meter reads and adjustments when due for over billed and under billed usage. A copy of the meter test was also provided to him. Your office was included in that communication.

On April 15, 2019, Mr. Bernys responded to the e-mail and did not accept the utility's findings. He expressed that his complaint and concerns had not been addressed and he listed them in the e-mail. On April 22, 2019, a second response was sent to him that addressed the concerns that he had listed in his April 15th e-mail. One concern he listed was the low usage billed to him on his

February, 2019 bill for 6,500 gallons and the usage on his March 2019 bill for 62,750 gallons. Because the consumption is billed in tiers, he indicated that it was possible that the low read/usage for February could have resulted in water being billed in a higher tier on the March bill. The usage is billed in three tiers. They are 1-4,000 gallons @ \$1.54 per 1,000, - 4,001-8,000 gallons @\$2.31 per 1,000 and all usage above 12,000 gallons @ \$3.85 per 1,000 gallons. Because of the low usage on the February bill and the possibility that the meter was under read, 5,500 gallons on the March bill was rebilled under the 2nd tier rate of \$2.31 per 1,000 gallons for (\$12.71) instead of \$3.85 per 1,000 gallons for (\$21.18), the credit difference was \$8.47. All consumption over 12,000 gallons is billed at \$3.85 per 1,000 gallons. The credit applied to his account was \$8.47. Mr. Bernys stated in his complaint that his average monthly consumption is 6,500 gallons. His average monthly consumption is twice that amount or more which results in a portion of each monthly bill is under the 3rd tier rate . A copy of his usage history is included in this correspondence.

Mr. Bernys was offered a bench test if he was not satisfied with the utility's meter test and findings. Your office was included in the correspondence that was sent to him and a copy of that correspondence is also included in this reply. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

05/13/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1306229W; Name: CHRISTOPHER PRICE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CHRISTOPHER PRICE Svc. Address: 1410 SUZANNE WAY Seminole County, (914)-384-0192 Longwood, FL 32779- Caller: CHRISTOPHER PRICE Mailing Addr: 1410 SUZANNE WAY LONGWOOD, FL 32779- Can Be Reached: Account #: 9569825710 E-Track #: 128739	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1306229W Response Needed From Company? Y Date Due: 05/08/2019 <hr/> Reply Received: 04/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1306229W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 04/17/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 05/23/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, April 16, 2019 8:59 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128739

CUSTOMER INFORMATION

Name: Christopher Price
 Telephone: (914) 384-0192
 Email: cp1069@aol.com
 Address: 1410 Suzanne Way Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Christopher Price
 Account Number: 9569825710
 Address: 1410 Suzanne Way Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My water bill dated February 27, 2019 with a due date of March 21, 2019 was paid by me online on March 20, 2019 in the amount of \$93.43. This carries with it a \$2.25 processing fee charged by a third-party processor that Utilities, Inc of Florida utilizes. Due to a website malfunction or some other cause I am uncertain of, the payment was processed twice along with the processing fee. I became aware of this on Saturday, March 23, and on Monday, March 25, I notified Utilities, Inc. of Florida of the duplicated transaction. Utilities, Inc. was unwilling to credit back the entire amount, but only part of the amount, claiming they had no control over the third-party payment processor and that I would need to deal with that third-party directly. As I do not have the relationship with the third-party, I insisted it was Utilities, Inc's responsibility for the malfunction and their relationship with the payment vendor, but the management of Utilities, Inc. was unbending and unwilling to see or understand their responsibility. I proceeded to file a notice of unauthorized activity with my bank under the Electronic Fund Transfers Act and Regulation E, and my bank provisionally credited my bank account for the amount of the duplicate payment of \$95.68, and after investigating and determining that my complaint was accurate, my bank made the credit permanent and reversed the second duplicate payment back from Utilities, Inc. on April 9, 2019. My bank did not charge Utilities, Inc. any fee for this reversal of the duplicate payment. However, on my next bill, dated March 28, 2019, Utilities, Inc charged me a \$30 return payment fee. Given that the payment returned was a duplicate and therefore unauthorized, and for which no charge was levied against Utilities, Inc. of Florida, this \$30 return payment fee is unlawful, a violation of consumer protection provisions including an Unfair Act under the various Federal and presumably Florida State UDAP provisions (Unfair or Deceptive Acts or Practices). I am requesting the Florida Public Service Commission investigate Utilities, Inc of Florida and make me whole as a consumer. Furthermore, as I may have funds on deposit with Utilities, Inc. from September 2017 when I first established my account, I want to prevent any malfeasance on the part of Utilities, Inc in attempting to set-off the \$30, which I will not pay, by taking it out of my funds on deposit. Thank you for your attention to this matter.

Christopher Price - 914-384-0192. "

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
- 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 taken by Diane Hood

04/18- Customer called back to get a status on the complaint. Call was transferred to RCastillo. DRojas

04/18/19 Mr. Price called back regarding his complaint. Mr. Price wanted to know the PSC's position on this matter. I explained to him the extent of the PSC's regulatory authority and that I would need to receive the response from company before I can make a determination. I also explained to Mr. Price that we must give the utility 15 days to respond to the complaint. It appears that Mr. Price understood. R.Castillo

04/24/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent:Wednesday, April 24, 2019 11:40 AM

To:PSCREPLY

Subject:RE: FL. PSC CATS NO: 1306229W CHRISTOPHER PRICE

Attachments:FPSC REQUEST NO. 1306229W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Christopher Price's complaint to the Florida Public Service Commission (FPSC) concerning a duplicate payment he made to Utilities, Inc. of Florida (UIF) for \$93.43 on March 20, 2019 and a NSF service charge to his account for \$30.00 for the returned payment . Mr. Price is a customer at 1410 Suzanne Way, Longwood, Fl.

On April 24, 2019, e-mail communication was sent to Mr. Price that addressed his concerns. The NSF fee for \$30.00 was removed from his account because it was a duplicate payment returned. His account balance is \$0.00 as of today. Your office was included in the correspondence to Mr. Price and a copy is included with this response. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

04/26/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Friday, April 26, 2019 7:52 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1306229W

From: cp1069 [mailto:cp1069@aol.com]
Sent: Friday, April 26, 2019 7:41 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1306229W

Dear Ms. Christian:

Thank you for your prompt attention and comprehensive response. I appreciate that this has been rectified.

Sincerely,

Christopher Price

Sent from my Verizon, Samsung Galaxy smartphone"

05/23/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1306669W; Name: ANDREW ZOLTEK; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: ANDREW ZOLTEK Svc. Address: 547 CLEMSON DR Seminole County, (407)-300-1184 Altamonte Springs, FL 32714- Caller: ANDREW ZOLTEK Mailing Addr: 1345 NOLTON WAY ORLANDO, FL 32822 Can Be Reached: Account #: 0012077614 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1306669W Response Needed From Company? Y Date Due: 05/14/2019 <hr/> Reply Received: 05/01/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1306669W	Assigned to: SHONNA MCCRAY Entered by: DCHUNGMO Date: 04/23/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 85.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 05/30/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states he received a high bill for the amount of \$165.11.

Customer states that his average bill was 80-90.

Customer approximate disputed amount is \$85

What is the date of the bill?

3/29/2019

Why do you believe you have been billed improperly?

Customer states that he does not understand why his bill has increased.

Other Comments:

Please provide a 24 month consumption and billing history.

Please provide an explanation on the billing change for Mr. Zoltek's account.

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 days 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
 - e) confirmation 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 taken by Daniel Chung.

05/01/2019 - Company response received via Email. DScott.

5/2/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Zoltek is a customer at 547 Clemson Dr., Altamonte Springs, FL.

*Mr. Zoltek's meter was read on 3/29/19 for the 4/7/19 bill.

*The meter read was 247100, there was not any visible leak noticed at that time.

*It was reread for accuracy on 4/12/19, the read was 251750 and there was not any visible leak noticed.

*Mr. Zoltek was not satisfied with the findings and requested his meter be tested.

*On 4/22/19, staff met with him at the residence to test the meter, it was tested at his residence with him present.

*The accuracy of the meter was 99.43%.

*The meter test was explained to Mr. Zoltek.

*The utility does not find that he has been over charged for usage.

*Because the utility is only at Mr. Zoltek's residence once a month to read the meter for billing, it is

unable to tell him how the water was used between 2/27/19 and 3/29/19.

*A bench test is made available to him if he is not satisfied with the results of the field test that was performed at his residence.

*A copy of the meter test and copies of all bills issued to Mr. Zoltek are included with the response.

*Mr. Zoltek started water service with the utility on 5/31/18.

*The usage history is in the top right of the bills and the summary of charges is located in the body of each bill.

Shonna McCray

5/16/2019 Customer called back to discuss his complaint. Customer states Company never contacted him. Customer states he will call back to speak to analyst. BJoiner

5/17 Customer called back to discuss his complaint. Transferred caller to S McCray who accepted the call. BJoiner

5/17/19: Mr. Zoltek transferred by Belkis. Mr. Zoltek called to check the status of his complaint. Reviewed the response with Mr. Zoltek. He stated that his bill has returned to normal usage and he did not have any signs of leaks. Mr. Zoltek stated he has not done anything or made any repairs and his bill has dropped back down to normal usage. He stated the meter may have been changed. Explained to Mr. Zoltek that the meter test results indicates the meter is working properly. Explained how he could compare the meter numbers; Mr. Zoltek confirmed the meter number is the same. Mr. Zoltek indicated that he understands the information provided and will pay the bill. Shonna McCray

5/30/19: This inquiry closed. Shonna McCray

Case#: 1307183W; Name: JAMES SHARPE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JOYCE LEHMAN Svc. Address: 102 OLD HICKORY COURT Seminole County, Longwood, FL 32750- Caller: JAMES SHARPE Mailling Addr: 102 OLD HICKORY COURT LONGWOOD, FL 32750- Can Be Reached: (407)-497-9813 Account #: 4599210000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1307183W Response Needed From Company? Y Date Due: 05/21/2019 Reply Received: 05/08/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N Request No: 1307183W	Assigned to: SHONNA MCCRAY Entered by: SMCCRAY Date: 04/30/2019 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 Closed by: SHONNA MCCRAY Date Closed: 06/14/2019 Close Type: GI-30 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:

Customer states he has been unable to contact the company via telephone. Customer needs to have the water pressure checked at the residence.

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 days 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
 - e) confirmation 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 taken by Shonna McCray

05/08/2019 - Company response received via Email. DScott.

5/9/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Lehman is a customer at 102 Old Hickory Ct., Longwood, FL.

*On 4/30/19 at approximately 2:09:21 p.m. Ms. Lehman's complaint was received from FPSC.

*At approximately 2:11 p.m. records show that Jim Sharp 407-497-9813 called to report low water pressure at 102 Old Hickory Ct. and a work order was immediately issued to check the water pressure at the residence.

*At approximately 2:15 p.m. CST the technician had been to the residence to check the low water pressure complaint and the water pressure at the outside hose bib to the residence was 60psi.

*There was a water softener at the residence that could have been the cause for the low water pressure inside the home.

*The water pressure that was provided from the utility's meter was adequate.

*There was a tag left on the door since no one was present at the residence that provided information about the findings and it was suggested to the customer to check the water softener.

*The tag also requested the customer to call the technician if additional assistance was required.

*On 5/2/19, a telephone call was made to the number that is listed as a can be reached number on the complaint and no one was available, a message was left for a return call and information was left about the technician's findings on 4/30/19 and to please contact the company's office if additional assistance was required.

*A second telephone call was made to the telephone number listed on the account and no one was available at that number a message was left at that number with a request for a return call.

*The Customer was not at the residence on 4/30/19, and the customer has not responded to either contact.

*On 5/8/19, written correspondence was mailed to the customer that informed them about the utility's findings.

*A copy of the correspondence to the customer is included with the response.

Shonna McCray

6/14/19: This inquiry closed. Shonna McCray

Case#: 1307460W; Name: MAROUANE ZAHIDY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
<p style="text-align: center;">Consumer Information</p> <p>Name: MAROUANE ZAHIDY Svc. Address: 117 HOLDERNESS DR Seminole County, (407)-233-8657 Longwood, FL 32779- Caller: MAROUANE ZAHIDY Mailling Addr: 117 HOLDERNESS DR LONGWOOD, FL 32779- Can Be Reached: Account #: 0973901581 E-Track #: 128822</p>	<p style="text-align: center;">Utility Information</p> <p>Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1307460W Response Needed From Company? Y Date Due: 05/28/2019</p> <hr/> <p>Reply Received: 05/28/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N</p> <hr/> <p>Request No: 1307460W</p>	<p style="text-align: center;">PSC Information</p> <p>Assigned to: REY CASTILLO Entered by: DHOOD Date: 05/06/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 190.00</p> <hr/> <p>Closed by: REY CASTILLO Date Closed: 06/10/2019 Close Type: GI-25 Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, May 04, 2019 2:42 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 128822

CUSTOMER INFORMATION

Name: Marouane Zahidy
Telephone: (407) 233-8657
Email: Zahidy@yahoo.com
Address: 117 Holderness drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Marouane Zahidy
Account Number: 0973901581
Address: 117 Holderness drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

It has been over year and half that my water bills tripled for no reason at all , i was hoping that is temporary but the company keep increasing my water bill over and over again to a point I am not able to pay it with other bills ! My water habits have not changed at all , even alarming is I left the house for more than a month and still got a 190 dollar bill . I reached out to my neighbors and unanimously expresse the same concerns about this company business practices
We need your intervention at this point ! Can you help ? "

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
 - 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 taken by Diane Hood

Customer filed a duplicate with eform 128823, only filing complaint with eform 128822. Also filed for Docket 20160101.

05/28/2019 - Company response received via Email. DScott.

05/29/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY

Sent: Wednesday, May 29, 2019 7:41 AM
To: Consumer Contact
Subject: FW: FPSC CASE NO: 1307460W

From: Marouane Zahidy [mailto:zahidy@yahoo.com]
Sent: Tuesday, May 28, 2019 3:06 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC CASE NO: 1307460W

Dear Mrs Elise,

Thank you for taking the time to officially respond to my water bill increase at my primary residence in Longwood Florida .

By looking at my bill history , i was able to confirm the billing amount you mentioned and grasp the increase in billing that happened recently ; however , I cannot understand the additional ongoing "wastewater service charge added to my water usage and the average amount of it is 60 dollars ??? I would like an explanation to that matter ? Also , I would like to have a meter test done in my presence ?

Looking forwards your response

Best Regards, "

05/28/2019 - Company response received via Email. DScott.

05/30/2019 - Company response received via Email. DScott.

05/30/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Thursday, May 30, 2019 12:34 PM
To: Consumer Contact
Subject: FW: FPSC CASE NO: 1307460W

From: Marouane Zahidy [mailto:zahidy@yahoo.com]
Sent: Thursday, May 30, 2019 11:28 AM
To: Elise Christian
Cc: PSCREPLY

Subject: Re: FPSC CASE NO: 1307460W

Hello Mrs. Elise ,

Thanks again for taking the time explaining in details the waste charges breakdown however , I want to alert you that this charge is new to my water bill about a year or so !??? How do you explain 5 years not being part of my bill and suddenly appeared ?

I can reach on my cell 407-233-8657 to schedule a meter test

Sent from my iPhone"

06/03/2019 - Company response received via Email. DScott.

05/28/2019 - Company response received via Email. DScott.

Company response indicates the following:

On May 28, 2019, at 11:51 AM, Elise Christian <ESChristian@uiwater.com> wrote:

Dear Mr. Zahidy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about an increase in your water bills for water service at 117 Holderness Dr., Longwood, FL.

You stated that it has been over a year and a half that your water bills tripled for no reason at all, you were hoping that it was temporary but the utility keeps increasing your bill. Review of your account shows that your monthly average usage remains consistent There was a rate increase that became effective September 5, 2017 that increased your water bills. I have attached a copy of your usage history and charges under the old rate for comparison to your usage history and under the current rates.

A new meter was installed at your residence on April 24, 2018 and it is operating properly. The meter has been reread for accuracy on May 7, 2019 and on May 24, 2019. Each time the reads and usage are in line and there was not any visible leak noticed. Your monthly usage is in line and is consistent. If you are not satisfied with the utility's findings, a meter test is made available to you. There is a test at no cost to you that can be performed at your residence with you or a representative for you that is over the age of 18 present to witness the test. That can be arranged by contacting Customer Service at 1-866-842-8432 to schedule a test. If you are not satisfied with the meter test at your residence, there is an option to have it bench tested by an independent source. That test is \$20.00 if the meter test result does not indicate that you are being over charged for water.

The utility does not find that you have been over charged for usage. The increase in your water bills is due to the rate increase. Please do not hesitate to contact our office if you have additional questions or need additional assistance. The FPSC is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, May 28, 2019 3:54 PM
To: Marouane Zahidy
Cc: PSCREPLY
Subject: mRE: FPSC CASE NO: 1307460W

Good Afternoon Mr. Zahidy,

Thank you for your response. I will issue a work order for you to be contacted by our field staff which will probably be Shawn to schedule the meter test at your residence. He will call you and the two of you can schedule a time that will work for both of you. Do you have a special telephone number for him to reach you during business hours. (7am – 4pm).

The wastewater base charge is \$25.93 and there is a usage charge for \$4.15 per 1,000 gallons not to exceed 8,000 gallons a month. If your water usage is under 8,000 gallons per month, you will be charged wastewater for that exact usage plus the base charge of \$25.93. If your water usage is 8,000 gallons or more each month, you will only be charged for up to 8,000 gallons for wastewater plus the base charge. That is the maximum amount charged each month for wastewater. Because your water usage exceeds 8,000 gallons each month, your wastewater charge will be the same for those months under the current rates. \$59.13 plus the surcharges for \$0.27 = \$59.40. Please see the table below do not add in the charges with (FCPO) – only Base Charge .. \$25.93, Surcharge ..\$0.11, Gallons Charge .. \$33.20 and Tax Charge .. \$0.16. Total \$59.40.

Please contact me if you require additional assistance and to provide the contact telephone number for scheduling the meter test.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

05/30/2019 - Company and consumer response received via Email. DScott.

From: Marouane Zahidy <zahidy@yahoo.com>
Sent: Thursday, May 30, 2019 11:28 AM
To: Elise Christian <ESChristian@uiwater.com>
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: Re: FPSC CASE NO: 1307460W

Hello Mrs. Elise ,

Thanks again for taking the time explaining in details the waste charges breakdown however , I want to alert you that this charge is new to my water bill about a year or so !??? How do you explain 5 years not being part of my bill and suddenly appeared ?

I can reach on my cell 407-233-8657 to schedule a meter test

Sent from my iPhone

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, May 30, 2019 12:28 PM
To: Marouane Zahidy
Cc:PSCREPLY
Subject: RE: FPSC CASE NO: 1307460W
Attachments:10.21.12 Mr Zahidy first bill.pdf; 1.21.13 bill.pdf; 12.22.14 bill.pdf; 12.22.15 Bill.pdf; 12.22.16 Bill.pdf; 12.21.17 bill.pdf; 12.25.18 bill.pdf

Good Morning Mr. Zahidy,

All of your bills since your first bill on February 21, 2012 have included a wastewater charge. The charge was significantly lower but it was there on each bill. I have attached a copy of a few of your bills including the first bill issued to you. I also noticed on the work order that your meter is scheduled for testing tomorrow 5/31/19 at 8:00 a.m. Please let me know if you require additional assistance.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/03/2019 - Company response received via Email. DScott.

Company response indicates the following:

To: zahidy@yahoo.com
Cc: PSCREPLY
Subject: FW: FPSC CASE NO: 1307460W
Attachments: 10.21.12 Mr Zahidy first bill.pdf; 1.21.13 bill.pdf; 12.22.14 bill.pdf; 12.22.15 Bill.pdf;
12.22.16 Bill.pdf; 12.21.17 bill.pdf; 12.25.18 bill.pdf; 117 HOLDERNESS METER TEST
5.31.19.jpg; FL STATE METER ACCURACY REQUIREMENT.pdf

Good Morning Mr. Zahidy,

Attached is a copy of the result for the meter test that was performed at your residence on May 31, 2019 and a copy of the FPSC regulations for meter accuracy. Your meter is a displacement type. The test indicated that the meter was running slow and was not capturing all of the water that flowed through it on the minimum flow range and it was replaced. Staff notes indicate that the test was explained to you. Please do not hesitate to contact our office if you require additional assistance. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/10/19 Having not received any further contact from the customer, this inquiry will be closed as

a GI - 25. R.Castillo

Case#: 1307989W; Name: DAN DOLAN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DAN DOLAN Svc. Address: 103 VALLEY CIR Seminole County, (561)-214-0257 Longwood, FL 32779- Caller: DAN DOLAN Mailing Addr: 103 VALLEY CIR LONGWOOD, FL 32779- Can Be Reached: Account #: 2804686753 E-Track #: 128875	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1307989W Response Needed From Company? Y Date Due: 06/04/2019 <hr/> Reply Received: 06/04/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1307989W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 05/13/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 350.00 <hr/> Closed by: REY CASTILLO Date Closed: 06/17/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, May 11, 2019 8:35 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128875

CUSTOMER INFORMATION

Name: Dan Dolan
 Telephone: (561) 214-0257
 Email: danoteck@gmail.com
 Address: 103 Valley Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dan Dolan
 Account Number: 2804686753
 Address: 103 Valley Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities Inc has unfair billing practices. It would seem that they have been "copy and pasting" my water usage amounts because when I went to my water meter to track my usage and make sure i kept it under control, my meter was buried under 3 inches of dirt and I had to dig it out. It was clear to me that they weren't even looking at my usage but using some kind of "guess" based on statistical analysis. Not only that, but they're rates are completely unacceptable for water. Seminole County water, where many of my friends live, has a "high" water bill at \$75/mo. My last two water bills are \$175/Mo. This is crazy, especially when I am convinced that they are not even really checking my meter!!!! Unacceptable. "

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
 - 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 taken by Diane Hood

06/04/2019 - Company responses received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, June 04, 2019 2:17 PM

To: danoteck@gmail.com

Cc: PSCREPLY

Subject: FPSC REQUEST NO. 1307989W

Attachments: 103 Valley Cir Usage History.xlsx; 103 Valley Cir Meter 6.4.19.jpg

Dear Mr. Dolan:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about unfair billing practices by Utilities, Inc. of Florida for water service at 103 Valley Cir., Longwood, FL.

In your complaint you stated concern about your meter being read monthly because when you checked your meter, it was buried under 3 inches of dirt and you had to dig it out. Because of the dirt on the meter, you thought your meter was not being read monthly and the usage billed to you was some kind of "guess". You also stated that the rates are too high and that your last two bills were \$175.00.

Review of your account indicates that you started water service at 103 Valley Cir. on May 13, 2016. A copy of your usage history since your start of service date to June 4, 2019 is included with this correspondence for your review. On September 5, 2017, there was a rate increase that caused your bills to increase. Staff is at your residence to read your meter once a month, it is possible for your meter to become covered with dirt between the scheduled reads, especially in sandy areas and if the meter is located in a water runoff area from irrigation or rain where there is loose dirt. The Technician does not dig the full meter out of the dirt for reading, a brush or a sweep is used to clear the face of the meter to see the digits that are on it. Your meter was reread for accuracy on May 14, 2019, May 24, 2019 and on May 30, 2019. Each time the meter reads were accurate and were in line with the prior reads. It was noticed that between May 24th and May 30th, you had used 19,610 gallons and there was not any visible leak noticed by the technician while at your residence, perhaps you had run your irrigation for some of the days between May 24th and May 30th (6 days) to cause the high usage. As a follow-up reread, your meter was read today, June 4, 2019 in the afternoon. The usage since May 30th is 16,950 gallons. A picture of your meter and the read on the register is provided with this correspondence.

Please contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/04/2019 - Company responses received via Email. DScott.

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, June 04, 2019 5:23 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1307989W DAN DOLAN
Attachments: FPSC REQUEST NO. 1307989W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Dan Dolan's complaint concerning his meter being read as required monthly at his residence. Mr. Dolan is a customer at 103 Valley Cir., Longwood, FL.

Mr. Dolan was concerned that his meter was not being read monthly and that the usage was some kind of "guess". Mr. Dolan's meter is read monthly as required and was reread for accuracy on May 14, 2019, May 24, 2019, May 30, 2019 and again on June 4, 2019. Each time the reads were correct and in line with prior meter reads. Mr. Dolan's account indicated that between May 24th and May 30th, he used 19,610 gallons in 6 days, his usage between May 30th and June 4th was 16,950 gallons. A picture of his meter and his usage history was provided to him in the correspondence that was sent to him on June 4, 2019. Your office was included in that correspondence and a copy of it is included in this reply.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/17/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

07/15/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Monday, July 15, 2019 8:01 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1307989W

From: Dan Dolan [mailto:danoteck@gmail.com]
Sent: Sunday, July 14, 2019 4:47 PM
To: Elise Christian; Stephanie Clark
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1307989W

Dear Elise,

I still struggle to understand how I am using more than triple the water I used in March when I have not had my sprinklers on since April- where is all of this extra water all of a sudden going, and why does it only spike in summer, our rainiest season? I believe there is still something wrong here.

My water bill is now \$200 and I just cannot figure out why my bill would be triple the price when our water consumption is down considerably from previous years based on the data you provided me. Furthermore, we have been working hard to conserve, yet my meter still shows high usage? I would like to present my case, again based on data you provided, that CLEARLY shows my average water consumption has significantly decreased while my bill has remained ridiculously high for what is a must have utility. There must be some other issue happening here, such as a leak near the main, that is causing this.

Additionally, to not your comment on the rate increase. I believe that your company, Utilities Inc, is guilty of price gouging me as a consumer by charging ridiculous prices for water, especially since I have NO CHOICE but to use your services. You have an unfortunate monopoly over what is arguably the most important utility in a home. Lack of competition breeds this type of action by ANY company.

Shame on your company's corporate greed, and shame on the Florida PSC for allowing such practices to be allowed. It is clear to me that there must have been some sort of special interest lobby involved to let Utilities Inc get such a ridiculous rate increase through.

Good day.

Sincerely, Dan Dolan

On Tue, Jun 4, 2019 at 2:17 PM Elise Christian <ESChristian@uiwater.com> wrote:

Dear Mr. Dolan:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about unfair billing practices by Utilities, Inc. of Florida for water service at 103 Valley Cir., Longwood, FL.

In your complaint you stated concern about your meter being read monthly because when you checked your meter, it was buried under 3 inches of dirt and you had to dig it out. Because of the dirt on the meter, you thought your meter was not being read monthly and the usage billed to you was some kind of "guess". You also stated that the rates are too high and that your last two bills were \$175.00.

Review of your account indicates that you started water service at 103 Valley Cir. on May 13, 2016. A copy of your usage history since your start of service date to June 4, 2019 is included with this correspondence for your review. On September 5, 2017, there was a rate increase that caused your bills to increase. Staff is at your residence to read your meter once a month, it is possible for your meter to become covered with dirt between the scheduled reads, especially in sandy areas and if the meter is located in a water runoff area from irrigation or rain where there is loose dirt. The Technician does not dig the full meter out of the dirt for reading, a brush or a sweep is used to clear the face of the meter to see the digits that are on it. Your meter was reread for accuracy on May 14, 2019, May 24, 2019 and on May 30, 2019. Each time the meter reads were accurate and were in line with the prior reads. It was noticed that between May 24th and May 30th, you had used 19,610 gallons and there was not any visible leak noticed by the technician while at your residence, perhaps you had run your irrigation for some of the days between May 24th and May 30th (6 days) to cause the high usage. As a follow-up reread, your meter was read today, June 4, 2019 in the afternoon. The usage since May 30th is 16,950 gallons. A picture of your meter and the read on the register is provided with this correspondence.

Please contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714"

07/17/19 I attempted to contact Mr. Dolan by telephone, he was not available. I left a brief message, provided my contact information, and requested a return call. R.Castillo

Case#: 1308893W; Name: STEVE GARVER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: STEVE GARVER Svc. Address: 216 HARROGATE PL Seminole County, (407)-717-7212 Longwood, FL 32779- Caller: STEVE GARVER Mailling Addr: 216 HARROGATE PL LONGWOOD, FL 32779- Can Be Reached: Account #: 6791710000 E-Track #: 128959	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1308893W Response Needed From Company? Y Date Due: 06/14/2019 <hr/> Reply Received: 05/29/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1308893W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 05/23/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 06/27/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, May 23, 2019 9:19 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128959

CUSTOMER INFORMATION

Name: Steve Garver
 Telephone: (407) 717-7212
 Email: sgarver@cfl.rr.com
 Address: 216 Harrogate PI Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Steve Garver
 Account Number: 6791710000
 Address: 216 Harrogate PI Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities Inc. did not accurately bill for usage for the past three months Feb, Mar, April 2019. When calling their customer service, they state they did not or could not read the meter in Feb and March so just put the additional usage on the April invoice which means they charged Highest rate of usage.

These meters should be read accurate every month and invoiced based on that accuracy. Please respond to this message to let me know you have notified the company. "

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
 - 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 taken by Diane Hood

05/29/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, May 29, 2019 12:53 PM
To: Cgarver@cfl.rr.com

Cc:PSCREPLY

Subject: FPSC REQUEST NO. 1308893W

Attachments: Steve Garver 2.24.19 Corrected Bill.pdf; Steve Garver 3.21.19 Corrected Bill.pdf;
Steve Garver 4.25.19 Corrected Bill.pdf; Steve Garver 5.22.19 Current Bill.pdf

Dear Mr. Garver:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about low usage on bills dated February 24, 2019 and March 21, 2019 that resulted in more usage billed at the highest tier on your April 25, 2019 bill for water service at 216 Harrogate Place, Longwood, FL.

Review of your account indicated that on February 24th bill, you were charged for 4,050 gallons, on March 21st bill you were charged for "0" gallons and on April 25th bill you were charged for 40,210 gallons. The utility has assigned staff to read your meter monthly and it is expected to be read monthly, it is not known if your meter was incorrectly read for February by the low usage or if it was missed in the route for March. Because your usage history shows that it is possible that your meter was not read correctly for February and March, too low and resulted with some of the usage for those two months being billed on your April bill for 28,210 gallons at the highest tier, your account has been adjusted to bill the usage over the three months. The total usage billed between the three bills was 44,260 gallons.

Your account was adjusted to divide the total usage of 44,260 gallons for three months between February, March and April bills. By dividing the usage over three months (bills), it reduced the highest tier usage for the three months usage to a total of 8,260 gallons. Each month was billed 12,000 gallons, 4,000 gallons at tier one and 8,000 gallons at tier two plus February and April were billed 3,647 gallons at tier three and March was billed 966 gallons at tier three. Because these are corrected bills, the due dates on them show as already past. A payment arrangement is available to you to pay them in three monthly installments along with the current month bills if you require additional time. Please contact our Customer Service at 1-866-842-8432 to make the arrangements. Copies of the corrected bills and your current bill are included with this correspondence.

We apologize for the inconvenience caused, please do not hesitate to contact me if additional assistance is required. The FPSC office is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/04/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, June 04, 2019 4:53 PM
To:PSCREPLY
Subject: RE: FL. PSC CATS NO: 1308893W STEVE GARVER
Attachments: FPSC REQUEST NO. 1308893W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Steve Garver complaint about low usage on his bills dated February 24, 2019 and March 21, 2019 that resulted in more usage billed at the highest tier on his bill dated April 25, 2019. Mr. Garver is a customer at 216 Harrogate Place, Longwood, FL.

On May 29, 2019, written correspondence was sent to Mr. Garver that addressed his concerns. His account was rebilled to each month's average for the three bills. A payment arrangement was made available to him to pay the account balance if he required it. He was asked to contact Customer Service to make the arrangement. Your office was included in the correspondence to Mr. Garver and a copy of it is included in this reply. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison
Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/27/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1308926W; Name: BRYAN COVET; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: BRYAN COVET Svc. Address: 204 AMBERGATE CT Seminole County, (954)-336-9479 Longwood, FL 32779- Caller: BRYAN COVET Mailling Addr: 204 AMBERGATE CT LONGWOOD, FL 32779- Can Be Reached: Account #: 8675917078 E-Track #: 128963	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1308926W Response Needed From Company? Y Date Due: 06/14/2019 <hr/> Reply Received: 06/12/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1308926W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 05/23/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 06/28/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, May 23, 2019 12:01 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 128963

CUSTOMER INFORMATION

Name: Bryan Covet
 Telephone: (954) 336-9479
 Email: Bwc2210@gmail.com
 Address: 204 Ambergate Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Bryan Covet
 Account Number: 8675917078
 Address: 204 Ambergate Ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Many in our community saw a massive jump in our supposed usage this past month. Mine, for example, went up almost 30,000 gallons. On my street of ten homes, I have confirmed that six of us are seeing this type of spike. We have gone through all of the steps to make sure it is not a leak on our end and Utilities Inc has tested our meter. At this point, they deny any responsibility and will not have any discussion about the obvious lack of common sense in saying that we could have possibly used this much water. Or that it was used once and now our usage is back to normal. Or that we have many neighbors with the same issue at the same time. We have reached out to the community and discovered many others currently going through the same thing with no response from Utilities Inc. They will only take responsibility if we can prove that we did not use the extra water. However, they will take process of elimination and logic, along with numerous households being charged this way at the same time, as proof. We have followed every suggestion (checking irrigation, toilets, etc.). We went from 10-12 thousand gallons to 38 thousand, and then dropped right back down to normal. We still cannot find anywhere that 26,000 gallons could have gone and Utilities Inc will not do anything more on there end. Once they did their own test of our meter, with their own employee, that was it. They put all their stock in that one piece of equipment and will discuss nothing else. "

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
 - 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 taken by Diane Hood

Customer filed duplicates with eforms 128961 & 128962, only filing complaint with eform 128963.

06/12/2019 Company response received via email and forwarded to S McCray. DHood

6/13/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *Mr. and Mrs. Covet have been customers at 204 Ambergate Ct., Longwood, FL. since 2/1/18.
 - *On 5/13/19, the meter was tested for accuracy at the Covet's residence in their presence.
 - *The meter was working properly and was within the FPSC required accuracy range.
 - *The test was explained to the customer, a copy of the meter test and their usage history is included with the response.
 - *They were billed correctly for their usage.
 - *On 5/28/19, the Director of External Affairs spoke with Mrs. Covet and addressed her concerns that she mentioned in her complaint.
 - *She expressed that she was satisfied that he had contacted her and addressed her concerns.
 - *She stated to the Director of External Affairs that they were dropping their complaint with FPSC.
- Shonna McCray

6/28/19: This inquiry closed. Shonna McCray

Case#: 1309465W; Name: JIM RUDDY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JIM RUDDY	Company Code: WS251	Assigned to: REY CASTILLO
Svc. Address: 328 S. PRESSVIEW AVE Seminole County, (407)-718-0981 Longwood, FL 32750-	Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1309465W Response Needed From Company? Y Date Due: 06/21/2019	Entered by: DHOOD Date: 05/31/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer:
Caller: JIM RUDDY	Reply Received: 06/19/2019 Reply Received Timely? Y	Disputed Amt: 0.00
Mailling Addr: 328 S. PRESSVIEW AVE LONGWOOD, FL 32750-	Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N	Closed by: REY CASTILLO Date Closed: 07/05/2019 Close Type: GI-25 Apparent Rule Violation: N
Can Be Reached:		
Account #:		
E-Track #: 129003	Request No: 1309465W	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 31, 2019 7:53 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 129003

CUSTOMER INFORMATION

Name: Jim Ruddy
Telephone: (407) 718-0984
Email: jruddy@watsonrealtycorp.com
Address: 328 S Pressview Ave. LONGWOOD FL 32750

BUSINESS INFORMATION

Business Account Name: Jim Ruddy
Account Number:
Address: 328 S Pressview Ave. LONGWOOD FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Home was vacant for the month with water shutoff and meter was checked for leaks nothing there yet my bill went from 44.69 to \$167.51. I have also heard from two other neighbors within 1/2 mile from me that they had their bills go up dramatically. I suspect they are overbilling people as the one guys bill went back to normal next month. "

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
 - 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 taken by Diane Hood

06/19/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, June 19, 2019 11:34 AM

To: jruddy@watsonrealtycorp.com

Cc: PSCReply

Subject: FL PSC NO. 1309465W

Dear Mr. Ruddy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about charges billed to you for \$167.51 by Utilities, Inc. of Florida (UIF) on May 15, 2019 for water service at 328 Pressview Ave., Longwood, FL.

The meter was read on May 10, 2019 for your May 15, 2019 bill and the meter read was 3401020 with 40,020 gallons usage, on May 24, 2019 your meter was reread for accuracy and the read was 3419170 the usage that had registered through the meter between May 10th and May 24th was an additional 18,150 gallons. You expressed that you were not satisfied with the findings and requested your meter tested. On June 10, 2019, your meter was tested in your presence and the test on the meter indicated that the meter was not capturing all of the water that flowed through it. The accuracy of the meter indicated that it was operating at 66.17%. The FPSC meter accuracy is 95%-101.5%. The technician explained the meter test and accuracy and a new meter was installed.

On May 30, 2019, customers were notified that UIF had discovered that errors were made in reading certain water meters of customers located in the Sanlando system. The meter reads taken during the months of February through April were reviewed and noted those that indicated a potential meter misread. Your account was one that was reviewed and was noted. As a result, your account was provided a credit adjustment for \$27.28 for water before the meter was tested for accuracy and was found to be slow. The adjustment was for water that registered through the slow meter that was billed at a higher tier rate that should have been billed at a lower tier rate because of the true-up.

Please contact our office if additional information is requested.

The FPSC office is included in this communication.

Regards,

Elise S. Christian / Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 Internal:1356
200 Weathersfield Avenue, Altamonte Springs, FL 32714

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, June 19, 2019 1:17PM
To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1309465W JIM RUDDY
Attachments: 1560194315.385638jpg; FL PSC NO. 1309465W

Dear Mr. Castillo:

This correspondence is in reference to Mr. James Ruddy's complaint about his bill dated May 15, 2019 and the usage for water service at 328 Pressview Ave., Longwood, Florida. On June 10, 2019 staff met with Mr. Ruddy to test his water meter and to address his concerns about the high usage. The meter failed at the low percentage of 66.17%. It was not capturing all of the water that flowed through it. On June 19, 2019, written correspondence was sent to him that addressed his concerns about his account and a credit adjustment that was applied to his account for \$27.28. Your office was included in the correspondence, a copy of the correspondence and the meter test result are included in this reply.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian / Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 Internal:1356
200 Weathersfield Avenue, Altamonte Springs, FL 32714

Company response entered by R.Castillo

07/05/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1309730W; Name: SAL RECCHI; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: SAL RECCHI Svc. Address: 202 JONESBURY CT Seminole County, (407)-221-8614 Longwood, FL 32779- Caller: SAL RECCHI Mailling Addr: 202 JONESBURY CT LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 129025	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1309730W Response Needed From Company? Y Date Due: 06/25/2019 <hr/> Reply Received: 06/20/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1309730W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/04/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/09/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, June 04, 2019 12:46 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129025

CUSTOMER INFORMATION

Name: Sal Recchi
 Telephone: (407) 221-8614
 Email: salrecchi@gmail.com
 Address: 202 Jonesbury Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Sal Recchi
 Account Number:
 Address: 202 Jonesbury Court Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
 Details:

To whom it may concern. I'm among the thousands of residents in the Wekiva-Sweetwater area of Central Florida who saw their water utility rates skyrocket by more than 100 percent in 2007 after you approved Utilities Inc.'s rate-hike request. This complaint is an addendum to a previous complaint regarding Utilities Inc.'s improper billing practices during the last few months caused, we're told, by a meter reader who misread our meters and, according to the company, undercharged many of us. In my previous complaint, I stated that Utilities inc. raised rates for selected customers to compensate for its mistakes. What I should have said is this: Utilities Inc. charged some customers more in subsequent months to make up for the meter reader's earlier mistake.

We residents, after enduring an unprecedented water rate increase, are deeply suspicious of the method used by Utilities Inc. in up-charging some customers after discovering its earlier mistake. Was the company able to tell, for instance, whom to charge extra? We're told that a top official explained the situation to one of our residents, blaming a poorly trained meter reader for the entire mess. But it begs the question: Why didn't Utilities Inc. management ensure that this meter reader was properly trained? And given this gross negligence, why shouldn't the company eat the costs of its own mistakes? Finally, why didn't the company inform us of this mistake in a timely manner instead of waiting until after an outpouring of confusion on the social media site, Nextdoor Wekiva by angry residents?

On behalf of thousands of those residents, I encourage you to investigate this matter and report your findings to us.

Sincerely,
Sal Recchi.

PSC was contacted previously "

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.
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 - 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
 - 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 taken by Diane Hood

06/20/2019 Company response received via email and forwarded to RCastillo. DHood

06/20/2019 Company response received via email and forwarded to RCastillo. DHood

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, June 20, 2019 2:06 PM
To: Gayla.recchi@gmail.com
Cc: PSC Reply
Subject: FPSC Request No. 1309730W
Attachments: 202 Jonesbury Sal Recchi Usage History.xlsx

Dear Mr. Recchi:

This correspondence is in reference to your complaint to the Florida Public Service Commission about the meter reader error that occurred in reading certain water meters of customers located in the Sanlando system between February through April 2019.

The customers meter reads taken during the months of February through April 2019 were reviewed and noted those that indicated a potential meter misread. Your account was not identified as having a potential meter misread. A copy of your usage history for 24 months is included with this correspondence for your review. Every customer's account was not affected by the meter read error. The utility recognizes errors were made and sincerely apologize for any inconvenience this may have caused.

You asked:

Why wasn't the meter reader properly trained -

The meter reader was properly trained and was expected to read the meters properly and according to the training that was provided. It goes without saying, when one thinks that he is doing the job correctly, when in fact it is being done incorrectly, the error begins to compound. This

is what happened in this case.

Was the company able to tell which customer to charge-

Yes, each customer has its own separate meter and usage history. The audit on each account determined if the customer received a charge, credit or no change to their account.

Why shouldn't the company eat the costs of its own mistakes-

In this situation, the water that flowed through the meter was measured accurately and was provided to the customer but certain meters were read improperly which may have impacted the consumption billed in different tiered rates. The utility is allowed to recover the under charge for service that was provided to the customer. The May bill included a true-up of prior months usage. Some accounts received a credit in the true-up and some received a charge. Those customers that received a charge are offered a deferred payment arrangement by contacting Customer Service.

Why did it take the utility so long to inform the customers -

It takes a minimum of two monthly meter read reports before a pattern is seen that identifies meter read problems. Specific reports are generated each month after the customers have been billed. The first month will not show it. As soon as the potential error was identified, the investigation was started and was identified by the time the April bill was issued. The utility began to notify the customers after it was sure about the error and had identified the customers that were potentially affected. We regret and apologize that it could not be detected earlier.

Again, we apologize for the error and any inconvenience it may have caused to you. We thank you for your understanding. Please do not hesitate to contact our office if you require additional assistance. The FPSC is included in this correspondence.

Regards,

Elise S. Christian / Billing
Commission Relations Liason

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, June 20, 2019 2:34 PM

To: PSCReply

Subject: RE: FL. PSC CATS NO: 1309730W SAL RECCHI

Attachments: FPSC Request NO. 1309730W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Sal Recchi's complaint about meter reader error that occurred in reading certain water meters of customers located in Sanlando system. Mr. Recchi is a customer at 202 Jonesbury Ct., Longwood, FL.

On June 20, 2019, written correspondence was sent to Mr. Recchi that addressed his concerns. Mr. Recchi's account was not identified as being affected because of meter read errors. He was provided 24 months of his usage history for his review. Your office was included in the correspondence and a copy is included with this reply. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian / Billing
Commission Relations Liason

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/09/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1309904W; Name: JIM SZLACHETKA; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JIM SZLACHETKA Svc. Address: 534 THAMES CIR Seminole County, (407)-252-4490 Longwood, FL 32750- Caller: JIM SZLACHETKA Mailing Addr: 534 THAMES CIR LONGWOOD, FL 32750- Can Be Reached: Account #: 7164394242 E-Track #: 129047	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1309904W Response Needed From Company? Y Date Due: 06/27/2019 <hr/> Reply Received: 06/20/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1309904W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/06/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/11/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, June 06, 2019 11:57 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129047

CUSTOMER INFORMATION

Name: Jim Szlachetka
 Telephone: (407) 252-4490
 Email: JimSzlachetka@aol.com
 Address: 534 Thames Circle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Jim Szlachetka
 Account Number: 7164394242
 Address: 534 Thames Circle Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My water bill for the billing date of 5/15/2019 was for \$285.78 stating usage of 65,500 gallons of water. I called to dispute the charge and the readings. I went to my meter to find the meter buried in at least 3 inches of dirt and debris as it hasn't been looked at or read in months. I made sure it was not spinning as no water was being used and I wanted to verify we had no leaks on our property inside or out. When I inspected it, I could barely read the meter as it has been rubbed and scratched, (my guess is from the meter reader over the years clearing debris from the top to read it) I have pictures of the meter buried as well as the meter and how it is so scratched it appears impossible to obtain a clear and accurate reading from.

I have also spoke with 2 other neighbors who are experiencing similar issues with utilities Inc of FL. One neighbor had a usage reading of over 75,000 gallons and an other over 60,000 as well. they to have disputed the charges and readings and have verified no leaks on their properties as well.

I would appreciate this being looked into as I truly feel that something is being done by Utilities Inc to take advantage of their customers knowing they have a monopoly on us and we have no other choices. "

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:
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 - d) answers to any questions raised by staff in the complaint
 - 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 taken by Diane Hood

06/20/2019 Received report via email. eplendl

6/24/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*This correspondence is in reference to Mr. Jim Szlachetka's complaint about meter reader error that occurred in reading certain water meters of customers located in Sanlando system and the bill he received dated 5/15/19 for \$285.78.

*He believed that his meter could not have been read because of the scratched glass.

*Mr. Szlachetka is a customer at 534 Thames Cir., Longwood, FL.

*On 6/20/19, written correspondence was sent to Mr. Szlachetka that addressed his concerns.

*Mr. Szlachetka's account was identified as being affected because of meter read errors.

*He was provided a credit adjustment for \$8.16.

*He was also provided a copy of his usage history for 24 months and a picture of his meter.

*The PSC was provided with copy of response sent to customer.

Shonna McCray

6/24/18: NOTE: It appears the company has violated PSC rules---inaccurate meter readings.

Shonna McCray

7/11/19: This inquiry closed. Shonna McCray

Case#: 1310022W; Name: HEATHER FIELD; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: HEATHER FIELD Svc. Address: 308 RAVEN ROCK LN Seminole County, (407)-402-0482 Longwood, FL 32750- Caller: HEATHER FIELD Mailling Addr: 308 RAVEN ROCK LN LONGWOOD, FL 32750- Can Be Reached: Account #: E-Track #: 129064	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310022W Response Needed From Company? Y Date Due: 06/28/2019 <hr/> Reply Received: 06/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310022W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/07/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/12/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, June 07, 2019 3:20 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129064

CUSTOMER INFORMATION

Name: Heather Field
 Telephone: (407) 402-0482
 Email: heather.d.field@gmail.com
 Address: 308 Raven Rock Lane Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Heather Field
 Account Number:
 Address: 308 Raven Rock Lane Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

WE have been improperly billed and the meters have not been read properly. We have contacted Utilities, Inc. They did nothing to fix the issue, they sent someone to re-read the meter and was told we have no leaks. They said we used 90,000 gallons of water, which is impossible for our family. We do not have any leaks. Our bill is \$420.00 and typically is \$60-100. They are not billing property to owners and we are being used. It's terrible they are not regulated and how can this happen? "

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.
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - 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 taken by Diane Hood

06/24/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Monday, June 24, 2019 4:18 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1310022W HEATHER FIELD

Attachments: FPSC REQUEST NO. 1310022W

Dear Mr. Castillo:

This correspondence is in reference to Ms. Heather Field's complaint about meter reader error that occurred in reading certain water meters of customers located in Sanlando system and the bill she received dated May 16, 2019 for \$403.20. Ms. Field is a customer at 534 Thames Cir., Longwood, FL.

On June 24, 2019, written correspondence was sent to Ms. Field that addressed her concerns. Ms. Field's account was identified as being affected because of meter read errors. She was provided a credit adjustment for \$18.03. She was also provided a copy of her usage and bill history for 24 months. Your office was included in the correspondence and a copy is included with this reply. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/12/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1310554W; Name: ROGER CUNNINGHAM; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ROGER CUNNINGHAM Svc. Address: 405 VISTA OAK DR Seminole County, (407)-666-9097 Longwood, FL 32779- Caller: ROGER CUNNINGHAM Mailling Addr: 405 VISTA OAK DR LONGWOOD, FL 32779- Can Be Reached: Account #: 6435500000 E-Track #: 129120	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310554W Response Needed From Company? Y Date Due: 07/08/2019 <hr/> Reply Received: 06/25/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310554W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/14/2019 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/19/2019 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, June 14, 2019 1:53 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129120

CUSTOMER INFORMATION

Name: Roger Cunningham
 Telephone: (407) 666-9097
 Email: cunningham.rogerd@gmail.com
 Address: 405 Vista Oak Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Roger Cunningham
 Account Number: 6435500000
 Address: 405 Vista Oak Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I received my water bill for May earlier this week. It was late & I had called Utilities Inc. to see if I had somehow missed the bill. They told me there were some billing issues and that I would receive the bill soon. The person I spoke to told me my bill for May was in the amount of \$637.34 & I should receive the actual bill shortly. I asked the person why the bill was so high (my water bill is normally in the \$70-\$150 range depending upon the time of year). She told me my bills for February, March & April were estimated and the estimates were too low. When I told her none of the bills indicated they were estimates she told me they weren't required to indicate that they were estimated. (I believe this is incorrect). She eventually transferred me to someone who said that the bill was so high because the outside contractor they had hired to read the meters in my area had either been reading them improperly (too low) or hadn't read them at all and just made up numbers (again too low). I have no idea if this is accurate. This bill could simply be made up or it might be the results of previously under-estimated bills or the billing error the 2nd person mentioned. Either way, all of a sudden I have a \$637 water bill that's due by the beginning of July. After the massive rate increase the PSC approved for Utilities Inc. about 18 months ago I'm shocked they don't even bother to bill their customers accurately. Also, there was NO EXPLANATION about the cause of this massively higher bill in the bill itself. You have to call them to find out how this happened & depending upon who you talk to you get a different answer. Clearly their billing processes aren't working & apparently there's no PSC oversight of their operations. They should be subject to an audit to determine the real cause of this billing problem (and the cost should not be allowed to go into their rate base, as they simply aren't operating efficiently). They also offer no payment plan with the bill. I'm sure lots of people don't have \$600 extra just lying around waiting for Utilities Inc. to catch up with a supposed billing problem. Please do some follow-up & insist that Utilities Inc. communicate with its customers about this issue. "

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
 - 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 taken by Diane Hood

06/25/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, June 25, 2019 9:30 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1310554W ROGER CUNNINGHAM

Dear Mr. Castillo:

This correspondence is in reference to Mr. Roger Cunningham's complaint about the bill issued to him on June 11, 2019 for \$637.34. Mr. Cunningham is a customer at 405 Vista Oak Dr., Longwood, FL.

On June 20, 2019 Customer Service staff addressed Mr. Cunningham's concerns with him by telephone and e-mail and explained the issue about the meter read error that had occurred between February and April 2019. Mr. Cunningham's account was identified as one that indicated a potential meter misread which may have impacted the consumption billed in different tiered rate. His account was provided an adjustment credit for \$15.80 and he was provided a deferred payment arrangement to pay the balance on his account in 12 monthly installments plus his current month bill. Mr. Cunningham was in agreement with the credit and deferred payment arrangement.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing

Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/19/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1310586W; Name: CLEVE COONEY; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CLEVE COONEY Svc. Address: 103 DEVON CT SEMINOLE County, (407)-491-9786 LONGWOOD, FL 32779- Caller: CLEVE COONEY Mailling Addr: 103 DEVON CT LONGWOOD, FL 32779- Can Be Reached: (407)-247-0821 Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1310586W Response Needed From Company? Y Date Due: 07/09/2019 <hr/> Reply Received: 07/09/2019 Reply Received Timely? Informal conference: Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310586W	PSC Information Assigned to: JOHN PLESCOW Entered by: DHOOD Date: 06/17/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: Date Closed: Close Type: Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Cleve Cooney [mailto:cleve@ffandt.com]
Sent: Saturday, June 15, 2019 4:04 PM
To: Consumer Contact
Subject: Utilities Inc of Florida

I would like to file a complaint about the billing process of Utilities Inc of Florida. Utilities Inc sent a bill for the month of May after they sent out a meter reader. They claimed that we used 168,000 gallons of water...One hundred and sixty eight thousand gallons...I could completely fill my pool almost 7 times with that amount of water.

We most we've used was 16,000 gallons in a month and average closer to 10,000 gallons per month.

Utilities Inc of Florida (who has more than double our rates) claims that there was a meter reader error and that they are now catching up. They don't give details on when or how the error happened, but to claim that we somehow used that amount of water is ridiculous...and both I and the company has checked for leaks...there are no leaks.

The entire neighborhood in Longwood Florida has similar complaints. Please put a halt to this.

Cleve Cooney
103 Devon Ct
Longwood, FL 32779

cleve@ffandt.com
o-407 297 0091
m-407 491 9786 "

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
 - 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 taken by Diane Hood

07/09/2019- Customer called to discuss complaint and was transferred to S McCray who took the call. SLynch

7/9/18: Mrs. Cooney transferred by Suzelle. Mrs. Cooney stated they were contacted by the company and told the meters in their area were read wrong or not being read for several months. She stated the company indicated they would credit her account \$8.29. Mrs. Cooney stated the meter was completely covered by grass when her husband attempted to read it in May. The glass

is scratched preventing the numbers from being seen. She stated they have checked for leaks and do not have any. Mrs. Cooney will send additional information to the PSC. Customer's objection noted. Shonna McCray

07/09/2019 - Company response received via Email. DScott.

7/9/19: Customer correspondence received via email. Shonna McCray

7/10/19: Customer correspondence reviewed and added to file. Shonna McCray

7/10/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*This correspondence is in reference to Ms. Cleve Cooney's complaint about meter reader error that occurred in reading certain water meters of customers located in Sanlando system and the bill she received dated 6/3/19 for \$727.08.

*Ms. Cooney is a customer at 103 Devon Ct., Longwood, FL.

*On 6/27/19, staff spoke to Ms. Cooney and explained to her about the meter read error that had occurred between February through April, 2019.

*Her account was identified as being affected because of the meter read error.

*Her usage appeared to have been under billed for February - March.

*She was provided a credit adjustment for \$8.29.

*On 7/2/19, she was contacted and the credit adjustment was explained to her.

*Ms. Cooney was offered a payment arrangement to pay the June bill.

*She was not satisfied with the credit to her account after the explanation.

*She thought she should receive a higher adjustment.

*The table provided shows the method used to adjust the unbilled usage.

*The water and wastewater were adjusted to the correct months and the tier usage billed.

Shonna McCray

7/10/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE PROVIDE COPIES OF THE PAST 24 BILLING STATEMENTS. HOW WAS THE UNDERBILLING CALCULATED? PROVIDE A COPY OF THE METER DISPLAY. PLEASE PROVIDE RESPONSE BY 7/19/19. Shonna McCray

07/18/2019 - Company response received via Email. DScott.

7/19/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The glass on the meter is scratched, however the reader is able to read the meter without a problem.

*Over a period of time the glass on some of the meters will become scratched because the readers use a brush or sweep to remove dirt from it for reading.

*Elise Christian issued a work order to change the meter because of the glass.

Shonna McCray

7/19/19: Need to review the response, tariff, and customer correspondence. Shonna McCray

7/24/2019 Customer called to discuss complaint. Spoke to RRoland who advised that case file would need to be pulled and someone would call the customer back. Relayed this information to Customer. Email sent to SMcCray. BJoiner

07/24/2019 I called Mrs. Cooney since the assigned analyst was out of the office. Mrs. Cooney confirmed that company came out and installed a new meter on July 19, 2019.

Mrs. Cooney states that the June 2019 bill was 30,000 gallons higher than the previous JUNE 2018 and June 2017.

She states that the JULY 2019 bill was approximately 23,000 gallons higher than the previous July 2018 and June 2017.

Customer states her average monthly gallonage is 14,500 - 21,000.

Mrs. Cooney states that she has not been contacted by Utilities, Inc. staff since her inquiry was filed with the FPSC.

Mrs. Cooney can be reached at 407-247-0821. eplendl

7/29/19: Note: it appears the company has violated PSC rules---inaccurate meter readings, failure to provide full and accurate report, and failure to respond in 7 days to staff request. Shonna McCray

7/29/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

* THE RESPONSE PROVIDED ON 7/19/19, DID NOT INCLUDE THE BILL COPIES FOR 24 MONTHS AS REQUESTED, PLEASE PROVIDE THE BILL COPIES.

* THE CUSTOMER STATES SHE HAS NOT BEEN CONTACTED SINCE FILING THE COMPLAINT, PLEASE CONTACT THE CUSTOMER AS REQUIRED.

PLEASE PROVIDE RESPONSE BY 8/7/19. Shonna McCray

7/29/19: 2:06 p.m. Called Mrs. Cooney at 407-247-0821. Explained that her complaint has been re-sent to the company. Mrs. Cooney stated the only time the company contacted her was in response to her call to them. Explained that I requested the company contact her to provide a resolution. She confirmed that the meter has been changed. Shonna McCray

7/2+9/1: ATTN COMPANY:

PLEASE TEST THE OLD METER AND PROVIDE THE RESULTS TO THE PSC BY 8/7/19.

Shonna McCray

7/30/19: Company response received via email. Shonna McCray

8/1/19: Company response received via email. Shonna McCray

8/2/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE.

*The company provided the billing statements for 6/22/17 to 6/24/19; the usage history and a photo of the meter.

*Usage has ranged from

Shonna McCray

8/2/19: Notes:

*Shouldn't the backbilled amount been adjusted to reflect the different tiers?

*It appears the customer was under-billed for the months of

*The meter glass is scratched making it impossible to read the meter

*Was the customer credited for the months paid?

Shonna McCray

8/2/19: 3:21 p.m. Called Elise with Utilities Inc. at 321-972-0356; no answer; left message requesting a return call. Shonna McCray

8/2/19: 3:35 p.m. Called Mrs. Cooney at 407-247-0821 and offered a refereed meter test. She accept the offer and explained that the company contacted her and made an appointment to come out on Monday, 8/5/19, at 1:30 p.m. to test the old meter. Explained that I would request the refereed test and attempt to get the other test delayed until the refereed test is done. Mrs. Cooney expressed concerns with the company correcting the problem with the old meter. Shonna McCray

8/5/2019 Customer called and asked to speak to analyst. Analyst was not available. Offered to transfer customer to SMcCray's voicemail but customer declined. Customer stated that Company was there to test the meter and asked why PSC representative was not there. Spoke to JPlescow who advised that the refereed meter test would be scheduled at the later date and that the Utility could test the meter today. Advised the Customer of this. Email sent to SMcCray. BJoiner

8/13/19: Received the email from PSC Staff, providing the meter test results. The results indicate a total accuracy of 100.9%. Mrs. Coney was present for the testing of the meter. It results confirm the meter is working within standard. Shonna McCray

9/23/19: 1:18 p.m. Called Mrs. Cooney at 407-247-0821 to discuss her concerns and explain the results of the refereed meter test confirm the meter is working properly; no answer; left message requesting a return call. Shonna McCray

9/23/2019- Customer called back. Transfer call to SMCcray voicemail. Send her an email.
DChung.

9/23/19: 2:02 p.m. Returned call to Mrs. Cooney at 407-247-0821. Reviewed the results of the refereed meter test with Mrs. Cooney. She stated that there is no way they used 168,000 gallons of water in 1 month and she will not be paying the bill. Mrs. Cooney stated they did not have any leaks. Mrs. Cooney stated they tested the wrong meter. Reviewed the response from PSC Staff regarding the meter test conducted on 8/12/19. The meter # listed is 18098913 (this is the meter installed in July); the old meter (#19055474) needed the refereed test done. Explained to Mrs. Cooney that I would get the matter corrected. Explained I would re-contact her after doing so.
Shonna McCray

9/23/19: The witnessed meter test was done on the meter (#18098913) currently at the residence and not the meter (#1905674) whereby the high usage was consumed. Contacted PSC Staff to have the witnessed meter test done on meter #19055474. Shonna McCray

9/30/19: The witnessed meter test will be done on 9/30/19, at 1:30 p.m. at the Utilities, Inc. facility in Longwood. Shonna McCray

10/1/19: Received email from PSC Staff providing the results of the witnessed meter test. Michel Germain witnessed the test. The total accuracy was 96.73%.

10/2/19: 10:22 a.m. Called Mrs. Cooney at 407-247-0821 to advise that the meter test results for meter #19055474 indicate that the meter is working properly. Mrs. Cooney does not agree with the resolution. Explained that I would forward her complaint to my Supervisor for review and possible referral to Process Review. Shonna McCray

10/2/19: Complaint forwarded to Supervisor. Shonna McCray

* * * * * ATTENTION UIF - \$586.42 ESTABLISHED AS THE AMOUNT IN
DISPUTE * * * * *

October 24, 2019: I contacted UIF's Elise Christian to request the results of the 08/05/19 meter test performed by UIF on removed meter #19055474 in Ms. Cooney's presence. Elise explained that the removed meter was brought to Ms. Cooney's residence in order for her to be present. Elise forwarded the meter test results:
Minimum Flow Rate Test - 1/4 GPM 0.0%
Median Flow Rate Test - 2 GPM 99.0%
Maximum Flow Rate Test - 15 GPM 99.5%
Total % accuracy: 66.17%

I left a message on Elise's voice mail requesting a return call to clarify these results. Copy of E-mail with UIF's 08/05/19 meter test report added to file. MValdez

October 28, 2019: I contacted Elise Christian to clarify the information on the 08/05/19 meter test results. Elise verified with the technician notes that the Minimum Flow Rate was 0.0% and the Total % accuracy was 66.17%. This would indicate that the customer's water consumption was under recorded at a low flow rate. I indicated that the 09/30/19 witnessed meter test reflected a different result at the low flow rate: 92%; the median flow was the same, and the maximum flow rate was 99.2%, for a total % accuracy of 96.73%. Elise stated that she will request from the technician an explanation for this discrepancy, and will follow-up with me.

Note: The findings of an under registering meter has no negative effect on the account billing as the customer was not over billed. On the contrary, when water usage was done at a low flow rate, usage may have been under registered and the account under billed. MValdez

October 29, 2019: RESPONSE RECEIVED FROM UIF:
From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, October 29, 2019 8:56 AM
To: Margarita Valdez
Subject: RE: 103 Devon Meter Test

Good Morning,

The information provided about the meter test % difference on the minimum flow between the two meter test; The meter tests start with the low /minimum flow range first. The first meter test range on 8/5/19 is on the very low flow, minimum water going through the meter - if there is anything in the meter to interfere with the water flow, it is likely to make the low flow even lower - the next tested range, medium flow, more water is being pushed through the meter and the same on the high flow which is possible that the meter was cleared of any matter that the minimum flow of water was unable to push through.

On 9/30/19, because the meter had already been tested at the highest flow on 8/5/19 and cleared anything in the meter, it is a possibility that there was something preventing more water to pass through the meter on the minimum flow on 8/5/19 at the first test so the minimum flow was higher on 9/30/19 test.

Please let me know if you have questions.

Elise

Copies of E-mail and attachments of 08/05/19 and 09/30/19 meter test results added to file.
MValdez

October 29, 2019: I left a message on the voice mail of Mr. and Mrs. Cooney. I identified myself

and requested a return call to discuss their complaint. I provided my direct phone number.

MValdez

October 30, 2019: I received a call from Ms. Cooney. I explained that I had reviewed the documentation provided by her, as well as the meter test reports, bills, and account usage history provided by UIF, and I had found that she was billed correctly and it did not appear that UIF had violated any rule or its tariff. Ms. Cooney stated that she could not understand how after reviewing their usage history I could not see that something was wrong with the meter or the readings. Ms. Cooney referred to the meter read error and the extremely high bill of 06/03/19. She stated that their average monthly usage was in the range of 17,000-19,000 gallons, never over 45,000, let alone 168,000. I explained that according to the account usage history, the average monthly usage in 2017 was 21,450 gallons, with a February bill of 40,230 gallons and a projected January bill of 36,394.8 gallons; in 2018, the average monthly usage was 17,718.3 gallons; and during the four months after the 06/03/19 bill, their average monthly usage was 29,565 gallons, with a June bill of 44,460 gallons. I indicated that the four months prior to the 06/03/19 bill, usage was under read and showed an average monthly usage of 7,524 gallons, which was less than half their average monthly usage. I attempted to explain to Ms. Cooney that the 168,000 gallon bill included usage from those previous four months, and that the 06/03/19 bill was basically a true-up. I was going to explain to Ms. Cooney what a true-up is, but she stated that it had already been explained to her and this was not a case of true-up but of a reading error, because had they used 128,000 gallons in one month they would have flooded their entire property and their neighbors' property. Ms. Cooney further stated that if the meter reader was estimating the meter reading, the bill should have shown the word "Estimate" on it; however, none of the under read bills showed that they were estimated. I explained that the utility had no intention of estimating the bill and was not aware of what the meter reader was doing. As soon as the utility was made aware of the error, it proceeded to recalculate the bills of the accounts affected by the meter read error.

I continued to explain that it was not always possible for a utility to explain the increase or decrease in any customer's water consumption, and that PSC rules did not require a utility to show how water was consumed. I indicated that the accuracy of metering devices was the foundation of the PSC's billing rules for regulated water utilities, and a utility would only be required to make an adjustment to a customer's account in the event of proven meter error. In her case, the meter test results revealed that the meter was not over registering her consumption; on the contrary, it was registering a little below 100%. I concluded that, based on the information available, it appeared that the account was billed correctly. Ms. Cooney did not agree with this information and stated that the PSC had been of no use in this matter. She indicated she was going to contact an attorney. I was about to explain the next step in the process review when Ms. Cooney terminated the call. I immediately called Ms. Cooney back to inform her that at the end of next week her case would be reviewed by members of the PRT. I indicated that after that, she would be receiving a letter from Commission's GCO with a conclusive decision regarding her complaint. I further indicated that if she did not agree with the outcome, the letter would provide the steps to file a

formal complaint. Ms. Cooney stated that they were being charged late fees for the unpaid balance. I indicated that even though utilities may charge monthly late fees for unpaid balances, as bills were computer generated they usually removed the late fees manually afterwards while the complaint was being reviewed. I asked Ms. Cooney if she could see any credit adjustment in the following month's bill. She stated she had not checked. I indicated that I would contact UIF in regards to this matter.

I contacted UIF, and Elise Christian explained that their billing system did not allow them to cancel out any late fee. The charge could be moved to another place in the system so it would not appear in the bill while the complaint is reviewed. If the ruling is in the customer's favor, the disputed amount and late fees generated by the unpaid balance would be completely removed from the account. If the ruling is in UIF's favor, the removed late fees would return to the bill and the account would no longer be protected from disconnection for the unpaid balance. Elise removed a total of \$39.04 in late fees appearing from 05/16/19 through 10/16/19. This yielded an account balance of \$442.82. The next bill will be issued on 11/20/19. MValdez

October 31, 2019: Follow-up E-mail from UIF:

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Thursday, October 31, 2019 2:05 PM

To: Margarita Valdez

Subject: FW: 103 Devon Meter Test

Good Afternoon,

The total amount for late fees removed and waived from Ms. Cooney's account because of the disputed bill was \$39.04. Her current account balance is \$442.82. The credit for the late fees will show on her bill that is scheduled to be issued around 11/19/19.

Elise S. Christian | Billing

Commission Relations Liaison

Copy of E-mail added to file. MValdez

November 5, 2019: Review of the facts:

- Ms. Cooney's water usage for the past three years shows a January 2017 bill with a usage of 23,050 gallons in 19 days, which yields an average daily usage of 1,213.16 gallons and a projected 30-day January 2017 bill of 36,394.80 gallons. The February 2017 bill was for 40,230 gallons. The June 2019 bill was for 44,460 gallons and the July 2019 bill was for 36,080 gallons. The water usage in the other 31 bills that have been issued since the account was established has ranged between 12,360 gallons and 21,900 gallons.
- The witnessed meter test of meter #19055474 reflected a total % accuracy of 96.73%.
- Looking at the account's usage history in the previous two years, it would be reasonable to say

that usage was under read by at least 10,000 gallons per month during the first four months of 2019. This would yield a total of 40,000 gallons of water that were not read or billed during that period.

- Ms. Cooney has stated, from the first moment she contacted UIF regarding the high 06/03/19 bill to the telephone conversation I had with her on 10/30/19, that she is not going to pay this high bill.

- Ms. Cooney agreed that she was under billed a total of approximately 40,000 gallons for the first four months of 2019. The account's usage history reveals that the customer's highest bill was for roughly 45,000 gallons. Therefore, it would be reasonable to believe that the 06/03/19 bill could have been for 45,000 gallons, which would leave a remaining disputed consumption of 83,000 gallons.

In contemplation of this complaint escalating to the Process Review Team for consideration of possible referral to Commissioners' Agenda, I contacted UIF's Elise Christian seeking a compromised settlement arrangement between Ms. Cooney and UIF. In consideration of the information presented in my above summary, I proposed that UIF credited Ms. Cooney's billing for the disputed consumption of 83,000 gallons. If it was UIF's decision to reject this proposal, I asked UIF to provide support for and justify its rejection, and to offer a reasonable alternative company settlement proposal for staff and the customer to consider.

Elise indicated she will present staff's offer to her management. In addition, she indicated that if they did not agree to our proposal, she would present the following alternative counter offer to her management for consideration:

As it is, charges for just water service in the 06/03/19 bill were:

First 4000 gallons at \$1.54 per 1000 gallons (First tier) = \$6.16

Next 8000 gallons at \$2.31 per 1000 gallons (Second tier) = \$18.48

Remaining 156,270 gallons at \$3.85 per 1000 gallons = \$601.64

Total for just water service: \$626.28

(Elise's) alternative counter offer:

First 4000 gallons at \$1.54 per 1000 gallons (First tier) = \$6.16

The remaining 164,270 gallons at \$2.31 per 1000 gallons (Second tier) = \$379.46

Total for just water service: \$385.62

$\$626.28 - \$385.62 = \$240.66$ credit adjustment

Elise will bring both proposals to her management and will follow up with me tomorrow. MValdez

November 6, 2019: I received a call from Elise Christian. She indicated that her management had declined to provide any additional credit adjustment to Ms. Cooney's account. They stated that credit adjustments will be only provided to an account when there is a justifiable reason for the credit and this was not the case. They further stated that the meter tests results revealed that

usage was registered on a meter that was working properly. MValdez

1/15/2020 Customer called to discuss her complaint. Transferred Customer to MValdez who accepted the call. BJoiner

02/20/20 Caller called to discuss his complaint. Transferred caller to MValdez. BJoiner

February 20, 2020: Note: On 01/15/2020, Ms. Cooney's call was transferred to me by BJoiner. Ms. Cooney called to verify status of their case. I informed Ms. Cooney that their case was still under review by legal Staff, and that when completed, they will receive correspondence from PSC's General Counsel with a conclusive decision regarding their complaint. I reminded Ms. Cooney to continue to pay current charges to avoid disconnection. Ms. Cooney understood.

Mr. Cooney's call was transferred to me today by BJoiner. Mr. Cooney stated that his water service has been interrupted and would like to know why, since they have been paying current charges.

I contacted UIF. Elise Christian verified service was disconnected. Elise stated that since June 2019 she has been moving the cut date every month manually waiting for the PSC decision regarding this complaint. She indicated that the customer has been paying a little more than the current charges, but the payments go to the oldest debt, which is the amount in dispute (\$586.42). Elise stated that she first moved the cut date for 01/31/2020. She had not done it for February. She found that the cut order for this month came out yesterday, and service was disconnected today. Elise stated that she was going to issue a reconnect order right away, and requested to ask the customer to sign a tag that should have been left at the door in order for the people to come in and restore service. I relayed this information to Mr. Cooney.

I contacted Ms. Christian again regarding the account balance. She indicated that the total account balance was \$434.89, including \$246.65, which is what is left of the disputed amount due to payments going to the oldest debt.

Ms. Christian inquired about the status of the PSC's investigation. She stated that UIF's billing system does not allow her to protect the account from disconnection for the amount in dispute or to waive late fees. Therefore, she has been doing it manually every month since the complaint was filed. She stated that she has not been contacted by PSC staff regarding this complaint. I indicated that I will forward her concerns to my management. MValdez

2/25/2020--Customer called back and was transferred to analyst.- J Mclean-Sinatra

February 25, 2020: Ms. Cooney's call was transferred to me by J Mclean-Sinatra. Ms. Cooney thanked me for getting their service restored on 02/20/2020. However, she have found that they are being charged \$37.24 for reconnection. Ms. Cooney stated that they should not be billed for reconnection since they should not have been disconnected in the first place.

I contacted UIF. Ms. Christian is out of the office and will return tomorrow. I left a message informing her of Ms. Cooney's call and requesting a return call tomorrow.

I contacted Mr. Cooney and indicated to him that as soon as I have information from UIF tomorrow I will follow-up with him. Mr. Cooney thanked me. He also asked for status of his complaint. I advised it is still under review by legal staff. Mr. Cooney understood. MValdez

March 3, 2020: Correspondence received from UIF:

From: Elise Christian <Elise.Christian@uiwater.com>

Sent: Tuesday, March 03, 2020 2:52 PM

To: Margarita Valdez <MValdez@PSC.STATE.FL.US>

Subject: Name: CLEVE COONEY

Good Afternoon Ms. Valdez,

I am sure you received my VM stating that I would be back in the office on Wednesday, 2/26/20, instead I broke my foot and has had to have surgery. I will make sure that the reconnect fee is removed from Ms. Cooney's account. It is a charge that is automatically generated when the work order is completed for the reconnect. I am not exactly sure how long I will be out of the office which means I am not available by telephone. I am available by e-mail for now so please reach out to me by e-mail.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Added to file. MValdez

March 4, 2020: I found a voice mail message from Mr. Cooney. I returned his call. Mr. Cooney wished to know if I had been able to contact UIF regarding the reconnect fee. I informed Mr. Cooney of Ms. Christian's E-mail. Mr. Cooney stated that he will subtract the reconnect fee from the total amount due. MValdez

October 19, 2020: I received a call from the customer. Ms. Cooney inquired about the progress of the PRT investigation regarding her case. She stated they have been paying current charges. She further stated that this matter has taken too long and that they would like to have it resolved.

I indicated to Ms. Cooney that I understood her frustration; however, prior to Covid 19, PRT's legal and technical staffs were further investigating her case and planning on contacting the utility. I explained that Covid 19 has caused some delay in the process. However, her account continues to be protected from disconnection for the amount in dispute. Ms. Cooney understood. I indicated to Ms. Cooney that I would forward her concerns to my management, and will follow-up with her as soon as I have an update from PRT's staff.

NOTE: On 02/20/2020, I contacted UIF's Elise Christian after Ms. Cooney's service was disconnected. Ms. Christian explained that since the complaint was filed in June 2019 she had been moving the cut date every month manually waiting for the PSC decision. Service was disconnected before the cut date was moved manually, but restored the same day. Ms. Christian stated the UIF's billing system does not allow her to protect the account from disconnection for the amount in dispute or to waive late fees. Therefore, she had to do it manually every month. She stated that, as of 02/20/2020, she had not been contacted by PSC staff regarding this complaint.

That same day, Ms. Christian indicated that Ms. Cooney had been paying a little more than current charges every month, which goes to the oldest debt (amount in dispute, \$586.42). As a result, the disputed amount had decreased to \$246.65.

Today, I attempted to contact Ms. Christian to verify the current account balance including the amount in dispute. However, I found the same VM message I found on 02/25/20 stating that she would be back in the office on 02/26/20.

Above information forwarded to RHicks, JCrawford, and BLherisson. MValdez

October 19, 2020: CORRESPONDENCE FROM UIF:

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Monday, October 19, 2020 3:09 PM
To: Margarita Valdez <MValdez@PSC.STATE.FL.US>
Subject: FL. PSC CATS NO: 1310586W CLEVE COONEY

As we discussed earlier, below is an updated on the Cleve Cooney complaint:

- Mr. Cooney is on a regulated payment plan and has been paying down his balance. The current

balance is \$434.89 which is down from \$836 in June of 2019.

If you require more information on the above, please let me know.

Thanks,

Jared Deason | Regulatory Manager

Forwarded to RHicks, JCrawford, and BLherisson. Added to file. MValdez

Case#: 1310588W; Name: SEAN MURPHY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: SEAN MURPHY Svc. Address: 1134 CHELSEA PARC DR Lake County, (407)-592-4332 MINNEOLA, FL 34715- Caller: SEAN MURPHY Mailling Addr: 1134 CHELSEA PARC DR MINNEOLA, FL 34715- Can Be Reached: Account #: 1390-2 E-Track #: 129126	Company Code: WS641 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310588W Response Needed From Company? Y Date Due: 07/09/2019 <hr/> Reply Received: 06/17/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310588W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/17/2019 Via: E-FORM Prelim Type: REPAIR PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 06/19/2019 Close Type: NJ-02 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, June 15, 2019 5:05 PM
 To: Consumer Contact
 Subject: E-Form Repairs TRACKING NUMBER: 129126

CUSTOMER INFORMATION

Name: sean murphy
 Telephone: (407) 592-4332
 Email: Seanm10155@gmail.com
 Address: 1134 Chelsea parc dr. Minneola FL 34715

BUSINESS INFORMATION

Business Account Name: sean murphy
 Account Number: 1390-2
 Address: 1134 Chelsea parc dr. Minneola FL 34715

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Repairs against Utilities, Inc. of Florida

Details:

I woke up to find an above ground pipe at the edge of my property just Before the sidewalk had burst. As far as I know everyone in our neighborhood has this exact same piping in front of their house. It is directly next to my water meter. I called the water company to inform them of the leak and ask them to fix it as I did not want to be billed for the leaking water. I was told this leak was my problem and no one would come out to fix it. I was told they could shut off my water and that's it. I am confused how the water company can bill me for this leak when it's their pipes that broke but yet it's still my responsibility to fix. I am now missing work waiting for the water company to come turn off my water so that I can hopefully fix the broken pipe and get water turned back on to my house. I am confused on what the water company is responsible for other then sending me a bill since this pipe being broken is flooding the sidewalk, my yard and my neighbors yard. I feel this is an extreme lack of service and responsibility on the water company. Unfortunately there is only one water company so due to the monopoly I can not take my business elsewhere. "

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
 - 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 taken by Diane Hood

06/17/2019 - Company response received via Email. DScott.

6/19/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*The address 1134 Chelsea Parc Dr. listed as Clermont, FL., Minneola, FL., account number 1390-2 and customer's name Sean Murphy are not in Utilities, Inc. of Florida service area.

Shonna McCray

6/19/19: 10:47 a.m. Called Mr. Sean Murphy at 407-592-4332 to request additional information from the billing statements to determine which company is providing service. No answer; left message requesting a return call. Shonna McCray

6/19/19: Called Minneola Utilities Dept. at 352-394-3598 to determine if service if provided by the city. The service is provided by the city of Minneola; will notify customer. Shonna McCray

6/19/19: This inquiry closed. Shonna McCray

Case#: 1310618W; Name: BRIAN GIBSON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: BRIAN GIBSON Svc. Address: 2863 SPYGLASS COVE Seminole County, (407)-754-7676 Longwood, FL 32779- Caller: BRIAN GIBSON Mailling Addr: 2863 SPYGLASS COVE LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 129127	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310618W Response Needed From Company? Y Date Due: 07/09/2019 <hr/> Reply Received: 07/01/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310618W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/17/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/30/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, June 15, 2019 9:34 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 129127

CUSTOMER INFORMATION

Name: Brian Gibson
 Telephone: (407) 754-7676
 Email: bg0309@hotmail.com
 Address: 2863 Spyglass Cove Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Utilities Inc
 Account Number:
 Address: 2863 Spyglass Cove Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

It's been a year since Utilities Inc sent me a letter that I have a large meter and have charged incorrectly. Our homeowners pays for my sprinkler system and I live in a 1200 square feet townhouse. I put in a complaint on their mobile app and by calling to have my meter checked and nothing has been resolved. Utilities Inc is the worst company and now they are charging other neighbors triple. We were even on the news due to the horrible problems we have been having. Utilities Inc needs to be investigated for their shady business tactics. Please help! We need some light at the end of the tunnel. Bills keep on getting higher each month Sometimes it's higher then my electric bill.

PSC was contacted previously "

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
 - 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 taken by Diane Hood

07/01/2019 - Company response received via Email. DScott.

7/2/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *The customers meter reads taken during the months of February through April 2019 were reviewed and UIF noted those that indicated a potential meter misread.
 - *The customer's account was not identified as having a potential meter misread.
 - *A copy of the usage history for 36 months was provided to the customer for review.
 - *Every customer's account was not affected by the meter read error.
 - *The utility recognizes errors were made and sincerely apologize for any inconvenience this may have caused.
 - *The rates charged to Mr. Gibson for water are regulated and approved by the FPSC.
 - *Customer provided with resolution via email.
- Shonna McCray

07/10/2019 - Company response received via Email. DScott.

7/11/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response is duplicate of previous response; added to file. Shonna McCray

7/30/19: This inquiry closed. Shonna McCray

Case#: 1310905W; Name: FRANCESCO BOCCIA; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: FRANCESCO BOCCIA Svc. Address: 106 APACHE ST Lee County, (731)-630-4494 Lehigh Acres, FL 33936- Caller: FRANCESCO BOCCIA Mailling Addr: 1006 MARBLE AVE AVON PARK, FL 33825 Can Be Reached: Account #: E-Track #: 129161	Company Code: SU749 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310905W Response Needed From Company? Y Date Due: 07/11/2019 <hr/> Reply Received: 06/19/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310905W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 06/19/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 76.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/25/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, June 19, 2019 12:47 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 129161

CUSTOMER INFORMATION

Name: Francesco Boccia
Telephone: (731) 630-4494
Email: cpmortg@aol.com
Address: 1006 Marble Avenue Avon Park FL 33825

BUSINESS INFORMATION

Business Account Name: unknown
Account Number: unknown
Address: 106 Apache St Lehigh Acres FL 33936

Water County Selected: Lee

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I purchased this property almost 3 years ago, I had service, then a tenant had service. The tenant moved out and I wanted to open service. I was informed that the owner previous to my owning had a balance of \$76.00 and that I would have to pay that in addition to the deposit. The title company received an estoppel letter saying 0 was owed.

I felt and continue to feel that I was forced to pay a bill that was not mine, or I would not have service.

Regards,

Frank Boccia "

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
 - 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 taken by Diane Hood

06/19/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, June 19, 2019 1:27 PM
To: PSCREPLY
Subject:RE: FL. PSC CATS NO: 1310905W FRANCESCO BOCCIA

Dear Mr. Castillo,

The name, Boccia Francesco, address 106 Apache St., Lehigh Acres, FL. do not appear in Utilities, Inc. of Florida service area. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@ uiwater.com
Direct: 321.972.0356 / Internal: 1356
200 Weathersfield Avenue, Altamonte Springs, FL 32714

Company response entered by R.Castillo

07/25/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1310918W; Name: ROBERT BONNER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JUDY BASS Svc. Address: 441 WILD OAK CIR Seminole County, (407)-872-7774 Longwood, FL 32779- Caller: ROBERT BONNER Mailling Addr: 441 WILD OAK CIR LONGWOOD, FL 32779- Can Be Reached: Account #: 0813500000 E-Track #: 129162	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1310918W Response Needed From Company? Y Date Due: 07/11/2019 <hr/> Reply Received: 07/11/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1310918W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 06/19/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 07/30/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, June 19, 2019 1:11 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129162

CUSTOMER INFORMATION

Name: Robert Bonner
 Telephone: (407) 872-7774
 Email: robert.e.bonner1954@gmail.com
 Address: 441 Wild Oak Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Judy Bass
 Account Number: 0813500000
 Address: 441 Wild Oak Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

On June 18, 2019, we received a water bill in the amount of \$356.04. The bill was for the billing period ending May 31, 2019. The bill reflected use of 71,960 gallons of water. It charged us \$1.56 per gallon for the first 3871 gallons; \$2.31 per gallon for the next 7742 gallons; and \$3.85 per gallon for the remaining 58,026 gallons.

Previously, our bills have ranged between \$75 and \$95 dollars per month.

When I inquired about the bill, I was advised that the meter had not been read since January, and that the bills from February through May had merely reflected "estimated" usage. This is outrageous. I don't mind paying a fair amount for water usage, but to be charged at an outrageously high rate for water that was used at some point between January and June makes no sense. Shouldn't Utilities Inc. be required to charge at the lower rate for their mistake, especially when they cannot say WHEN the water was actually used?

It is my understanding that all of the Utilities Inc. customers in the 32779 zip code have received similar obscenely high water bills. Please take this into account when Utilities Inc. comes for you once again seeking a rate increase for their substandard service. "

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
- 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 taken by Diane Hood

07/11/2019 - Company response received via Email. DScott.

7/12/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Bass was billed 71,960 gallons on the 6/10/19 bill for service period 4/30/19 - 5/31/19.

*Her 7/10/19 bill was for service period 5/31/19 - 6/28/19 and it was for 24,310 gallons, \$165.64.

*Ms. Bass stated that when she inquired about her June bill, she was advised that the meter had not been read since January 2019 and bills from February through May had merely reflected "estimated" usage and that all of the customers in 32779 zip code had received similar obscenely high water bills.

*On 5/30/19, a letter was sent to those customers that were affected by incorrect meter reads taken during the months of February through April 2019.

*Accounts were reviewed by UIF for the meter reads taken during the months of February through April 2019 and noted those that indicated a potential meter misread.

*All Sanlando customers were not impacted.

*Ms. Bass' account was not identified as having a potential meter misread, a copy of her 36 months usage history is included with the response.

*On 7/3/19, staff received a call from the customer with no water.

*Staff met with the customer and found that the customer's plumber had cut and put a cap on their main feed line and above where they had taken out a 6 inch piece of pipe for a repair.

*Staff showed customer how to run a jumper from her only working faucet to a dead faucet to supply rest of house with water.

*The customer had a leak in the wall of the home and was making a repair to stop the leak.

*It is possible that the leak was present for a period of time and could have caused the high usage for 6/10/19 bill and over flowed into the 7/10/19 bill which was not a part of the meter misread issue.

*The 6/10/19 bill was a prorated bill because of a rate change that became effective on 5/31/19.

*A copy of the June and July bills are included with the response.

*The utility does not find that Ms. Bass has been incorrectly billed for usage.

Shonna McCray

7/30/19: This inquiry closed. Shonna McCray

Case#: 1311201W; Name: TODD GABLE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: TODD GABLE Svc. Address: 201 DUNCAN TRAIL Seminole County, (407)-774-5865 Longwood, FL 32779- Caller: TODD GABLE Mailling Addr: 201 DUNCAN TRAIL LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 129183	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1311201W Response Needed From Company? Y Date Due: 07/24/2019 <hr/> Reply Received: 07/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1311201W	Assigned to: REY CASTILLO Entered by: DVIZCARR Date: 06/21/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 07/26/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, June 21, 2019 10:05 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 129183

CUSTOMER INFORMATION

Name: Todd Gable
 Telephone: (407) 774-5865
 Email: todd@gablefamily.us
 Address: 201 Duncan Trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Todd Gable
 Account Number:
 Address: 201 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Good morning,

Utilities Inc has been systematically billing our neighborhood inappropriately. After the local CBS Affiliate got involved, they finally admitted that they had a meter reader who did not know how to read the meters so had been estimating the whole time. Going by our billing history, this started in roughly December for our address (data below for reference). We have the same number of people and use the same amount of water, yet things were consistently higher for no apparent reason. Now we know why, but Utilities Inc will not say how or when they plan on rectifying their error and the over billing that was done (since they also use a tiered system so higher usage results in a higher rate). I've contacted them multiple times and cannot get a response. State Senator Simmons office was able to find out that they were going to credit the accounts or that we could request a refund check....but none of that has been communicated to the customers and since they won't respond when contacted how would any of that even work?

5/22/19 - 29 days 24,350 Gal
4/25/19 - 29 days 0 Gal
3/21/19 - 35 days 14,465 Gal
2/24/19 - 34 days 14,705 Gal
1/22/19 - 31 days 10,520 Gal
12/25/18 - 31 days 12,630 Gal
11/25/18 - 25 days 9,760 Gal
10/24/18 - 28 days 8,190 Gal
9/23/18 - 35 days 11,540 Gal
8/21/18 - 34 days 6,450 Gal
7/22/18 - 29 days 7,620 Gal
6/21/18 - 28 days 5,550 Gal
5/21/18 - 32 days 13,370 Gal

Thanks for your assistance."

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
 - 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 taken by Diana Vizcarrondo

07/01/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. Attachments printed and added to the file. DHood

"From: Todd G [<mailto:todd@gablefamily.us>]

Sent: Monday, July 01, 2019 1:03 PM

To: Consumer Contact

Subject: Re: E-Form Improper Billing TRACKING NUMBER: 129183

Good afternoon,

I am still waiting to be contacted by Utilities Inc of Florida, and I know per your letter that they have until July 12 (three weeks). Although I've contacted them three times now without a response, so we'll see. This is just additional information that can be appended to my case. This is the actual Meter on 6/1/2019 and again on 6/30/2019. That 30 day span shows us using 80-100g less on average per day than Utilities Inc says we use. Our habits have not changes, and with the heavy rain we get throughout May my lawn watering was reduced as well.

Again, this is just for reference.

Thanks again for your help,

Todd Gable"

7/24/19 Due date changed to 7/24/19 because case did not get sent to company. DVizcarrondo

07/12/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: Todd G [mailto:todd@gablefamily.us]

Sent: Friday, July 12, 2019 12:47 PM

To: Consumer Contact

Subject: Re: E-Form Improper Billing TRACKING NUMBER: 129183

Good afternoon,

It has been three weeks and I've not heard from anyone at Utilities Inc. I tried contacting them a third time two weeks ago but still haven't gotten a response. What are the next steps that PSC needs so that my case isn't closed automatically?

Thanks again for your help,

Todd Gable

Todd Gable"

07/12/19 I contacted Mr. Gable to discuss his concerns. I advised Mr. Gable that the utility company has 15 working days to respond to the complaint. I informed him that the company response is due on July 24, 2019. It appears that Mr. Gable understood. R.Castillo

07/24/2019 Company response received via email and forwarded to RCastillo. DHood

07/24/2019 Company response received via email and forwarded to RCastillo. DHood

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, July 24, 2019 10:58 AM

To: todd@gablefamily.us

Cc: PSCREPLY

Subject:FPSC REQUEST NO. 1311201W

Attachments:201 DUNCAN USAGE HISTORY.xlsx

Dear Mr. Gable:

This correspondence is in reference to your complaint to the Florida Public Service Commission

(FPSC) about a meter reader error that occurred in reading certain water meters of customers located in Sanlando system between February 2019 and April 2019. The utility reviewed the meter reads taken during the months of February through April 2019 and noted those that indicated a potential meter misread. Your account was identified as a potential meter misread. In this situation the water that passed through the meter was measured accurately but certain meters were read improperly which may have impacted the consumption billed in different tiered rates.

Your consumption between February and May, 2019 was reviewed, the consumption for April was "0" and the consumption for May was twice the monthly usage and was 24,350 gallons. Because there was not any water billed, for April, there was not any wastewater billed either. The wastewater charges cap out at 8,000 gallons per month, meaning that the May bill was only billed for 8,000 gallons, \$33.20 of the 24,350 gallons. The water billed was 4,000 gallons @ 1.54 per 1,000 for \$6.16, 8,000 gallons @ \$2.31 per 1,000 for \$18.48 and 12,350 gallons @ \$3.85 per 1,000 for \$47.55, total water usage charge \$72.19. The total usage charged for water and wastewater on the May bill is \$105.39. If the \$47.55 is removed from this charge it will reduce the usage charge to \$57.84 for May, but it will increase the April's usage charge from \$0.00 to \$59.19.

It is the 12,350 gallons that is in the 3rd tier on May's bill. By moving it to the April's bill that had no usage, the water would be 4,000 for \$6.16, 8,000 for \$18.48 and 350 gals for \$1.35, the wastewater will be charged for 8,000 gallons for \$33.20. The total water and wastewater usage charge for April will be \$59.19.

There would not be a credit to your account, there would be a charge added to your account because of the wastewater charges. \$59.19 for April plus \$57.84 for May = \$117.03. The current charge you are billed for usage on your account is \$105.39, the added charge would be \$11.64. It is not to your advantage to rebill the usage because of the misread in April. A copy of your usage history is included in the attached for your review.

The chart below provides the break down. I have attempted to explain it in detail above, I apologize for being so wordy in the process. Please do not hesitate to contact our Customer Service if you require additional assistance. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/26/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Friday, July 26, 2019 9:17 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Friday, July 26, 2019 9:08 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Good morning Elise,

Thank you for the clarification. However, my average use seemed to go up in December and stay higher than would be normal, looking back at the previous six months. I'm not sure when the under-trained reader started, but if it was around then and the reads were artificially high, then tacking on with a properly trained reader should have adjusted that back down. I know we don't have a leak (your tech confirmed this week) and our water usage habits have not really changed.

Our average use was 8,185g for the previous six months (June-Nov 2018) and 11,803g for the same period in 2018 (Feb-May). I know the meters were upgraded in 2017 so the reading should be easier, I'm just struggling to determine why the spike (particularly with a rainy April & May so no lawn watering). I can understand some deviation, but that seems to be a bit of a jump.

Thanks again for your help,

Todd Gable"

07/26/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

08/07/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Wednesday, August 07, 2019 9:27 AM
To: Consumer Contact

Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Wednesday, August 07, 2019 8:37 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Good afternoon,

I just wanted to follow up on this before the PSC closes the inquiry. As I said, my average use seemed to go up in December and stay higher than would be normal, looking back at the previous six months. I'm not sure when the under-trained reader started, but if it was around then and the reads were artificially high, then tacking on with a properly trained reader should have adjusted that back down. I know we don't have a leak (your tech confirmed this week) and our water usage habits have not really changed.

Using the numbers you provided, our average use was 8,185g for the previous six months (June-Nov 2018) and 11,803g for the same period in 2018 (Feb-May). I know the meters were upgraded in 2017 so the reading should be easier, I'm just struggling to determine why the spike (particularly with a rainy April & May so no lawn watering). I can understand some deviation, but that seems to be a bit of a jump.

Thanks again for your help,

Todd Gable"

08/07/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Wednesday, August 07, 2019 11:32 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Wednesday, August 07, 2019 10:39 AM
To: Elise Christian

Cc: PSCREPLY

Subject: Re: FPSC REQUEST NO. 1311201W

Good morning,

There are no internal leaks as we actually have newer, more water efficient appliances and hardware. I know that one the re-reads the technician you sent out left us a note that he did not detect any leaks either. As I said, I can understand some deviation in water used but there was quite the spike, which even your numbers stated show an approximate 150g swing in gallons per day.

I'm happy to have an inspector come out to test the meter again and the irrigation. Just let me know the best date he or she has available and I'll make sure that an adult is present for the inspection.

Thanks again for your help,

Todd Gable

On Wed, Aug 7, 2019 at 10:15 AM Elise Christian <ESChristian@uiwater.com> wrote:

Good Morning Mr. Gable,

The meter reader that caused the error only read the meters in February through April. The regular readers that had been reading for years were reading the meters before that time. That brings us to your question about the usage since the true up in May for 24,350. The usage per day for June and July is showing almost double to the usage per day on the reread history. It is possible there is an intermittent leak like a toilet that does not leak constantly but leaks down and then refills. If it is not frequent, one would have to be near it to hear when it pulls water. The old trick to catch that type is to put food coloring in the holding tank and see if the water changes color in the bowl. Another suggestion is to read your meter the first thing each morning to start a log to see how much water has been used since the day before. This is determined by logging all the numbers on the dial to start and subtract it from the next day read that is on the dial to = gallons used each day. Below is how it looks with the most current history since May 17th.

May 17th - June 17th Usage 10,870 - 30 days = 362 gallons per day average

June 17th - July 17th Usage: 9,410 - 30 days = 314 gallons per day average

On July 23rd reread for accuracy Usage: 790 - 6 days = 132 gallons per day average

On July 30th reread for accuracy Usage: 1,150 - 7 days = 164 gallons per day average

The meter is the device that is used by the utility to measure the water usage that is billed to you. It is the utility's responsibility to make sure that it is operating properly and is not over charging the customer. This done by testing the meter. I do not see that you have had a meter test performed

on the meter and you have not had an irrigation audit on your system. A meter test is made available to you at no cost to you when performed at your residence in your presence or a representative that is 18 or older. The irrigation audit is at no cost to you also. If you would like to have these performed, please contact Customer service at 866-842-8432 to arrange for them. I will not be in the office after today and will return on August 21st. If you know today that you want these performed, you can let me know today and I will issue a request for the technician to contact you to schedule them. Please provide the contact telephone number that the technician should use.

I look forward to us getting this resolved in a timely manner. The FPSC office is included in this response.

Best Regards,

Elise S. Christian
Commission Relations Liaison"

08/07/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Wednesday, August 07, 2019 11:33 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Wednesday, August 07, 2019 11:17 AM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Sounds good, thank you. "

08/07/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Wednesday, August 07, 2019 10:46 AM
To:Todd G
Cc:PSCREPLY

Subject:RE: FPSC REQUEST NO. 1311201W

Thank you for the information. I will issue a work order for the technician to contact you and the two of you will schedule the time to test the meter and do the irrigation audit. I will provide telephone number 407-774-5865 as the contact number for you. Please let me or Customer Service now if it should be changed.

Regards,
Elise

Company response entered by R.Castillo

08/22/2019 - Company response received via Email. DScott.

08/23/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY
Sent: Friday, August 23, 2019 7:39 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Thursday, August 22, 2019 3:57 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Good afternoon Elise,

I'm not sure what happened on those two days other than it's when Shawn was doing the work on our meter. Other than that nothing out of the ordinary that would spike it that much. We have taken some of Shawn's recommendations and installed low-flow sprinkler heads on one of our larger irrigation zones and also reduced the run times for all three zones as suggested, so hopefully we'll stay low going forward.

Unless you disagree, I think the PSC can close this case.

Thanks again for all your help and have a wonderful day,

Todd Gable

--

"And those who were seen dancing were thought to be insane by those who could not hear the music." - Friedrich Nietzsche

On Thu, Aug 22, 2019 at 3:40 PM Elise Christian <ESChristian@uiwater.com> wrote:
Good Afternoon Mr. Gable,

I was reviewing your account for the meter test and the irrigation audit that was completed on your service by Shawn. It looks like everything was working properly with the meter and your irrigation did not show any concerns. Shawn's notes indicated that he went over everything with you. I did notice the usage between August 15 and August 16, 278 gallons were used in one day. At that rate in 30 days the usage will be approximately 8,340 gallons for a month. Since you now have the usage for 24 hours between those two days, it would not be a bad idea to audit your usage by reading your meter for a few days to see if or when the usage goes up or down on certain days and review what was the requirement for water on the high day (s). Attached are copies of the meter test and the irrigation audit.

Please let me know if you require additional assistance.

Elise"

08/23/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood
"From: PSCREPLY
Sent: Friday, August 23, 2019 7:40 AM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO. 1311201W

From: Todd G [mailto:todd@gablefamily.us]
Sent: Thursday, August 22, 2019 4:12 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO. 1311201W

Thanks, and I'm fine with it being closed by the PSC at this point.

Have a great day,

Todd Gable

--

"And those who were seen dancing were thought to be insane by those who could not hear the music." - Friedrich Nietzsche

On Thu, Aug 22, 2019 at 4:04 PM Elise Christian <ESChristian@uiwater.com> wrote:

Mr. Gable,

Thank you for being our Customer. Please do not hesitate to contact me if you require additional assistance. It is your decision to let the FPSC know that your case can be closed.

Best Regards,

Elise

From: Todd G <todd@gablefamily.us>

Sent: Thursday, August 22, 2019 3:57 PM

To: Elise Christian <ESChristian@uiwater.com>

Cc: PSCREPLY@PSC.STATE.FL.US

Subject: Re: FPSC REQUEST NO. 1311201W

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

Good afternoon Elise,

I'm not sure what happened on those two days other than it's when Shawn was doing the work on our meter. Other than that nothing out of the ordinary that would spike it that much. We have taken some of Shawn's recommendations and installed low-flow sprinkler heads on one of our larger irrigation zones and also reduced the run times for all three zones as suggested, so hopefully we'll stay low going forward.

Unless you disagree, I think the PSC can close this case.

Thanks again for all your help and have a wonderful day,

Todd Gable"

Case#: 1311981W; Name: JAY JENSEN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JAY JENSEN Svc. Address: 101 JUNIPER LN Seminole County, (407)-496-3462 Longwood, FL 32779- Caller: JAY JENSEN Mailling Addr: 101 JUNIPER LN LONGWOOD, FL 32779- Can Be Reached: Account #: 1768454060 E-Track #: 129241	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1311981W Response Needed From Company? Y Date Due: 07/23/2019 <hr/> Reply Received: 07/22/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1311981W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/01/2019 Via: E-FORM Prelim Type: REPAIR PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/08/2019 Close Type: GI-11 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Monday, July 01, 2019 10:59 AM
 To: Consumer Contact
 Subject: E-Form Repairs TRACKING NUMBER: 129241

CUSTOMER INFORMATION

Name: Jay JENSEN
 Telephone: (407) 496-3462
 Email: jayloujen@gmail.com
 Address: 101 JUNIPER LN LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Jay JENSEN
 Account Number: 1768454060
 Address: 101 JUNIPER LN LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Repairs against Utilities, Inc. of Florida

Details:

There are required repairs to make to the toilet which leaks non-stop in my home. However, the valve to the toilet is frozen open and I need to shut-off the incoming water to the house. According to Utilities Inc. the valve handle is broken at the meter and needs replacement to operate. I have now made 3 requests to please, please, please replace the valve handle at the meter and at the point of frustration as water continues to go to waste.

Please help if you can!

Kind regards,

Jay Jensen "

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
 - 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 taken by Diane Hood

07/22/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, July 22, 2019 12:29 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1311981W JAY JENSEN

Dear Mr. Castillo:

This correspondence is in reference to Mr. Jay Jensen's complaint to the FPSC about a leak he had in his toilet and was unable to turn the water off at the meter to make the repair. Mr. Jensen is a customer at 101 Juniper Ln., Longwood, FL.

On July 3, 2019, staff met with Mr. Jensen at his residence, turned the water off so that he could make the repair. Staff installed a new curb stop on the utility's meter. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/08/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 11. R.Castillo

Case#: 1311986W; Name: MATTHEW MAGNES; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MATTHEW MAGNES Svc. Address: 314 COBLE DR Seminole County, (407)-535-3926 Longwood, FL 32779- Caller: MATTHEW MAGNES Mailling Addr: 314 COBLE DR LONGWOOD, FL 32779- Can Be Reached: Account #: 00292-65864 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1311986W Response Needed From Company? Y Date Due: 07/23/2019 <hr/> Reply Received: 07/22/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1311986W	Assigned to: ELLEN PLENDL Entered by: DROJAS Date: 07/01/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: DESANTIS Disputed Amt: 180.00 <hr/> Closed by: ELLEN PLENDL Date Closed: 10/15/2019 Close Type: WB-04 Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the amount of the bill in dispute is \$300.00

What is the date of the bill?

Customer states the bill is dated June 3, 2019.

Why do you believe you have been billed improperly?

Customer states the bill shows it includes a backbill for 50,000 gallons from February and April of 2019. Customer states the backbill is due to a company error. Customer states the monthly amount and backbill amount are not separated on the bill, therefore he is not sure if the backbill amount is \$180.00. Customer states he usually pays \$120.00 a month therefore, \$120.00 was deducted from the bill to find the backbill amount of \$180.00. Customer states he would like to make sure he is not being charged the high volume usage rates on the backbill. Customer states the Utility was not able to explain the charges and calculations that were made.

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 days 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
- e) confirmation 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 taken by Daisy Rojas

07/22/2019 - Company responses received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Monday, July 22, 2019 11:31 AM

To: happymys@gmail.com

Cc: PSCREPLY

Subject: FPSC Request No. 1311986W

Attachments: 2.24.19 magnes.pdf; 3.21.19.pdf; 4.25.19.pdf; 6.3.19.pdf

Dear Mr. Magnes:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) about 50,000 gallons of usage back billed to you for service from February through April, 2019 and that the back usage was due to a company error. You requested a break down for the charges and the rates charged for each tier billed for water.

On February 24, 2019 you were issued a bill for service period January 14, 2019 – February 18, 2019 and usage was for 3,340 gallons.

On March 21, 2019 you were issued a bill for service period February 18, 2019 – March 20, 2019 and usage was for 15,680 gallons.

On April 25, 2019 you were originally issued a bill for 5,320 gallons for service period March 20,

2019 – April 23, 2019 the usage billed was too low. It was rebilled for 37,590 gallons.

On 6/3/19 (late May bill) a bill was originally issued for 62,120 gallons for service period April 23, 2019 – 5/20/2019, the usage billed was corrected to 29,850 gallons.

A copy of each bill with the detailed charges are included with this correspondence. Each bill indicates all payments that were received since the prior bill and by the date of the current bill. The following is the breakdown for water tiers and charges and the wastewater charges that are on the bills.

The water usage is billed in 3 tiers at a per 1,000 gallon rate. Tier one 0-4,000 gallons @ \$1.54 – Tier two 4,000 gallons - 8,000 gallons @ \$2.31 and all water usage above 12,000 gallons is at the 3rd tier @ \$3.85.

The wastewater is bill @ \$4.15 per 1,000 gallons with a cap billed up to 8,000 gallons per bill.

Please contact our Customer Service at 866-842-8432 if additional assistance is required. The FPSC is included in this correspondence.

Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/22/19 Company response received via email. R.Castillo

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, July 22, 2019 11:56 AM
To: Matthew & Melissa M.
Cc: PSCREPLY
Subject: RE: FPSC Request No. 1311986W

Mr. Mages,

Thank you for your question. The utility accepts the fact that there was an error when under billing some of the customers for usage during the period involved. We extend a sincere apology to you for the inconvenience that was caused. In response to your question, the service was provided to

the customers and there is a cost for the utility to provide the service. The utility is allowed to collect for under billed service just as it is required to provide a credit to the customer if it over bills the customer. The utility is required to provide a deferred payment arrangement to the customer for the added charges up to the number of months involved and if additional time is required, it is available too. Again, a sincere apology is extended to you for the inconvenience.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/08/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

08/22/2019 Received email as follows:

From: CRM.CitizenServices [mailto:CRM.CitizenServices@eog.myflorida.com]
Sent: Thursday, August 22, 2019 11:32 AM
To: Ellen Plendl
Subject: Governor's Assignment | Case Number: 736,234? | EOG:000530800

Case Number:736,234?

OriginPhone?
EOG SourceCitizen Services?
Created On8/22/2019 11:18 AM?
Letter Date?
PriorityDefault?

Case Attribute(s)
Attribute
Utilities | Water Issues?

Primary Contact Information

First Name?Matthew?Last Name?Magnes?Phone?407-553-8008?
?407-535-3926?
City??County??State??

??Email??

??

Address Line 1??

Address Line 2??

??

Organization /

Additional Information??

?407-535-3926?

??

??

??

??

Description

Note

He has a complaint about the PSC's poor oversight over a water utility.

I informed him that PSC does not have oversight over water utilities in the state. I suggested he reach out to his county commissioners (BOCC) regarding any concerns about a water utility.

He says that he has a complaint ticket in with the PSC already, he is calling us to complain about the way PSC is overseeing this water utility.

I told him the Governor only has purview over agencies, they have their own regulations. I explained again to my knowledge PSC does not oversee water utilities but since he has already corresponded with PSC, I will email them on his behalf but I do think it is best he reach out to his BOCC.

Water Company Name: Utilities Inc. in Longwood, FL.

He will reach out to his BOCC but he would also like us to send an email.

I emailed PSC. ?

Case Assignment

Assigned To:?PSC - Public Service Commission?Due Date:??8/23/2019 11:18 AM?

You have an assignment from the Executive Office of the Governor.

Please have staff review and respond as appropriate.

Please copy the link below to close the assignment, provide resolution information or request an extension/reassignment.

[Click Here to Update the Case](#)

If you have questions about this assignment, please send an email to
CRM.CitizenServices@eog.myflorida.com.

Sincerely,

?

?NyChelle?Waiters?

Office of Citizen Services

Executive Office of the Governor

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

08/22/2019 Contacted Mr. Magnes, who remains dissatisfied with the inquiry. He requests the company not contact him because he feels harrassed at this point. I advised that we will request the information and respond back to him. eplendl

08/22/2019 FAX TO CO. Mr. Magnes states that the company did not offer a payment arrangement at the outset of determining customers in his community were misbilled. He states that he had to request a payment arrangement and that it was granted. However, now the company is penalizing his account by billing late payment charges each month for the company's error. He states that the company has not been able to show mathematically how the account was trued up, nor how the true up billing has been properly billed at the appropriate tiered rates by month. He states that in the midst of the true up, the company increased its rates further exacerbating the true up by overbilling the true up with the new rates. He also states that with the payment arrangement and his adherence to the payment arrangement schedule, the bill does not adequately show that the payment he is making is going towards the payment arrangement and thus, his account is now incurring late payment charges and also affecting his credit rating because the company no longer considers his account a prompt payment record due to the company error.

**** Please do NOT contact the customer by phone, email or letter as he believes the company is harrassing him stating the same talking points over and over****

1) Please provide bill copies for June, July and August 2019.

2) Please provide consumption history for January 2017 - August 2019.

- 3) Please show the gallonage billed for the affected months, February - June.
- 4) Please show how the gallonage should have been billed by month, if it was properly billed. Please show in chart form by month by as billed and rebilled.
- 5) Please show the mathematical calculation by month on the rebilled charges and what the charges should have been if billed appropriately.
- 6) Please show the mathematical calculation by each tier by month to demonstrate that not only did the company calculate the backbill appropriately, but that it was billed before the new rate increase took effect. Please show in chart form by month and by tier.
- 7) Please consider issuing the customer a credit adjustment for all late payment charges incurred from February 1, 2019 to present. Indicate amount of credit issued and date posted.
- 8) Please indicate if the company will note the customer's account that no further late payment charges should be incurred as a result of the payment arrangement that stemmed from the company's error.
- 9) Please indicate if the company will consider a credit adjustment for the inconvenience this customer has experienced as a result of the company's error.
- 10) Please provide another report by September 4, 2019. eplendl

08/22/19: Complaint reopened and reassigned to E.PLendl. RRoland

09/05/2019 Received report by email. eplendl

09/05/2019 Received report by email. eplendl

09/05/2019 Received report by email. eplendl

09/05/2019 Reviewed report. UIF advised that on On August 22, 2019 the Communication Director contacted Mrs. Magnus by telephone to address their concerns, she told the Director she would be calling him back later in the week or next week to discuss after she had time to review the bills with her husband. The company has not received a return call. On September 3, 2019, the company sent an email to the customer.

The company has issued credit for the July and August late payment charges. The credit for the

July charge appeared on the August bill. The August credit will appear on the September bill.

The company agreed to a 4 month payment arrangement beginning with the August 2019 bill. The deferred amount is \$199.91 and the total balance was \$440.87.

The company stated that there was no adjustment due.

The company previously explained that it was a meter reading error on the part of the company. The water was provided and the company stated there was no adjustment due. eplendl

09/05/2019 Reviewed report. The company provided the late payment charge history. eplendl

09/05/2019 Reviewed report. The company provided an updated calculation sheet. eplendl

09/05/2019 I contacted Ms. Christian and indicated if the company had not reallocated part of the true up consumption into April, and left it in May, the wastewater cap charge would not have increased. I calculate:

Was billed error

	Tier 2	Tier 3	Wastewater	
April	5320 gallons	\$3.05	\$0.00	\$22.08
May	62120 gallons	\$18.48	\$192.96	\$33.20

Total \$269.77

corrected bill	Tier 2	Tier 3	Wastewater	
April	5320 gallons	\$18.48	\$98.52	\$33.20
May	62120 gallons	\$18.48	\$68.72	\$33.20

Total \$270.60

Customer was rebilled \$0.83 more in the corrected bill than if April had not been recalculated to maximize the second tier and also hit the wastewater maximum.

09/05/2019 Sent email to UIF. eplendl

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Thursday, September 05, 2019 4:18 PM
To: Elise Christian <ESChristian@uiwater.com>
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

CAUTION: This email originated from outside of the organization. Do not click links or open

attachments unless you recognize the sender and verify that the content is safe.

Was billed error

		Tier 2	Tier 3	Wastewater
April	5320 gallons	\$3.05	\$0.00	\$22.08
May	62120 gallons	\$18.48	\$192.96	\$33.20

Total \$269.77

Corrected bill		Tier 2	Tier 3	Wastewater
April	5320 gallons	\$18.48	\$98.52	\$33.20
May	62120 gallons	\$18.48	\$68.72	\$33.20

Total \$270.60

Customer was rebilled \$0.83 more in the corrected bill than if April had not been recalculated to maximize the second tier and also hit the wastewater maximum.

If the company had left the true up into May into the third tier yes, the third tier water charges would have gone up, the wastewater would have stayed the same, but April second tier would not have been adjusted and thus the wastewater charge would not have been maximized.

I feel the customer is owed \$0.83.

Please let me know your thoughts.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

09/05/2019 Received bill copies for February - June. eplendl

09/05/2019 Reviewed the bill copies, which appear to show the recalculated amount and not the as billed error amounts. eplendl

09/05/2019 I spoke with Ms. Magnes and discussed the billing and corrected billing. I also emailed her a copy of the billing chart. I will call her on September 6 to discuss the billing chart. eplendl

09/06/2019 I contacted Mr. Magnes, who stated that Ms. Magnes was not available. He stated that he was done with this matter. He remained dissatisfied with the poor level of customer service he received from the company and he still feels his account was improperly billed and overbilled. He states that the charges were not in line with even his highest month of previous consumption. He states he will be reaching out to his elected officials until the rules change. He stated he did not wish to discuss this matter further and that the inquiry should be closed. I will send the customer a letter. eplendl

09/06/2019 Sent email to UIF to request the original as billed copies. eplendl

09/09/2019 Received email as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, September 09, 2019 7:43 AM
To: Ellen Plendl
Subject: FW: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

When the account has been rebilled, the incorrect bill is no longer available. Only the details that were sent to you is available.

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

09/09/2019 Sent email as follows:

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Monday, September 09, 2019 7:49 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

Hi Elise,

Thanks for letting me know.

Any information on the request of credit for the \$0.83 difference?

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

09/09/2019 Received email as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, September 09, 2019 8:05 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

I have thought about this and am not understanding how you got the credit all weekend? I am not clear on what bill we are removing the water from to add 2,680 gallons to the April bill to bring the adjusted cons from 5,320 gals to 8,000 gals to max out the wastewater to \$33.20 and bill water in tier 1 for 4,000 gals and tier 2 for 4,000 and nothing in tier 3?

Can you please take the spread sheet that I sent to you and make the correction the way you calculated it for the months and usage involved so that it is clearer for me to understand. I do not have a problem with providing the water credit if it is due to the customer. I just need to make sure that what I present to the finance person is acceptable.

Thank you,
Elise

09/09/2019 Sent email as follows:

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Monday, September 09, 2019 8:14 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

If the April bill had been left as is, just as the February bill was left as is, the wastewater charges would have remained the same.

All the additional consumption would have been included in the third tier of billing in May, as was in the was billed error, and the May wastewater had already hit the threshold.

Was billed error

		Tier 2	Tier 3	Wastewater
April	5320 gallons	\$3.05	\$0.00	\$22.08
May	62120 gallons	\$18.48	\$192.96	\$33.20

Total \$269.77

		Tier 2	Tier 3	Wastewater
April	5320 gallons	\$18.48	\$98.52	\$33.20
May	62120 gallons	\$18.48	\$68.72	\$33.20

Total \$270.60

Only tier 2, tier 3 and wastewater were affected. Tier 1 remained the same for each month.

The difference is \$0.83 in the was billed error because of the way April and May were originally allocated.

$$\$270.60 \text{ (rebilled)} - \$269.77 \text{ (as billed error)} = \$0.83$$

09/09/2019 Received email as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, September 09, 2019 9:13 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 1311986W MATTHEW MAGNES

Okay, it is in my head now. If we had not rebilled the 4 months at all in an effort to spread the usage into what was thought to be the appropriate months usage and tiers, and left the four bills and usage just as they were originally billed he would have owed \$0.83 less than the rebilled. By rebilling the usage under the corrected method, it cost him \$0.83. Incorrect 4 months billed amount for total usage of 86,460 gallons was \$373.10 and corrected by rebilling the tiers for total usage of 86,460 gallons cost was \$373.93 and cost him \$0.83. He deserves the \$0.83 credit added back to his account. I will be adding that credit to his account.

Thanks,
Elise

09/09/2019 Contacted Ms. Christian, who confirmed the \$0.83 credit will appear on the customer's September bill, as will the credit to adjust the August late payment charge. eplendl

09/13/2019 A letter was sent to the customer. eplendl

September 13, 2019

Mr. Matthew Magnes
314 Coble Drive
Longwood, FL 32779

RE: FPSC Inquiry 1311986W

Dear Mr. Magnes:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You expressed a concern that UIF improperly billed your account.

Rule 25-30.261, Florida Administrative Code (F.A.C.), indicates that the utility will read its service meters at regular intervals. Rule 25-30.335, F.A.C., indicates that a utility will render bills to customers at regular intervals, and each bill shall indicate: the billing period covered; the applicable rate schedule; beginning and ending meter reading; the amount of the bill; the delinquent date or the date after which the bill becomes past due; and any authorized late payment charge. Rule 25-30.350, F.A.C., indicates that the company can backbill customers for up to 12 months for any undercharge in billing that results from the utility's mistake.

We have learned from UIF that your meter has been registering your monthly water consumption. However, the UIF meter reader underreported the meter readings in February, March, and April and although you received monthly bills, the consumption you were billed for was not wholly reflective of the consumption recorded on the water meter. When the company recognized the error, UIF obtained a verified meter reading and recalculated the bills issued to you in February, March and April. Your June 3, 2019 bill reflected the true up for the usage that registered on the meter but had not been billed.

UIF reports that between January 14, 2019, and May 20, 2019, consumption totaling 86,460 gallons registered on your water meter. UIF did not make any adjustments to the February or March bills, showing consumption of 3,340 and 15,680 gallons, respectively.

Your original April bill reflected consumption of 5,320 gallons and once the company took a verified meter reading, your meter reflected an additional 62,120 gallons of consumption, partly used in May and partly between February and April, during the period of underreporting.

The UIF tariff for residential water service reflects billing to be calculated as follows:

"\$1.54 per 1,000 gallons for the first 4,000 gallons

"\$2.31 per 1,000 gallons for the next 8,000 gallons

"\$3.85 per 1,000 gallons above the first 12,000 gallons

The UIF tariff for residential wastewater service reflects billing as follows:

"\$4.15 per 1,000 gallons with a cap at 8,000 gallons

The maximum wastewater charge per month is \$33.20.

When UIF recalculated 32,270 of consumption billed on the June 3, 2019 bill and reallocated that consumption into April, it maximized each April billing threshold, and the wastewater charges reached the maximum cap of 8,000 gallons. The 32,270 offset reduction in gallonage for May and reduced the gallonage billed in the third tier. I have enclosed a billing chart, which shows the thresholds your account was originally billed and how UIF reallocated the true up billing for your records.

Based on the company's original billing, including the true up, April and May's second and third tiers, plus the wastewater charges totaled \$269.77. Based on the company's recalculation, the second and third tier, plus the wastewater charges totaled \$270.60, a difference of \$0.83. On September 9, 2019, UIF issued a \$0.83 credit to your account. This credit will appear on your account on your September bill.

Your account also incurred late payment charges of \$6.45 each on your July and August bills. The UIF issued adjustments for both late payment charges, one of which appeared on your August bill and the remaining credit will appear on your September bill.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by September 30, 2019; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Enclosure

10/15/2019 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1312031W; Name: SUE LASINE; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: SUE LASINE Svc. Address: 2082 BILTMORE PT Seminole County, (407)-430-6093 Longwood, FL 32779- Caller: SUE LASINE Mailling Addr: 2082 BILTMORE PT LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1312031W Response Needed From Company? Y Date Due: 07/24/2019 <hr/> Reply Received: 07/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1312031W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/02/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/09/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: Sue Lasine [mailto:srlasine@yahoo.com]
 Sent: Monday, July 01, 2019 2:41 PM
 To: Consumer Contact
 Subject: Utilities inc

This company is so poorly run that someone needs to step in to straighten things out..my bills have increased 3x over the last 2 months. When you call you never can get through. I've called 4 times today and hung up after waiting 5+ minutes. Last week when I did get through, Civa told me someone would come out the next day to check for meter malfunction and leaks

No one ever contacted me regarding the check.

I finally did get through today only to be told he came and found no leaks. And there is a charge to check a meter???

So supposedly someone will call and set an appt to check the meter.

I know they have raised their fees, but not triple the amount. They also sent a letter stating there were errors in reading certain meters and bills would be adjusted.

The management needs to be investigated. I also plan to contact Scott Plakon and also let him what a poorly run company it is, and how the consumer is at the mercy of this terrible company

Sue Lasine

407. 430 6093 "

"-----Original Message-----"

From: Sue Lasine [mailto:srlasine@yahoo.com]
Sent: Monday, July 01, 2019 6:11 PM
To: Consumer Contact
Subject: Re: Utilities inc

Sue Lasine
#1645700000
2082 Biltmore Pt
Longwood, FL. 32779. (Service and billing address)
Thanks in advance"

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
 - 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 taken by Diane Hood

07/24/2019 Company response received via email and forwarded to RCastillo. DHood

07/24/2019 Company response received via email and forwarded to RCastillo. DHood

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>

Sent:Wednesday, July 24, 2019 2:09 PM

To:srlasine@yahoo.com

Cc:PSCREPLY

Subject: FPSC REQUEST NO. 1312031W

Attachments: 2082 Biltmore Meter Test 7.8.19.pdf; 2082 Biltmore Usage History.xlsx

Dear Ms. Lasine:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the amount of your May 15, 2019 and June 16, 2019 bills for water service at 2082 Biltmore Point, Longwood, FL.

Review of your account shows that on June 24, 2019 you contacted the utility to inquire about the usage billed to you. A work order was issued for June 25th to reread your meter for accuracy and to check for any visible leaks. The meter was reread and the read was in line with the previous read for the bill, it was 2576660 and your usage since June 5, 2019 showed as 48,680 gallons. Staff did not notice any visible leak while at the residence. Because you expressed dissatisfaction about the findings, you requested your meter to be tested for accuracy. On July 8, 2019, your meter was tested at your residence at no cost to you. The meter test was performed in your presence and it was operating properly, it met the FPSC required accuracy level for water meters. If you are not satisfied with the meter test that was performed at your residence, a bench test is available. The meter is sent to an independent vendor for testing. There is a cost to you for the test if the meter does not show that you are being over charged for water. If the meter shows that it is not working properly and is over charging you for water, there is not a charge to you and your account will be adjusted to the error. A copy of the test is included with this correspondence.

You inquired about the meter read misread that occurred between February and May, 2019 with some addresses in the Sanlando System. The meter reads were reviewed for those months and noted those customers that indicated a potential meter misread. Your account was not affected by the misread. In reference to your inquiry about the fees charged for water and wastewater, the largest increase was on September 5, 2017. The bills did increase almost twice the amount for the same usage before the increase. Your usage has remained relatively consistent throughout, it is the increase in the rate that resulted in a higher bill for the same usage before the September 5, 2017 increase. A copy of your usage history is included for your review.

Please contact our Customer Service at 866-842-8432 if you require additional assistance. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/09/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1312143W; Name: MARY GUSTAFSON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MARY GUSTAFSON Svc. Address: 440 TWISTING PINE CR Seminole County, (407)-461-4900 Longwood, FL 32779- Caller: MARY GUSTAFSON Mailling Addr: 440 TWISTING PINE CR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1312143W Response Needed From Company? Y Date Due: 07/24/2019 <hr/> Reply Received: 07/22/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1312143W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 07/02/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 08/15/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/14/2019

Mary Gustafson
 440 Twisting Pine Cr
 Longwood, FL 32779
 Phone: (407) 461-4900
 Email: mary@oneoakteam.com

RE: Utilities Inc
 PO Box 11025
 Lewiston, ME 04243
 Phone: (866) 842-8432

Subject: water company

The entire area of Seminole County being serviced by this utility company has been charged excessively since the company was sold. Our bill used to be around \$60-90 per month. Our last two bills have been in excess of \$200 and they state that we have a useage of over 37,000 gallons. My husband and I are the only two people in the house. Last night on News 6 this story was covered as this is a

massive area that is incurring this billing nightmare. I could also send you a link of conversations of residents in the surrounding areas whose bills have gone up as high as \$400. There is seemingly no resolution by the utility company. They sent out a letter stating that errors were made as untrained people were reading the meters.

However our next bill came in only about \$3.00 lower. Something needs to be done. No one can understand what has happened. Please can you help us.

Thank you. "

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
- 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 taken by Diane Hood

Customer correspondence was forwarded to the PSC via email from the Attorney Generals Office.

07/22/2019 - Company response received via Email. DScott.

7/31/19: REVIEWED COMPANY RESPONSES. Response 1 indicates the following:

*As stated in the letter that was sent to the customers, all customers were not affected.

*Review of the Gustafson's account does not indicate that their account was affected.

*In the complaint the customer stated that their bills used to be around \$60.00 - \$90.00 per month,

their last two bills have been in excess of \$200.00 and that they were billed for 37,000 gallons usage.

*The usage and bill history was provided to the customer for review.

*The history goes back to 2008.

*There was a significant rate increase that became effective 9/5/17.

*The same amount of usage in 2017 will be higher on the current bills under the new rate.

Response 2 indicates the following:

*Mr. and Ms. Gustafson are customers at 440 Twisting Pine Cir., Longwood, FL.

*Ms. Gustafson stated in her complaint that her bills normally run between \$60.00 - \$90.00 a month and their last two bills were in excess of \$200.00 and usage over 37,000 gallons.

*Mr. and Ms. Gustafson's account and usage was not affected by the meter reader error.

*On 7/22/19 written correspondence was sent to them that included their usage history and bill history since 2008 for their review.

*The PSC was included in the correspondence to them and a copy was provided with the response.

Shonna McCray

7/31/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE PROVIDE COPIES OF THE CUSTOMER'S BILLING STATEMENTS FOR THE LAST 18 MONTHS. PLEASE PROVIDE RESPONSE BY 8/9/19. Shonna McCray

8/2/19: Response received via email. Shonna McCray

8/2/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided copies of the billing statements for the period of 2/8/18 thru 7/10/19. Shonna McCray

8/2/19: Created spreadsheet using the billing statements provided; noted the following:

*The customer's bills are usually over \$100.00 per month, with the exception of the 3/12/19 bill in the amount of \$87.40.

*The customer's highest bill was \$250.43 (8/14/18).

*The customer was billed the late fee of \$6.45 several times.

It appears the customer has been billed correctly. Shonna McCray

8/15/19: This inquiry closed. Shonna McCray

Case#: 1312708W; Name: PATTI DADAMO; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PATTI DADAMO Svc. Address: 1814 PLEASURE DR Pasco County, (727)-336-7869 Holiday, FL 34691- Caller: PATTI DADAMO Mailling Addr: 1814 PLEASURE DR HOLIDAY, FL 34691- Can Be Reached: Account #: 218940-2468 E-Track #:	Company Code: WU372 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1312708W Response Needed From Company? Y Date Due: 07/31/2019 <hr/> Reply Received: 07/31/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1312708W	Assigned to: SHONNA MCCRAY Entered by: DROJAS Date: 07/10/2019 Via: PHONE Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 08/15/2019 Close Type: GI-28 Apparent Rule Violation: N

Preclose type - Improper Disconnect

Are you currently without service?

Customer states she is currently without service.

When was the service disconnected?

Customer states she was disconnected today 07/10/19.

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice?

Customer states she received a disconnect notice dated 06/25/19.

Other Comments:

Customer states she made her payment on 07/08/19. Customer states she is now being charged a disconnection fee of \$36.00, however she made her payment two days prior to being disconnected.

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 days 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
 - e) confirmation 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 taken by Daisy Rojas

07/31/2019 - Company response received via Email. DScott.

8/1/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Patti Dadamo's complaint concerns the reconnect fee charged to her for restoring her water service on 7/10/19, at 1814 Pleasure Dr., Holiday, Fl., after it had been disconnected for non-payment of her bill dated 5/28/19 that was due by 6/19/19.

*The requested payment had not been received in the utility's office before the service was disconnected.

*The payment was made through an outside vender by Ms. Dadamo and would later be forwarded electronically to the utility.

*The customers are encouraged to notify the utility when they have made a payment after the due date for their bill because of the venders processing time before the payment is delivered to the utility.

*The utility was unable to reach Ms. Dadamo by telephone at 727-336-7869 to address her concerns.

*Messages were left at her voice mail with a request for a return call.

*As of 7/31/19, she has not returned the call.

*Written correspondence was mailed to her that addressed her concerns.

*She was informed that the reconnect fee was waived as a onetime courtesy.

*A copy of the past due bill, the past due notice and the correspondence that was sent to Ms. Dadamo are included with the response.

Shonna McCray

8/6/19 1314293W was a duplicate complaint forwarded by Attorney General. Copy of complaint below and deleted 1314293W. DVizcarrondo

"Please review the "incorporated" Internet correspondence, located between the quotation marks

on this form, in which the customer reports the following:

"INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 07/10/2019

Patti DAdamo
1814 Pleasure Drive
Holiday, ----
Email: pattid1970@gmail.com

RE: Utilities, Inc.
200 Weather's field Avenue
Altamonte Springs
Transaction Date: 7/8/2019
Payment Method: Cash

Subject: Wrongful charges

A utility payment was made on July 8th 2019 but service was disconnected on July 10th 2019 company refuses to turn back on service without a \$36 reconnection fee. Transaction number 9 68796 account number 216-940-2468. "

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
 - 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 taken by Diane Hood

Customer correspondence was forwarded to the PSC via email from the Attorney Generals Office.
7/25/2019 Added the amount in dispute and resubmitted via CATS. DHood"

8/15/19: This inquiry closed. Shonna McCray

Case#: 1313037W; Name: SUSETTE PERCY; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: SUSETTE PERCY Svc. Address: 108 COBLE COURT Seminole County, Longwood, FL 32779- Caller: SUSETTE PERCY Mailling Addr: 108 COBLE COURT LONGWOOD, FL 32779- Can Be Reached: Account #: 8553800000 E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1313037W Response Needed From Company? Y Date Due: 08/05/2019 <hr/> Reply Received: 08/05/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1313037W	PSC Information Assigned to: ELLEN PLENDL Entered by: EPLENDL Date: 07/15/2019 Via: MAIL Prelim Type: IMPROPER BILLS PO Officer: RANDY ROLAND Disputed Amt: 194.32 <hr/> Closed by: ELLEN PLENDL Date Closed: 10/02/2019 Close Type: WB-04 Apparent Rule Violation: Y

See attached correspondence in which the customer reports:

July 10, 2019
 Utilities, Inc.
 PO Box 160609
 Altamonte Springs, FL 32716-0609
 RE: 108 Coble Ct. Longwood, FL 32779
 Acct # 8553800000

To Whom It May Concern,

When I contacted you by telephone last week, you explained that the abnormally high water bill was caused by your underbilling me for the months of February, March and April, 2019. You chose to charge me the underbilled amount in addition to the normal water us~ge on my June 24, 2019 bill. This total charge inflated the cost for water usage from the normal cost of \$2.31 per 1 ,000 gallons to \$3.85 per 1 ,000 gallons. Therefor you have over charged me \$1.54 per 1 ,000 gallons for 126,180 gallons or\$ 194.32. Since the bill has already been paid, please credit the next bill for that amount.

Respectfully,
 Susette Percy
 C: Public Service Commission of Florida /
 Honorable Scott Plakon, State Representative

07/15/2019 FAX TO CO. See above and attached correspondence in which the customer states the company underbilled her account February, March and April 2019. She states that she received a high bill in June 2014. She states that the additional consumption billed on the June statement to true up previous bills resulted in the charges being billed at the highest tier than they would have been billed in February, March and April 2019.

- 1) Please indicate the reason the company underbilled the customer in February, March and April 2019.
- 2) Please indicate if the company has obtained actual or estimated meter readings for each of the previous 12 months. If any months were estimated, please indicate the reason.
- 3) Please provide the last 12 bill copies and indicate if any were marked estimate.
- 4) Please indicate if the company will consider adjusting the charges equal to what they would have been billed if the June charges had been billed appropriately in February, March and April 2019. If so, indicate date and amount of credit issued. If not, state reason.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Ms. Susette Percy.

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
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:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, FI 32399

Case taken by Ellen Plendl

07/15/2019 Sent acknowledgement as follows:

July 15, 2019

Ms. Susette Percy
108 Coble Court
Longwood, FL 32779

RE: FPSC Inquiry 1313037W

Dear Ms. Percy:

This is to acknowledge receipt of your correspondence to the Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida. We appreciate the opportunity to assist you.

We have filed an inquiry with the company, and upon completion of the investigation, we will contact you. Please be advised that since this is a billing complaint, FPSC staff may request account information from you or the company.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

08/05/2019 - Company response received via Email. DScott.

08/05/2019 Reviewed report. UIF advised that the customer's meter has been registering her monthly water consumption. However, the UIF meter reader underreported the meter readings in February, March, and April and although she received monthly bills, the consumption she was billed for was not wholly reflective of the consumption recorded on the water meter. When the company recognized the error, UIF obtained a verified meter reading and recalculated the bills issued to you in February, March and April. The customer's June 3, 2019 bill reflected the true up for the usage that registered on the meter but had not been billed.

The customer's monthly consumption reflected:

Meter Reading Date Gallonage

August 14, 2018 36,480

September 17, 2018 29,190

October 15, 2018 43,800

November 30, 2018 63,840

December 10, 2018 37,040

January 14, 2019 70,140

February 18, 2019 8,740*

March 19, 2019 10,640*

April 23, 2019 8,000*

May 20, 2019 138,180

June 14, 2019 25,970

July 17, 2019 12,950

Total 12 Month Gallonage 452,130

Average Monthly Gallonage 37,678

Under Reported Months*

After the PSC filed your inquiry with UIF, the company reviewed the recalculated charges and determined that an additional credit of \$13.27 was due to the customer's account due to a miscalculation of the tiered charges. This credit appeared on the July 22, 2019 bill. UIF also billed a \$6.45 late payment charge to her account, which appeared on the same bill. UIF issued an additional \$6.45 credit adjustment, which will appear on the customer's August bill.

UF indicates that the customer's total usage from February, March and April 2019 was 165,500 - 27,380 (already billed) = 138,180 true up billed on June 3, 2019 bill.

Tiers broken down per month

4 x 4,000 = 16,000 first tier
4 x 8,000 = 32,000 second tier
117,560 in third tier.

Wastewater capped at 8,000 gallons.

Company originally billed \$564.44 recalculation and corrected tiers to \$551.17, resulting in a credit of \$13.27.

On August 5, 2019, a letter was sent to the customer. eplendl

08/06/2019 A letter was sent to the customer. eplendl

August 6, 2019

Ms. Susette Percy
108 Coble Court
Longwood, FL 32779

RE: FPSC Inquiry 1313037W

Dear Ms. Percy:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You expressed a concern that UIF improperly billed your account.

Rule 25-30.261, Florida Administrative Code (F.A.C.), indicates that the utility will read its service meters at regular intervals. Rule 25-30.335, indicates that a utility will render bills to customers at regular intervals, and each bill shall indicate: the billing period covered; the applicable rate schedule; beginning and ending meter reading; the amount of the bill; the delinquent date or the date after which the bill becomes past due; and any authorized late payment charge.

We have learned from UIF that your meter has been registering your monthly water consumption. However, the UIF meter reader underreported the meter readings in February, March, and April and although you received monthly bills, the consumption you were billed for was not wholly reflective of the consumption recorded on the water meter. When the company recognized the error, UIF obtained a verified meter reading and recalculated the bills issued to you in February, March and April. Your June 3, 2019 bill reflected the true up for the usage that registered on the meter but had not been billed.

After we filed your inquiry with UIF, the company reviewed the recalculated charges and

determined that an additional credit of \$13.27 was due to your account due to a miscalculation of the tiered charges. This credit appeared on your July 22, 2019 bill. UIF also billed a \$6.45 late payment charge to your account, which appeared on the same bill. UIF issued an additional \$6.45 credit adjustment, which will appear on your August bill.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by August 21, 2019; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

8/16/19 Customer correspondence received via mail. Added to file and forwarded to EPlendl.
DVizcarrondo

08/16/2019 Received customer correspondence as follows:

August13,2019
Utilities, Inc.
PO Box 160609
Altamonte Springs, FL 32716-0609
RE: 1 08 Coble Ct. Longwood, FL 32779
Acct # 8553800000

To Whom It May Concern,

Thank you for the credit to my account in response to my letter of June 10, 2019. The credit was in the amount of \$13.27 with no explanation of how the credit was computed.

I would like you to provide me with reconstructed invoice for my February, March and April, 2019 invoices showing the amount of water used and the actual charges for the water, had you billed those months correctly, so that I can determine if the credit was proper.

Thank you for your time in complying with my request.

Respectfully,

S.usette Percy

C: Public Service Commission of Florida Inquiry 1313037W ./

Honorable Scott Plakon, State Representative

08/19/2019 FAX TO CO. See customer's correspondence attached and above in which she requests reconstructed invoices for February, March and April showing the amount of water used and actual charges if the service had been properly billed.

1) If the company cannot provided reconstructed invoices, please provide a chart by month of what was billed, what should have been billed and how the credit was broken down by month.

2) Please show the mathematical calculation of the credit.

3) Please send a letter to the customer showing the as billed/corrected billing and mathematical calculation of the credit.

4) Please provide another report to the PSC including a copy of the letter to the customer by August 29, 2019. eplendl

08/27/2019 - Company response received via Email. DScott.

08/28/2019 Reviewed report. Although reconstructed bills are not available, UIF provided a chart showing the charges the customer's account originally incurred and the charges that should have been billed by month.

In each of the three affected months, the customer's account incurred charges that met the first tier of billing charges for the first 4,000 gallons consumed, but had not fully maximizing the threshold of the second tier of billing. After the company obtained the verified meter reading, and issued the true up billing on June 3, 2019, UIF recognized that an adjustment of \$13.27 was appropriate to maximize the second tier for the second 8,000 gallons of consumption, before billing gallonage in excess of 12,000 gallons each month into the third tier of billing.

UIF determined that the customer's account was originally billed a total of \$564.44 for water. The recalculation showed her account should have been billed \$551.17, which is a difference of \$13.27. This credit appeared on the customer's July 22, 2019 bill. UIF also billed a \$6.45 late payment charge to her account, which appeared on the same bill. UIF issued an additional \$6.45 credit adjustment, which appeared on the customer's August bill.

In each of the affected months, the customer's wastewater charges were billed at \$4.15 per 1,000 gallons with a cap of 8,000 gallons. The wastewater charges were appropriate for each of the affected months. eplendl

09/11/2019 A letter was sent to the customer. eplendl

September 11, 2019

Ms. Susette Percy
108 Coble Court
Longwood, FL 32779

RE: FPSC Inquiry 1313037W

Dear Ms. Percy:

This is a follow up to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You requested further information showing the water charges billed, the true up billing, and the subsequent credit adjustment.

As we advised in our August 6 letter, UIF previously reported that your meter had been registering your monthly water consumption. However, the UIF meter reader underreported the meter readings in February, March, and April and although you received monthly bills, the consumption you were billed for was not wholly reflective of the consumption recorded on the water meter. When the company recognized the error, UIF obtained a verified meter reading and recalculated the bills issued to you in February, March and April. Your June 3, 2019 bill reflected the true up for the usage that registered on the meter but had not been billed.

UIF's tariff for residential service authorizes the company to bill the first 4,000 gallons at \$1.54 per 1,000 gallons. The total charge for the first 4,000 gallons is \$6.16 in any given month. UIF's tariff authorizes the company to bill the second 8,000 gallons at \$2.31 per 1,000 gallons. The total charge for the second 8,000 gallons is \$18.48. All gallonage after the first 12,000 gallons is to be billed at \$3.85 per 1,000 gallons.

Although reconstructed bills are not available, UIF provided a chart showing the charges you were originally billed and the charges that should have been billed by month. I've enclosed a copy of the billing chart for your review.

In each of the three affected months, your account incurred charges that met the first tier of billing charges for the first 4,000 gallons consumed, but had not fully maximized the threshold of the second tier of billing. After the company obtained the verified meter reading, and issued the true up billing on June 3, 2019, UIF recognized that an adjustment of \$13.27 was appropriate to maximize the second tier for the second 8,000 gallons of consumption, before billing gallonage in excess of 12,000 gallons each month into the third tier of billing.

UIF determined that your account was originally billed a total of \$564.44 for water. The recalculation showed your account should have been billed \$551.17, which is a difference of \$13.27. This credit appeared on your July 22, 2019 bill. UIF also billed a \$6.45 late payment charge to your account, which appeared on the same bill. UIF issued an additional \$6.45 credit adjustment, which appeared on your August bill.

In each of the affected months, your wastewater charges were billed at \$4.15 per 1,000 gallons with a cap of 8,000 gallons. The wastewater charges were appropriate for each of the affected months.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by September 30, 2019; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

10/02/2019 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1313428W; Name: RUTH WOLFF; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: RUTH WOLFF Svc. Address: 108 STARLING LN Seminole County, Longwood, FL 32779- Caller: RUTH WOLFF Mailling Addr: 108 STARLING LN LONGWOOD, FL 32779- Can Be Reached: Account #: 241410000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1313428W Response Needed From Company? Y Date Due: 08/08/2019 Reply Received: 08/06/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N Request No: 1313428W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/18/2019 Via: MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 Closed by: REY CASTILLO Date Closed: 08/23/2019 Close Type: GI-25 Apparent Rule Violation: N

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

Customer states she called your company when she thought she had a leak issue over the last 2 yrs because her billing stated she was using 17,000 gallons monthly.

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
 - 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

08/06/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, August 06, 2019 3:43 PM

To: PSCREPLY

Subject: FW: 1313428W Ruth Wolff

Attachments: 2019_07_18_09_35_39.pdf; FPSC REQUEST NO.

1313428W;1551467995.768771.jpg

Dear Mr. Castillo:

This correspondence is in reference to Ms. Ruth Wolff's complaint concerning high usage she said she was charged by Utilities, Inc. of Florida (UIF) for water service at her residence. Ms. Wolff is a customer at 108 Starling Ln., Longwood, FL.

Ms. Wolff stated that she had contacted the utility for the last two years because her bills stated that she was using 17,000 gallons monthly and she thought she had a leak that she was unable to find in her plumbing. In March, 2019, she requested her meter to be tested. It was tested for accuracy in her presence on March 1, 2019 and was found that it was registering at 91.6% over all. The meter was replaced with a new meter. In the process of changing the meter a copper line was broken by the technician and was repaired. Ms. Wolff questioned if she had been over charged for usage when she had the high bills. In her complaint she stated that she had turned her irrigation off sometime earlier.

On August 6, 2019, written correspondence was sent to Ms. Wolff that addressed her concerns in her complaint. A copy of her usage history from the old and new meter was provided to her for review and a copy of the documentation that was on her account for service call requests from her that had been completed by the utility staff. The utility did not find that she had been over charged for water. Your office was included in the correspondence and a copy of the correspondence to her is included in this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/23/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1313640W; Name: GEOFF GREEN; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: GEOFF GREEN Svc. Address: 442 WEKIVA COVE RD Seminole County, (614)-634-3320 WEKIVA SPRINGS, FL 32779- Caller: GEOFF GREEN Mailling Addr: 442 WEKIVA COVE RD WEKIVA SPRINGS, FL 32779- Can Be Reached: Account #: E-Track #: 139380	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1313640W Response Needed From Company? Y Date Due: 08/09/2019 <hr/> Reply Received: 08/06/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1313640W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/19/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/23/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, July 19, 2019 2:40 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139380

CUSTOMER INFORMATION

Name: Geoff Green
 Telephone: (614) 634-3320
 Email: matzael@yahoo.com
 Address: 442 Wekiva Cove Rd Wekiva Springs FL 32779

BUSINESS INFORMATION

Business Account Name: Geoff Green
 Account Number: Green
 Address: 442 Wekiva Cove Rd Wekiva Springs FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Company continuously bills me for amounts of usage that are well above what one person could possibly use. Have had company out to check meter and they state is measuring correctly. Have had plumbing, irrigation and pool all checked for leaks and these companies verify no leaks. Latest bill from Utilities Inc. is for approximately 190 thousand gallons of usage for a 1 person household. There is literally no way this usage could be correct. Multiple neighbors are reporting unusually high bills as well and had complained to a local news station. Utilities Inc. told a local news agency that a meter reader had read meters incorrectly but when I called stated that I was unaffected by this meter reader and this was my actual usage. "

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
 - 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 taken by Diane Hood

08/06/2019 - Company response received via Email. DScott.

08/07/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY

Sent: Wednesday, August 07, 2019 2:44 PM
To: Consumer Contact
Subject: FW: FPSC REQUEST NO: 1313640W

From: matzael [mailto:matzael@yahoo.com]
Sent: Wednesday, August 07, 2019 2:08 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: FPSC REQUEST NO: 1313640W

Hi Elise

Thanks for your response and the information! Reviewing the usage that you highlighted I can understand the prior high usage. In the past there were leaks identified and fixed and the irrigation system was inspected and repaired. Like you had stated the meter itself was inspected and appears to be fine.

Based on the usage reported I've had additional experts out to inspect the irrigation system again. I've also had a leak detection company check the house and a separate company inspect the pool and pool plumbing for leaks as well. As leaks were found and repaired in the prior years, those aren't my question so much as what's going on with this bill where there were no leaks. The following months bill returned to what I would consider in my normal usage range with no modifications in my usage patterns or repairs taking place.

The story that was run on the local news with large numbers of my neighbors reporting excessive usage concerned me that something may be inconsistent with the company overall. Not that I'm a plumber or expert in these matters in the least, but have you been able to verify if they had issues with the pressure in the lines or anything that may have potentially caused the meter to read inaccurately as the lines were depressurized? I do know that there were breaks in the main, but I'm not sure if that could have potentially impacted me or any of the many other local residents that don't understand these bills.

If we can definitively rule out that there could potentially be anything impacting this, would you have additional plumbers/leak detection services or inspections you would recommend in addition to the ones I've already had done? At this point, I've invested approximately \$1,000 in inspections and no one can find any leaks or possible ways in which 190,000 gallons of water could possibly have been used.

Again, thank you so much for your time and the information you've already provided. Any additional information or direction you may be able to help with would be greatly appreciated!

Geoff Green

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Elise Christian <ESChristian@uiwater.com>

Date: 8/5/19 5:12 PM (GMT-05:00)

To: matzael@yahoo.com

Cc: "PSCREPLY@PSC.STATE.FL.US" <PSCREPLY@psc.state.fl.us>

Subject: FPSC REQUEST NO: 1313640W

Dear Mr. Green:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning usage billed to you by Utilities, Inc. of Florida for water service at 442 Wekiva Cove Rd., Longwood, FL.

You stated in your complaint that you continue to be billed for amounts of usage that are well above what one person could possibly use. Your water usage is billed based on the amount of water that flows through your meter. The meter is the device that measures the water that is charged to you and it is the utility's responsibility to make sure that the meter is not over charging you for usage. This is done by testing the meter for accuracy. On May 8, 2019, your meter was tested at your residence in your presence. It was registering 99.57%. The meter was registering within the FPSC accuracy rule and regulation. There was not any visible leak noticed by the technician while at the residence.

Your meter was reread for accuracy as recent as July 2, 2019 and July 26, 2019. Each time the meter read was accurate and in line with prior reads. There was not any visible leak noticed either time by the technician. Your usage history does vary from high usage to low usage. It is possible that your irrigation can be running more than necessary or perhaps running when you are not aware if it is on an automatic sensor and timer. The utility does not find that it has over charged you for usage. The next step is if you are not satisfied with the meter test and the current findings, a bench test is available to you, where the meter is tested by an independent vendor. There is a fee for the bench test if the meter is tested and found that you are not being over charged for usage. If you have an irrigation system, an irrigation audit is available to you by the utility at no cost. If you would like to have either service provided, please contact our Customer Service at 866-842-8432 to make the arrangements.

A copy of your usage history is provided to you for your review and a copy of the meter test result. Please do not hesitate to contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714"

08/05/2019 - Company response received via Email. R.Castillo

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, August 05, 2019 5:13 PM
To: matzael@yahoo.com
Cc: PSCREPLY
Subject: FPSC REQUEST NO: 1313640W
Attachments: GEOFF GREEN USAGE HISTORY FPSC REQ NO 1313640W.xlsx; 442 Wekiva Cove Meter Test 5.8.19.pdf

Dear Mr. Green:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning usage billed to you by Utilities, Inc. of Florida for water service at 442 Wekiva Cove Rd., Longwood, FL.

You stated in your complaint that you continue to be billed for amounts of usage that are well above what one person could possibly use. Your water usage is billed based on the amount of water that flows through your meter. The meter is the device that measures the water that is charged to you and it is the utility's responsibility to make sure that the meter is not over charging you for usage. This is done by testing the meter for accuracy. On May 8, 2019, your meter was tested at your residence in your presence. It was registering 99.57%. The meter was registering within the FPSC accuracy rule and regulation. There was not any visible leak noticed by the technician while at the residence.

Your meter was reread for accuracy as recent as July 2, 2019 and July 26, 2019. Each time the meter read was accurate and in line with prior reads. There was not any visible leak noticed either time by the technician. Your usage history does vary from high usage to low usage. It is possible that your irrigation can be running more than necessary or perhaps running when you are not aware if it is on an automatic sensor and timer. The utility does not find that it has over charged you for usage. The next step is if you are not satisfied with the meter test and the current findings, a bench test is available to you, where the meter is tested by an independent vendor. There is a

fee for the bench test if the meter is tested and found that you are not being over charged for usage. If you have an irrigation system, an irrigation audit is available to you by the utility at no cost. If you would like to have either service provided, please contact our Customer Service at 866-842-8432 to make the arrangements.

A copy of your usage history is provided to you for your review and a copy of the meter test result. Please do not hesitate to contact our office if additional assistance is requested. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/06/2019 - Company response received via Email. R.Castillo

From: Elise Christian <ESChristian@uiwater.com>
Sent: Tuesday, August 06, 2019 7:44 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1313640W GEOFF GREEN
Attachments: FPSC REQUEST NO 1313640W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Geoff Green's complaint concerning usage billed to him for water service at 442 Wekiva Cove Rd., Longwood, FL.

Mr. Green feels that he is being charged for more water than one person could possibly use. Mr. Green's usage history varies from very high to low. His meter was reread several times for accuracy and to check for visible leaks, each time the meter reads were correct and there was not any visible leak noticed by the technician while at his residence. His meter was tested May 8, 2019 and the accuracy of the meter was within the required FPSC regulations for accuracy. The utility does not find that he has been over charged for usage.

On August 5, 2019, e-mail communication was sent to Mr. Green that addressed his concerns, he was informed that if he was not satisfied with the meter test and the utility's findings, the next step

is a bench test on the meter. He was also offered an irrigation audit if he has an irrigation system. He was asked to contact Customer Service to make the arrangements. Your office was including in the e-mail correspondence and a copy is included with this response. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/23/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1314186W; Name: LYNDA WILLIAMS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: STEVEN WILLIAMS Svc. Address: 304 BENTLEY DR Seminole County, (407)-252-1446 Longwood, FL 32779- Caller: LYNDA WILLIAMS Mailling Addr: 304 BENTLEY DR LONGWOOD, FL 32779- Can Be Reached: Account #: 1243610000 E-Track #: 139420	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314186W Response Needed From Company? Y Date Due: 08/15/2019 <hr/> Reply Received: 08/07/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314186W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/25/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/29/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, July 24, 2019 8:40 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139420

CUSTOMER INFORMATION

Name: Lynda Williams
 Telephone: (407) 252-1446
 Email: lwasula@cfl.rr.com
 Address: 304 Bentley Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Steven Williams
 Account Number: 1243610000
 Address: 304 Bentley Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Like most people in my neighborhood, I have been very unhappy with Utilities, Inc. Not only did our bills nearly triple in price about a year ago, but there is simply no rhyme or reason to their measurements and billing practices. One month, my bill was \$720. It's just frustrating and calling their office does nothing to answer my questions. We all need help and are looking into a class action lawsuit as they seem unwilling to work with us to explain and correct errors. I submitted a request for someone to contact me over a month ago and have heard nothing. "

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
 - 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 taken by Diane Hood

08/07/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Wednesday, August 07, 2019 12:17 PM

To: lwasula@cfl.rr.com

Cc:PSCREPLY

Subject: FPSC REQUEST NO. 1314186W

Attachments: 304 Bentley Usage History 8.7.19.xlsx

Dear Mr. Williams:

This correspondence is in reference to your complaint with the Florida Public Service Commission (FPSC) concerning the usage billed to you on June 11, 2019 for \$720.86 for water service at 304 Bentley Dr., Longwood, Fl.

The Utility discovered that errors were made when reading certain water meters of customers located in Sanlando system between February 2019 and April 2019. The utility reviewed the meter reads taken during the months of February through April 2019 and noted those that indicated a potential meter misread. Your account was identified as a potential meter misread. In this situation the water that passed through the meter was measured accurately but certain meters were read improperly which may have impacted the consumption billed in different tiered rates.

Your account was reviewed for a possible over charge because of the low usage billed to you for 4,750 gallons on your bill dated April 25, 2019. The usage billed to you between February and April was recalculated. The recalculation shows that it would add a charge to your account for \$2.32 because of the wastewater charge that would have been added to the April bill. Please see the calculation chart provided in this correspondence.

A copy of your usage history on the new meter that was installed June 2018 is included, the rereads that were completed for accuracy are noted on the list. You will see the reread on June 7, 2019 shows usage for 57,550 gallons since the true up read that was taken on May 17, 2019 that shows 166,730 gallons. If you are not satisfied with the utility's findings, a meter field test is made available to you by contacting Customer Service at 866-842-8432 if you wish to have it done. It is not likely that your meter is over charging you, it is the low read error that was on your April bill.

I apologize that no one got back to you with your earlier request. Please do not hesitate to contact our office if additional assistance is requested. I will be out of the office from August 8, 2019 and will return on August 21, 2019. Our Customer Service will be able to assist you if you require urgent attention. The FPSC office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/29/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1314188W; Name: CELESTE VELEZ; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CELESTE VELEZ Svc. Address: 277 CAMBRIDGE DR Seminole County, (407)-480-8628 Longwood, FL 32779- Caller: CELESTE VELEZ Mailling Addr: 277 CAMBRIDGE DR LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #: 139423	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314188W Response Needed From Company? Y Date Due: 08/15/2019 <hr/> Reply Received: 08/06/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314188W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 07/25/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 08/29/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, July 25, 2019 1:21 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139423

CUSTOMER INFORMATION

Name: Celeste Velez
 Telephone: (407) 480-8628
 Email:
 Address: 277 Cambridge Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Celeste Velez
 Account Number:
 Address: 277 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Received a ridiculous bill in June for 100,000 gallons of water that I did not use and have not gotten a straight answer as to why it was so high other than an employee who has been terminated may have been doing something. There is no leak as yvwaywr bills after thatonth are normal and this has happened all through out my community. Please help. "

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
 - 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 taken by Diane Hood

08/06/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, August 06, 2019 10:39 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1314188W CELESTE VELEZ

Attachments: 277 Cambridge Dr. Meter Test and Irrigation Audit 8.6.19.pdf

Dear Mr. Castillo

This correspondence is in reference to Ms. Celeste Velez's complaint concerning high usage on her irrigation service. Ms. Velez has two services at her residence, she has a water and wastewater service for the house and an irrigation service that has the high usage. Ms. Velez is a customer at 277 Cambridge Dr., Longwood, FL.

On June 7, 2019 the meter was reread for accuracy, the read was correct and follow prior reads from the meter. On June 12, 2019 a meter test was performed and the meter accuracy was within the required FPSC regulations for accuracy.

On July 29, 2019, Ms. Velez was contacted by the Communication Director to address her concerns. She was offered an irrigation audit and a deferred payment arrangement. On July 30th the Customer Service Supervisor attempted to reached out to her by telephone to arrange for it and was unable to reach her because her voice mail was full.

On July 31, 2019, an irrigation audit was performed. The timer was set to run 10 minutes per zone, the timer was malfunctioning and kept resetting. Some leaking heads were found and flagged for the customer. The technician explained to the customer about properly adjusting times and also suggested to the customer about replacing some sprinkler heads with new more efficient ones and consider a new timer. A copy of the meter test and the irrigation audit form are included with this response.

On August 6, 2019 Customer Service Staff reached out to Ms. Velez again by telephone to arrange for the deferred payment arrangement, her voice mail was full. Ms. Velez's account balance as of today, August 6, 2019 is \$1,112.00 it includes her bill dated July 22, 2019 for service up to July 15, 2019 with \$689.80 of it is for her irrigation meter. On July 2, 2019 she was provided a courtesy water adjustment. The last payment was received on June 7, 2019 for \$269.85. Her account is past due for \$1,012.78. Ms. Velez's account has been extended for payment until August 31, 2019 and she is requested to contact Customer Service before that date to arrange for the deferred payment plan if she needs it.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 | Internal: 1356

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/29/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1314327W; Name: WAYNE HOBBS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: KAREN O'BRIEN Svc. Address: 254 N. CASTLEFORD CT. Seminole County, (813)-205-3150 Longwood, FL 32779- Caller: WAYNE HOBBS Mailling Addr: 254 N. CASTLEFORD CT. LONGWOOD, FL 32779- Can Be Reached: Account #: 3378723973 E-Track #: 139436	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314327W Response Needed From Company? Y Date Due: 08/16/2019 <hr/> Reply Received: 08/07/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314327W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 07/26/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 09/16/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, July 26, 2019 8:45 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 139436

CUSTOMER INFORMATION

Name: Wayne Hobbs
Telephone: (813) 205-3150
Email: whobbs@bradwaysolutions.com
Address: 254 N. Castleford Ct. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Wayne Hobbs
Account Number: 3378723973
Address: 254 N. Castleford Ct. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

For some months now, Utilities Inc. has either not been reading the meter or mis-reading the meter. Our water bills have gone from \$100 to over \$300 with no reason and then it goes back down the next month. When I have complained to UI, the next months bill goes even lower, again with no reason. This utility is scamming its customers and we need a real investigation on what is going on. "

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
 - 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 taken by Diane Hood

08/07/2019 - Company response received via Email. DScott.

8/8/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*The meter is read monthly at 254 N. Castleford Court.

*It was reread for accuracy on 5/31/19 and on 7/30/19 and there were regular reads taken on 6/14/19 and 7/17/19.

*Each of the reads and usage was in line with the history on the account.

*The technician did not notice any visible leak while at the residence each time.

*A notification tag was left at the residence on 7/30/19 with the findings on that reread.

*The utility does not find that the account has been over charged for usage.

*On 8/7/19 written communication was sent to Mr. Hobbs that addressed his concerns, 3 years usage history was provided and a field test on the meter was made available to him.

*Because Mr. Hobbs is not listed on the account for service at 254 N. Castleford Court, he was requested to contact Customer Service at 866-842-8432 to request the meter test if he wants it and to update the account with his name as the account holder or as a joint account holder.

Shonna McCray

8/8/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
WHO IS THE ACCOUNT HOLDER FOR THIS ACCOUNT? RESOLUTION SHOULD BE
PROVIDED TO THE CUSTOMER OF RECORD. PLEASE PROVIDE RESPONSE BY 8/19/19.

Shonna McCray

08/21/2019 - Company response received via Email. DScott.

9/16/19: This inquiry closed. Shonna McCray

Case#: 1314662W; Name: GRACE RAIMO; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: GRACE RAIMO Svc. Address: 1332 SOUTH RIDGE LAKE CIRCLE Seminole County, (518)-307-1305 Longwood, FL 32750- Caller: GRACE RAIMO Mailling Addr: 1332 SOUTH RIDGE LAKE CIRCLE LONGWOOD, FL 32750- Can Be Reached: Account #: 38492-00000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314662W Response Needed From Company? Y Date Due: 08/20/2019 <hr/> Reply Received: 08/08/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314662W	Assigned to: SHONNA MCCRAY Entered by: DROJAS Date: 07/30/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 113.19 <hr/> Closed by: SHONNA MCCRAY Date Closed: 09/16/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the amounts of the bills in dispute are \$181.58 dated 06/26/19, and \$171.61 that was e-mailed to her on 07/29/19. Customer states she has not received a paper bill for July yet, only the e-mailed bill.

Why do you believe you have been billed improperly?

Customer states she understands rates may have increased however she has not been home since June 1st. Customer states she does not understand why her bills are going higher when there is currently nobody at the home. Customer states she has not had a bill over \$120.00.

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 days 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

e) confirmation 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 taken by Daisy Rojas

08/08/2019 - Company response received via Email. DScott.

8/9/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*On 8/7/19, Elise Christian contacted Ms. Raimo by telephone; she is away and will not return to her home until October 2019.

*Ms. Raimo said she left the residence on 6/1/19 and only the irrigation system was left on to water the landscape 3 times a week.

*They discussed that her usage for the 2 months is almost the same.

*The June billed usage with her at the residence one day is 28,330 gallons and her July usage with only the irrigation left on is 26,020 gallons.

*Elise explained to her that it seems to be her irrigation that is causing the usage.

*She was informed that a meter test is available to her when she returns or in the presence of a representative age 18 or older.

*Ms. Raimo stated that she will get with her neighbors to see if one will meet with the utility to turn the irrigation off or check the settings.

*Her meter was reread on 8/8/19 and the usage since 7/24/19, is 15,800 and the technician's notes indicated that the irrigation had run sometime earlier before he got to the residence but there was not any indication of a leak on the meter.

Shonna McCray

9/16/19: This inquiry closed. Shonna McCray

Case#: 1314787W; Name: GEORGE HAMMER; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: GEORGE HAMMER Svc. Address: 209 HARROGATE PL Seminole County, (407)-682-9418 Longwood, FL 32779- Caller: GEORGE HAMMER Mailling Addr: 209 HARROGATE PL LONGWOOD, FL 32779- Can Be Reached: Account #: 5472710000 E-Track #: 139476	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314787W Response Needed From Company? Y Date Due: 08/20/2019 <hr/> Reply Received: 08/08/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314787W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 07/30/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 09/16/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, July 30, 2019 3:48 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139476

CUSTOMER INFORMATION

Name: george hammer
 Telephone: (407) 682-9418
 Email: fandango@cfl.rr.com
 Address: 209 harrogate pl longwood FL 32779

BUSINESS INFORMATION

Business Account Name: george hammer
 Account Number: 5472710000
 Address: 209 harrogate pl longwood FL 32779

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
 Details:

using billing dates to increase bills examples 4/19 35 days billing 5/19 27 days billing,6/19 25 days billing.7/19 32 days billing the extra days allow the water to be billed at a higher rate "

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
 - 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 taken by Diane Hood

08/08/2019 - Company response received via Email. DScott.

8/9/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Hammer expressed concern that he felt the utility used the number of days in the bills to charge him at a higher rate for water.

*The utility attempts to read the water meters around the same date each month or as close to the same date as possible.

*There are occasions that weather or weekends will cause the days to fluctuate by one to two days either way.

*Review of his account and the bills he mentioned in his complaint for April, May, June and July show that the usage on each bill exceeded the 12,000 gallons and the usage above that would have billed in the 3rd tier.

*Because of the extra days for April and July, an adjustment was made by billing 6,915 gallons at

the 2nd tier rate.

*The adjustment to his account was \$10.79.

*On 8/8/19, written communication was sent to Mr. Hammer that addressed his concerns.

*He was informed about the adjustment to his account and an apology was extended to him because of the inconvenience.

Shonna McCray

9/16/19: This inquiry closed. Shonna McCray

Case#: 1314932W; Name: PEGGY THOMAS; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PEGGY THOMAS Svc. Address: 304 PARTRIDGE LANE Seminole County, (407)-509-7070 Longwood, FL 32779- Caller: PEGGY THOMAS Mailling Addr: 304 PARTRIDGE LANE LONGWOOD, FL 32779- Can Be Reached: (407)-509-7070 Account #: E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1314932W Response Needed From Company? Y Date Due: 08/22/2019 <hr/> Reply Received: 08/01/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1314932W	Assigned to: ELLEN PLENDL Entered by: RROLAND Date: 08/01/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: RANDY ROLAND Disputed Amt: 673.00 <hr/> Closed by: ELLEN PLENDL Date Closed: 08/01/2019 Close Type: GI-08 Apparent Rule Violation: N

Customer states she recently had her pool filled. She has learned from a company representative that she will have to pay wastewater charges even though the water did not pass through the wastewater system.

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 days 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
 - e) confirmation 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 taken by R. Roland

08/01/2019 FAX TO CO. In your written response, please provide a copy of the tariff and explanation on how Utilities Inc. is adhering to the Florida Administrative Code rule on how it billed this customer's account. A written report is due by August 22, 2019. eplendl

08/01/2019 - Company response received via Email. DScott.

08/01/2019 Reviewed report. UIF staff contacted the customer on August 1, 2019, and confirmed the cap on wastewater gallonage is 8,000 gallons. The monthly charge cap would be \$60.21 including the base facility charge. The customer appeared satisfied with the information. eplendl

08/01/2019 Closed by telephone conversation with the customer, who confirmed she received contact from UIF and her concerns were resolved. eplendl

08/01/2019 - Company response received via Email. DScott.

08/02/2019 Reviewed report. UIF provided tariff copies and the customer's July 2019 bill. eplendl

Case#: 1316771W; Name: JEAN WILLIAMSON; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JEAN WILLIAMSON Svc. Address: 1415 ARBORHOUSE CT SEMINOLE County, (321)-663-7180 LONGWOOD, FL 32752- Caller: JEAN WILLIAMSON Mailling Addr: 1415 ARBORHOUSE CT LONGWOOD, FL 32752- Can Be Reached: Account #: 7570100000 E-Track #:	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1316771W Response Needed From Company? Y Date Due: 08/29/2019 <hr/> Reply Received: 08/22/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1316771W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 08/08/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 09/16/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Jean Williamson [mailto:jwilliamson3@cfl.rr.com]
 Sent: Wednesday, August 07, 2019 6:18 PM
 To: Consumer Contact
 Subject: Four-Month old problem getting Utilities, Inc., of Fl to change my auto payment draft information.

Date: 8/7/19

Customer: Jean Williamson, John M. Koval
 Utilities, Inc., Account: 7570100000
 Address: 1415 Arborhouse Court, Longwood, FL 32752

Issue: Change to auto draft still not made after four months and several contacts with Utilities, Inc.

On 3/26/19, I mailed Util Inc. their Automatic Bill Payment Authorization Agreement with a copy of my voided check. changing the bank account number for my monthly auto draft to pay your bill. The change moved the draft from Fairwinds Credit Union to Navy Federal Credit Union.

The 4/24/19, the monthly draft still was drafted from Fairwinds.

On 4/24/19, I called Util, Inc. and spoke with Heather. After checking, she said the change had not been set up. She thought the request may still be in process.

On 5/24/19, the monthly draft still was drafted from Fairwinds.

On 6/24/19, the monthly draft still was drafted from Fairwinds.

On 7/9/19 I called Util, Inc. again office again and was told there was no record the form had been received.

I filled out a 2nd form, scanned it along with a copy of a voided check, and, as instructed, emailed both to Util, Inc, at scooper@unwater.com

On 7/24/19, the monthly draft still was drafted from Fairwinds.

I have emailed this letter to Utilities, Inc. also, but have little hope they will resolve this issue. Their follow-up process needs to be greatly improved. There is not reason this simply request should take four months. And all contact about the issue has been one way - me to Utilities. Never have they contacted me.

WHAT DO I NEED TO DO TO GET THIS SIMPLE CHANGE MADE??????

Jean Williamson

Email: jwilliamson3@cfl.rr.com

Phone: 321-663-7180 "

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
- 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 taken by Diane Hood

08/22/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Thursday, August 22, 2019 9:24 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1316771W JEAN WILUAMSON

Dear Mr. Castillo:

This correspondence is in reference to Ms. Jean Williamson's complaint concerning her request to have her Auto Pay for her water service to be changed by the utility to a different credit union. Ms. Williamson is a customer at 1415 Arborhouse Court, Longwood, FL.

Ms. Williamson stated that she had been trying since March 26, 2019 to have the Auto Pay changed to a different credit union and had not been successful. Review of her complaint and the address she was using to provide the documentation was incorrect. On August 8, 2019, she was contacted by the utility to address her concerns and assistance with changing the Auto Pay to the desired credit union. Her account was changed to the requested credit union on August 8, 2019.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com

Direct: 321.972.0356 / Internal: 1356
200 Weathersfield Avenue, Altamonte Springs, FL, 32714

Company response entered by R.Castillo

09/16/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1319104W; Name: ESTRELLITA VAZQUEZ; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ESTRELLITA VAZQUEZ Svc. Address: 225 SPRINGSIDE RD Seminole County, (407)-676-3804 Longwood, FL 32779- Caller: ESTRELLITA VAZQUEZ Mailling Addr: 225 SPRINGSIDE RD LONGWOOD, FL 32779- Can Be Reached: Account #: 3054917554 E-Track #:	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1319104W Response Needed From Company? Y Date Due: 09/10/2019 <hr/> Reply Received: 09/10/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1319104W	PSC Information Assigned to: REY CASTILLO Entered by: DCHUNGMO Date: 08/19/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 214.00 <hr/> Closed by: REY CASTILLO Date Closed: 09/24/2019 Close Type: GI-25 Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states that her average Utilities Inc bill is around \$40-50

Customer states that she received a high bill for \$264.

What is the date of the bill?

September

Why do you believe you have been billed improperly?

Customer states that a mistake on the meter being read. Other than that the customer does not know a clear reason for the increase.

Other Comments:

- Please provide a 24 month consumption and billing history
- Please provided a reason for the billing change in Ms. Vazquez account.

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 days after the complaint has been sent to the company.
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 - d) answers to any questions raised by staff in the complaint
 - e) confirmation 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 taken by Daniel Chung.

09/10/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, September 10, 2019 4:57 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1319104W ESTRELLITA VAZQUEZ

Attachments: FPSC REQ 1319104W - 225 SPRINGSIDE RD ESTRELLITA VAZQUEZ
USAGE.xlsx

Dear Mr. Castillo:

This correspondence is in reference to Ms. Estrellita Vazquez's complaint concerning the amount of her water bill dated September for \$264.00. Ms. Vazquez is a customer at 225 Springside Rd., Longwood, FL.

The utility has not issued a bill for September 2019 to Ms. Vazquez for water service at 225 Springside Rd. The last bill that was issued to Ms. Vazquez was dated August 15, 2019 for \$194.13 that included a past due balance from her unpaid July bill for \$62.94 and a late fee for \$6.45, total amount of the bill was \$263.52.

On August 22, 2019, a work order was issued to investigate the customer's meter and reread for

accuracy and check for visible leaks or repairs. Staff did not find anything indicating a leak. Ground around meter and up around house did not indicate that there was something done at location. Never found anything at meter indicating that water was registering on any of the previous work orders that had been investigated for high use. The customer's door was tagged with the findings.

Because the usage on the customer's meter from August 6, 2019 which was 35,910 had increased to 25,900 by August 20, 2019, On August 22, 2019, I called Ms. Vazquez to inform her about the usage and the next bill that was coming up would be high also. I spoke to her in detail about the high bill for August and the September bill that will be high also per the reread. She said they had a leak repaired on Tuesday evening, August 20, 2019 and questioned why we did not see a leak on the reread August 20, 2019 during the day when we reread the meter. She was provided helpful information by me and she stated she had been given information by "someone" that she spoke to, not a Utilities, Inc. of Florida staff that told her the utility will work with her about the bill. I asked did she mean a payment arrangement, she said no, a discount type of work with her. I explained to her how to request a leak adjustment for the wastewater with her repair receipt and by completing proper documentation through Customer Service. She was provided a courtesy reread of the meter again on August 22, 2019 because she was not at the property and was very concerned if the water was still running after her plumber had been there to make the repair on August 20th.

Ms. Vazquez high August bill and the amount of her bill that will be issued in September are the result of the leak that she acknowledged that she had repaired around August 20, 2019. She will be provided a courtesy leak adjustment after the September bill has been issued. She has provided the necessary documentation to Customer Service and the leak adjustment was approved. She will see the courtesy adjustment on her bill that is scheduled to be issued around September 12, 2019.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

09/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1320273W; Name: MARIA CORTES; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MARIA CORTES Svc. Address: 11332 AUTUMN WIND LOOP Lake County, (352)-638-1334 Clermont, FL 34711- Caller: MARIA CORTES Mailling Addr: 11332 AUTUMN WIND LOOP CLERMONT, FL 34711- Can Be Reached: Account #: 7782610000 E-Track #: 139728	Company Code: WS641 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1320273W Response Needed From Company? Y Date Due: 09/24/2019 <hr/> Reply Received: 09/03/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1320273W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 09/03/2019 Via: E-FORM Prelim Type: IMPROPER DISCONNECTS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/14/2019 Close Type: GI-28 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, September 01, 2019 2:04 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 139728

CUSTOMER INFORMATION

Name: Maria Cortes
 Telephone: (352) 638-1334
 Email: mcortes5438@live.com
 Address: 11332 Autumn Wind Loop Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Maria Cortes
 Account Number: 7782610000
 Address: 11332 Autumn Wind Loop Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Dear Sir/Madam

I am trying to comprehend why my water was turned off right before a major category 5 hurricane without notice. I was away all weekend and returned home on Saturday, 8/31/19 to find the toilet would not flush or I could not fill my dogs' water plate. I looked online and my bill states "Due 9/10/19 \$102.04. I checked my inbox for any notice or warning of disconnection or nonpayment. I honestly thought I paid last month bill and take full responsibility for the oversight. However, it does not excuse the lack of human decency by the water company. The fact it did not consider the current weather condition or family circumstance and disconnect the water without warning. To permit a family to go 4 days without water and find means to survive and maintain basic personal hygiene. Is that American? Is that what we have come to in the United States of America? I am disappointed that our leaders allow such negative behavior to exist in today's society. No recourse? I have a copy of the bill to demonstrate the due date and I snapshot the inbox to demonstrate no notice. My husband called the emergency line and the recording made it clear in a few words "too bad" have to wait. Spoke with a live person and I hope there is a recording, too bad have to wait until Wednesday. No water, category 5 hurricane, and the water company/government think it is okay to treat United State citizens as worst than dogs. Thanks. I hope this matter is publicly reported and a resolution comes from it so no other human being has to go through this ordeal as well. Especially, our elderly people or family with kids or chronically ill family members. "

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
 - 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 taken by Diane Hood

09/03/2019 - Company response received via Email. DScott.

9/4/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*In reference to the complaint to the FPSC concerning the disconnect of water service at 11332 Autumn Wind Loop, Clermont, FL.

*On 8/29/19 because of an unpaid water bill dated 7/18/19 that was due by 8/9/19.

*A review of the account shows that a payment was made on 8/31/19 for \$102.04.

*The service was scheduled to be restored on 9/3/19 if the customer contacts the Customer Service Department to arrange for it.

*A waiver needs to be signed to restore the service.

*The customer was asked to make the arrangements with Customer Service when contacting the office.

*Customer provided with resolution via email on 9/3/19.

Shonna McCray

9/4/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

*WAS A DISCONNECT NOTICE SENT TO THE CUSTOMER?

*PLEASE PROVIDE A COPY OF THE DISCONNECT NOTICE THAT WAS SENT TO THE CUSTOMER?

*WHY DOES THE CUSTOMER HAVE TO SIGN A WAIVER TO HAVE SERVICE RESTORED?
PLEASE PROVIDE RESPONSE BY 9/13/19. Shonna McCray

9/9/19: Response received via email. Shonna McCray

9/18/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*A Disconnect Notice was sent on 8/14/19.

*The customer has options for the water to be turned on and it is explained to him/her when contacting customer service.

*A waiver is not necessary if the customer or a representative for the customer, age 18 or over is present for the turn on.

*If the customer cannot be present and does not have a representative 18 or older present, then the signed waiver is required for the turn on.

*The waiver states: "the water service may be reinstated in my absence at the residence listed below - (address listed) I release and forever hold harmless Utilities, Inc. of Florida from any

liability if water damage occurs inside my residence or to my service lines due to the water service being turned on in my absence. I understand that should the utility suspect that a leak is present, the water will not be turned on and a door tag will be left. In this case, it will be necessary for me to call and set up another appointment during regular business hours to have the service reconnected at my residence".

Shonna McCray

9/18/19: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE PROVIDE A COPY OF YOUR TARIFF THAT STATES THE CUSTOMER OR A
PERSON AT LEAST 18 YEARS OLD HAS TO BE PRESENT FOR THE SERVICE TO BE
TURNED ON. PLEASE PROVIDE RESPONSE BY 9/27/19. Shonna McCray

09/18/2019 - Company response received via Email. DScott.

9/19/19: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

*The requirement for the homeowner or his/her representative age of 18 or older to be present is not a tariffed item.

*The requirement is a business decision by the utility.

*It is not prudent for the utility to turn the water on at the meter after it has been turned off without an adult or homeowner present or the receipt of the signed waiver in his/her absence when no one will be present for the turn on.

*The utility does not have the authority to enter the customer's residence or to search for running water at his/her property that may cause property damage if that occurs when the water is turned on at the meter.

Shonna McCray

10/14/19: This inquiry closed. Shonna McCray

Case#: 1320637W; Name: STEVE BALASH; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: STEVE BALASH Svc. Address: 255 E. HORNBEAM DR Seminole County, (407)-869-0469 Longwood, FL 32779- Caller: STEVE BALASH Mailling Addr: 255 E. HORNBEAM DR LONGWOOD, FL 32779- Can Be Reached: Account #: 2909110000 E-Track #:	Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1320637W Response Needed From Company? Y Date Due: 09/27/2019 <hr/> Reply Received: 09/24/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1320637W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 09/06/2019 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: REY CASTILLO Date Closed: 10/11/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: stepatg@gmail.com [mailto:stepatg@gmail.com]
 Sent: Thursday, September 05, 2019 12:57 PM
 To: Consumer Contact
 Subject: billing charges

there have been 2 months of what I call misbiling. steve balash 255 e. hornbeam dr , longwood, fl 32779 account #2909110000.
 april billing 74740---\$339.33
 may billing 65850----\$313.92

We are: 2 seniors/ retired/ no visitors or grandkids local visiting during this time. we wash clothes every other week 3 loads; hand wash dishes (eat out 2--3 x per week); water lawn on timer per schedule 2 x per week and shut off during rain periods--several those months . Take showers average 3 times in week. Have not emptied pool in 10 years. based on this usage would have had to emptied pool 6x!!!!

when discussed on phone with billing person said seemed high. had man check for leaks and found none this time and in oct when there was another high bill usage and he said seemed too high. checked with 1 neighbor said she too had received high billing earlier and here neighbor the same---both seniors--obviously I do not know their usage.

There is no way we could use this much water and we even drink bottled water so we know we did

not drink that much water.

The company has failed to assist. Looking for appeal information "

"From: stepatg@gmail.com [mailto:stepatg@gmail.com]

Sent: Friday, September 06, 2019 12:37 PM

To: Consumer Contact

Subject: Re: billing charges

thank you. steve balash

255 e. hornbeam dr

longwood, fl 32779

407-869-0469

acct number-2909110000

utilities of florida

they have notified me that a person will call to check the meter functioning to schedule ."

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.
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 - a) the cause of the problem
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 - c) the company's proposed resolution to the complaint
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 - 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 taken by Diane Hood

09/24/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, September 24, 2019 1:03 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1320637W STEVE BALASH

Attachments: 255 E HORNBEAM DR METER TEST 9.11.19jpg; 255 E HORNBEAM IRRIGATION SYSTEM AUDIT.jpg; 255 E HORNBEAM USAGE HISTORY.xlsx

Dear Mr. Castillo:

This correspondence is in reference to Mr. Steve Balash's complaint concerning the usage billed to him on bills dated May 10, 2019 for 72,150 gallons and 65,850 gallons on June 10, 2019. Mr. Balash is a customer at 255 E. Hornbeam Dr., Longwood, FL.

Mr. Balash stated that he disputed the usage on both bills and only had his irrigation system set for twice a week and if it rained, he turned it off. On May 10, 2019, his meter was reread for accuracy and to check for any visible leak before issuing the bill because the usage for April 30, 2019 for billing was 72,150. The meter read for May 10th indicated that an additional 20,310 had registered through the meter in 10 days. Approximately 2,030 gallons per day. By May 28, 2019 an additional 45,540 gallons had registered through the meter since May 10, 18 days later and approximately 2,530 gallons per day. The technician did not notice any visible leak each time while at the residence.

On September 11, 2019, the meter was tested at the residence in the customer's presence. The accuracy of the meter was 88.83%. The customer was informed that the meter was not capturing all of the water that flowed through it and was registering low. He was informed that the meter will need to be replaced after the response has been provided to the FPSC. A copy of the meter test is provided in this reply and a copy of the customer's usage history. On September 17, 2019 an irrigation audit was performed on Mr. Balash's system. The results indicated that he had 4 zones and had each zone set to run for 45 minutes each twice a week. The system was turned off upon arrival, it was turned on to check it. The zones usage varied per minute. Zone # 1 was approximately 15 gallons per minute, zone # 2 and 3 were approximately 24 gallons per minute and zone # 4 was approximately 12 gallons per minute. There were some bad irrigation heads found that could cause additional water consumption when irrigating. When and if only running the irrigation as found, twice a week at 45 minutes per zone approximately 3,375 gallons per day would have been the average usage times the number of days he was watering and could add up

if left to run more than 8 days per month. The audit indicated that based on the settings for only twice a week a minimum of approximately 6,750 gallons were being used each week for irrigation and that is not counting the bad heads. The utility did not find that the meter was over charging for usage. A bench test is available to Mr. Balash if he is not satisfied with UIF findings. He did not indicate that he requested additional testing while meeting with him.

Please contact our office if additional information is requested.

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 / Internal: 1356
200 Weathersfield Avenue, Altamonte Springs, FL 32714

Company response entered by R.Castillo

10/11/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1320969W; Name: JAMES ANGELOS; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PETER ANGELOS Svc. Address: 32506 OAK PARK DR LAKE County, (352)-728-6188 LEESBURG, FL 34748-8761 Caller: JAMES ANGELOS Mailing Addr: 12790 JASMINE ST UNIT C BRIGHTON, CO 80602 Can Be Reached: (303)-921-8186 Account #: 9062810000 E-Track #:	Company Code: WU553 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1320969W Response Needed From Company? Y Date Due: 10/02/2019 <hr/> Reply Received: 09/26/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1320969W	Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 09/11/2019 Via: MAIL Prelim Type: IMPROPER BILLS PO Officer: <hr/> Disputed Amt: 506.47 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/25/2019 Close Type: GI-25 Apparent Rule Violation: N

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

I have been trying to resolve my 08/15/2019 water bill (\$506.47) since 23 August 2019 to no avail.
 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
 - 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

Customer correspondence was redacted for bank account number.

09/26/2019 - Company response received via Email. DScott.

9/30/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

- *On 9/17/19, Elise Christian contacted Mr. Angelos to address his concerns.
 - *He stated that he did not have any leaks in his plumbing and had his irrigation system turned off for years.
 - *His meter was tested at his residence on 8/20/19 and was operating properly.
 - *A copy of the meter test and a picture of the meter dial provided with the response.
 - *On 9/19/19, the meter was removed and sent for a bench test.
 - *Mr. Angelos and the PSC will be informed about the results upon receipt in the company's office.
- Shonna McCray

10/25/19: This inquiry closed. Shonna McCray

01/21/2020 – Company response received via Email. DScott.

1/24/20: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. The company response in reference to the telephone conversation on 1/16/20, regarding a courtesy adjustment for the high bill includes the following:

- *As discussed in earlier conversations around September 2019 and was explained to that when a customer has a dispute about high usage billed to him/her for measured service, it is the utility's responsibility to make sure that the meter is operating properly because that is the device that measures the water that is billed to the customer.
- *The accuracy of the meter is determined by testing it.
- *On 8/15/19, the meter was reread for accuracy because of the high usage before the bill was issued.
- *The meter read was correct and there was not any visible leak noticed by the technician while at the residence.
- *On 8/20/19, the meter was tested at the residence in Mr. Angelos' presence and was found to be operating properly; there was not any visible leak noticed by the technician while at the residence.

*On 8/22/19, an irrigation audit was scheduled to check the irrigation system.

*The irrigation system timer was checked and the technician found that it was set for 15 minutes per zone.

*There were 3 zones with zone 1 set to run Thursday and Sunday and zones 2 and 3 were set to run daily

*The technician did not run the system because the customer had the irrigation valve turned off and informed the technician that it had been off for some years .

*The technician explained the findings and also turned the timer off, he left information about the irrigation system audit in case the customer decided to run the system.

*The meter was removed on 9/19/19 to be sent for testing by an independent source.

*It was tested for accuracy by MARS Company on 10/25/19 and was operating within the FPSC regulations for meter accuracy.

*As stated in earlier conversations and as recent as 1/16/20, the customer's request for a courtesy adjustment credit for the usage was escalated for review because he did not feel that he used 118,490 gallons of water that was billed on 8/15/19 and he had not had a leak that could have caused the usage.

*The customer's request was reviewed and was denied because the accuracy of the meter did not indicate that he had been over charged for water that had registered through the meter.

*The utility does not find justification to provide a courtesy adjustment credit to the account for any of the usage when the meter was accurate and there was not a leak that caused it.

Shonna McCray

10/12/2020- Mr. Peter Angelos called back stating that his father James Angelos passed away. Mr. Angelos is requesting the complaint information be sent to him via e-mail and postal mail. He can be reached at (303)921-8186. His e-mail and postal address are peteangelos@gmail.com and 12790 Jasmine St Unit C Brighton, CO 80602. Request forwarded to ACalhoun.

10/13/2020 E-mailed copy of case to customer, and mailed a hard copy to the address provided.
ACalhoun

"From: Consumer Contact

Sent: Tuesday, October 13, 2020 8:18 AM

To: 'peteangelos@gmail.com' <peteangelos@gmail.com>

Subject: FPSC Inquiry 1320969W James Angelos

10/13/2020

Dear Mr. Angelos:

Per your request, attached is a copy of inquiry 1320969W. A copy will be mailed to you at the following address.

12790 Jasmine St.
Unit C
Brighton, CO 80602

Sincerely,

Angela Calhoun
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

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."

Case#: 1321592W; Name: LEIGH NEWTON; Business: UTILITIES, INC. OF FLORIDA

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: LEIGH NEWTON Svc. Address: 413 WILD OAK CIR Seminole County, (407)-489-1160 Longwood, FL 32779- Caller: LEIGH NEWTON Mailling Addr: 413 WILD OAK CIR LONGWOOD, FL 32779- Can Be Reached: Account #: 0025063662 E-Track #: 139851	Utility Information Company Code: WS251 Company Name: UTILITIES, INC. OF FLORIDA Attn: Elise S Christian1321592W Response Needed From Company? Y Date Due: 10/09/2019 <hr/> Reply Received: 09/18/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1321592W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 09/18/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SHONNA MCCRAY Date Closed: 10/25/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, September 17, 2019 7:27 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 139851

CUSTOMER INFORMATION

Name: Leigh Newton
 Telephone: (407) 489-1160
 Email: leigh.newton@att.net
 Address: 413 Wild Oak Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Leigh Newton
 Account Number: 0025063662
 Address: 413 Wild Oak Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

We received an excessively high water bill (\$519) in August, for usage of water from 6/28-7/30. The only change that happened during that time was that we started using irrigation about mid-July for new sod installed. We contested the amount and they sent a meter reader out to do another meter reading at the end of August and the bill came back at \$909 including the previous charge. Previously, our bills were only around \$76 a month. We had a sprinkler company test the system for leaks and they found none. The meter doesn't move when we are not using water so there is no leak. Finally, we did the 5-gallon bucket test that another neighbor had done and found that for every 5 gallons that we are using, we are being charged for 10 gallons! The worst of this is that I don't think we're the only ones in the neighborhood that have a faulty water meter that is overcharging people. We've had friends move from one house to another in the neighborhood, no irrigation used in either house, no other changes, but substantially different water bill from Utilities, Inc. This is a MAJOR problem that people are being charged for water they aren't using. "

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
 - 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 taken by Diane Hood

09/18/2019 - Company response received via Email. DScott.

9/19/19: REVIEWED COMPANY RESPONSES. Responses provided to the customer via email.
Email 1 states:

"This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the usage billed to you for water on August 29, 2019 for \$519.23 and September 12, 2019 for \$389.77 for service at 413 Wild Oak Cir., Longwood, FL. Your account is on Auto Pay from your bank account and is set for a maximum draw each month for \$250.00 for each bill. There is a draw scheduled for September 20, 2019 for \$250.00 and a draw scheduled for October for \$250.00 if your account remains on Auto Pay. Because of the amount of each bill, there will be a carry over balance for the following months until paid in full unless the Auto Pay amount is increased to cover each bill. **Do you want the Auto Pay stopped today and before September 20, 2019, which is Friday while the disputed usage is being investigated and so that your bank account will not have the drafts?** Please advise as soon as possible and before September 20, 2019.

You mentioned in your complaint that you had installed new sod and was running your irrigation system to water it. It is possible that the irrigating of the new sod resulted in the usage billed to you for the two bills. A work order has been issued to perform an irrigation audit on your system at no cost to you and also a meter test at your residence. The technician will contact you to schedule the dates and times with you."

Email 2 states:

*Ms. Newton, thank you for the quick response. I will leave each bill to draft as scheduled for \$250.00 each, a total of \$500.00 will be drafted for the two. The balance on each bill will carry over to the next bill that will be issued around October 12th. A part of the high usage investigation is to perform the irrigation audit and to test the meter at your residence with testing equipment. The bucket test is a great idea but is not always accurate. The meter test is completed with testing equipment and is explained as it is being performed. There is not a cost to perform the test at your residence, if you are not satisfied with the results, a bench test is always available. The meter is sent out to an independent source for testing. There is a cost for that test, \$20.00 if the meter is found not over charging for usage. If it is found overcharging for usage, there is not a fee and the account is adjusted to the error of fault."

Shonna McCray

09/26/2019 - Company response received via Email. DScott.

9/30/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Ms. Newton and Mr. Michael Damico are customers at 413 Wild Oak Circle, Longwood.

*Ms. Newton said nothing changed with her water usage during the billed period, 6/28/19 and 7/30/19, other than they installed new sod and started using their irrigation about the middle of July.

*On 8/28/19, the meter was read for the September bill and the usage was an additional 80,000 gallons since 7/30/19.

- *The meter was reread for accuracy on 8/29/19 the read was correct and the technician did not notice any visible leak.
- *A meter test and irrigation audit was made available to the customer.
- *On 9/25/19, the irrigation audit and the meter test were performed with Mr. Damico present.
- *The meter accuracy was within the FPSC required regulation at 98.83%.
- *The irrigation audit showed that the zones were set for long run times and it had multiple programs.
- *The irrigation timer was turned off and because of the system type it was not operating as the customer had thought.
- *The customer thought the irrigation was set to only water the front yard where the new sod was installed when in fact it was watering all zones for 45 minutes.
- *The technician explained to the customer how to program the irrigation system to skip certain areas that did not need watering and how to set the timer.
- *The irrigation was the reason for the high usage.
- *The utility had not over charged for water usage.
- *Copies of the meter test and the irrigation audit are included with the response.

Shonna McCray

10/25/19: This inquiry closed. Shonna McCray

Case#: 1323563W; Name: GERARD SPEVAK; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: GERARD SPEVAK Svc. Address: 100 HAMPTON RD, LOT 73 PINELLAS County, (321)-439-7606 CLEARWATER, FL 33759- Caller: GERARD SPEVAK Mailing Addr: 100 HAMPTON RD, LOT 73 CLEARWATER, FL 33759- Can Be Reached: Account #: 4237661 E-Track #: 160002	Utility Information Company Code: WU628 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1323563W Response Needed From Company? Y Date Due: 11/01/2019 <hr/> Reply Received: 10/14/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1323563W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 10/11/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 545.35 <hr/> Closed by: RCASTILL Date Closed: 12/23/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, October 11, 2019 2:04 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 160002

CUSTOMER INFORMATION

Name: Gerard Spevak
 Telephone: (321) 439-7606
 Email: trainman1958@gmail.com
 Address: 100 Hampton Rd, Lot 73 Clearwater FL 33759

BUSINESS INFORMATION

Business Account Name: Gerard Spevak
 Account Number: 4237661
 Address: 100 Hampton Rd, Lot 73 Clearwater FL 33759

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

The water co billed us for Aug 17th thru Sept 17, 2019 4 times normal usage total bill \$545.35 for the one month period i have listed here. I had a plumber come in and he said there were no leaks at our home and changed our flappers on toilets as routine maintenance. This was on September 24th,2019. The water company also sent out a tech at that same time he found nothing wrong and in fact that day the meter was no longer running even before the plumber came in, so the supposed usage just stopped on its own. The water co denied to us for that entire week they did anything that could have caused this mysterious large usage . Well come to find out they admitted to us on friday sept 27th that they had in fact changed out our meter they said on sept 12th 2019 as a reg maintenance thing. So now we are not even able to get the old meter that was obviously bad tested as they offered us to do on sept 20th or anything. We believe they knew this meter was bad and was deceitful and refuse to claim any responsibility for this insane high bill. Our toilets were the same condition since we moved here 2 years ago and they were not leaking even the plumber said no way that caused that.please contact us regarding this urgent matter, we are on disability fixed incomes and cannot pay for their faulty meter reading. "

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
 - 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 taken by Diane Hood

10/14/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent: Monday, October 14, 2019 9:10 AM
To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1323563W GERARD SPEVAK

Dear Mr. Castillo,

This Customer listed in the complaint, the service address and the listed account number are not in Utilities, Inc. Florida service area for water.

Regards,

Elise Christian

Company response entered by R.Castillo

12/23/19 I attempted to reach the customer at telephone number 321.439.7606 and was unable to reach him. I left a brief message with my contact information and requested a return call.

R.Castillo

12/23/19 Having not received any further contact from the customer, this inquiry will be closed as a GI -25. R.Castillo

12/23/19 Mrs. Angela Spevak returned my call. She indicated that their water service provider is the City of Clearwater. I explained to her that the PSC's authority does not extend to municipally owned utilities. I confirmed that it was not Utilities Inc. of Florida. I suggested that she contact the city of Clearwater, mayor's office or the city manager regarding their billing dispute. R.Castillo

Case#: 1323587W; Name: BRUCE COLE; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BRUCE COLE Svc. Address: 709 RIVERBEND BLVD SEMINOLE County, (407)-709-1282 LONGWOOD, FL 32779- Caller: BRUCE COLE Mailling Addr: 709 RIVERBEND BLVD LONGWOOD, FL 32779- Can Be Reached: Account #: E-Track #:	Company Code: WU413 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1323587W Response Needed From Company? Y Date Due: 11/01/2019 <hr/> Reply Received: 10/14/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1323587W	Assigned to: REY CASTILLO Entered by: SLYNCH Date: 10/11/2019 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: RCASTILL Date Closed: 11/15/2019 Close Type: GI-30 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: Customer wants to know why 1.2 million gallons of raw sewage was dumped into the Sweetwater Creek on Tuesday Oct 8 and Wednesday October 9th, 2019. This creek flows into the Wekiva River, a highly protected river.

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 days 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
 - e) confirmation 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 taken by Suzelle Lynch

Customer also wants to know why he was not notified by the company of the pollution to the creek. Suzelle Lynch

10/14/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Monday, October 14, 2019 3:59 PM
To:bckeeper@bellsouth.net
Cc:PSCREPLY
Subject:FL PSC CASE NO. 1323587W
Attachments:UIF Wekiva Spill October 2019 Press Release.pdf

Dear Mr. Cole:

This correspondence is in reference to your complaint to the Florida Public Service Commission concerning a Sanitary Sewer Overflow (SSO) that occurred Tuesday night October 8, from approximately 10:00 pm until approximately 5:00 am Wednesday, October 9, 2019. We would first like to offer our sincerest apologies for this incident. The SSO was caused by malfunctions of equipment at the initial stage of wastewater treatment processing.

The utility issued a press release about the SSO and the cause. Notice was provided to the Florida Department of Environment Protection (FDEP) and a notification was also posted on the utility's web site. A copy of the notification that included details about the spill and the action that was taken and the monitoring that is continued is included with this correspondence. Again, we offer our sincerest apologies for this incident. Please do not hesitate to contact either person that is listed on the notice that was provided to the Media and to FDEP if you require additional information about the SSO.

The Florida Public Service Commission office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

10/21/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, October 14, 2019 3:59 PM
To: bckeeper@bellsouth.net
Cc: PSCREPLY
Subject: FL PSC CASE NO. 1323587W
Attachments: UIF Wekiva Spill October 2019 Press Release.pdf

Dear Mr. Cole:

This correspondence is in reference to your complaint to the Florida Public Service Commission concerning a Sanitary Sewer Overflow (SSO) that occurred Tuesday night October 8, from approximately 10:00 pm until approximately 5:00 am Wednesday, October 9, 2019. We would first like to offer our sincerest apologies for this incident. The SSO was caused by malfunctions of equipment at the initial stage of wastewater treatment processing.

The utility issued a press release about the SSO and the cause. Notice was provided to the Florida Department of Environment Protection (FDEP) and a notification was also posted on the utility's web site. A copy of the notification that included details about the spill and the action that was taken and the monitoring that is continued is included with this correspondence. Again, we offer our sincerest apologies for this incident. Please do not hesitate to contact either person that is listed on the notice that was provided to the Media and to FDEP if you require additional information about the SSO.

The Florida Public Service Commission office is included in this correspondence.

Best Regards,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

10/21/19 Company response received via email. R.Castillo

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, October 21, 2019 4:40 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1323587W BRUCE COLE
Attachments: FL PSC CASE NO. 1323587W

Dear Mr. Castillo:

This correspondence is in reference to Mr. Bruce Cole's complaint concerning a Sewage Spill Overflow (SSO) that occurred in the Wekiva River area on Tuesday, October 8, 2019 and Wednesday, October 9, 2019. A response was sent to Mr. Cole on October 14 that provided information to him about the occurrence. The media was notified and the FDEP was notified. A copy of the media release and the correspondence to Mr. Cole are included in this correspondence.

Please contact our office if additional information is requested.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

11/15/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 30. R.Castillo

Case#: 1325250W; Name: ANTHONY MILLAND; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: LYDIA MILLAND Svc. Address: 642 GLEN OAKS DR LAKE County, (917)-293-5623 LEESBURG, FL 34748- Caller: ANTHONY MILLAND Mailling Addr: 642 GLEN OAKS DR LEESBURG, FL 34748- Can Be Reached: (347)-798-6627 Account #: E-Track #:	Company Code: WU553 Company Name: Utilities, Inc. of Florida Attn: Elise S Christian1325250W Response Needed From Company? Y Date Due: 11/21/2019 <hr/> Reply Received: 11/19/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? Y Customer has been Contacted For Objection? Y <hr/> Request No: 1325250W	Assigned to: SHONNA MCCRAY Entered by: JMCLEANS Date: 10/30/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 30.00 <hr/> Closed by: SMCCRAY Date Closed: 02/25/2020 Close Type: GI-05 Apparent Rule Violation: N

The customer has noticed his monthly bills rising gradually. As a result, the customer had his meter and water connections checked for any leaks; however, no leaks were found. The Company did these checks in October. The customer has his current bill for \$ 81.70 due on November 20. The customer's average bill is around \$50. The customer is disputing the amount of \$30 on this bill.

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 days 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
 - e) confirmation 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 taken by J Mclean-Sinatra

11/19/2019 – Company response received via Email. DScott.

11/20/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*Mr. Milland stated that he noticed his monthly bills rising gradually when his average bills were around \$50.00 each month and his 10/28/19 bill was \$81.70.

*He said he was disputing \$30.00 on the bill.

*On 7/23/19 his meter was read for his bill dated 7/28/19, the meter read was 204750 and the usage since his June bill was 4,700 gallons.

*There was not any leak noticed by the technician while at the residence.

*On 8/22/19, the meter was read for the 8/27/19 bill.

*The meter read was 207230 and the usage was 2,480 gallons.

*On 9/24/19, the meter was read for the 9/26/19 bill.

*The meter read was 213010 and the usage was 5,780 gallons.

*On 10/8/19, the meter was reread for accuracy at the customer's request.

*When the technician arrived at the residence, the irrigation system was running.

*The meter read was 218380 and an additional 5,370 gallons had registered through the meter since 9/24/19.

*On 10/11/19, the meter was read again for accuracy at the customer's request.

*The meter read was 218750 and 370 gallons had registered through the meter since 10/8/19.

*The technician explained the findings to the customer and suggested an irrigation audit.

The customer requested the meter to be tested.

*On 11/18/19, the meter was tested and an irrigation audit was performed with Mr. and Mrs. Milland present.

*The accuracy of the meter was within the FPSC required regulations, it was 99.67%.

*The irrigation audit found that the timer was set with multiple programs.

*Some programs did not have start times for days to water but did have running times.

*The system was run and multiple leaking sprinkler heads were noticed.

*The findings and details about the investigation were explained to Mr. and Mrs. Milland.

*Copies of the meter test, usage history and the irrigation audit are provided with the response.

*The utility did not over charge Mr. Milland for water service.

Shonna McCray

12/03/19- Mr. Milland called in to speak with Analyst SMccray.

KMatthews

12/3/19: 3:02 p.m. Returned call to Anthony Milland at 347-798-6627 to discuss his concerns. Customer initially stated he was not available (accepted the call after I explained that I was calling from the PSC). Discussed the response and explained that it appears that the meter is working fine. Mr. and Mrs. Milland both stated that the irrigation system is not being used that it stays in the 'off' position. Customer's objection noted. Offered a PSC witnessed test. Mr. and Milland accepted the offer and wants to be present for the testing. Explained that they would be contacted to schedule the test; confirmed the contact number. Mrs. Milland assured me that they would accept the call or return the call if a message was left. Shonna McCray

12/9/19- Mr. Milland is calling in to get a scheduled time for the meter test.

KMatthews

12/11/19: 10:41 a.m. Called Mr. Anthony Milland at 347-798-6627 to confirm the test was conducted on yesterday (12/10/19); no answer; left message requesting a return call. Shonna McCray

12/11/2019 Customer called back and asked to speak to analyst. Transferred caller to SMcCray who accepted the call. BJoiner

12/11/19: Mr. Milland transferred by Belkis. He confirmed the test as conducted yesterday. Shonna McCray

12/11/19: The following email received from PSC Staff Tony Velazquez:

"From: Tony Velazquez

Sent: Wednesday, December 11, 2019 3:02 PM

To: John Plescow

Cc: Rick Moses; Randy Roland; Shonna McCray; Tony Velazquez

Subject: FW: Meter test - 642 GLEN OAKS DR, LEESBURG, FL, 34748

John,

Michel witnessed this water meter test yesterday. The meter is recording accurately. Below is Michel's report.

Thank you Michel.

From: Michel Germain

Sent: Wednesday, December 11, 2019 9:42 AM

To: Tony Velazquez

Subject: FW: Meter test - 642 GLEN OAKS DR, LEESBURG, FL, 34748

Tony,

On December 10, 2019, I met with Michael Overton of Utilities Inc. at the residence of Mr. and Mrs. Anthony Milland located at: 642 Glen Oak Drive, Leesburg FL 34748. Mr. Milland has complained about his high water bills. Michael Overton of Utilities Inc. performed the meter test using a Badger testing unit #S63E178B with the following three test results:

Water Meter #15369438

Start Reading ¼ GPM225136

End Reading ¼ GPM225146

Galons used10

Accuracy100.0%

Water Meter #15369438

Start Reading 2 GPM225146

End Reading 2 GPM225156

Galons used10

Accuracy101.0%

Water Meter #15369438

Start Reading 15 GPM225156.1

End Reading 15 GPM225256.0

Galons used99.9

Accuracy99.9%

Total Accuracy100.3

Mr. Milland acknowledged the test results and the meeting adjourned.

Michel Germain

Bureau of Electric Safety

Division of Safety & Reliability

Cell: 407.385.9784

Email: mgermain@psc.state.fl.us

From: Kathy Sillitoe [KASillitoe@uiwater.com]
Sent: Monday, December 09, 2019 1:18 PM
To: Michel Germain
Cc: Michael Overton
Subject: Meter test - 642 GLEN OAKS DR, LEESBURG, FL, 34748
Michel,

I have received your confirmation for the meter test at 642 GLEN OAKS DR, LEESBURG, FL, 34748. Michael Overton will be meeting you tomorrow December 10, 2019 at 1:00 pm at the customers address, his contact number is 407-467-5750.

Mike, PSC contact information below:
Michel Germain
Bureau of Electric Safety
Division of Safety & Reliability
Cell: 407.385.9784

If you have any questions or need any additional information, please let me know.

Kathy Sillitoe | Water Conservation Manager”
Shonna McCray

2/25/20: 12:Called Mr. Anthony Milland at 347-798-6627 to discuss his concerns. Will explain that the meter test witnessed by PSC Staff confirmed the meter is working properly. No answer; left message requesting a return call. Shonna McCray

2/25/20: Mr. Milland called back directly. He stated that everything has been straightened out. Shonna McCray

2/25/20: This inquiry closed. Shonna McCray

Case#: 1327704W; Name: GEORGE KOSMAC; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: GEORGE KOSMAC Svc. Address: 490 VILLA NOVA PT SEMINOLE County, (407)-774-8773 LONGWOOD, FL 32779 Caller: GEORGE KOSMAC Mailling Addr: 490 VILLA NOVA PT LONGWOOD, FL 32779 Can Be Reached: Account #: 8180800000 E-Track #: 160273	Utility Information Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 12/17/2019 <hr/> Reply Received: 12/09/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1327704W	PSC Information Assigned to: SHONNA MCCRAY Entered by: DHOOD Date: 11/22/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: SMCCRAY Date Closed: 12/30/2019 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, November 22, 2019 3:13 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 160273

CUSTOMER INFORMATION

Name: George Kosmac
 Telephone: (407) 774-8773
 Email: gak100@gmail.com
 Address: 490 VILLA NOVA PT LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: George Kosmac
 Account Number: 8180800000
 Address: 490 VILLA NOVA PT LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities Inc. imposed a late fee on my account although my payment was received by the due date printed on my bill. A representative from Utilities Inc explained that a certain amount of time is required for them to process the payment after it is received. However, the length of time to "process" my payment is totally unreasonable. I believe this is a ruse to extort late payment fees from me and possibly other customers.

Specifically, in my case, the bill due date was November 6 and I scheduled a "deliver by" date of payment for November 5th. My bill pay service (Fidelity Investments) mailed the check to Utilities Inc. on October 31st. My latest Utilities Inc bill, however, shows payment was received November 14, nine days after it was received by Utilities Inc! This is outrageous. While I understand hiccups can occur, this same scenario repeated the prior month. Utilities Inc did waive that late fee but indicated they could no longer waive this latest fee.

I would request the PSC to investigate Utilities Inc regarding their billing practices. If their bank cannot clear a check in one or two days they need to rectify that. If Utilities Inc is simply "sitting on" payments in order to impose late fees, that fraudulent practice must be stopped immediately. I await your response. "

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.
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - 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 taken by Diane Hood

12/09/2019 Company response received via email and forwarded to SMcCray. DHood

12/09/2019 Company response received via email and forwarded to SMcCray. DHood

12/11/19: REVIEWED COMPANY RESPONSE. Response indicates the following:

*As of 11/6/19, the utility had not received the payment.

*On 11/10/19, a late fee of \$6.62 was applied to Mr. Kosmac's account.

*Mr. Kosmac indicated in his complaint that his pay service, Fidelity Investments mailed the payment to Utilities, Inc. on 10/31/19 and he felt that the utility held his payment and did not post it until 11/12/19 so that it could charge a late fee to his account.

*The payment was received by the utility on 11/12/19 and was posted to his account the same day.

*The check was dated 11/5/19 and was paid through the vendor that he used to make his payments; it was not dated 10/31/19 and mailed to the utility as he thought.

*On 12/9/19, email correspondence was sent to Mr. Kosmac that addressed his concerns and a copy of the check that was received by the utility was provided to him for his review.

*The customer's payments are posted to their accounts in real time, they are not held to be posted at a later date.

Shonna McCray

12/30/19: This inquiry closed. Shonna McCray

Case#: 1329240W; Name: BERNADETTE NARDI; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: BERNADETTE NARDI Svc. Address: 7525 PINEMOUNT DR ORANGE County, (407)-497-8227 ORLANDO, FL 32819 Caller: BERNADETTE NARDI Mailing Addr: 7525 PINEMOUNT DR ORLANDO, FL 32819 Can Be Reached: Account #: 4961420001 E-Track #: 160396	Company Code: WU413 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 01/13/2020 <hr/> Reply Received: 12/17/2019 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1329240W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 12/17/2019 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 761.00 <hr/> Closed by: RCASTILL Date Closed: 01/21/2020 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, December 17, 2019 6:23 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 160396

CUSTOMER INFORMATION

Name: Bernadette Nardi
 Telephone: (407) 497-8227
 Email: bern1647@aol.com
 Address: 7525 Pinemount Drive Orlando FL 32819

BUSINESS INFORMATION

Business Account Name: Bernadette Nardi
 Account Number: 4961420001
 Address: 7525 Pinemount Drive Orlando FL 32819

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Excessive billing in the amount of \$761.00. The amount is inaccurate because the facts do not support it. I provided the following information to 3 agents. Plumber found no leaks in or on the property. No problem with irrigation system. No change in watering pattern and no pool leaks. Previous bills have been normal. I'm requesting a correction or a resolution. THANK YOU. "

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
 - 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 taken by Diane Hood

Customer filed 2 more eforms (160397 & 160398), only posting eform 160396.

12/17/2019 – Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>

Sent: Tuesday, December 17, 2019 11:30 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1329240W BERNADETTE NARDI

Dear Mr. Castillo:

The consumer listed as Bernadette Nardi at 7525 Pinemount Dr., Orlando, FL. with account number 4961420001 is not located in Utilities, Inc. of Florida service area.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Email: eschristian@uiwater.com
Direct: 321.972.0356 | Internal: 1356
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

01/21/20 Having not received any further contact from the customer, this inquiry will be closed as a GI-25. R.Castillo

Case#: 1330872W; Name: CHARLES LAWRENCE; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: CHARLES LAWRENCE Svc. Address: 510 GEORGIA AVE SEMIOLE County, (407)-364-2525 ALTAMONTE SPRINGS, FL 32714 Caller: CHARLES LAWRENCE Mailling Addr: 802 RIO ALA MANO DR ALTAMONTE SPRINGS, FL 32714 Can Be Reached: Account #: 3125940 E-Track #: 160528	Utility Information Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 02/05/2020 <hr/> Reply Received: 01/15/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1330872W	PSC Information Assigned to: ELLEN PLENDL Entered by: DHOOD Date: 01/14/2020 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: EPLENDL Date Closed: 01/15/2020 Close Type: WB-12 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Monday, January 13, 2020 6:21 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 160528

CUSTOMER INFORMATION

Name: charles lawrence
Telephone: (407) 364-2525
Email: elaw918@aol.com
Address: 802 Rio Ala Mano Dr Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Charles Lawrence
Account Number: 3125940
Address: 510 Georgia Ave Altamonte Springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I had water service for one year at the above referenced address. To initiate service I deposited \$80 with Utilities Inc in September 2018. Upon moving and closing the account on September 4, 2019 I contacted Utilities Inc to have my deposit returned. I was told it would take 3-4 weeks. After not receiving the deposit in October I called and spoke to a billing supervisor. I repeated this process at the end of October, two times in November and twice in December. Today January 13, 2020 I finally received the remainder of my deposit \$33.46. Although this is a small amount of money, I am filing this complaint because I believe had I not repeatedly called Utilities Inc there would have been no refund. The amount of time it took to refund this deposit is unreasonable and there are certainly citizens who would benefit from a timely return of deposited funds. Please address this matter in any way you see fit. Citizens should not be at the mercy of utility companies. Failure to pay a water bill for 15 days results in an immediate shutoff. Return of deposits should be expedited in the same way. "

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
 - 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 taken by Diane Hood

01/14/2020 FAX TO CO. In the final report please include:

- 1) The date the customer notified the company of the request to disconnect service for no further use.
- 2) A copy of the final bill.
- 3) The reason the deposit was not returned either as a credit against the final bill or returned as a credit balance to the customer.
- 4) The dates the customer contacted the company to request return of the deposit.
- 5) The reason for the delay in returning the deposit.

A written report is due by February 5, 2020. eplendl

01/15/2020 – Company response received via Email. DScott.

01/15/2020 Reviewed report. Utilities, Inc. advised that the company sent the customer a final bill on September 5, 2019. The bill listed each charge and credit that had been applied to the customer's account up to September 5, 2019. The deposit and interest were listed as a credit to the customer's account and the current final bill amount was listed as a charge. The final bill charge was deducted from the customer's deposit credit and his account resulted with a refund due to him for \$33.46. The company provided a copy of the final bill. Company records show that the customer inquired about his refund October, November, December and he received it on January 13, 2020. The company indicated that the customer's request for return of his deposit was not handled properly, documentation on the customer's account shows that when he inquired about it the first time, a request was submitted for an immediate refund, it was removed from the automatic refund list that is date driven to the manual request list that should have expedited it immediately. Because the process was not followed through it resulted in the delay for the refund.

The company advised that the customer's account could not be closed by the utility with the credit on it, the credit would have to be sent to the customer. The customer's inquiry about the deposit refund resulted in it being processed manually instead of automatically. The utility confirmed that it failed by not following through and especially after the customer had contacted it more than once about the refund. The company apologized for the error and inconvenience.

The company sent a response to the customer by email. eplendl

01/15/2020 Closed by telephone conversation with Mr. Lawrence. I advised the customer about

the company's response and the manner in which the inquiry will be closed. Mr. Lawrence appeared satisfied at this time. eplendl

01/22/2020 Received report via email. eplendl

01/22/2020 Reviewed report. Utilities Inc. advised that

Mr. Lawrence contacted the utility on August 21, 2019 to stop service on September 4, 2019.

The deposit was \$80.00 plus current interest for \$1.43. The final bill total was \$47.97 and a refund was due for \$33.46. It was refunded but not within the regulated time.

The customer contacted the company 10/24/19, 12/2/19 and 12/16/19

The refund for the deposit was not handled properly. It was removed from the refund list that was date driven and a manual refund was requested that should have expedited it immediately, because it was not followed through the refund was delayed. eplendl

01/22/2020 – Company response received via Email. DScott.

01/22/2020 Reviewed report. Utilities Inc. advised that

Mr. Lawrence contacted the utility on August 21, 2019 to stop service on September 4, 2019.

The deposit was \$80.00 plus current interest for \$1.43. The final bill total was \$47.97 and a refund was due for \$33.46. It was refunded but not within the regulated time.

The customer contacted the company 10/24/19, 12/2/19 and 12/16/19

The refund for the deposit was not handled properly. It was removed from the refund list that was date driven and a manual refund was requested that should have expedited it immediately, because it was not followed through the refund was delayed. eplendl

Case#: 1331366W; Name: DANIEL BUEL; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DANIEL BUEL Svc. Address: 16123 DOGWOOD HILL ST LAKE County, (419)-699-5769 CLERMONT, FL 34714 Caller: DANIEL BUEL Mailling Addr: 16123 DOGWOOD HILL ST CLERMONT, FL 34714 Can Be Reached: Account #: 4949541516 E-Track #:	Company Code: WS641 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 02/13/2020 <hr/> Reply Received: 02/11/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1331366W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 01/23/2020 Via: E-MAIL Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: RCASTILL Date Closed: 02/27/2020 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Dan Buel [mailto:sdfirefighter755@yahoo.com]
 Sent: Wednesday, January 22, 2020 10:41 PM
 To: Consumer Contact
 Subject: Drinking water

So our water fee has went up but the water quality has gone down. The water here in Clermont 34714 and my community Orange Tree and many others have horrible water. The containment levels are off the charts, taste and smell are disgusting. They need to fix the water issue before they go charging a more outrageous price then they already charge. They're such crooks they wont even let residence tap into the reclaimed lines already in place on the property. Something needs done to fix the water. I'd have no problem paying what I already paid for good water. But this water is terrible. Then the rate gets hiked again. Water prices in FL are already ridiculously high "

"From: Dan Buel [mailto:sdfirefighter755@yahoo.com]
 Sent: Thursday, January 23, 2020 9:28 AM
 To: Consumer Contact
 Subject: RE: Drinking water

Here the info you requested. It's all in the order it was requested from me.

Utilities inc of Florida
Daniel Buel
Ac# 4949541516
16123 Dogwood Hill st Clermont FL 34714
Mailing is SAA
4196995769 is my cell

Thanks
Dan Buel

Sent from Yahoo Mail on Android"

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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.
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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 taken by Diane Hood
Also filed for Docket 20160101.

02/11/2020 Company response received via email and forwarded to RCastillo. DHood

02/12/20 Reviewed the company response. Response indicates the following:

From: Elise Christian <Elise.Christian@uiwater.com>

Sent: Tuesday, February 11, 2020 1:16 PM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1331366W DANIEL BUEL

Attachments: BUEL PSC CASE NO. 1331366W.docx; Public Notice TTHM UIF 2.7.2020 (002).docx

Dear Mr. Castillo:

This correspondence is in reference to Mr. Daniel Buel's complaint concerning the information he received from Utilities, Inc. of Florida that informed him about the Water Quality in his area. Mr. Buel is a customer at 16123 Dogwood Hill St., Clermont, FL.

On February 10, 2020, e-mail communication was sent to Mr. Buel from The Safety and Compliance Manager that addressed his concerns. A copy of the e-mail is included in the attached and a copy of the Public Notice that was sent to the customers is also included. The Public Notice includes the requested information for item 3.

Please contact our office if additional information is requested.

Respectfully,

Elise S. Christian | Billing
Commission Relations Liaison

Note: The copy of the email and Public notice demonstrates the company addressed the customer's water quality concerns.

Attachments are included in the complaint file.

Company response entered by R.Castillo

02/27/20 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1331392W; Name: LISSETTE FLORES-APONTE; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: LISSETTE FLORES-APONTE Svc. Address: 1619 NECTARINE TRL LAKE County, (954)-651-7482 CLERMONT, FL 34714 Caller: LISSETTE FLORES-APONTE Mailling Addr: 1619 NECTARINE TRL CLERMONT, FL 34714 Can Be Reached: Account #: E-Track #: 160571	Utility Information Company Code: WS641 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 02/13/2020 <hr/> Reply Received: 02/11/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1331392W	PSC Information Assigned to: ELLEN PLENDL Entered by: DHOOD Date: 01/23/2020 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: EPLENDL Date Closed: 03/06/2020 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, January 23, 2020 10:31 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 160571

CUSTOMER INFORMATION

Name: Lissette Flores-Aponte
Telephone: (954) 651-7482
Email: linewemail@gmail.com
Address: 1619 Nectarine Trl Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Lissette Flores-Aponte
Account Number: 9988368465
Address: 1619 Nectarine Trl Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I received a letter stating contaminants where found in our water. I have complained about the awful smell of our water as well and nothing has been done. Please help! "

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
 - 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 taken by Diane Hood

01/23/2020 FAX TO CO. In your report, please address the following:

- 1) A copy of your most recent water quality report provided to the Florida Department of Environmental Regulation.
- 2) The actions taken by Utilities, Inc. in the past 90 days to improve water quality.
- 3) The actions taken in the next 90 days to improve the customer's water quality, including flushing the lines, etc.

A written report is due by February 13, 2020. eplendl

02/11/2020 Company response received via email and forwarded to EPlendl. DHood

02/11/2020 Reviewed report. The company reports that UIF serves the customer at 1619 Nectarine Trail, Clermont, FL.

On February 10, 2020, UIF sent the customer an email regarding the water quality circumstances and the public notice. eplendl

Dear Mrs. Flores-Aponte ,

I appreciate your concern regarding the quality of our water after you received the recent notice and wondered whether there is potential for you to experience a negative impact to your health from ingesting water that failed to meet DEP's water quality standard for Total Trihalomethanes (TTHM) in the fourth quarter of 2019 at one location. TTHM's are byproducts generated from the use of chlorine in the disinfection process.

I reviewed the last eight quarters of lab results that reflect the TTHM level in samples taken from the DEP-approved sample location that is nearest to your home. A review of that data indicates the most recent sample result is an anomaly. The values for the Local Running Annual Average are usually less than half of the Maximum Contaminant Level (MCL) of 80 parts per billion. Nevertheless, we immediately investigated the issue to determine the cause of the abnormally high value. Thereafter, we made operational adjustments to the water treatment process and then resampled in December and January from the same location in conformance with DEP's sampling protocol. The December value dropped nearly 40% to 90 ppb from the reported value of 147 ppb, which confirms that the adjustments have been productive. I expect the results of the January sample, which will be known within two weeks, will show a further drop. Shown below are the data from the last eight quarters.

TTHM = Total Trihalomethane

LRAA = Local Running Annual Avg

MCL = 80 parts per billion (LRAA)

TTHMLRAA

YearQtr(ppb)(ppb)

20181Q25.628.4

2Q25.227.5

3Q30.327.7

4Q37.832.8
20191Q27.030.5
2Q25.428.9
3Q54.640.4
4Q147.093.5

Please keep in mind that the standard of 80 ppb is conservatively set by the EPA. Essentially, EPA's health effects research has established that an individual who consumes a gallon of water every day that contains TTHM at a concentration of 80 ppb for many years is not at risk of detrimental health effects. That doesn't imply that drinking water that contains more than 80 ppb of TTHM automatically puts the consumer at high risk. Additional information regarding TTHM in drinking water is available on EPA's website at <https://www.epa.gov/drink> or by calling EPA's Safe Drinking Water Hotline at (800) 426-4791.

Again, thank you for bringing your concerns to my attention. I will provide you with the January test results once they are in hand.

Best regards,
Seyd

Seyd Matteson | Safety & Compliance Manager

Email: sjmatteson@uiwater.com
Office: 321-972-0362
Mobile: 407-436-4004
200 Weathersfield Avenue | Altamonte Springs, FL | 32714

03/06/2020 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1331413W; Name: MIKE SCHAFER; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MIKE SCHAFER Svc. Address: 17820 PASSIONFLOWER CIR. LAKE County, CLERMONT, FL 34714 Caller: MIKE SCHAFER Mailling Addr: 17820 PASSIONFLOWER CIR. CLERMONT, FL 34714 Can Be Reached: Account #: E-Track #: 160574	Company Code: WS641 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 02/13/2020 <hr/> Reply Received: 02/11/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1331413W	Assigned to: ELLEN PLENDL Entered by: DHOOD Date: 01/23/2020 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: EPLENDL Date Closed: 03/06/2020 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, January 23, 2020 1:06 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 160574

CUSTOMER INFORMATION

Name: Mike Schafer
 Telephone:
 Email:
 Address: 17820 passionflower circle Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Mike Schafer
 Account Number:
 Address: 17820 passionflower circle Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The neighborhood just shared the water quality results that were mailed to her. This is very worrisome, not only for myself and family but for the greater good of anyone using your water. The high THM's or something that can be minimized if you upgraded the treatment process. Proper filtering before disinfection and after disinfection can greatly reduce the amount. Hopefully, you at least have a aeration system. I understand the ground water is not the best, but there are plenty of ways to reduce THM's. What's the water increasing and price, we would expect the quality to get better, not worse. We are recommending that you update and/or upgrade your system "

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
 - 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 taken by Diane Hood

Also filed for Docket 20160101.

01/23/2020 FAX TO CO. In your report, please address the following:

- 1) A copy of your most recent water quality report provided to the Florida Department of Environmental Regulation.

2) The actions taken by Utilities, Inc. in the past 90 days to improve water quality.

3) The actions taken in the next 90 days to improve the customer's water quality, including flushing the lines, etc.

A written report is due by February 13, 2020. eplendl

02/11/2020 Company response received via email and forwarded to EPlendl. DHood

02/11/2020 Reviewed report. UIF indicates that the customer's service address is not in UIF territory. eplendl

02/11/2020 I contacted the City of Clermont Utility Department. The City indicates they do not provide water service to the residence. eplendl

02/12/2020 A letter was sent to the customer. eplendl

February 12, 2020

Mr. Mike Schafer
17820 Passionflower Circle
Clermont, FL 34714

RE: PSC Inquiry 1331413W

Dear Mr. Schafer:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You expressed a concern with water quality.

UIF reports that your residence is not in the company's service territory.

In order to assist you further, please provide the following information:

- The name of your water provider
- Your daytime contact telephone number
- Your E-mail address

Please respond to Ms. Ellen Plendl at 1-800-342-3552, by fax at 1-800-511-0809, or E-mail at

contact@psc.state.fl.us.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

**** NOTE TO PSC STAFF****

If the customer calls, please request a daytime contact number and the name of his water provider.

**** NOTE TO PSC STAFF****

03/06/2020 Closed. The FPSC has no record of further customer contact. eplendl

**** NOTE TO PSC STAFF****

If the customer calls, please request a daytime contact number and the name of his water provider.

**** NOTE TO PSC STAFF****

08/17/2020 Acknowledgement letter returned marked: "RETURNED TO SENDER/VACANT/ UNABLE TO FORWARD." Will forward to EPlendl. dhood

08/18/2020 Acknowledgement letter returned marked: "RETURNED TO SENDER/VACANT/ UNABLE TO FORWARD." Will forward to EPlendl. dhood

Case#: 1331446W; Name: VIVIAN WILLIAMS; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: VIVIAN WILLIAMS Svc. Address: 16142 MAGNOLIA HILL LAKE County, (321)-557-7861 CLERMONT, FL 34714 Caller: VIVIAN WILLIAMS Mailling Addr: 2420 ROSEMARY TERRACE TALLAHASSEE, FL 32303 Can Be Reached: (352)-227-3737 Account #: 9282564608 E-Track #:	Company Code: WS641 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 02/14/2020 <hr/> Reply Received: 02/11/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1331446W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 01/24/2020 Via: E-MAIL Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: RCASTILL Date Closed: 02/28/2020 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: VIVIAN CAMPBELL-WILLIAMS [mailto:vcampbellwilliams@yahoo.com]
 Sent: Thursday, January 23, 2020 12:26 AM
 To: Consumer Contact
 Subject: Don't Drink The Water

Our drinking water (Utilities, Inc) says is severely damaging to our Health (my grandkids and visiting family) so do not drink "tap water" and we'll fix this by increasing your monthly bill-REALLY!

This is insane-please, HELP!

"In All Your Getting, Get Understanding"
 Sent from my iPhone"

"-----Original Message-----"

From: VIVIAN CAMPBELL-WILLIAMS [mailto:vcampbellwilliams@yahoo.com]
 Sent: Thursday, January 23, 2020 5:07 PM
 To: Consumer Contact
 Subject: Re: Don't Drink The Water

Name on Acct.: Vivian Williams; Acct#: 9282564608; Address: 16142 Magnolia Hill
Street Clermont, FL 34714; Email: vcampbellwilliams@yahoo.com
Hm#: 352-227-3737 or Mo#: 321-557-7861

Thanks for your assistance with this issue.

Sent from my iPhone"

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
 - 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 taken by Diane Hood

Also filed for Docket 20160101

01/30/2020 Acknowledgement letter mailed to incorrect address, mailed new acknowledgement to 16142 Magnolia Hill St., Clermont, FL 34714. Copy added to the file. DHood

02/11/2020 – Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <Elise.Christian@uiwater.com>
Sent: February 11, 2020 4:04 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1331446W VIVIAN WILLIAMS
Attachments: Public Notice TTHM UIF 2.7.2020 (002).docx; FPSC CASE
1331446WTTHMVWILLIAMS.docx

Dear Mr. Castillo:

This correspondence is in reference to Ms. Vivian Williams' complaint concerning the information she received from Utilities, Inc. of Florida that informed her about the Water Quality in her area. Ms. Williams is a customer at 16142 Magnolia Hill St., Clermont, FL.

On February 10, 2020, e-mail communication was sent to Ms. Williams from The Safety and Compliance Manager that addressed her concerns. A copy of the e-mail is included in the attached and a copy of the Public Notice that was sent to the customers is also included. The Public Notice includes the requested information for item 3.

Please contact our office if additional information is requested.

Respectfully,

Elise S. Christian / Billing
Commission Relations liaison
WSC Support Services
Email: eschristian@uiwater.com
Direct: 321.972.0356
200 Weathersfield Avenue. Altamonte Springs, FL 32714

Company response entered by R.Castillo

02/28/20 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1331812W; Name: BRAD BARTELL; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: SHIRLEY TODD Svc. Address: 402 W. CRYSTAL DR. SEMINOLE County, (407)-719-6107 SANFORD, FL 32773 Caller: BRAD BARTELL Mailing Addr: 402 W. CRYSTAL DR. SANFORD, FL 32773 Can Be Reached: Account #: 1077480236 E-Track #: 160610	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 02/20/2020 <hr/> Reply Received: 02/12/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1331812W	Assigned to: ELLEN PLENDL Entered by: DHOOD Date: 01/30/2020 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 481.57 <hr/> Closed by: EPLENDL Date Closed: 03/20/2020 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, January 29, 2020 6:00 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 160610

CUSTOMER INFORMATION

Name: Brad Bartell
Telephone: (407) 719-6107
Email: bbartell9@gmail.com
Address: 402 W. Crystal Dr Sanford FL 32773

BUSINESS INFORMATION

Business Account Name: Shirley Todd
Account Number: 1077480236
Address: 402 W crystal Dr Sanford FL 32773

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc owes us a \$481.57 refund credit. We put in a request to have those funds refunded to us on 10/24/19. Customer service representative "Amber" said it would take 4-6 weeks for us to receive a refund check, however, it is now 14 weeks later and no check has been sent. I have called 6 times over the past 14 weeks with NO positive answer from anyone, just that they had sent an email for follow up status on the account to their accounts payable dept. or immediate supervisor. Two of the customer service representatives we talked to also said they would call back and let us know what is going on with our account, however, that has never happened as well.

Additionally, we were told by customer service representative (Charie) 12/16/19 that there was some sort of a mix up on their part and the error had been corrected and a check for the full refund would be mailed out on 12/19/19, again that never happened. I called again and spoke with a customer service agent manager on 1/16/2020 and she said another email had been sent out that same day about account status and she would call us back with an update. Well, she never called us back and here we are on 1/29/2020 with NO check in our hands.

The company removed the \$479.40 credit from our monthly bill statement on 1/9/2020 and wrote in the bill statement that the check will be mailed out for our credit balance. However, here it is 1/29/2020 and still no check has been sent. I called today (1/29/20) spoke with another customer service representative, she didn't have an answer about our money so I asked to speak with a manager (Neil) He stated he had sent another email to someone and will call me back with a update concerning our refund check. Again, he has NOT called back.

It's very obvious this company is giving me the run around and they're intentionally and willfully lying and/or covering up something. It should not take 14+ weeks to receive a refund check and they should be keeping their promise to return calls to us with updates concerning our account. I've also noticed they increased the water base charge 11 cents in mid 2019 without any prior notification to us. Perhaps this company needs to be investigated by the local and state officials. Maybe the State Attorney needs to conduct an investigation of the company and see what they're doing with all of the overpayment funds they receive from customers, are they putting this money into interest bearing accounts or some type of short term investments and making money off of their customers credit funds? Why all the lies and misinformation?

Additionally, we recently received a notice that they have asked Florida Public Service Commission for a rate increase on 11/26/19. Where is our refund money?

The phone number we have been calling is: 866.842.8432

Address on bill statement is: 200 Weathersfield Ave., Altamonte Springs, FL 32714

Here's a re-cap of calls we made on following dates:

10/24/19- Initial request call for refund. Told 4-6 weeks to receive refund check.

11/26/19- Follow up on status of our refund. Called customer service rep. (Charie), she sent an email to her supervisor requesting our account status and the email was in his que...she stated someone would get back with us as soon as possible. No return call made to us.

11/27/19- We called again to follow up call about prior call we made on 11/26. Again they said an email was sent out to their supervisor for status update. Again, No return call to us about the acct. status.

12/16/19- Told by customer service representative (Charie) that there was a error created on their end causing the delay in mailing the check, however it had been resolved and a check will be mailed on 12/19/2019; we should receive it within a week. Again, We did not receive a refund check.

1/11/2020- Received our new monthly billing statement in the mail. Statement stated a refund check for \$479.40 will be mailed leaving a credit balance of \$2.17 in our acct. The \$479.40 credit has now been removed from our account statement on 1/9/20 and we no longer have access to it. Why did they leave a credit of \$2.17? Why did they not include it with the \$479.40? It's our money, not theirs!

1/16/2020- Spoke to customer service manager about us not receiving a check yet. She said she will send an email to accounts payable to find out if the refund has been mailed or not and then call me directly with an update. Again No return call to us with an update.

1/29/2020- We still have not received our refund check, we have been patiently waiting. Called again today and spoke with a customer service representative and then with a supervisor (Neil). He said he sent another email and will call back with update. However, I requested to have a 3 way phone conversation with him (Neil) their accounts payable manager and myself...it was denied. I then said I need an answer by 5:00 pm today or I will take further actions against Utilities, Inc of Florida. Once again, NO return call about our account refund.

Considering that our \$479.40 has been removed from the account credit and NO refund check has been sent along with no legitimate reasons from anyone at the company, I have to assume they have stolen that money and don't intend to return it.

Please take the proper legal actions against this company and I would suggest you investigate further into what they're doing with overpayment money from their customers.

Thank you

"

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
 - 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 taken by Diane Hood

02/12/2020 – Company response received via Email. DScott.

02/12/2020 Reviewed report. UIF contacted Ms. Todd on February 3, 2020. UIF indicates that as of October 24, 2019, the account reflected a \$473.13 credit balance. The account would have been eligible for refund if the credit had been processed that day. The customer set up her account in 2015 to auto pay \$25 each week, \$15.00 the next and now \$10. The credit fluctuated based on the amount of the bill and the payments. On January 30, 2020, the company agreed to send a refund check by overnight delivery. On February 3, 2020, Ms. Todd confirmed receipt of the \$479.40 refund check.

The customer's account reflected a \$6.31 credit after the February bill. The customer indicated she was away from her residence and will adjust her payments to avoid the large credit balance. The customer appeared satisfied. eplendl

03/20/2020 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1333509W; Name: BARRY STEINHART; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: BARRY STEINHART Svc. Address: 376 NEWTON PL SEMINOLE County, LONGWOOD, FL 32779 Caller: BARRY STEINHART Mailling Addr: 376 NEWTON PL LONGWOOD, FL 32779 Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 03/20/2020 <hr/> Reply Received: 03/18/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1333509W	PSC Information Assigned to: ELLEN PLENDL Entered by: DHOOD Date: 02/28/2020 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: EPLENDL Date Closed: 05/18/2020 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Barry Steinhart <barry.steinhart@gmail.com>
 Sent: Thursday, February 27, 2020 8:15 PM
 To: Consumer Contact <Contact@PSC.STATE.FL.US>
 Subject: Installation of new service

We have Utilities Inc as our water provider. We recently purchased a new home and moved 4 doors down from where we had lived for 5 years. When we received our new water bill there was an \$18.62 new account charge for Waste Water and the same charge for Water. How is this possible since all we did was move our service. We are not a new account. In fact, they carried over all our information to the new address.

Is this legitimate? If so, this is just an additional surcharge that the utility is getting away with. Also since I am a Real Estate Agent, I would like an answer so I can let my customers know what to expect.

Thank you

Barry Steinhart
 376 Newton Pl
 Longwood, Florida 32779 "

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
- 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 taken by Diane Hood

02/28/2020 Corrected last name on CATS form and resent to the company. DHood

03/18/2020 Company response received via email and forwarded to EPlendl. DHood

03/18/2020 Company response received via email and forwarded to EPlendl. DHood

03/23/2020 Reviewed report. UIF reports that the company billed the customer connection fees to start service at a new service address within the company's service territory. On March 18, 2020, the company sent the customer an e-mail response with a copy of the tariff sheet.

03/23/2020 I contacted UIF. Mr. Jared Deason stated that UIF billed Mr. Steinhart's account for initial connection at his new location. Since there was only one trip visit, the company split the

initial connection charge billing \$18.62 for water connection and \$18.62 for wastewater connection. eplendl

05/18/2020 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1333918W; Name: JESSE BURD; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JESSE BURD Svc. Address: 133 BRIDGEVIEW CT. SEMINOLE County, (407)-310-4307 LONGWOOD, FL 32779 Caller: JESSE BURD Mailling Addr: 133 BRIDGEVIEW CT. LONGWOOD, FL 32779 Can Be Reached: Account #: 45415-00000 E-Track #:	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 03/25/2020 <hr/> Reply Received: 03/18/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1333918W	Assigned to: ELLEN PLENDL Entered by: KMATTHEW Date: 03/04/2020 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: EPLENDL Date Closed: 04/14/2020 Close Type: PR-03 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: The customer stated that he is receiving a threatening notification from Utilities Inc of Florida stating that he will be have a bill sent into collections for \$68. He stated he has tried to reach out to the company and no one will answer or respond to his inquiry. The customer stated that he just wants to keep his bill out of collections and wants to know why he is required to pay it. The customer stated that he is also owed a \$99 refund that he has received notifications about through the mail. The customer stated that he has no clue how he is suppose to receive the refund because no one answers his calls. Please respond to the customer answering his concerns about his billing and refund check.

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 days 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
 - e) confirmation 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 taken by Karron Matthews

03/18/2020 Company response received via email and forwarded to EPlendl. DHood

03/26/2020 Reviewed report. UIF indicates that the company has no account for the customer under account number 45415-00000. The company showed account 9523311883, which reflected no past due. The account is current and the next bill should have been issued near March 13, 2020.

The company received an email from Mr. T.H. Burd on account number 454150000 at the same address. The account was due a refund for an overpayment on a final bill with that account number. The company issued a refund of \$99.85 on February 27, 2020 to the customer's address. A company representative contacted the customer on March 4, 2020. eplendl

03/26/2020 Contacte Mr. Burd, who confirmed the mailing address and indicated that he has not received the refund check in the mail. Mr. Burd remains dissatisfied. eplendl

03/26/2020 FAX TO CO. Additional information requested.

1) Mr. Burd indicated that he has not received the refund check as of March 26.

2) Please mail the refund check to:

Mr. Jesse Burd
133 Bridgeview Court
Longwood, FL 32779

3) Please confirm the date the refund check is mailed to the customer.

4) Please contact Mr. Burd at 407-310-4307 regarding the refund check and confirm the date the company will mail the check to him.

5) Please provide another report by April 10, 2020. eplendl

03/27/2020 Company response received via email and forwarded to EPlendl. DHood

03/27/2020 Reviewed report. UIF reports that a company representative contacted the customer on March 27, 2020.

UIF plans to manually cut a check for Mr. Burd. The process has been set up and the limited staff will cut the check next week and he should receive it the week after. The customer appeared satisfied with the action plan. eplendl

03/27/2020 I contacted Mr. Burd, who confirmed his awareness of the company's action plan. I will contact Mr. Burd, on or after April 15 to determine if he received the check. He thanked me for the assistance. eplendl

04/14/2020 Closed by telephone conversation with Mr. Burd, who confirmed refund check. He appeared satisfied. eplendl

Case#: 1334706W; Name: KENNETH MORRIS; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: KENNETH MORRIS Svc. Address: 2121 HAAS RD ORANGE County, (407)-467-2799 APOPKA, FL 32712 Caller: KENNETH MORRIS Mailing Addr: 633 GREENCOVE TER #148 APOPKA, FL 32712 Can Be Reached: Account #: 6170227675 E-Track #: 160846	Utility Information Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 04/08/2020 <hr/> Reply Received: 04/07/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1334706W	PSC Information Assigned to: REY CASTILLO Entered by: DHOOD Date: 03/18/2020 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 80.00 <hr/> Closed by: RCASTILL Date Closed: 06/08/2020 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
 Sent: Wednesday, March 18, 2020 12:26 PM
 To: Consumer Contact <Contact@PSC.STATE.FL.US>
 Subject: E-Form Other Complaint TRACKING NUMBER: 160846

CUSTOMER INFORMATION

Name: Kenneth Morris
 Telephone: (407) 467-2799
 Email: kwrentals@aol.com
 Address: 633 Greencove Terrace, 148 Altamonte Springs FL 32712

BUSINESS INFORMATION

Business Account Name: Kenneth W. Morris Account Number: 6170227675
 Address: 2121 Haas Road Apopka FL 32712

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Service was started at a on August 13, 2019 at a residence located at 520 Sandal Court, Altamonte Springs, FL 32714. The water service was turned off on 1/31/2020. During that time I used a total of 2,114 gallons of water. My total billing was \$244.77 for 2,114 gallons of water. That is \$115.78 per 1,000 gallons. I have called the company and they refused to discuss the charge. In the meantime, it has been 78 days since the service was disconnected and I have not received a return of my \$80.00 deposit paid prior to water turn-on. I have called the company about the deposit refund and was told by an unidentified person that it was mailed February 27. I then called again in 10 minutes after checking my mail to be sure I had not received the deposit. I was then told, by a lady named Patricia, that the deposit would be mailed tomorrow, March 19, 2010.

Can you tell me the justification for these ridiculous charges and their attitude of no explanation for anything?

Can you tell me the justification for these ridiculous charges since Utilities

"

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
 - 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 taken by Diane Hood

03/26/2020 Acknowledgement letter returned marked: "RETURNED TO SENDER/NOT

DELIVERABLE AS ADDRESSED/ UNABLE TO FORWARD.” Research with USPS, address is not correct to use. Will mail acknowledgement letter to service address. Copy added to the file.
dhood

04/07/2020 Company response received via email and forwarded to RCastillo. DHood

Company response indicates the following:

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Tuesday, April 07, 2020 9:44 AM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Subject: FW: FL. PSC CATS NO: 1334706W KENNETH MORRIS

Below is the contact we had with Mr. Morris on 3/18/2020

From:Chris Snow <chris.snow@uiwater.com>
Sent:Wednesday, March 18, 2020 2:26 PM
To:Jared Deason <Jared.Deason@uiwater.com>
Subject:RE:FL. PSC CATS NO: 1334706W KENNETH MORRIS

Jared,

I spoke with Mr. Morris just a few minutes ago. He was upset about not getting his deposit check quickly enough and about the base charges on his bill which he considered theft.

I told him that the check was simply delayed by our vendor and the electronic process so we've decided to manually cut him a check and that would hopefully be getting to him soon.

I tried to explain the purpose of the base charges but he was not interested in understanding as he berated us for “stealing” from him. I told him I would be happy to answer any questions he has about it but he did not have any additional.

Please let me know if you need anything else!

Chris Snow | Director of External Affairs

NEW EMAIL : chris.snow@uiwater.com

Office: 321.972.0366

Mobile: 407.223.9194

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/08/20 Having not received any further contact from the customer, this inquiry will be closed as a GI-25. R.Castillo

Case#: 1334773W; Name: SUSAN NORRIS; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: MARY RASMUSSEN Svc. Address: 109 COUNTRY CLUB DR HIGHLANDS County, (863)-659-1607 LAKE PLACID, FL 33852 Caller: SUSAN NORRIS Mailling Addr: 109 COUNTRY CLUB DR LAKE PLACID, FL 33852 Can Be Reached: Account #: 8248428491 E-Track #:	Company Code: WS709 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 04/09/2020 <hr/> Reply Received: 03/19/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1334773W	Assigned to: REY CASTILLO Entered by: DHOOD Date: 03/19/2020 Via: E-MAIL Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: RCASTILL Date Closed: 06/09/2020 Close Type: GI-25 Apparent Rule Violation: N

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

Customer of record died April 25, 2019, Ms. Norris has paid all bills and requested service termination. Ms. Norris is still receiving bills after requesting service termination.

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
 - 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

Customer correspondence was forwarded to the PSC via email attachment from the Attorney Generals Office.

03/19/2020 – Company response received via Email. DScott.

Company response indicates the following:

From:Diane Hood

Sent:Thursday, March 19, 2020 3:31 PM

To:PSCREPLY

Cc:Angie Calhoun

Subject:FW: 1334773W Mary Rasmussen in c/o Susan Norris

Attachments:2020_03_19_13_19_10.pdf

Belongs to Rey, 1334773W.DHood

From: Chris Snow <chris.snow@uiwater.com>

Sent: Thursday, March 19, 2020 3:29 PM

To: norris7843@outlook.com

Cc: Jared Deason <Jared.Deason@uiwater.com>; Diane Hood <DHOOD@PSC.STATE.FL.US>

Subject: 1334773W Mary Rasmussen in c/o Susan Norris

Ms. Norris,

Good afternoon. I'm writing as a result of your letter sent to the Attorney General that made it's way to the Public Service Commission (PSC). The PSC is the state entity that regulates utility rates, and thus Utilities, Inc. of Florida.

I called your home earlier and spoke with your husband about this but thought it also important to put this in writing for your benefit.

First of all I am sorry for your loss. I have looked into your concerns about bills sent as a result of your mother's account at 109 Country Club Drive Lake Placid, FL 33852. I did see there was still a balance on the account and after looking into it and agree that the charge was not correct. We

have corrected the balance so there is now a zero balance on the account. You should not be getting any letters from UIF or other collections agents in regards to this account. We apologize for this error and inconvenience.

If you have any additional problems as a result please feel free to reach out. The Florida PSC is cc'd on this correspondence as well.

Sincerely,

Chris Snow | Director of External Affairs

NEW EMAIL: chris.snow@uiwater.com

Office: 321.972.0366

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

06/09/20 Having not received any further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Case#: 1338002W; Name: MARK PATRICK; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: MARK PATRICK Svc. Address: 102 N SWEETWATER SEMIOLE County, (407)-739-4486 LONGWOOD, FL 32779 Caller: MARK PATRICK Mailling Addr: 102 N SWEETWATER LONGWOOD, FL 32779 Can Be Reached: Account #: E-Track #:	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 06/19/2020 <hr/> Reply Received: 05/29/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1338002W	Assigned to: REY CASTILLO Entered by: DVIZCARR Date: 05/29/2020 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 68988.42 <hr/> Closed by: RCASTILL Date Closed: 07/23/2020 Close Type: GI-30 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments:

Customer states that he accidentally overpaid his bill. The bill was for \$69.58 and the amount that was paid was 69,058.00. Customer states he spoke with a Utilities, Inc. representative who advised him that they needed a letter from his bank stating that they would not dispute the charge. Customer states that he contacted his bank and they stated they would not dispute the charge but were unwilling to write a letter stating this. Customer states that he has left a message and sent several e-mails requesting a return call from Utilities, Inc regarding the information he got from his bank and Utilities, Inc has been unresponsive. Customer would like the over payment amount to be refunded to him. Please provide information as to what your policy is regarding over payment. Please provide information on what your policy is for refunds.

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 days 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
 - e) confirmation 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 taken by Diana Vizcarrondo

5/29/20: Complaint re-assigned to Rey. Shonna McCray

05/29/2020 Company 3 day response via email and forwarded to RCastillo. DHood

06/03/2020 Company response received via email and forwarded to RCastillo. DHood

Company response indicates the following:

From: Chris Snow <chris.snow@uiwater.com>
Sent: Friday, May 29, 2020 4:55 PM
To: Jared Deason <Jared.Deason@uiwater.com>
Subject: FW: Manual Refund Request

FYI. Mr. Patrick will have a refund in a week or so. See below for more information.

Ewan reached out to him this afternoon and left him a voicemail.

Have a great weekend!

Chris

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Monday, June 01, 2020 9:21 AM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Subject: Case#: 1338002W - Manual Refund Request

The customer has been contacted and we are in the process of cutting his check.

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Wednesday, June 03, 2020 10:47 AM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Subject: FW: Case#: 1338002W - Manual Refund Request

The refund was wired to Mr. Patrick yesterday.

Company response entered by R.Castillo

Case#: 1338063W; Name: PETER FERWERDA; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PETER FERWERDA Svc. Address: 617 SMOKERISE BLVD SEMINOLE County, (407)-865-7414 LONGWOOD, FL 32779 Caller: PETER FERWERDA Mailling Addr: 617 SMOKERISE BLVD LONGWOOD, FL 32779 Can Be Reached: Account #: 3588500000 E-Track #: 181299	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 06/22/2020 <hr/> Reply Received: 06/16/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1338063W	Assigned to: ELLEN PLENDL Entered by: DHOOD Date: 06/01/2020 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: EPLENDL Date Closed: 07/22/2020 Close Type: GI-05 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
 Sent: Saturday, May 30, 2020 12:23 PM
 To: Consumer Contact <Contact@PSC.STATE.FL.US>
 Subject: E-Form Improper Billing TRACKING NUMBER: 181299

CUSTOMER INFORMATION

Name: Peter Ferwerda
 Telephone: (407) 865-7414
 Email: jodie@ferwerdainteriorsdesign.net
 Address: 617 Smokerise blvd. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Peter Ferwerda
 Account Number: 3588500000
 Address: 617 Smokerise blvd. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Our bill has consistently increased over the last year. We are now paying for 80,000 gallons of water that is insane for the size of our home and our usage. There are only two people and we water 2 times a week. Last year we were averaging 25,000. We have had a plumber do a leak detection as well as a service person came out from Utilities INC to check the meter. Our entire neighborhood is experiencing the same situation. When we called the company they told us there is nothing they are willing to do. When we asked what other options we had they said we can shut your water off. Great customer service. "

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
 - 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 taken by Diane Hood

06/01/2020 FAX TO CO.

- 1) Please provide 24 month consumption history.

2) Please offer field/bucket test and bench test. Provide results of whichever test the customer agrees.

3) Please check for leaks and provide results.

A written report is due by June 22, 2020. eplendl

06/01/2020 Received email acknowledgement from the company as follows:

From: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Sent: Monday, June 01, 2020 11:41 AM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: FW: FL. PSC CATS NO: 1338063W PETER FERWERDA

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Monday, June 01, 2020 11:19 AM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Subject: FW: FL. PSC CATS NO: 1338063W PETER FERWERDA

We have a meter test scheduled for today with Ferwerda. We will let you know of the results as soon as we can.

06/01/2020 FAX TO CO.

Thank you for acknowledgment email regarding the pending meter test. We look forward to the report and resolution details after UIF contact with Mr. Ferwerda. eplendl

06/02/2020 Received email from UIF as follows:

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Tuesday, June 02, 2020 11:18 AM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Subject: FW: FL. PSC CATS NO: 1338063W PETER FERWERDA

By request of Mr. Fererda, the meter test has been rescheduled to June 12th. We will forward the results after the test has been performed.

06/16/2020 Company response received via email and forwarded to EPlendl. DHood

06/16/2020 Reviewed report. UIF advised that the company tested the customer's meter which indicated the following:

Low flow 98 percent

Medium flow 100 percent

Maximum flow 101.3 percent

Overall the percentage was 99.77 percent.

The UIF representative checked the customer's irrigation system and found it was set with multiple start times. The representative also found a broken sprinkler head, which could have contributed to higher consumption. The representative reset the times on the irrigation timer and left the system off. The representative went over the results with Mrs. Ferwerda. eplendl

06/01/2020 FAX TO CO.

- 1) Please provide 24 month consumption history.
- 2) Please indicate the date the meter test was conducted.

Another report is due by June 29, 2020. eplendl

07/01/2020 FAX TO CO. Your report is past due. Please provide the supplemental report requested on June 1, 2020. eplendl

Please include the date of the meter test and a 24 month consumption history. eplendl

7/2/20: Response received via email; forwarded to Ellen. Shonna McCray

07/02/2020 Reviewed report. UIF reports that the company conducted the meter test at the customer's residence on June 9, 2020. The customer was present for the meter test.

The customer's consumption is as follows:

Month2018

April 18,310
May 21,170
June 55,400
July 43,090
August 46,460
September 50,050
October 58,300
November 25,390
December 25,510

Month 2019
January 22,200
February 21,050
March 25,490
April 21,790
May 33,740
June 22,830
July 24,280
August 26,160
September 48,280
October 61,390
November 36,510
December 27,420

Month 2020
January 29,640
February 61,520
March 72,810
April 79,230
May 90,520
June 47,430

07/22/2020 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1340225W; Name: CHARLES GREGG; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: CHARLES GREGG Svc. Address: 950 MARKHAM WOODS ROAD SEMINOLE County, (407)-808-8257 LONGWOOD, FL 32779 Caller: CHARLES GREGG Mailling Addr: 950 MARKHAM WOODS ROAD LONGWOOD, FL 32779 Can Be Reached: Account #: 5669210000 E-Track #: 181653	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 08/05/2020 <hr/> Reply Received: 07/17/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1340225W	Assigned to: REY CASTILLO Entered by: DVIZCARR Date: 07/15/2020 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: RCASTILL Date Closed: 08/19/2020 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
 Sent: Wednesday, July 15, 2020 1:50 PM
 To: Consumer Contact <Contact@PSC.STATE.FL.US>
 Subject: E-Form Other Complaint TRACKING NUMBER: 181653

CUSTOMER INFORMATION

Name: Charles Gregg
 Telephone: (407) 808-8257
 Email: cgreggsr@gmail.com
 Address: 950 Markham Woods Road Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Charles W Gregg Sr Account Number: 5669210000
 Address: 950 Markham Woods Road Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

For over 6 months now, we have been complaining about the strong hydrogen sulfide odor of our water, which wasn't the case for the previous 20 years. Each time that we've finally been able to speak with someone, they either tell us they're going to flush the lines in front of our house or that they're doing some repairs to the plant that will fix the problem. It continues to be a problem and hasn't improved by any means. I see on our neighborhood app, that there are numerous complaints about this problem. I received notice that Utilities Inc. has applied for their usual, annual rate increase and I would certainly hope the prior to the approval from the Commission, that they fix their ongoing problems such as this.

Thank you,

Charles W Gregg Sr"

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
 - 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 taken by Diana Vizcarrondo

7/15/20: Complaint re-assigned to Rey. Shonna McCray

07/17/2020 – Company response received via Email. DScott.

07/20/2020 – Company response received via Email. DScott.

07/17/2020 Received company response via Email. R.Castillo

Company response indicates the following:

From: Jared Deason <Jared.Deason@uiwater.com>

Sent: Friday, July 17, 2020 3:32 PM

To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>

Subject: FL. PSC CATS NO: 1340225W CHARLES GREGG

UIF has reached out to the customer and let him know we're looking into it.

We are working with our Operations staff to try to figure this out.

We will provide further details as they become available.

Thanks,

Jared Deason /Regulatory Manager

Utilities, Inc. of Florida

Email : Jared.Deason@uiwater.com

Mobile: 850.643.7326

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

07/20/2020 Received company response via Email. R.Castillo

Company response indicates the following:

From: Jared Deason <Jared.Deason@uiwater.com>

Sent: Monday, July 20, 2020 9:48 AM

To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>

Subject: FL. PSC CATS NO: 1340225W CHARLES GREGG

Below is what UIF has communicated to Mr. Gregg.

From: Chris Snow <chris.snow@uiwater.com>

Sent: Monday, July 20, 2020 9:44 AM

To: Jared Deason <Jared.Deason@uiwater.com>

Subject: RE: FL. PSC CATS NO: 1340225W CHARLES GREGG

Jared,

The following has been communicated to the customer and he understands we are working on resolving the issue.

We have spent the last three months trying to find a cure for a chlorine delivery system issue at the Des Pinar WTP. Through process of elimination we have determined that there were multiple issues. We have replaced a malfunctioning flow meter that is used to activate the chlorine pumps,

followed by a chlorine pump replacement and relocation of the chlorine feed piping from the pump skid to the GST. We are now left with the need to replace the chlorine chemical tanks. The tanks have degraded internally and are clogging the tank strainers every so often preventing the chlorine from being pumped into the GSTs. We are pricing out replacement tanks now. We have been and will continue to closely monitor the WTP to head off issues in the interim.

We will continue to work to address quality issues and continue flushing as necessary until this issue is resolved.

Thank you!

Chris Snow | Director of External Affairs

Utilities, Inc. of Florida

NEW EMAIL : chris.snow@uiwater.com

Office: 321.972.0366

Mobile: 407.223.9194

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

08/19/20 Having not received any further contact from the customer, this inquiry will be closed as a GI-16. R.Castillo

Case#: 1340544W; Name: ALEXANDER MOSER-BARKER; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: ALEXANDER MOSER-BARKER Svc. Address: 2843 ORANOLE WAY ORANGE County, (407)-748-8060 APOPKA, FL 32703 Caller: ALEXANDER MOSER-BARKER Mailling Addr: 2843 ORANOLE WAY APOPKA, FL 32703 Can Be Reached: Account #: 6432396776 E-Track #: 181704	Utility Information Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 08/12/2020 <hr/> Reply Received: 07/22/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1340544W	PSC Information Assigned to: REY CASTILLO Entered by: DVIZCARR Date: 07/22/2020 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO Officer: <hr/> Disputed Amt: 0.00 <hr/> Closed by: RCASTILL Date Closed: 08/27/2020 Close Type: GI-30 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
 Sent: Wednesday, July 22, 2020 10:27 AM
 To: Consumer Contact <Contact@PSC.STATE.FL.US>
 Subject: E-Form Service Outage TRACKING NUMBER: 181704

CUSTOMER INFORMATION

Name: Allexander Moser-Barker
 Telephone: (407) 748-8060
 Email: allexnmb@yahoo.com
 Address: 2843 Oranole Way Apopka FL 32703

BUSINESS INFORMATION

Business Account Name: Allexander Moser-Barker Account Number: 6432396776
 Address: 2843 Oranole Way Apopka FL 32703

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Service Outage against Utilities, Inc. of Florida

Details:

Utilities Inc never warned or gave notice that they were turning water off for plant maintenance. Called them today at 945am and was advised would be with out water from 4-5 hours. Asked if any notice was provided as we need water, the service representative stated by door tags. I advised we never received any door tag or calls. I also have their app and was not notified. He said several were not and apologized. I feel this is not right and we depend on them as a company to notify us of known issues or outages. We pay them for their service and this was not handled correctly. I want to make a complaint. Spoke with several neighbors and no one knew."

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
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - 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 taken by Diana Vizcarrondo

07/22/2020 – Company response received via Email. DScott.

7/23/20: Complaint re-assigned to Rey. Shonna McCray

07/23/20 Received company response via email. R.Castillo
Company response indicates the following:

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Wednesday, July 22, 2020 4:31 PM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Subject: FL. PSC CATS NO: 1340544W ALLEXANDER MOSER-BARKER

Below is the response from UIF's contact with Mr. Moser-Barker

From: Chris Snow <chris.snow@uiwater.com>
Sent: Wednesday, July 22, 2020 4:20 PM
To: Jared Deason <Jared.Deason@uiwater.com>
Subject: RE: FL. PSC CATS NO: 1340544W ALLEXANDER MOSER-BARKER

Jared,

Spoke with the customer. I informed him of that this was a planned outage for today and that an original 40 customers received earlier notice of that went awry when attempting to isolate a portion of the system. The work ended up being more significant and impacted all of the approximately 150 customers in the Jansen service territory. Proper staff were not notified immediately so this resulted in the entire system being impacted. The outage was for the same duration and service has been restored.

Once I apologized explained this to the customer he understood and didn't have any additional questions.

Please let me know if there are any questions or concerns.

Chris Snow | Director of External Affairs
Utilities, Inc. of Florida
NEW EMAIL:chris.snow@uiwater.com
Office: 321.972.0366
Mobile: 407.223.9194
200 Weathersfield Avenue | Altamonte Springs, FL | 32714
Company response entered by R.Castillo

08/27/20 Having not received any further contact from the customer, this inquiry will be closed as a GI-30. R.Castillo

Case#: 1340690W; Name: PAULA CASEY; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: PAULA CASEY Svc. Address: 15606 GREAR GROVES BLVD LAKE County, (407)-408-5939 CLERMONT, FL 34714 Caller: PAULA CASEY Mailing Addr: 16440 AVENIDA DEL ALGO WINTER GARDEN, FL 34787 Can Be Reached: Account #: 8003287334 E-Track #: 181755	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 08/14/2020 <hr/> Reply Received: 07/27/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1340690W	Assigned to: ELLEN PLENDL Entered by: DVIZCARR Date: 07/24/2020 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 49.74 <hr/> Closed by: EPLENDL Date Closed: 09/08/2020 Close Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
 Sent: Friday, July 24, 2020 8:16 AM
 To: Consumer Contact <Contact@PSC.STATE.FL.US>
 Subject: E-Form Other Complaint TRACKING NUMBER: 181755

CUSTOMER INFORMATION

Name: Paula Casey
 Telephone: (407) 408-5939
 Email: paula@paulacasey.ca
 Address: 16440 Avenida Del Lago Winter Garden FL 34787

BUSINESS INFORMATION

Business Account Name: Paula Casey
 Account Number: 8003287334
 Address: 15606 Grear Groves Blvd Clermont FL 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company
 Details:

- January 2020, I completed the termination online request for this address to be effective Feb 6
- February 2020, I received a final bill showing a credit
- March 2020, I received an invoice saying I owed money. I called, they initially told me I did not cancel my contract, despite my having all the confirmations I did. After escalating to mgmt, they "finally found" my termination and agreed to my credit. Said it was being mailed the next day. I received a revised statement the following week to show the refund amount, no check.
- May 2020 called and spoke to Jerry who apologised for my check not being sent as of yet, said it would go out the following Thursday. No check received
- June 2020 called and spoke to Dominick who didn't know why my check was not sent yet. Said it was in the que still. Said he would look into and call me back to let me know when it was being sent. - never heard back, no check received
- July 6 2020 called and asked for the supervisor. Spoke to Ewan, who apologised and assured me he would look into the problem and either call or email me with 24 hrs with the results and when my check was being mail.
- STILL NO REFUND!! The refund was for \$49.74 This company keeps stalling so they do not have to issue me my refund, which was due payable to me 7 months ago!! They are committing fraud to hold my money like this.

"From: Paula Casey <paula@paulacasey.ca>
Sent: Friday, July 24, 2020 9:24 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: RE: Refund

Utilities Inc of Florida
p.o. box 160609
Altamonte Springs Florida

Paula Casey
Sales Representative
Sutton Group Future Realty Inc, brokerage"

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

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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
 - 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 taken by Diana Vizcarrondo

7/24/20: Complaint re-assigned to Ellen. Shonna McCray

07/24/2020 FAX TO CO.

- 1) Please indicate the date the company received the disconnect request from the customer.
- 2) Please indicate the reason for the delay in processing the disconnect request.
- 3) Please indicate if the company will adjust the disconnect date and if a credit is due to the customer.
- 4) Please provide an activity statement from three months before the disconnect request to present day.

A written report is due by August 14, 2020. eplendl

07/27/2020 Company 3 day response via email and forwarded to EPlendl. DHood

07/27/2020 Reviewed report. UIF advised that the company is working on this matter and contacted the customer with an acknowledgement. eplendl

07/27/2020 FAX TO CO. Please provide another report by August 14, 2020. eplendl

07/28/2020 Company response received via email and forwarded to EPlendl. DHood

07/28/2020 Reviewed report. UIF reports that the company received the customer's disconnect request on January 26, 2020.

The company changed the billing software and that caused a delay in the refund processing.

The company plans to mail a refund check for \$49.74 to the Ms. Casey on July 31, 2020.

A company representative contacted Ms. Casey, who appeared satisfied with the action plan.
eplendl

09/08/2020 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1341199W; Name: JAMES FISCHER; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JAMES FISCHER Svc. Address: 6181 LINNEAL BEACH DR ORANGE County, (407)-701-0341 APOPKA, FL 32703 Caller: JAMES FISCHER Mailling Addr: 6181 LINNEAL BEACH DR APOPKA, FL 32703 Can Be Reached: Account #: 3748647323 E-Track #:	Company Code: WS251 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 08/25/2020 <hr/> Reply Received: 08/06/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1341199W	Assigned to: ELLEN PLENDL Entered by: JMCLEANS Date: 08/04/2020 Via: PHONE Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: EPLENDL Date Closed: 09/16/2020 Close Type: GI-16 Apparent Rule Violation: N

The customer states that he has had the water quality pressure for 6 years. Each time the customer calls the Company they would come and flush out the water (the sulfuric smell goes away but comes back). The customer adds the water pressure also drops twice a week, especially when the Company is flushing the water. The pressure is so low that it the water coming out of the pipes is the size of a pencil. The customer states that this issue is affecting 30 to 40 neighbors in his loop. The customer would like the issue investigated and resolved.

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
 - e) confirmation 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 taken by: J Mclean-Sinatra

08/04/2020 FAX TO CO. In your report, please address the following:

- 1) A copy of your most recent water quality report provided to the Florida Department of Environmental Regulation.
- 2) The actions taken by Southlake Utilities in the past 90 days to improve water quality and water pressure.
- 3) The actions taken in the next 90 days to improve the customer's water quality, including flushing the lines, etc, and to improve the water pressure.

A written report is due by August 25, 2020. eplendl

8/4/2020 -- In addition the customer was referred to DEP for the water quality issue- J Mclean-Sinatra

08/04/2020 – Company response received via Email. DScott.

08/04/2020 Received acknowledgement from UIF as follows:

From: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Sent: Tuesday, August 04, 2020 10:04 AM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: FW: FL. PSC CATS NO: 1341199W JAMES FISCHER

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Tuesday, August 04, 2020 9:43 AM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Subject: FW: FL. PSC CATS NO: 1341199W JAMES FISCHER

UIF has contacted the customer and already has an open Field Activity Investigation for this issue.

We expect to have more information to pass along in the next few days.

08/04/2020 Received email from the customer as follows:

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Tuesday, August 04, 2020 2:15 PM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: FW: Bad Water

Consumer correspondence added to 1341199W.

Sincerely,

Diana Vizcarrondo
Regulatory Specialist II
Office of Consumer Assistance

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: JAMES FISCHER <jim.fisch@aol.com>
Sent: Tuesday, August 04, 2020 9:03 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Bad Water

We are served by Utilities Inc and our address is 6181 Linneal Beach Drive, Apopka, FL 32703. We have had rotten water for years and now we have breaks and low pressure. Low pressure about 2 times a week as the flush thousands of gallons of water down the drain at several locations in our neighborhood.

Please help us.

Jim Fischer

08/06/2020 Company 3 day response via email and forwarded to EPlendl. DHood

08/06/2020 Reviewed report. UIF advised that a company representative contacted Mr. Fischer regarding his water pressure and water quality concerns.

UIF confirmed awareness of some quality concerns at our Jansen system recently due to issues with a valve which caused the chlorine residuals to be eaten up last week. The company has since repaired the valve and corrected the issue. When Mr. Fischer filed his inquiry, the company was in the process of flushing the mains in his area which caused the drop in pressure. A company representative spoke with Mr. Fischer on August 6, 2020, and he reported no quality or pressure issues. The company plans to follow up with the customer during the week of August 14, 2020. eplendl

09/16/2020 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1342837W; Name: JERRY GRIFFIN; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: JERRY GRIFFIN Svc. Address: 1901 MELODY DRIVE PASCO County, (727)-494-4853 HOLIDAY, FL 34691 Caller: JERRY GRIFFIN Mailing Addr: 1901 MELODY DRIVE HOLIDAY, FL 34691 Can Be Reached: Account #: 0043113747 E-Track #:	Utility Information Company Code: WU372 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 09/16/2020 <hr/> Reply Received: 08/26/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1342837W	PSC Information Assigned to: ELLEN PLENDL Entered by: SVARGAS Date: 08/25/2020 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 18.75 <hr/> Closed by: EPLENDL Date Closed: 10/06/2020 Close Type: GI-25 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: Customer states he made a final payment on March 2020 for the service at his residence. Customer states the company said they never received the payment. Customer states he sent in the payment twice. Customer states the Company informed him they will provide him a refund of \$18.75 in about 4-6 weeks. Customer states he has not received the refund and it has been more than 90 days. Customer states the company has not provided a reason for the delay.

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 days 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
 - e) confirmation 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 taken by Selia Vargas

08/25/2020 FAX TO CO.

- 1) Please provide chronological sequence of events from the time the customer requested disconnection through when the payments were received.
- 2) Please indicate any actions the company will take to send the applicable refund for credit balance to the customer.

A written report is due by September 16, 2020. eplendl

08/26/2020 – Company response received via Email. DScott.

08/26/2020 Reviewed report. UIF advised that the company plans to send the customer a check on August 28, 2020. The customer agreed to contact UIF if he does not receive the check by September 3, 2020. eplendl

10/06/2020 Closed by telephone conversation with Mr. Griffin, who confirmed receipt of the check. eplendl

Case#: 1344758W; Name: SHIRLEY PROCINI; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: SHIRLEY PROCINI Svc. Address: 563 DARVY WAY SEMINOLE County, (407)-389-6101 LONGWOOD, FL 32779 Caller: SHIRLEY PROCINI Mailling Addr: 563 DARVY WAY LONGWOOD, FL 32779 Can Be Reached: Account #: E-Track #:	Company Code: WU413 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 10/01/2020 <hr/> Reply Received: 09/10/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1344758W	Assigned to: REY CASTILLO Entered by: KMATTHEW Date: 09/10/2020 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 20.00 <hr/> Closed by: RCASTILL Date Closed: 10/16/2020 Close Type: GI-25 Apparent Rule Violation: N

IMPROPER BILLS

Preclose Type - Improper Bills

What is the amount of the bill in dispute? The customer stated the amount of the bill is \$42

What is the date of the bill? The customer stated that the bill is due for the month of August.

Why do you believe you have been billed improperly? The customer stated that her bill has nearly doubled within the last year. The customer stated that she normally pays \$20 for her bill and it has doubled.

Other Comments: The customer stated that her and her neighbors have all received significantly larger bills. The customer stated they were informed on bacteria in the water and have not received any notification on it being removed or cleaned.

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.

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 - e) confirmation 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 taken by Karron Matthews

09/10/2020 – Company response received via Email. DScott.

09/11/20 Received company response via email. R.Castillo

Company response indicates the following:

From: Jared Deason <Jared.Deason@uiwater.com>

Sent: Thursday, September 10, 2020 12:46 PM

To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>

Subject: FW: FL. PSC CATS NO: 1344758W SHIRLEY PROCINI

UIF called the customer directly. She does not have any billing issues. She's on auto-pay and is up to date on her account.

Her complaint was from the 2016 rate case and what she reads on Nextdoor (a neighborhood connection app). She also doesn't like that we have a Canadian parent company.

There wasn't much for us to do but we heard her out until she had to go.

Company response entered by R.Castillo

09/22/2020 Customer wanted to speak to someone about the response she received on complaint. Customer is not satisfied with the rate increase or the response. JJimenez

09/23/20 I contacted Ms. Procini to discuss her concerns. Ms. Procini indicated that she is against UIF getting a rate increase. Ms. Procini is not disputing the amount of the bill, she understands that the gallons used and the rate applied is correct. She believes the water already too high and they are going to raise it even higher. She indicated that she was informed that UIF found bacteria in the water but have not confirmed if the bacteria was removed or the water was cleaned. It

appears that Ms. Procini is not satisfied with the quality of the water and does not understand why a Canadian company owns a water company in Florida. I informed her that I would submit her protest against Docket#20200139. R.Castillo

10/16/20 Having not received any further contact from the customer, this inquiry will be closed as a GI-25. R.Castillo

Case#: 1344929W; Name: DONELDA BREIGHT; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: DONELDA BREIGHT Svc. Address: 6126 SPRING LAKE CIR PASCO County, (608)-524-3979 ZEPHYRHILLS, FL 33540 Caller: DONELDA BREIGHT Mailling Addr: 235 CLARK ST. REEDSBURG, WI 53959 Can Be Reached: Account #: E-Track #:	Utility Information Company Code: WU413 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 10/01/2020 <hr/> Reply Received: 09/11/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1344929W	PSC Information Assigned to: ELLEN PLENDL Entered by: KMATTHEW Date: 09/10/2020 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: EPLENDL Date Closed: 10/20/2020 Close Type: GI-16 Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: The customer is upset because of the rate increase for the rate charge. The customer stated that they are not being supplied with water that is clean enough for them to drink. The customer stated that they have to buy bottled water to drink because the water is not sanitary. The customer stated they should not be paying so much money for unsafe water.

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 days 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
 - e) confirmation 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 taken by Karron Matthews

09/10/2020 FAX TO CO.

- 1) Please provide information about the latest increase and when it took effect on this account.
- 2) Please provide most recent water quality report.
- 3) Please indicate the actions the company took in the past 90 days to improve water quality.
- 3) Please indicate the actions the company will take in the next 90 days to improve the customer's water quality.

A written report is due by October 1, 2020. eplendl

09/11/2020 – Company response received via Email. DScott.

09/11/2020 Reviewed report. UIF reported that a company representative contacted the customer on September 11, 2020 regarding her water quality concern. UIF indicated that the customer's main concerns about taste have to do with her being from the north and not being used to the taste of Florida water. It appears she did not request any additional information.

The company advised that the latest rate increase were interim rates that went into effect on September 9, 2020.

The company provided its water quality report, which is also on the company's website for customer access.

UIF confirms it flushes the Labrador system monthly to assure good quality. The company last flushed the system on September 7, 2020 and plans to flush the system again at the beginning of October. eplendl

10/20/2020 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1345327W; Name: RONALD FAUST; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RONALD FAUST Svc. Address: 16143 EGRET HILL ST LAKE County, (618)-520-5460 CLERMONT, FL 34714 Caller: RONALD FAUST Mailling Addr: 16143 EGRET HILL ST CLERMONT, FL 34714 Can Be Reached: Account #: 15854-22601 E-Track #:	Company Code: WS641 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 10/05/2020 <hr/> Reply Received: 09/16/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1345327W	Assigned to: REY CASTILLO Entered by: DROJAS Date: 09/14/2020 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: RCASTILL Date Closed: 10/21/2020 Close Type: GI-25 Apparent Rule Violation: N

IMPROPER BILLS

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the amount of the bill in dispute is \$223.41 date 08/23/2020.

Why do you believe you have been billed improperly?

Customer states he does not believe that he used 43,800 gallons in 36 days. Customer states his previous bill dated 07/29/2020 was in the amount of \$120.73 for 27 days. Customer states his bill dated for 06/23/2020 was in the amount of \$171.17 for 37 days.

Other Comments:

Customer states the Utility conducted a meter test in July. Customer states he believes the meter may not be recording accurately. Customer states he was informed by the Utility that the issue is with the irrigation. Customer states he has already had the irrigation checked as well.

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
- e) confirmation 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 taken by: Daisy Rojas

9/16/20: Response received via email. Shonna McCray

09/16/20 Received company response via email. R.Castillo

Company response indicates the following:

From: Jared Deason <Jared.Deason@uiwater.com>

Sent: Wednesday, September 16, 2020 1:48 PM

To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>

Subject: FW: FL. PSC CATS NO: 1345327W RONALD FAUST

"UIF has contacted the customer and we are going forward with both an irrigation audit and a field test of the meter."

Note: This is an interim response, company response is due on October 5, 2020.

Company response entered by R.Castillo

/17/20: Response received via email. Shonna McCray

09/17/20 Received company response via email. R.Castillo

Company response indicates the following:

From: Jared Deason <Jared.Deason@uiwater.com>

Sent: Thursday, September 17, 2020 1:16 PM

To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>

Subject: FW: FL. PSC CATS NO: 1345327W RONALD FAUST

UIF has scheduled an irrigation audit with Mr. Faust for the 24th of September.

Note: This is an interim response, company response is due on October 5, 2020.

Company response entered by R.Castillo

10/20/20 LATE RESPONSE NOTICE

We received an interim response back on September 17, 2020, stating the following: "UIF has scheduled an irrigation audit with Mr. Faust for the 24th of September. ".

Please provide a final response to the FPSC, the response was originally due on October 5, 2020. R.Castillo

10/20/2020 – Company response received via Email. DScott.

10/21/20 Received company response via email. R.Castillo

Company response indicates the following:

RE: FPSC Complaint #1345327W - Ronald Faust

From: Jared Deason <Jared.Deason@uiwater.com>

Sent: Tuesday, October 20, 2020 10:33 AM

To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>

Subject: FW: FL. PSC CATS NO: 1345327W RONALD FAUST

UIF performed an irrigation audit with the customer on the 24th of September.

UIF staff performed irrigation system check , checked irrigation system timer and found it was set with short times , rain sensor was turned on , ran system and found GPM rates and found a few concerning areas and a leaking heads , went over proper running times and days , made suggestions on new low flow heads , system was running 2,970 gallons per cycle.

The customer's usage has continued to increase in October but has stayed current with his bills and currently has a \$0 balance.

If you require additional information, please let me know.

Thanks,

Jared Deason | Regulatory Manager

Email: Jared.Deason@uiwater.com

Mobile: 850.643.7326

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

10/21/20 Having not received any further contact from the customer, this inquiry will be closed as a GI-25. R.Castillo

Case#: 1346597W; Name: JULIO COLLAZO; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: JULIO COLLAZO Svc. Address: 11747 OSWALT ROAD LAKE County, (407)-655-6082 CLERMONT, FL 34711 Caller: JULIO COLLAZO Mailling Addr: 11747 OSWALT ROAD CLERMONT, FL 34711 Can Be Reached: Account #: E-Track #: 182394	Company Code: WU553 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 10/08/2020 <hr/> Reply Received: 09/17/2020 Reply Received Timely? Y Informal conference: N Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1346597W	Assigned to: REY CASTILLO Entered by: SMCCRAY Date: 09/17/2020 Via: E-FORM Prelim Type: WATER QUALITY/PRESSURE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: RCASTILL Date Closed: 10/22/2020 Close Type: GI-16 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

“-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
 Sent: Wednesday, September 16, 2020 9:28 PM
 To: Consumer Contact <Contact@PSC.STATE.FL.US>
 Subject: E-Form Other Complaint TRACKING NUMBER: 182394

CUSTOMER INFORMATION

Name: Julio Collazo
 Telephone: (407) 655-6082
 Email: J.collazo0518@gmail.com
 Address: 11747, Oswalt Rd Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Julio Collazo
 Account Number:
 Address: 11747, Oswalt Rd Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Good evening I recieved a letter in regards to the proposed rates. First of all as a resident of the area in which I live and being that the majority of us are of working class it is disgraceful that today under a pandemic and under the economic situation that we are in , we are talking about raising rates of our water. If this was a different situation maybe my comment would not be so harsh but I am appalled that we are talking about raising rates and with the very low quality water we have and with the majority of the people with septic tanks once again a proposed rate in water should not be even discussed. This is very concerning that we need to receive this letter in the mail while people are losing there jobs , the economy is near a collapse here in Florida , COVID-19 and the low quality of water undrinkable and unclean water. The greed of others at this moment should not reign over the residents at this time.”

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
 - 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 taken by Shonna McCray

09/17/20 Received company response via email. R.Castillo
Company response indicates the following:

From: Jared Deason <Jared.Deason@uiwater.com>
Sent: Thursday, September 17, 2020 1:44 PM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Subject: FL. PSC CATS NO: 1346597W JULIO COLLAZO

Below is our response to Mr. Collazo as well as his response back to us.

From: Julio <j.collazo0518@gmail.com>
Sent: Thursday, September 17, 2020 1:32 PM
To: Chris Snow <chris.snow@uiwater.com>
Subject: Re: Utilities, Inc. of Florida - PSC Complaint Response

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

Thank you for the information. We have always received these type of water quality information in the past. I stand my ground that this is not the time to request a proposal for a rate increase on our water.

On Thu, Sep 17, 2020, 1:26 PM Chris Snow <chris.snow@uiwater.com> wrote:

Mr. Collazo,

First of all, good afternoon. I hope this email finds you well during this challenging time.

We received your Public Service Commission complaint today about our upcoming rate case.

Thank you for your input. We appreciate our customers feedback and will factor that into our discussions with the PSC.

Additionally, I noticed you mentioned some concerns about water quality. We strive to provide our customers with the highest quality water. We meet all DEP & EPA standards for water quality and test for substances above and beyond government quality requirements. I have attached our annual water quality report for your neighborhood.

Please let me know if you have any questions. Have a nice day!

Chris Snow | Director of External Affairs

Office: 321.972.0366

Mobile: 407.223.9194

200 Weathersfield Avenue | Altamonte Springs, FL | 32714

Company response entered by R.Castillo

10/22/20 Having not received any further contact from the customer, this inquiry will be closed as a GI-16. R.Castillo

Case#: 1347807W; Name: DENISE ALBERTS; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information	Utility Information	PSC Information
Name: DENISE ALBERTS Svc. Address: 16539 COOPERS HAWK AVE LAKE County, (407)-616-8139 CLERMONT, FL 34714 Caller: DENISE ALBERTS Mailing Addr: 16539 COOPERS HAWK AVE CLERMONT, FL 34714 Can Be Reached: Account #: 0310947024 E-Track #: 182424	Company Code: WS641 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 10/12/2020 <hr/> Reply Received: 09/24/2020 Reply Received Timely? Informal conference: Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1347807W	Assigned to: ELLEN PLENDL Entered by: ACALHOUN Date: 09/21/2020 Via: E-FORM Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: Date Closed: Close Type: Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" -----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
 Sent: Monday, September 21, 2020 2:12 PM
 To: Consumer Contact <Contact@PSC.STATE.FL.US>
 Subject: E-Form Improper Billing TRACKING NUMBER: 182424

CUSTOMER INFORMATION

Name: Denise Alberts
 Telephone: (407) 616-8139
 Email: denise9mdw@yahoo.com
 Address: 16539 COOPERS HAWK AVE CLERMONT FL 34714

BUSINESS INFORMATION

Business Account Name: Denise Alberts
 Account Number: 0310947024
 Address: 16539 COOPERS HAWK AVE CLERMONT FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Having a high water bill, called water co to come out look. There was a leak which was due to irrigation, but not physically able to see cuz was under ground. Even when the back up system was used it was still had a leak. Which was fixed. Apparently, there has been a leak for awhile but asked why wasn't I aware of it with all this high billing. The customer service says we don't contact you. If they where reading the meters monthly instead of Estimate the bill would had been aware of the situation, so therefore have a high bill. Along with the company coming out 3 times to fix the meter along with piping that they broke is finally fixed. I live in single home with one resident, I do not go thru that much water/sewage for one person. Now since the leak is fixed, my water bill should go down drastically since always been over 150 a month. I feel leak has been there for quite some time. I feel that water company could have done there due diligence to help the customer. They only credit me \$28 from a \$284 bill. Besides only credit me that amount who knows if was just an ESTIMATE and and charging me with the HIGHEST TIER level of water. Customer service has not been helpful at all. They just say pay it. I just want a courtesy leak adjustment since first time happening of the slow leak under ground. I paid for repair. I sent all the paperwork with the company but only credit me \$28. As am unemployed with COVID 19 , am asking for help "

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>

Sent: Monday, September 21, 2020 2:26 PM

To: Consumer Contact <Contact@PSC.STATE.FL.US>

Subject: E-Form Improper Billing TRACKING NUMBER: 182425

CUSTOMER INFORMATION

Name: Denise Alberts

Telephone: (407) 616-8139

Email: denise9mdw@yahoo.com

Address: 16539 COOPERS HAWK AVE CLERMONT FL 34714

BUSINESS INFORMATION

Business Account Name: Denise Alberts

Account Number: 0310947024

Address: 16539 COOPERS HAWK AVE CLERMONT FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Water company not notifying me of a leak that has been happening for awhile. It was a slow leak

underground, even with the back flow system pipe , a leak was still happening. With a high water bill for several months but on last month August was a very high bill. If the water company read the meter instead of ESTIMATE them some months , I could had been aware of leak. Since a single home with one resident there impossible that go through water/sewage that much. The water company came out 3 times to fix pipes/ meter gage at my resident. Just looking into a courtesy leak adjustment, they only gave me \$ 28 credit on a \$284 water bill. I had the underground pipe fixed. As a customer, just want better justice since there customer service is just saying my fault and pay it. Now that pipe has been fixed am sure my bill will go down extremely low. If they just t did there due diligence and notify me but they did not. looking for assistance"

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
 - 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 taken by Angela Calhoun

09/22/2020 Customer correspondence added to file and forwarded to EPIendl. DVizcarrondo

"From: denise alberts <denise9mdw@yahoo.com>

Sent: Monday, September 21, 2020 2:34 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Cc: denise alberts <denise9mdw@yahoo.com>
Subject: WATER COMPANY

To whom my concern,

Attatch is my concern with Utilities water company. I also filed a complaint on the website 182425 but could not attach all my concerns with my situation. I hope with all my emails with the company that you can help me out.

Denise Alberts 407-616-8139

account number 0310947024

On Monday, September 21, 2020, 12:36:41 PM EDT, <customerservice@corixgroup.com> wrote:

Good Morning,

Thank you for contacting us. The credit applied was \$28.51, for the leak adjustment request. If you need further assistance, please call 866-842-8432.

Have A Great Day,

Carl C. | Support Services
Customer Service
Corix Group of Companies
Phone: 866-842-8432

From: customerservice@corixgroup.com <customerservice@corixgroup.com>
Sent: Monday, September 21, 2020 11:35 AM
To: Carl Crutchfield <Carl.Crutchfield@uiwater.com>
Subject: Re: Leak adjustment

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

Jen,

I am checking on the latest with leak adjustment since the meter was read on September 16 by truck number 1909.

I received another email stating have past due amount of \$105.76 on September 9. Original bill was \$284.27, only was able to pay \$150, but would been \$134.27 balance, I am hoping that the leak adjustment is more then \$28.51.

I hope you where able to discuss my matter to higher ups such as Ewan Dehnert if you have to.

Thank you

Denise

On Thursday, September 3, 2020, 02:06:56 PM EDT, <customerservice@corixgroup.com> wrote:

Mrs. Alberts,

Thank you for contacting Utilities Inc of FL. I definitely apologize for the inconvenience you are experiencing. I have escalated your concern regarding the interaction you had with our operator. I will add this information to the leak adjustment information, once the new bill is generated. The new information can really assist them, so thank you for sending it to us and thank you for your patience with this matter.

Thanks,

Jen A | Customer Support

PH: 866-842-8432

Corix Group of Companies

From:customerservice@corixgroup.com <customerservice@corixgroup.com>

Sent: Thursday, September 3, 2020 1:17 PM

To: Jennifer Akers <Jennifer.Akers@uiwater.com>

Subject: Re: Leak adjustment

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

Jen,

Hi, would also like you to be aware that the yesterday when Eco 2000 came out to fix piping. It

caused another major leak at my house. The repair was not done correctly so therefore had to have emergency water repair had to come out last night, It is now repaired as of this morning. But I would also like to point out there had to have been a slow leak for a long time and was not aware or wasn't informed by the meter when it was read or Estimate on the bills for a long period of time.

I do have the back flow system as well.

Hopefully, that my water bill would be adjusted by tier and not be the max tier of billing.

In future , since my bill has been very high so now that all has been fixed that water bill will be lower.

Also, I would like to make a complaint about my treatment when James came out on August 25 to look into meter read. Was not professional, he was just going to leave a tag at my door and not consult with me about leak. If I wasn't home I would had call again.

James was belittling me like it was my fault of leak in the house stating was the toilet. Which is was not the case, was irrigation and James stated it wasn't at all.

Obviously, I had to call a few times and spoke with Mark, Reggie, Carl , and Kelly in which Kelly was the most helpful.

I just hope this will be resolved and won't have to call the Public Commision Office on this matter.

Thank You,

Denise Alberts

On Wednesday, September 2, 2020, 03:17:50 PM EDT, <customerservice@corixgroup.com> wrote:

Mrs. Alberts,

Thank you for contacting Utilities Inc of FL. We have received the paperwork we need to process the courtesy leak adjustment and it has also been confirmed the leak has been fixed.

Unfortunately, we are going to have to wait until the September bill generates to capture all the consumption. That bill is not scheduled to go out until around September 20th. In the meantime, you can send in a partial payment towards the current bill and you will be fine.

Thanks,

Jen A | Customer Support

PH: 866-842-8432

Corix Group of Companies

From:customerservice@corixgroup.com <customerservice@corixgroup.com>

Sent: Wednesday, September 2, 2020 1:49 PM
To: Jennifer Akers <Jennifer.Akers@uiwater.com>
Subject: Fwd: Leak adjustment

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

Water Co. Mgt

Hi, along with James replacing the gage meter and week later Eco company replaced pipes under meter gage. I feel that water has been leaking for awhile that why my bill has been so high for last several months . I understand that Irrigation pipe was recently fixed but water gage / meter area has have been leaking for awhile . It's a single family home that has only one resident which is me . I don't go crazy on water / sewage . Hope next few months water bill will be much lower then \$100 . Hope can adjust water bill payment since am unemployed cuz of COVID.

Thank you

Denise Alberts

Sent from my iPad

Begin forwarded message:

From: Denise Alberts <DENISE9MDW@YAHOO.COM>

Date: September 2, 2020 at 1:41:11 PM EDT

To: Denise <denise9mdw@yahoo.com>

Subject: Leak adjustment

Sent from my iPad"

09/22/2020 FAX TO CO. See emails above dated September 21, 2020 regarding customer's continued billing concerns.

- 1) Please provide 24 month account/billing/consumption history.
- 2) Please outline the adjustments and the mathematical calculations.

3) Please indicate if there are further adjustments the company will consider.

4) Please provide a chronological sequence of events surrounding the customer's high bill complaint and the repairs the company has made in the past 12 months.

5) Please provide results for any meter tests done to date and consider offering a field/bucket and bench test to the customer to ensure the meter is registering appropriately.

A written report is due by October 12, 2020. eplendl

09/24/2020 – Company response received via Email. DScott.

09/25/2020 Reviewed report. UIF reports that a company representative contacted the customer regarding an additional adjustment that will be made to the customer's account. The adjustment should appear on the next bill.

UIF explained that the company will adjust the bill down to their 12 month average because of an estimated meter read during a prior month. That estimate occurred due to Covid-19. eplendl

09/25/2020 Reviewed report. UIF reports that the company issued a \$160.51 credit, which adjusted the \$284.27 bill she had down to her 12 month average of \$123.76.

The customer appeared satisfied. eplendl

Case#: 1351100W; Name: FRANK MORELLO; Business: Utilities, Inc. of Florida

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: FRANK MORELLO Svc. Address: 1408 NORTH COVE BLVD SEMIOLE County, (407)-353-0939 LONGWOOD, FL 32750 Caller: FRANK MORELLO Mailling Addr: 1408 NORTH COVE BLVD LONGWOOD, FL 32750 Can Be Reached: Account #: 1702210000 E-Track #:	Company Code: WS641 Company Name: Utilities, Inc. of Florida Attn: Response Needed From Company? Y Date Due: 10/26/2020 <hr/> Reply Received: 10/05/2020 Reply Received Timely? Informal conference: Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1351100W	Assigned to: ELLEN PLENDL Entered by: JJIMENEZ Date: 10/05/2020 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 0.00 <hr/> Closed by: Date Closed: Close Type: Apparent Rule Violation: N

IMPROPER BILLS

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

\$446.21

What is the date of the bill

09/28/2020

Why do you believe you have been billed improperly?

Customer his bill is usually around \$70.00 dollars a month. Customer says he has never reached \$100.00 in a month.

Other Comments:

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
- e) confirmation 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 taken by: JJimenez

10/05/2020 – Company response received via Email. DScott.

10/06/2020 Reviewed report. UIF advised that company records reflect the customer also had a high bill the previous month for \$174.57 indicating a potential leak. Mr. Morello's high bill decreased after those two months. The customer stated he found no leaks. UIF investigated and found no leaks. UIF also tested his meter on September 3, 2020. The company indicates the meter tested appropriately, though meter test results were not included in UIF's report to the FPSC.

A company representative contacted the customer. UIF agreed to a payment arrangement on the account balance over the next 12 months. eplendl

Rick Scott
Governor



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Carlos Lopez-Cantera
Lt. Governor

Jonathan P. Steverson
Secretary

September 12, 2016

Mr. Patrick Flynn, Vice President
Lake Utility Services, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714
PCFlynn@UIWater.com

Re: Lake Utility Services Inc. North
PW Facility ID #3354883
OGC Case #16-0376

Dear Mr. Flynn:

Enclosed is the executed Consent Order to resolve the above referenced case. This copy is for your records.

Should you have any questions or comments, please contact Wanda Parker-Garvin at 407-897-2934 or via e-mail at Wanda.Parker@dep.state.fl.us.

Your cooperation in this matter will be appreciated.

Sincerely,

A handwritten signature in blue ink that reads "Jeff Prather".

Jeff Prather
Director, Central District

JP/wpg

Enclosure

cc: Bryan Gongre, Lake Utility Services Inc. [BKGongre@uiwater.com]
Caroline Shine, FDEP
Lea Crandall, OGC
Kris Tulloch, FDEP

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION)	CENTRAL DISTRICT
)	
v.)	OGC FILE NO. 16-0376
)	
UTILITIES, INC. OF FLORIDA,)	
_____)	

CONSENT ORDER

This Consent Order (“Order”) is entered into between the State of Florida Department of Environmental Protection (“Department”) and Utilities, Inc. of Florida, formerly Lake Utilities Services, Inc., (“Respondent”) to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida’s water resources and to administer and enforce the provisions of the Florida Safe Drinking Water Act, Sections 403.850, et seq., Florida Statutes (“F.S.”), and the rules promulgated and authorized in Title 62, Florida Administrative Code (“F.A.C.”). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.852(5), F.S.
3. Respondent is the owner and operator of two Community Water Systems, PWS ID 3354883 Lake Utility Services North and PWS ID 3354881 Lake Utility Services South, located at 2425 US Highway 27, Clermont, FL 34714 in Lake County, Florida (“System”).
4. The Department finds that Respondent is in violation of Rule 62-550.310(3), F.A.C, which establishes the maximum contaminant level (“MCL”) for total trihalomethanes (“TTHMs”) as 0.080 milligrams per liter (“mg/L”) and the five haloacetic acids (“HAA5s”) as 0.060 mg/L. The locational running annual average results for samples collected from PWS ID 3354881 at 16107 Green Cove Blvd. during the first and second quarter 2016 and analyzed for TTHMs are 0.092825 mg/L and 0.09485 mg/L, respectively. The locational running annual

average results for samples collected from PWS ID 3354883 at 13105 Pinyon Drive during the third and fourth quarter 2015 and the first and second quarter 2016 and analyzed for TTHMs are 0.08285 mg/L, 0.09565 mg/L, 0.101875 mg/L and 0.9425 mg/L, respectively.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

ORDERED:

5. Respondent shall comply with the following corrective actions within the stated time periods:

a) Within 30 days of the effective date of this Order, Respondent shall complete and submit to the Department an engineering analysis of the Lake Utility Services South (LUSI South) Water Treatment Plant that identifies the method of treatment upgrades that will reduce the generation of disinfection byproducts such that LUSI South will be in compliance with the Disinfection Byproducts Rule. The study and subsequent corrective actions shall be conducted in accordance with the proposed compliance schedule submitted to the Department on March 18, 2016.

b) Within 60 days of the Department approval of the engineering analysis, Respondent shall retain the services of a professional engineer, registered in the State of Florida, to initiate the design of the modifications needed to address the MCL violation(s) in accordance with Table 1 below.

Table 1:

Activity to be Completed	Due Date
1. Conduct a treatment study and submit an engineering analysis report.	30 days after the effective date of this Order.
2. Hire an engineering consultant to initiate design of treatment plant modifications.	60 days after the Department's acceptance and approval of the treatment study.
3. Design the selected treatment option and conduct a pilot test using LUSI South Well 3 as the source water in order to optimize membranes/media,	180 days after Respondent's selection of the engineering consultant.

unit sizing and equipment configuration.	
4. Submit an application for a permit to construct modifications to the LUSI South WTP.	30 days after the completion of the design modifications to the LUSI South WTP.
5. Complete construction.	365 days after the issuance of the construction permit by the Department.
6. Initiate equipment testing and obtain clearance.	45 days of completion of construction.

c) If the Department requires additional information, modifications, or specifications to process the permit application described in subparagraph (5)(b), above, the Department will issue a written request for information (“RFI”) to Respondent. Respondent shall submit the requested information in writing to the Department within 30 days of receipt of the request. Respondent shall provide all information requested in any additional RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the Department’s receipt of the application described in subparagraph (5)(b), above, Respondent shall provide all information necessary to complete the application.

d) Within 15 months of the issuance of the construction permit, Respondent shall complete construction and place into service all treatment modifications and all corrective actions necessary to resolve the MCL exceedances described above. Respondent shall submit a Certification of Completion, prepared and sealed by a professional engineer registered in the State of Florida and received written Department clearance prior to placing the permitted system modifications into service.

e) If the approved modifications are determined by the Department to be inadequate to resolve the MCL violation(s), the Department will notify the Respondent in writing. Within 30 days of receipt of such written notification from the Department, Respondent shall submit an alternate proposal to address the MCL violation(s). Respondent shall provide all information requested in any RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the date the Department receives the proposal

required by this subparagraph, Respondent shall provide all information necessary to complete the application for modification.

f) Respondent shall continue to sample quarterly for TTHMs and HAA5s in accordance with Rule 62-550.822, F.A.C. Respondent shall submit all sampling results to the Department within 10 days following the month in which the samples were taken or within 10 days following Respondent's receipt of the results, whichever is sooner.

g) Respondent shall continue to issue public notices regarding the MCL violation(s) described above every 90 days, as required by Rule 62-560.410(1), F.A.C., until the Department determines that the System is in compliance with all MCLs. Respondent shall submit certification of delivery of public notices, using DEP Form 62-555.900(22), F.A.C. to the Department within 10 days of issuing each public notice.

h) Respondent shall submit written quarterly updates on the status of the permitted modifications. Updates shall be submitted to the Department within 10 days following the end of each calendar quarter until the modifications are complete and cleared for service.

6. Within 30 days of the completion of construction and clearance for operation, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.

7. Respondent agrees to pay the Department stipulated penalties in the amount of \$250 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph 5 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment, and shall do so as further described in paragraph 8, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order.

8. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the

“Department of Environmental Protection” and shall include both the OGC number assigned to this Order and the notation “Water Quality Assurance Trust Fund.” Online payments by e-check can be made by going to the DEP Business Portal at:

<http://www.fldepportal.com/go/pay/>. It will take a number of days after this order becomes final and effectively filed with the Clerk of the Department before ability to make online payment is available.

9. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Wanda Parker-Garvin, Environmental Manager, Compliance Assurance Program, Department of Environmental Protection, Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

10. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

11. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property, (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

12. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as “contractor”) to whom responsibility for performance is

delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department within two days of the delay, and then within seven calendar days, shall notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

13. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

14. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

15. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

16. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$5,000.00 per day per violation, and criminal penalties.

17. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

18. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

19. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

20. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

21. Respondent shall publish the following notice in a newspaper of daily circulation in Lake County, Florida. The notice shall be published one time only within 14 days of the effective date of the Order. Respondent shall provide a certified copy of the published notice to the Department within 10 days of publication.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

NOTICE OF CONSENT ORDER

The Department of Environmental Protection (“Department”) gives notice of agency action of entering into a Consent Order with LAKE UTILITIES SERVICES, INC. pursuant to section 120.57(4), Florida Statutes. The Consent Order addresses the maximum contaminant level (“MCL”) exceedances of total trihalomethanes (“TTHMs”) and the five haloacetic acids (“HAA5s”) at 2425 US Highway 27, Clermont, FL 34714. The Consent Order is available for public inspection during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays, at the Department of Environmental Protection, Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department’s final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner’s representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner’s substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;

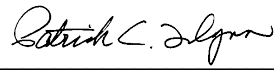
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

22. Rules referenced in this Order are available at <http://www.dep.state.fl.us/legal/Rules/rulelist.htm>

DEP vs. Lake Utilities Services, Inc.
Consent Order, OGC No. 16-0376
Page 10

FOR THE RESPONDENT:



Patrick C. Flynn
Vice President of Operations

9/6/2016
Date

DEP vs. Lake Utilities Services, Inc.
Consent Order, OGC No. 16-0376
Page 11


DONE AND ORDERED this 12th day of September, 2016 in Orange County, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Jeff Prather
District Director
Central District

Filed, on this date, pursuant to section 120.52, F.S., with the designated Department Clerk,
receipt of which is hereby acknowledged.



Clerk

September 12, 2016
Date

Copies furnished to:
Lea Crandall, Agency Clerk
Mail Station 35



FLORIDA DEPARTMENT OF Environmental Protection

Southwest District Office
13051 North Telecom Parkway #101
Temple Terrace, Florida 33637-0926

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

November 19, 2018

Patrick C. Flynn
Vice President of Operations
Utilities, Inc.
200 Weathersfield Ave.
Altamonte Springs, FL 32714
pcflynn@uiwater.com

Re: Executed Consent Order OGC File No. 18-1197
Mid-County Services, Inc. WWTF
Facility ID No. FL0034789
Pinellas County

Dear Mr. Flynn:

Enclosed please find the executed Consent Order OGC No. 18-1197 regarding the above referenced facility. The effective date of the Order is the filing date entered by the designated Department Clerk on the signature page.

Should you have any questions, please contact Mr. Lance Kautz at (813) 470-5903, or via e-mail: Lance.Kautz@floridadep.gov. Thank you for your cooperation.

Sincerely yours,

A handwritten signature in blue ink that reads "Kelley M. Bootwright for:".

Mary E. Yeagan, PG
Southwest District Director
Florida Department of Environmental Protection

MEY/lk

cc: Seyd Matteson, UI Water, SJMatteson@uiwater.com
Mike Wilson, UI Water, MAWilson@uiwater.com
William Lee Neal, UI Water, wlnal@uiwater.com
Scotty Haws, UI Water, SLHaws@uiwater.com

Mid-County Services, Inc. WWTF
Proposed Consent Order OGC File No. 18-1197
Page 2

John Hoy, UI Water, JPHoy@uiwater.com
Lea Crandall, DEP, Lea.Crandall@floridadep.gov
Adrienne Pennington, DEP, Adrienne.Pennington@floridadep.gov
Lance Kautz, DEP-SWD, Lance.Kautz@FloridaDEP.gov
Erica Peck, DEP-SWD, Erica.Peck@FloridaDEP.gov
Steve Thompson, DEP-SWD, Steve.Thompson@FloridaDEP.gov
Kelley Boatwright, DEP-SWD, Kelley.M.Boatwright@FloridaDEP.gov

Enclosures: Executed Consent Order, OGC File No. 18-1197
Exhibit 1 - Interim Discharge Monitoring Report
Exhibit 2 - In-Kind Project

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION)	SOUTHWEST DISTRICT
)	
v.)	OGC FILE NO. 18-1197
)	
MID-COUNTY SERVICES, INC. DBA)	
UTILITIES INC. OF FLORIDA)	
_____)	

CONSENT ORDER

This Consent Order (Order) is entered into between the State of Florida Department of Environmental Protection (Department) and Mid-County Services, Inc. DBA Utilities, Inc. of Florida (Respondent) to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds, and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's air and water resources and to administer and enforce the provisions of Chapter 403, Florida Statutes (Fla. Stat.), and the rules promulgated and authorized in Title 62, Florida Administrative Code (Fla. Admin. Code). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent, Mid-County Services, Inc. dba Utilities, Inc. of Florida, is a Florida Profit Corporation with its principal place of business located at 200 Weathersfield Avenue, Altamonte Springs, Florida 32714.
3. Respondent is a person within the meaning of Section 403.031(5), Fla. Stat.
4. Respondent is the owner and is responsible for the operation of the Mid-County WWTF, an existing 0.90 million gallons per day (MGD) Annual Average Daily Flow (AADF), Type I, advanced

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 Consent Order, OGC No.18-1197
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wastewater treatment facility with high-level disinfection with an existing 0.90 MGD AADF surface water discharge into the Class III fresh waters of Curlew Creek and eventually to Clearwater Harbor, a Class III marine water (Facility). The Facility is operated under Wastewater Permit No. FL0034789 (Permit), which was issued on August 5, 2016 and will expire on August 4, 2021. The Facility is located at 2299 Spanish Vista Drive, Dunedin, Florida 34698-9438, in Pinellas County, Florida (Property). Respondent owns the Property on which the Facility is located.

5. Permit Condition I.A.1. Reclaimed Water and Effluent Limitations and Monitoring Requirements sets effluent limitations for the following parameters: Total Nitrogen; BOD, Carbonaceous 5 day, 20C; Solids, Total Suspended; and Coliform, Fecal.

6. The Department finds that the following violations occurred:

a) A review of the discharge monitoring reports (DMRs) for the period of August 1, 2015 to September 30, 2018 indicated the Permit limits were exceeded, as shown in Table 1, below:

Table 1 – DMR Exceedances

Date	Parameter	Result	Limit	Units	Statistical Base
8/31/2018	Nitrogen, Total	2.67	2.12	ton/yr	AD – Annual Total
7/31/2018	Nitrogen, Total	2.60	2.12	ton/yr	AD – Annual Total
6/30/2018	Nitrogen, Total	2.56	2.12	ton/yr	AD - Annual Total
5/31/2018	Nitrogen, Total	2.50	2.12	ton/yr	AD - Annual Total
4/30/2018	Nitrogen, Total	2.25	2.12	ton/yr	AD - Annual Total
3/31/2018	BOD, Carbonaceous 5 day, 20C	8.53	6.25	mg/L	MK - Monthly
3/31/2018	BOD, Carbonaceous 5 day, 20C	15	10.0	mg/L	MB - Maximum
3/31/2018	Nitrogen, Total	2.14	2.12	ton/yr	AD - Annual Total
2/28/2018	Nitrogen, Total	2.20	2.12	ton/yr	AD - Annual Total
1/31/2018	BOD, Carbonaceous 5 day, 20C	6.34	6.25	mg/L	MK - Monthly
1/31/2018	BOD, Carbonaceous 5 day, 20C	14	10.0	mg/L	MB - Maximum
1/31/2018	Nitrogen, Total	2.20	2.12	ton/yr	AD - Annual Total
12/31/2017	Solids, Total Suspended	24	5.0	mg/L	MB - Maximum
12/31/2017	Nitrogen, Total	18	6.0	mg/L	MB - Maximum
12/31/2017	Nitrogen, Total	8.1	3.75	mg/L	MK - Monthly
12/31/2017	Coliform, Fecal	48	25.0	#/100	MB - Maximum

12/31/2017	Nitrogen, Total	2.17	2.12	ton/yr	AD - Annual Total
11/30/2017	BOD, Carbonaceous 5 day, 20C	19	10.0	mg/L	MB - Maximum
11/30/2017	BOD, Carbonaceous 5 day, 20C	7.8	6.25	mg/L	MK - Monthly
7/31/2017	Solids, Total Suspended	18	5.0	mg/L	MB - Maximum
6/30/2017	Solids, Total Suspended	18	5.0	mg/L	MB - Maximum
5/31/2017	Solids, Total Suspended	9.2	5.0	mg/L	MB - Maximum
10/31/2016	Coliform, Fecal	32	25.0	#/100	MB - Maximum
7/31/2016	Coliform, Fecal	58	25.0	#/100	MB - Maximum
3/31/2016	Nitrogen, Total	9.6	6.00	mg/L	MB - Maximum
3/31/2016	Nitrogen, Total	4.5	3.75	mg/L	MK - Monthly
8/31/2015	Solids, Total Suspended	6.2	5.0	mg/L	MB - Maximum

b) The exceedances in Table 1, above, are violations of Rule 62-4.160, Fla. Admin. Code, which states that it is a violation to fail to comply with the terms, conditions, requirements, limitations, and restrictions set forth in the Permit. These exceedances are also violations of Rule 62-600.410(1), Fla. Admin. Code, which states that it is a violation to fail to operate and maintain the domestic wastewater treatment plant in accordance with the applicable provisions of this chapter and to attain, at a minimum, the effluent quality required by the operation criteria specified in this chapter.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

ORDERED:

7. Within 90 days of the effective date of this Order, Respondent shall retain the services of a professional engineer, registered in the State of Florida, to complete and submit a report to the Department for review and approval of the following:

a) A preliminary design review (PDR) to evaluate the Facility, including the effluent disposal system and associated collection system, to discover the cause or causes of the noncompliance.

b) An updated Operation and Maintenance Performance Report which meets the requirements of Rule 62-600.735, Fla. Admin. Code.

DEP vs. Mid-County Services, Inc.
Consent Order, OGC No.18-1197
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c) An updated Capacity Analysis Report for the Facility meeting the requirements of Rule 62-600.405, Fla. Admin. Code.

8. Upon the first day of the month following the effective date of this Consent Order and lasting through December 31, 2019, the Facility's effluent discharge to Curlew Creek shall meet the following interim limits, as identified in Table 2, below:

Table 2 – Interim Limits

Parameter	Interim Limit	Units	Statistical Base
Nitrogen, Total	2.75	ton/yr	AD - Annual Total
Nitrogen, Total	20	mg/L	MB - Maximum
Nitrogen, Total	10	mg/L	MK - Monthly
BOD, Carbonaceous 5 day,	20	mg/L	MB - Maximum
BOD, Carbonaceous 5 day,	10	mg/L	MK - Monthly

9. A copy of the Discharge Monitoring Report (“DMR”) to be used for reporting the interim limit values is incorporated herein and attached as Exhibit I. Sampling, analysis and reporting of the aforementioned parameters shall be in accordance with the permit. These interim limits do not act as a State of Florida Department of Environmental Protection wastewater permit effluent limitation or modified permit limitation, nor does it authorize or otherwise justify violation of the Florida Air and Water Pollution Control Act, Part I, Chapter 403, Florida Statutes, during the pendency of this Consent Order.

10. Within 90 days of Department approval of the report referenced in Paragraph 7, the Respondent shall submit a complete application for a Department wastewater permit to construct any design modifications of the Facility, effluent disposal system, and/or collection systems, as designed by a professional engineer and as recommended in the PDR, if such modifications require a permit. A professional engineer shall be responsible for completing the following:

DEP vs. Mid-County Services, Inc.
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a) Design modifications of the Facility, effluent disposal system, and collection systems to ensure the Facility and effluent disposal system will function in full and consistent compliance with all applicable rules of the Department.

b) Oversee the construction of any modifications to the Facility, effluent disposal system, or collection system.

c) Submit to the Department a “Notification of Completion of Construction for Wastewater Facilities or Activities” (Form 62-620.910(12), Fla. Admin. Code), and if applicable, “Request For Approval To Place A Domestic Wastewater Collection/Transmission System Into Operation”, (Form 62-604.300(8)(b), Fla. Admin. Code) , prepared and sealed by a professional engineer registered in the State of Florida, stating that modifications to the Facility, effluent disposal system, and collection system have been constructed in accordance with the provisions of the Permit.

11. In the event the Department requires additional information to process the permit application described in paragraph 10, above, the Respondent must provide a written response containing the information requested by the Department within 30 days of the date of the request.

12. If any modifications listed in the PDR submitted per Paragraph 7a **do not** require a permit, the Respondent shall provide written notification, to the Department, of completion of any operational changes, updates to the Operating Protocol, or modifications to the plant, within 45 days of accomplishment.

13. Every calendar quarter after the effective date of this Order and continuing until all corrective actions have been completed, Respondent shall submit to the Department a written report containing information about the status and progress of projects being completed under this Order, information about compliance or noncompliance with the applicable requirements of this Order, including construction requirements and effluent limitations, and any reasons for noncompliance. These

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Consent Order, OGC No.18-1197
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reports shall also include a projection of the work Respondent will perform pursuant to this Order during the 12-month period which will follow the report. Respondent shall submit the reports to the Department within 30 days of the end of each quarter.

14. Notwithstanding the time periods described in the paragraphs above, Respondent shall complete all corrective actions required by Paragraphs 7-13 by December 31, 2019 and be in full compliance with the current domestic wastewater permit and applicable rules of Chapter 62-600, Fla. Admin. Code., regardless of any intervening events or alternative time frames imposed in this Order.

15. Within 30 days of the effective date of this Order, Respondent shall pay the Department \$8,500.00 in settlement of the regulatory matters addressed in this Order. This amount includes \$8,000.00 for civil penalties and \$500.00 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Order. The civil penalty in this case includes four (4) violations that each warrant a penalty of \$2,000.00 or more.

16. Respondent agrees to pay the Department stipulated penalties in the amount of \$1,000.00 per day for every day Respondent fails to timely comply with any of the requirements of paragraphs 7-13 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment and shall do so as further described in paragraph 17, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order. Any stipulated penalties assessed under this paragraph shall be in addition to the civil penalties agreed to in paragraph 15 of this Order.

17. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the

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notation “Water Quality Assurance Trust Fund.” Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order is final and effective filed with the Clerk of the Department before ability to make online payment is available.

18. In lieu of making cash payment of \$8,000.00 in civil penalties as set forth in paragraph 17 above, Respondent may elect to off-set this amount by implementing an in-kind project, which must be approved by the Department. An in-kind project must be either an environmental enhancement, environmental restoration or a capital/facility improvement project. The Department may also consider the donation of environmentally sensitive land as an in-kind project. The value of the in-kind penalty project shall be one and a half times the civil penalty amount, which in this case is the equivalent of at least \$12,000.00. If Respondent chooses to implement an in-kind project, Respondent shall notify the Department of its election either electronically or by certified mail within **15 days** of the effective date of this Consent Order. **Notwithstanding the election to implement an in-kind project, payment of the remaining \$500.00 in costs must be paid within 30 days of the effective date of the Consent Order.**

If Respondent elects to implement an in-kind project as provided in paragraph 20, then Respondent shall comply with the requirements and time frames in Exhibit 2 entitled In-Kind Projects.

19. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Lance Kautz, Domestic Wastewater Program, Department of Environmental Protection, Southwest District Office, 13051 North Telecom Parkway, Suite 101, Temple Terrace, Florida 33637, Lance.Kautz@FloridaDEP.gov.

DEP vs. Mid-County Services, Inc.
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20. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

21. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, and if all of the requirements of this Order have not been fully satisfied, Respondent shall at least 30 days prior to the sale or conveyance of the Facility or Property (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

22. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree

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that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

23. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with the terms of this Order.

24. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

25. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

26. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$10,000.00 per day per violation, and criminal penalties.

DEP vs. Mid-County Services, Inc.
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27. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, Fla. Stat., regarding the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, Fla. Stat.

28. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

29. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, Fla. Stat. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), Fla. Stat.

30. This Consent Order is a final order of the Department pursuant to section 120.52(7), Fla. Stat., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, Fla. Stat. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

31. Respondent shall publish the following notice in a newspaper of daily circulation in Pinellas County, Florida. The notice shall be published one time only within 15 days of the effective date of the Order. Respondent shall provide a certified copy of the published notice to the Department within 10 days of publication.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

NOTICE OF CONSENT ORDER

The Department of Environmental Protection (Department) gives notice of agency action of entering into a Consent Order with UTILITIES, INC. OF FLORIDA pursuant to section 120.57(4), Florida Statutes. The Consent Order addresses the operation of the domestic wastewater treatment

DEP vs. Mid-County Services, Inc.
Consent Order, OGC No.18-1197
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facility, including the associated sewer collection transmission system, and permit limit exceedances at Mid-County WWTP. located at 2299 Spanish Vista Drive, Dunedin, Florida 34698-9438. The Consent Order is available for public inspection during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays, at the Department of Environmental Protection, Southwest District Office, 13051 N. Telecom Parkway, Suite 101, Temple Terrace, Florida 33637-0926.

32. Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;

DEP vs. Mid-County Services, Inc.
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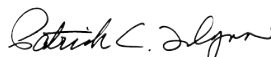
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

33. The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at the Department of Environmental Protection, Southwest District Office, 13051 N. Telecom Parkway, Suite 101, Temple Terrace, Florida 33637-0926. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

34. Rules referenced in this Order are available at

<https://softlive.dep.state.fl.us/ogc/ogc/content/rules>

FOR THE RESPONDENT:



Patrick C. Flynn
Vice President of Operations

November 19, 2018
Date

DEP vs. Mid-County Services, Inc.
Consent Order, OGC No.18-1197
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DONE AND ORDERED this 19 day of November 2018, in Hillsborough, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION

Kelley M. Boatright for:
Mary E. Yeagan, P.G.
Southwest District Director
Florida Department of Environmental Protection

Filed, on this date, pursuant to section 120.52, Fla. Stat., with the designated Department Clerk, receipt of which is hereby acknowledged.

Rhonda Hughes
Clerk

November 19, 2018
Date

Copies furnished to:

Lea Crandall, Agency Clerk
Mail Station 35 DW_CO (REV. 06/09)

DEPARTMENT OF ENVIRONMENTAL PROTECTION DISCHARGE MONITORING REPORT - PART A

When completed mail this report to: Department of Environmental Protection, Wastewater Compliance Evaluation Section, MS 3551, 2600 Blair Stone Road, Tallahassee, FL 32399-2400

PERMITTEE NAME:	Mid-County Services, Inc.	PERMIT NUMBER:	FL0034789-013-DW1P/NR OGC No. #18-1197
MAILING ADDRESS:	200 Weathersfield Avenue Altamonte Springs, Florida 32714-4027	LIMIT:	INTERIM
FACILITY:	Mid-County WWTP	CLASS SIZE:	MI
LOCATION:	2299 Spanish Vista Drive Dunedin, FL 34698-9438	MONITORING GROUP NUMBER:	D-001
COUNTY:	Pinellas	MONITORING GROUP DESCRIPTION:	Discharge of treated effluent., with Influent
OFFICE:	Southwest District	RE-SUBMITTED DMR:	<input type="checkbox"/>
		NO DISCHARGE FROM SITE:	<input type="checkbox"/>
		MONITORING PERIOD	From: _____ To: _____
		REPORT FREQUENCY:	Monthly
		PROGRAM:	Domestic

Parameter		Quantity or Loading	Units	Quality or Concentration	Units	No. Ex.	Frequency of Analysis	Sample Type
Flow	Sample Measurement							
PARM Code 50050 Y Mon. Site No. FLW-01	Permit Requirement	0.90 (An.Avg.)	MGD				Monthly	Calculated
Flow	Sample Measurement							
PARM Code 50050 1 Mon. Site No. FLW-01	Permit Requirement	Report (Mo.Avg.)	MGD				5 Days/Week	Flow Totalizer
BOD, Carbonaceous 5 day, 20C	Sample Measurement							
PARM Code 80082 Y Mon. Site No. EFD-01	Permit Requirement			5.0 (An.Avg.)	mg/L		Monthly	Calculated
BOD, Carbonaceous 5 day, 20C	Sample Measurement							
PARM Code 80082 1 Mon. Site No. EFD-01	Permit Requirement			10.0 (Mo.Avg.)	mg/L		Weekly	16-hr FPC
				20.0 (Max.)				
Solids, Total Suspended	Sample Measurement							
PARM Code 00530 Y Mon. Site No. EFD-01	Permit Requirement			5.0 (An.Avg.)	mg/L		Monthly	Calculated
Solids, Total Suspended	Sample Measurement							
PARM Code 00530 1 Mon. Site No. EFD-01	Permit Requirement			6.25 (Mo.Avg.)	mg/L		Weekly	16-hr FPC
				10.0 (Max.)				

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

NAME/TITLE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	SIGNATURE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	TELEPHONE NO	DATE (mm/dd/yyyy)

COMMENT AND EXPLANATION OF ANY VIOLATIONS (Reference all attachments here):

DISCHARGE MONITORING REPORT - PART A (Continued)

FACILITY: Mid-County WWTP

MONITORING GROUP D-001

PERMIT NUMBER: FL0034789-013-DW1P/NR

NUMBER:

MONITORING PERIOD From: _____ To: _____ **INTERIM**

Parameter		Quantity or Loading		Units	Quality or Concentration		Units	No. Ex.	Frequency of Analysis	Sample Type
Solids, Total Suspended	Sample Measurement									
PARM Code 00530 P Mon. Site No. EFB-01	Permit Requirement					5.0 (Max.)	mg/L		4 Days/Week	Grab
Nitrogen, Total	Sample Measurement									
PARM Code 00600 Y Mon. Site No. EFD-01	Permit Requirement					3.0 (An.Avg.)	mg/L		Monthly	Calculated
Nitrogen, Total	Sample Measurement									
PARM Code 00600 1 Mon. Site No. EFD-01	Permit Requirement					10.0 (Mo.Avg.)	mg/L		Weekly	16-hr FPC
Phosphorus, Total (as P)	Sample Measurement									
PARM Code 00665 Y Mon. Site No. EFD-01	Permit Requirement					1.0 (An.Avg.)	mg/L		Monthly	Calculated
Phosphorus, Total (as P)	Sample Measurement									
PARM Code 00665 1 Mon. Site No. EFD-01	Permit Requirement					1.25 (Mo.Avg.)	mg/L		Weekly	16-hr FPC
pH	Sample Measurement									
PARM Code 00400 1 Mon. Site No. EFD-01	Permit Requirement				6.0 (Min.)	8.5 (Max.)	s.u.		5 Days/Week	Meter
Coliform, Fecal, % less than detection	Sample Measurement									
PARM Code 51005 A Mon. Site No. EFA-01	Permit Requirement				75 (Min.Mo.Total)		percent		Monthly	Calculated
Coliform, Fecal	Sample Measurement									
PARM Code 74055 A Mon. Site No. EFA-01	Permit Requirement					25 (Max.)	#/100mL		4 Days/Week	Grab
Chlorine, Total Residual (For Disinfection)	Sample Measurement									
PARM Code 50060 A Mon. Site No. EFA-01	Permit Requirement				1.0 (Min.)		mg/L		5 Days/Week	Meter
Chlorine, Total Residual (For Dechlorination)	Sample Measurement									
PARM Code 50060 1 Mon. Site No. EFD-01	Permit Requirement					0.01 (Max.)	mg/L		Weekly	Grab

DISCHARGE MONITORING REPORT - PART A (Continued)

FACILITY: Mid-County WWTP

MONITORING GROUP D-001

PERMIT NUMBER: FL0034789-013-DW1P/NR

NUMBER:

MONITORING PERIOD From: _____ To: _____ **INTERIM**

Parameter		Quantity or Loading	Units	Quality or Concentration	Units	No. Ex.	Frequency of Analysis	Sample Type
Oxygen, Dissolved (DO)	Sample Measurement							
PARM Code 00300 1 Mon. Site No. EFD-01	Permit Requirement			5.00 (Min.)	mg/L		5 Days/Week	Grab
Nitrogen, Total	Sample Measurement							
PARM Code 00600 A Mon. Site No. EFD-01	Permit Requirement	Report (Mo.Total)	ton/mth				Monthly	Calculated
Nitrogen, Total	Sample Measurement							
PARM Code 00600 P Mon. Site No. EFD-01	Permit Requirement	2.75 (An.Total)	ton/yr				Monthly	Calculated
7-DAY CHRONIC STATRE Ceriodaphnia dubia (Routine)	Sample Measurement							
PARM Code TRP3B P Mon. Site No. EFD-01	Permit Requirement			100 (Min.)	percent		Semi-Annually; twice per year	24-hr FPC
7-DAY CHRONIC STATRE Ceriodaphnia dubia (Additional)	Sample Measurement							
PARM Code TRP3B Q Mon. Site No. EFD-01	Permit Requirement			100 (Min.)	percent		As needed	As required by the permit
7-DAY CHRONIC STATRE Ceriodaphnia dubia (Additional)	Sample Measurement							
PARM Code TRP3B R Mon. Site No. EFD-01	Permit Requirement			100 (Min.)	percent		As needed	As required by the permit
7-DAY CHRONIC STATRE Pimephales promelas (Routine)	Sample Measurement							
PARM Code TRP6C P Mon. Site No. EFD-01	Permit Requirement			100 (Min.)	percent		Semi-Annually; twice per year	24-hr FPC
7-DAY CHRONIC STATRE Pimephales promelas (Additional)	Sample Measurement							
PARM Code TRP6C Q Mon. Site No. EFD-01	Permit Requirement			100 (Min.)	percent		As needed	As required by the permit
7-DAY CHRONIC STATRE Pimephales promelas (Additional)	Sample Measurement							
PARM Code TRP6C R Mon. Site No. EFD-01	Permit Requirement			100 (Min.)	percent		As needed	As required by the permit

DISCHARGE MONITORING REPORT - PART A (Continued)

FACILITY: Mid-County WWTP

MONITORING GROUP D-001

PERMIT NUMBER: FL0034789-013-DW1P/NR

NUMBER:

MONITORING PERIOD From: _____ To: _____ **INTERIM**

Parameter		Quantity or Loading		Units	Quality or Concentration			Units	No. Ex.	Frequency of Analysis	Sample Type
Flow	Sample Measurement										
PARM Code 50050 P Mon. Site No. FLW-01	Permit Requirement		0.9 (An.Avg.)	MGD						Monthly	Calculated
Flow	Sample Measurement										
PARM Code 50050 Q Mon. Site No. FLW-01	Permit Requirement	Report (Mo.Avg.)	Report (3Mo.Avg.)	MGD						5 Days/Week	Flow Totalizer
Percent Capacity, (TMADF/Permitted Capacity) x 100	Sample Measurement										
PARM Code 00180 G Mon. Site No. INF-01	Permit Requirement					Report (Mo.Avg.)	percent			Monthly	Calculated
BOD, Carbonaceous 5 day, 20C (Influent)	Sample Measurement										
PARM Code 80082 G Mon. Site No. INF-01	Permit Requirement					Report (Mo.Avg.)	mg/L			Monthly	16-hr FPC
Solids, Total Suspended (Influent)	Sample Measurement										
PARM Code 00530 G Mon. Site No. INF-01	Permit Requirement					Report (Mo.Avg.)	mg/L			Monthly	16-hr FPC

DEPARTMENT OF ENVIRONMENTAL PROTECTION DISCHARGE MONITORING REPORT - PART A

When Completed mail this report to: Department of Environmental Protection, Wastewater Compliance Evaluation Section, MS 3551, 2600 Blair Stone Road, Tallahassee, FL 32399-2400

PERMITTEE NAME: Mid-County Services, Inc.
 MAILING ADDRESS: 200 Weathersfield Avenue
 Altamonte Springs, Florida 32714-4027

PERMIT NUMBER: FL0034789-013-DW1P/NR

FACILITY: Mid-County WWTP
 LOCATION: 2299 Spanish Vista Drive
 Dunedin, FL 34698-9438

LIMIT: Final
 CLASS SIZE: MI
 MONITORING GROUP NUMBER: RMP-Q
 MONITORING GROUP DESCRIPTION: Biosolids Quantity

REPORT FREQUENCY: Monthly
 PROGRAM: Domestic

COUNTY: Pinellas
 OFFICE: Southwest District

RE-SUBMITTED DMR:
 NO DISCHARGE FROM SITE:
 MONITORING PERIOD From: _____ To: _____

Parameter		Quantity or Loading		Units	Quality or Concentration			Units	No. Ex.	Frequency of Analysis	Sample Type
Biosolids Quantity (Transferred)	Sample Measurement										
PARM Code B0007 + Mon. Site No. RMP-1	Permit Requirement		Report (Mo.Total)	dry tons						Monthly	Calculated
Biosolids Quantity (Landfilled)	Sample Measurement										
PARM Code B0008 + Mon. Site No. RMP-2	Permit Requirement		Report (Mo.Total)	dry tons						Monthly	Calculated

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

NAME/TITLE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	SIGNATURE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	TELEPHONE NO	DATE (mm/dd/yyyy)

COMMENT AND EXPLANATION OF ANY VIOLATIONS (Reference all attachments here):

DAILY SAMPLE RESULTS - PART B

Permit Number: FL0034789-013-DW1P/NR Facility: Mid-County WWTP
 Monitoring Period From: _____ To: _____

	Flow (MGD) (D-001)	CBOD5 (MG/L)	TSS (MG/L)	TSS (MG/L)	Nitrogen, Total (as N) (MG/L)	Phosphorus, Total (as P) (MG/L)	pH (Min)	pH (Max)	Fecal Coliform Bacteria (#/100ML)	TRC (For Disinfect.) (MG/L)	TRC (For Dechlor.) (MG/L)
Code	50050	80082	00530	00530	00600	00665	00400	00400	74055	50060	50060
Mon. Site	FLW-01	EFD-01	EFD-01	EFD-01	EFD-01	EFD-01	EFD-01	EFD-01	EFA-01	EFA-01	EFD-01
1											
2											
3											
4											
5											
6											
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22											
23											
24											
25											
26											
27											
28											
29											
30											
31											
Total											
Mo. Avg.											

PLANT STAFFING:

Day Shift Operator Class: _____ Certificate No: _____ Name: _____
 Evening Shift Operator Class: _____ Certificate No: _____ Name: _____
 Night Shift Operator Class: _____ Certificate No: _____ Name: _____
 Lead Operator Class: _____ Certificate No: _____ Name: _____

DAILY SAMPLE RESULTS - PART B

Permit Number: FL0034789-013-DW1P/NR
 Monitoring Period From: _____ To: _____

Facility: Mid-County WWTP

	Oxygen, Dissolved (DO) (MG/L)	Flow (MGD) (Total Plant)	CBOD5 (MG/L)	TSS (MG/L)						
Code	00300	50050	80082	00530						
Mon. Site	EFD-01	FLW-01	INF-01	INF-01						
1										
2										
3										
4										
5										
6										
7										
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28										
29										
30										
31										
Total										
Mo. Avg.										

PLANT STAFFING:

Day Shift Operator Class: _____ Certificate No: _____ Name: _____

Evening Shift Operator Class: _____ Certificate No: _____ Name: _____

Night Shift Operator Class: _____ Certificate No: _____ Name: _____

Lead Operator Class: _____ Certificate No: _____ Name: _____

INSTRUCTIONS FOR COMPLETING THE WASTEWATER DISCHARGE MONITORING REPORT

Read these instructions before completing the DMR. Hard copies and/or electronic copies of the required parts of the DMR were provided with the permit. All required information shall be completed in full and typed or printed in ink. A signed, original DMR shall be mailed to the address printed on the DMR by the 28th of the month following the monitoring period. Facilities who submit their DMR(s) electronically through eDMR do not need to submit a hardcopy DMR. The DMR shall not be submitted before the end of the monitoring period.

The DMR consists of three parts--A, B, and D--all of which may or may not be applicable to every facility. Facilities may have one or more Part A's for reporting effluent or reclaimed water data. All domestic wastewater facilities will have a Part B for reporting daily sample results. Part D is used for reporting ground water monitoring well data.

When results are not available, the following codes should be used on parts A and D of the DMR and an explanation provided where appropriate. Note: Codes used on Part B for raw data are different.

CODE	DESCRIPTION/INSTRUCTIONS
ANC	Analysis not conducted.
DRY	Dry Well
FLD	Flood disaster.
IFS	Insufficient flow for sampling.
LS	Lost sample.
MNR	Monitoring not required this period.

CODE	DESCRIPTION/INSTRUCTIONS
NOD	No discharge from/to site.
OPS	Operations were shutdown so no sample could be taken.
OTH	Other. Please enter an explanation of why monitoring data were not available.
SEF	Sampling equipment failure.

When reporting analytical results that fall below a laboratory's reported method detection limits or practical quantification limits, the following instructions should be used, unless indicated otherwise in the permit or on the DMR:

1. Results greater than or equal to the PQL shall be reported as the measured quantity.
2. Results less than the PQL and greater than or equal to the MDL shall be reported as the laboratory's MDL value. These values shall be deemed equal to the MDL when necessary to calculate an average for that parameter and when determining compliance with permit limits.
3. Results less than the MDL shall be reported by entering a less than sign (" $<$ ") followed by the laboratory's MDL value, e.g. < 0.001 . A value of one-half the MDL or one-half the effluent limit, whichever is lower, shall be used for that sample when necessary to calculate an average for that parameter. Values less than the MDL are considered to demonstrate compliance with an effluent limitation.

PART A -DISCHARGE MONITORING REPORT (DMR)

Part A of the DMR is comprised of one or more sections, each having its own header information. Facility information is preprinted in the header as well as the monitoring group number, whether the limits and monitoring requirements are interim or final, and the required submittal frequency (e.g. monthly, annually, quarterly, etc.). Submit Part A based on the required reporting frequency in the header and the instructions shown in the permit. The following should be completed by the permittee or authorized representative:

Resubmitted DMR: Check this box if this DMR is being re-submitted because there was information missing from or information that needed correction on a previously submitted DMR. The information that is being revised should be clearly noted on the re-submitted DMR (e.g. highlight, circle, etc.)

No Discharge From Site: Check this box if no discharge occurs and, as a result, there are no data or codes to be entered for all of the parameters on the DMR for the entire monitoring group number; however, if the monitoring group includes other monitoring locations (e.g., influent sampling), the "NOD" code should be used to individually denote those parameters for which there was no discharge.

Monitoring Period: Enter the month, day, and year for the first and last day of the monitoring period (i.e. the month, the quarter, the year, etc.) during which the data on this report were collected and analyzed.

Sample Measurement: Before filling in sample measurements in the table, check to see that the data collected correspond to the limit indicated on the DMR (i.e. interim or final) and that the data correspond to the monitoring group number in the header. Enter the data or calculated results for each parameter on this row in the non-shaded area above the limit. Be sure the result being entered corresponds to the appropriate statistical base code (e.g. annual average, monthly average, single sample maximum, etc.) and units. Data qualifier codes are not to be reported on Part A.

No. Ex.: Enter the number of sample measurements during the monitoring period that exceeded the permit limit for each parameter in the non-shaded area. If none, enter zero.

Frequency of Analysis: The shaded areas in this column contain the minimum number of times the measurement is required to be made according to the permit. Enter the actual number of times the measurement was made in the space above the shaded area.

Sample Type: The shaded areas in this column contain the type of sample (e.g. grab, composite, continuous) required by the permit. Enter the actual sample type that was taken in the space above the shaded area.

Signature: This report must be signed in accordance with Rule 62-620.305, F.A.C. Type or print the name and title of the signing official. Include the telephone number where the official may be reached in the event there are questions concerning this report. Enter the date when the report is signed.

Comment and Explanation of Any Violations: Use this area to explain any exceedances, any upset or by-pass events, or other items which require explanation. If more space is needed, reference all attachments in this area.

PART B - DAILY SAMPLE RESULTS

Monitoring Period: Enter the month, day, and year for the first and last day of the monitoring period (i.e. the month, the quarter, the year, etc.) during which the data on this report were collected and analyzed.

Daily Monitoring Results: Transfer all analytical data from your facility's laboratory or a contract laboratory's data sheets for all day(s) that samples were collected. Record the data in the units indicated. Table 1 in Chapter 62-160, F.A.C., contains a complete list of all the data qualifier codes that your laboratory may use when reporting analytical results. However, when transferring numerical results onto Part B of the DMR, only the following data qualifier codes should be used and an explanation provided where appropriate.

CODE	DESCRIPTION/INSTRUCTIONS
<	The compound was analyzed for but not detected.
A	Value reported is the mean (average) of two or more determinations.
J	Estimated value, value not accurate.
Q	Sample held beyond the actual holding time.
Y	Laboratory analysis was from an unpreserved or improperly preserved sample.

To calculate the monthly average, add each reported value to get a total. For flow, divide this total by the number of days in the month. For all other parameters, divide the total by the number of observations.

Plant Staffing: List the name, certificate number, and class of all state certified operators operating the facility during the monitoring period. Use additional sheets as necessary.

PART D - GROUND WATER MONITORING REPORT

Monitoring Period: Enter the month, day, and year for the first and last day of the monitoring period (i.e. the month, the quarter, the year, etc.) during which the data on this report were collected and analyzed.

Date Sample Obtained: Enter the date the sample was taken. Also, check whether or not the well was purged before sampling.

Time Sample Obtained: Enter the time the sample was taken.

Sample Measurement: Record the results of the analysis. If the result was below the minimum detection limit, indicate that. Data qualifier codes are not to be reported on Part D.

Detection Limits: Record the detection limits of the analytical methods used.

Analysis Method: Indicate the analytical method used. Record the method number from Chapter 62-160 or Chapter 62-601, F.A.C., or from other sources.

Sampling Equipment Used: Indicate the procedure used to collect the sample (e.g. airlift, bucket/bailer, centrifugal pump, etc.)

Samples Filtered: Indicate whether the sample obtained was filtered by laboratory (L), filtered in field (F), or unfiltered (N).

Signature: This report must be signed in accordance with Rule 62-620.305, F.A.C. Type or print the name and title of the signing official. Include the telephone number where the official may be reached in the event there are questions concerning this report. Enter the date when the report is signed.

Comments and Explanation: Use this space to make any comments on or explanations of results that are unexpected. If more space is needed, reference all attachments in this area.

SPECIAL INSTRUCTIONS FOR LIMITED WET WEATHER DISCHARGES

Flow (Limited Wet Weather Discharge): Enter the measured average flow rate during the period of discharge or divide gallons discharged by duration of discharge (converted into days). Record in million gallons per day (MGD).

Flow (Upstream): Enter the average flow rate in the receiving stream upstream from the point of discharge for the period of discharge. The average flow rate can be calculated based on two measurements; one made at the start and one made at the end of the discharge period. Measurements are to be made at the upstream gauging station described in the permit.

Actual Stream Dilution Ratio: To calculate the Actual Stream Dilution Ratio, divide the average upstream flow rate by the average discharge flow rate. Enter the Actual Stream Dilution Ratio accurate to the nearest 0.1.

No. of Days the SDF > Stream Dilution Ratio: For each day of discharge, compare the minimum Stream Dilution Factor (SDF) from the permit to the calculated Stream Dilution Ratio. On Part B of the DMR, enter an asterisk (*) if the SDF is greater than the Stream Dilution Ratio on any day of discharge. On Part A of the DMR, add up the days with an "*" and record the total number of days the Stream Dilution Factor was greater than the Stream Dilution Ratio.

CBOD₅: Enter the average CBOD₅ of the reclaimed water discharged during the period shown in duration of discharge.

TKN: Enter the average TKN of the reclaimed water discharged during the period shown in duration of discharge.

Actual Rainfall: Enter the actual rainfall for each day on Part B. Enter the actual cumulative rainfall to date for this calendar year and the actual total monthly rainfall on Part A. The cumulative rainfall to date for this calendar year is the total amount of rain, in inches, that has been recorded since January 1 of the current year through the month for which this DMR contains data.

Rainfall During Average Rainfall Year: On Part A, enter the total monthly rainfall during the average rainfall year and the cumulative rainfall for the average rainfall year. The cumulative rainfall for the average rainfall year is the amount of rain, in inches, which fell during the average rainfall year from January through the month for which this DMR contains data.

No. of Days LWWD Activated During Calendar Year: Enter the cumulative number of days that the limited wet weather discharge was activated since January 1 of the current year.

Reason for Discharge: Attach to the DMR a brief explanation of the factors contributing to the need to activate the limited wet weather discharge.

Exhibit 2

In-Kind Projects

I. Introduction

An in-kind project

a. Within 60 days of the effective date of this Consent Order, Respondent shall submit, electronically or by certified mail, a detailed in-kind project proposal to the Department for evaluation. The proposal shall include a summary of benefits, proposed schedule for implementation and documentation of the estimated costs which are expected to be incurred to complete the project. These costs shall not include those incurred in developing the proposal or obtaining approval from the Department for the in-kind project.

b. If the Department requests additional information or clarification due to a partially incomplete in-kind project proposal or requests modifications due to deficiencies with Department guidelines, Respondent shall submit, electronically or by certified mail, all requested additional information, clarification, and modifications within 15 days of receipts of written notice.

c. If upon review of the in-kind project proposal, the Department determines that the project cannot be accepted due to a substantially incomplete proposal or due to substantial deficiencies with minimum Department guidelines; Respondent shall be notified, in writing, of the reason(s) which prevent the acceptance of the proposal. Respondent shall correct and redress all of the matters at issue and submit, electronically or by certified mail, a new proposal

within 30 days of receipt of written notice. In the event that the revised proposal is not approved by the Department, Respondent shall make cash payment of the civil penalties as set forth in paragraph 17 of the Consent Order, within 30 days of Department notice.

d. Within 120 days of the effective date of this Consent Order, Respondent shall obtain approval for an in-kind project from the Department. If an in-kind project proposal is not approved by the Department within 120 days of the effective date of this Consent Order, then Respondent shall make cash payment of the civil penalties as set forth in paragraph 17 of the Consent Order, within 30 days of Department notice.

e. Within 180 days of obtaining Department approval for the in-kind proposal or in accordance with the approved schedule submitted pursuant to paragraph 2(a) above, Respondent shall complete the entire in-kind project.

f. During the implementation of the in-kind project, Respondent shall place appropriate sign(s) at the project site indicating that Respondent's involvement with the project is the result of a Department enforcement action. Respondent may remove the sign(s) after the project has been completed. However, after the project has been completed Respondent shall not post any sign(s) at the site indicating that the reason for the project was anything other than a Department enforcement action.

g. In the event, Respondent fails to timely submit any requested information to the Department, fails to complete implementation of the in-kind project or otherwise fails to comply with any provision of this paragraph, the in-kind penalty project option shall be forfeited and the entire amount of civil penalties shall be due from the Respondent to the Department within 30 days of Department notice. If the in-kind penalty project is terminated and Respondent timely

remits the \$8,000.00 penalty, no additional penalties shall be assessed for failure to complete the requirement of this paragraph.

h. Within 15 days of completing the in-kind project, Respondent shall notify the Department, electronically or by certified mail, of the project completion and request a verification letter from the Department. Respondent shall submit supporting information verifying that the project was completed in accordance with the approved proposal and documentation showing the actual costs incurred to complete the project. These costs shall not include those incurred in developing the proposal or obtaining approval from the Department for the project.

i. If upon review of the notification of completion, the Department determines that the project cannot be accepted due to a substantially incomplete notification of completion or due to substantial deviations from the approved in-kind project; Respondent shall be notified, in writing, of the reason(s) which prevent the acceptance of the project. Respondent shall correct and redress all of the matters at issue and submit, electronically or by certified mail, a new notification of completion within 15 days of receipt of the Department's notice. If upon review of the new submittal, the Department determines that the in-kind project is still incomplete or not in accordance with the approved proposal, the in-kind penalty project option shall be forfeited and the entire amount of civil penalty shall be due from the Respondent to the Department within 30 days of Department notice. If the in-kind penalty project is terminated and Respondent timely remits the \$8,000.00, no additional penalties shall be assessed for failure to complete the requirements of this paragraph.

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary



FLORIDA DEPARTMENT OF Environmental Protection

Southwest District Office
13051 North Telecom Parkway #101
Temple Terrace, Florida 33637-0926

December 5, 2019

Patrick C. Flynn
Vice President of Operations
Utilities, Inc. of Florida
200 Weathersfield Ave.
Altamonte Springs, FL 32714
pcflynn@uiwater.com

Re: Executed Consent Order OGC File No. 19-1749
Mid-County WWTP
Facility ID No. FL0034789
Pinellas County

Dear Mr. Flynn:

Enclosed please find the executed Consent Order OGC No. 19-1749 regarding the above referenced facility. The effective date of the Order is the filing date entered by the designated Department Clerk on the signature page.

Should you have any questions, please contact Mr. Lance Kautz at (813) 470-5903, or via e-mail: Lance.Kautz@floridadep.gov. Thank you for your cooperation.

Sincerely yours,

A handwritten signature in blue ink that reads "Mary E. Yeagan".

Mary E. Yeagan, PG
Southwest District Director
Florida Department of Environmental Protection

MEY/lk

Enclosures: Executed Consent Order, OGC File No. 19-1749

cc: Lea Crandall, DEP, Lea.Crandall@floridadep.gov
Lance Kautz, DEP-SWD, Lance.Kautz@FloridaDEP.gov
Erica Peck, DEP-SWD, Erica.Peck@FloridaDEP.gov
Steve Thompson, DEP-SWD, Steve.Thompson@FloridaDEP.gov
Kelley Boatwright, DEP-SWD, Kelley.M.Boatwright@FloridaDEP.gov

Mid-County WWTP
Executed Consent Order OGC File No. 19-1749
Page 2

Seyd Matteson, UI Water, SJMatteson@uiwater.com
Mike Wilson, UI Water, MAWilson@uiwater.com
William Lee Neal, UI Water, wlneal@uiwater.com
Scotty Haws, UI Water, SLHaws@uiwater.com
John Hoy, UI Water, JPHoy@uiwater.com



FLORIDA DEPARTMENT OF Environmental Protection

Southwest District Office
13051 North Telecom Parkway #101
Temple Terrace, Florida, 33637-0926

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary

November 25, 2019

Patrick C. Flynn, Vice President of Operations
Utilities, Inc. of Florida
200 Weathersfield Ave.
Altamonte Springs, FL 32714
pcflynn@uiwater.com

SUBJECT: Department of Environmental Protection v. Utilities, Inc. of Florida,
OGC File No.: 19-1749
Mid-County WWTP - FL0034789

Mr. Flynn:

The State of Florida Department of Environmental Protection ("Department") finds that Mid-County Wastewater Treatment Facility ("Respondent") had a discharge of 85,350 gallons of untreated wastewater to a nearby stream known as Curlew Creek which resulted in a surface water quality violation of Section 403.121 (3)(b), Florida Statutes, and Rule 62-604.130 (1), Florida Administrative Code. Also, the facility failed to submit Public Notices of Pollution for overflows in violation of Section 403.077(2), Florida Statutes. Although there are no further actions required to correct the violation, you remain subject to civil penalties as a result of the violation. You are also responsible for costs incurred by the Department during the investigation of this matter.

The Department's Offer

Based on the violations described above, the Department is seeking \$9,350.00 in civil penalties, \$281.66 in economic benefit, and \$250.00 for costs and expenses the Department has incurred in investigating this matter, which amounts to a total of \$9,881.66. The civil penalty in this matter includes 4 violations of \$2,000.00 or more.

In lieu of making cash payment of \$9,631.66 in civil penalties as set forth in the above paragraph, Respondent may elect to off-set this amount by implementing an in-kind penalty project, which must be approved by the Department. An in-kind project must

DEP vs. Utilities, Inc. of Florida – Mid-County WWTP
OGC No. 19-1749
Page 2

be either an environmental enhancement, environmental restoration or a capital/facility improvement project. The Department may also consider the donation of environmentally sensitive land as an in-kind project. The value of the in-kind penalty project shall be one and a half times the civil penalty off-set amount, which in this case is the equivalent of at least **\$14,447.49**. If Respondent chooses to implement an in-kind project, Respondent shall notify the Department of its election by electronic mail to Lance Kautz at Lance.Kautz@FloridaDEP.gov within 15 days of the effective date of this Consent Order. **Notwithstanding the election to implement an in-kind project, payment of the remaining \$250.00 in costs must be paid within 30 days of the effective date of the Consent Order.**

If Respondent elects to implement an in-kind project, then Respondent shall comply with all the requirements and time frames in Exhibit A entitled In-Kind Projects.

Respondent's Acceptance

If you wish to accept this offer and fully resolve this pending enforcement matter, please sign this letter and return it to the Department at 13051 North Telecom Parkway, Suite 101, Temple Terrace, FL, 33637-0926 by **December 22, 2019**. The Department will then countersign it and file it with a designated clerk of the Department. Once the document is filed with the designated clerk, it will constitute a final order of the Department pursuant to Section 120.52(7), F.S. and will be effective unless a request for an administrative hearing is filed by a third party in accordance with Chapter 120, F.S. and the attached Notice of Rights.

By accepting this offer you, Patrick Flynn:

- (1) acknowledge and waive your right to an administrative hearing pursuant to Sections 120.569 and 120.57, F.S., on the terms of this offer;
- (2) acknowledge and waive your right to an appeal pursuant to Section 120.68, F.S.; and
- (3) acknowledge that payment of the above amount does not constitute a waiver of the Department's right, if any, to recover emergency response related costs and expenses for this matter.

The Department acknowledges that your acceptance of this offer does not constitute an admission of liability for the violation(s) referenced above.

Respondent's Performance

DEP vs. Utilities, Inc. of Florida – Mid-County WWTP
OGC No. 19-1749
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After signing and returning this document to the Department,

- (1) Upon signing this letter, you must implement the In-kind Project in accordance with the requirements identified in the attached Exhibit. Your failure to timely start or complete the In-kind Project, or timely provide the Department with the Final Report, will cause the In-kind Project option to be forfeited and the balance of the civil penalty shall be due within 10 days of notice from the Department.

- (2) If you elect to implement the In-kind project, **payment of \$250 for costs and expenses must be paid within 30 days of the effective date of this Order.** If you decide **not** to implement an In-kind Project, the Respondent shall pay the full penalty amount, including costs and expenses, of \$9,881.66 by **January 22, 2020.**

- (3) Make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Water Quality Assurance Trust Fund." Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>
It will take a number of days after this order is final and effective filed with the Clerk of the Department before ability to make online payment is available.

The Department may enforce the terms of this document, once final, and seek to collect monies owed pursuant to Sections 120.69 and 403.121, F.S.

Until clerked by the Department, this letter is only a settlement offer and not a final agency action. Consequently, neither you nor any other party may request an administrative hearing to contest this letter pursuant to Chapter 120, F.S. Once this letter is clerked and becomes a final order of the Department, as explained above, the attached Notice of Rights will apply to parties, other than you, whose interests will be substantially affected.

Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

Please be aware that if you decline to respond to the Department's offer, the Department will assume that you are not interested in resolving the matter and will proceed accordingly.

DEP vs. Utilities, Inc. of Florida - Mid-County WWTP
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If you have any questions, please contact Lance Kautz at 813-470-5903 or at Lance.Kautz@FloridaDEP.gov.

Sincerely,

Kelley M. Boatright for:

Mary E. Yeargan, PG
District Director
Southwest District

FOR THE RESPONDENT:

I, PATRICK C FLYNN [Patrick Flynn], HEREBY ACCEPT THE
TERMS OF THE SETTLEMENT OFFER IDENTIFIED ABOVE.

By: *Patrick C Flynn*
[Signature]

Date: 12/2/2019

Title: VICE PRESIDENT
[Type or Print]

DEP vs. Utilities, Inc. of Florida - Mid-County WWTP
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FOR DEPARTMENT USE ONLY

DONE AND ORDERED this 4th day of December, 2019, in Hillsborough
County, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION

Mary E. Yeargan
Mary E. Yeargan, PG
District Director
Southwest District

Filed, on this date, pursuant to section 120.52, F.S., with the designated Department
Clerk, receipt of which is hereby acknowledged.

Marie Hanvey
Clerk

12/5/2019
Date

Attachments: Notice of Rights

Copies furnished to:

Lea Crandall, Agency Clerk
Mail Station 35

Exhibit A

In-Kind Projects

I. Introduction

An in-kind project

a. Within **60 days** of the effective date of this Consent Order, Respondent shall submit, electronically or by certified mail, a detailed in-kind project proposal to the Department for evaluation. The proposal shall include a summary of benefits, proposed schedule for implementation and documentation of the estimated costs which are expected to be incurred to complete the project. These costs shall not include those incurred in developing the proposal or obtaining approval from the Department for the in-kind project.

b. If the Department requests additional information or clarification due to a partially incomplete in-kind project proposal or requests modifications due to deficiencies with Department guidelines, Respondent shall submit, electronically or by certified mail, all requested additional information, clarification, and modifications within 15 days of receipts of written notice.

c. If upon review of the in-kind project proposal, the Department determines that the project cannot be accepted due to a substantially incomplete proposal or due to substantial deficiencies with minimum Department guidelines; Respondent shall be notified, in writing, of the reason(s) which prevent the acceptance of the proposal. Respondent shall correct and redress all of the matters at issue and submit, electronically or by certified mail, a new proposal within 30 days of receipt of written notice. In the event that the revised proposal is not approved by the Department, Respondent shall make cash payment of the civil penalties as set forth in the Consent Order, within 30 days of Department notice.

d. Within 120 days of the effective date of this Consent Order, Respondent shall obtain approval for an in-kind project from the Department. If an in-kind project proposal is not approved by the Department within 120 days of the effective date of this Consent Order, then Respondent shall make cash payment of the civil penalties as set forth in the Consent Order, within 30 days of Department notice.

DEP vs. Utilities, Inc. of Florida - Mid-County WWTP
OGC No. 19-1749
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e. Within 180 days of obtaining Department approval for the in-kind proposal or in accordance with the approved schedule submitted pursuant to paragraph (a) above, Respondent shall complete the entire in-kind project.

f. During the implementation of the in-kind project, Respondent shall place appropriate sign(s) at the project site indicating that Respondent's involvement with the project is the result of a Department enforcement action. Respondent may remove the sign(s) after the project has been completed. However, after the project has been completed Respondent shall not post any sign(s) at the site indicating that the reason for the project was anything other than a Department enforcement action.

g. In the event, Respondent fails to timely submit any requested information to the Department, fails to complete implementation of the in-kind project or otherwise fails to comply with any provision of this paragraph, the in-kind penalty project option shall be forfeited, and the entire amount of civil penalties shall be due from the Respondent to the Department within 30 days of Department notice. If the in-kind penalty project is terminated and Respondent timely remits the \$9,631.66 penalty, no additional penalties shall be assessed for failure to complete the requirement of this paragraph.

h. Within 15 days of completing the in-kind project, Respondent shall notify the Department, electronically or by certified mail, of the project completion and request a verification letter from the Department. Respondent shall submit supporting information verifying that the project was completed in accordance with the approved proposal and documentation showing the actual costs incurred to complete the project. These costs shall not include those incurred in developing the proposal or obtaining approval from the Department for the project.

i. If upon review of the notification of completion, the Department determines that the project cannot be accepted due to a substantially incomplete notification of completion or due to substantial deviations from the approved in-kind project; Respondent shall be notified, in writing, of the reason(s) which prevent the acceptance of the project. Respondent shall correct and redress all of the matters at issue and submit, electronically or by certified mail, a new notification of completion within 15 days of receipt of the Department's notice. If upon review of the new submittal, the Department determines that the in-kind project is still incomplete or not in accordance with the approved proposal, the in-kind penalty project option shall be forfeited, and the entire amount of civil penalty shall be due from the Respondent to the

DEP vs. Utilities, Inc. of Florida – Mid-County WWTP
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Department within 30 days of Department notice. If the in-kind penalty project is terminated and Respondent timely remits the \$9,631.66, no additional penalties shall be assessed for failure to complete the requirements of this paragraph.

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION)	CENTRAL DISTRICT
)	
v.)	OGC FILE NO. 15-0039
)	
SANLANDO UTILITIES CORPORATION)	
_____)	

CONSENT ORDER

This Consent Order (“Order”) is entered into between the State of Florida Department of Environmental Protection (“Department”) and Sanlando Utilities Corporation (“Respondent”) to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida’s air and water resources and to administer and enforce the provisions of Chapter 403, Florida Statutes (“F.S.”), and the rules promulgated and authorized in Title 62, Florida Administrative Code (“F.A.C.”). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.031(5), F.S.
3. Respondent is the owner and is responsible for the operation of the Wekiva Hunt Club WWTF (“Facility”), a 2.90 MGD annual average daily flow activated sludge domestic wastewater facility consisting of three contiguous package wastewater treatment plants (0.97 MGD each) connected in parallel, filtration and high level disinfection with wet weather back up surface water disposal to Sweetwater Creek (0.87 MGD permitted capacity), four rapid infiltration basins (RIBs) comprising 338,000 square feet of bottom surface (0.4 MGD of reuse capacity), and a 2.6 MGD public access reuse system that provides reclaimed water to the Wekiva Hunt Club Community and Golf Course, medians, Lake Brantley Nursery, with reuse interconnects with the City of Altamonte Springs, and the City of Apopka (“Facility”). The

DEP vs. Sanlando Utilities Corporation
Consent Order, OGC No. 15-0039
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Facility is operated under NPDES Wastewater Permit No. FL0036251 ("Permit"), which was issued on March 31, 2011, will expire on March 30, 2016, and which was revised on: May 24, 2011; May 21, June 28, and December 26, 2012; and March 26, June 5, July 3, and November 4, 2014. The Facility is located at 144 Ledbury Drive, Longwood, in Seminole County, Florida ("Property"). Respondent owns the Property on which the Facility is located.

4. The Department finds that the following violation(s) occurred:

a) On November 23, 2014, there was an unauthorized discharge of an estimated 750,000 gallons of untreated domestic wastewater into Sweetwater Creek, a Class III surface water, in violation of Section 403.088(1), Florida Statute.

b) On November 29, 2014, there was an unauthorized discharge of an estimated 1,000,000 gallons of treated wastewater effluent due to a berm breach at the northeast corner of RIB #1. The wastewater was treated in conformance with the permit limits established for discharge to the RIBs. The wastewater flowed north into the wetlands located between the Facility and Sweetwater Creek. This water was not treated sufficiently to meet the permit required standards established for surface water discharge in violation of Section 403.088(1), Florida Statute.

c) On December 2, 2014, an unauthorized discharge from the previously decommissioned underdrain from the RIBs was observed by Department personnel. The discharge flowed into the wetlands between the facility and Sweetwater Creek to the north of RIB #1 in violation of Rule 62-600.740(2), Florida Administrative Code.

d) On December 2, 2014, daylighting was observed originating from the north side of RIB #1 by Department personnel in violation of Rule 62-600.740(2), Florida Administrative Code.

e) On December 2, 2014, Department personnel observed that RIB #s 2, 3, and 4 were not being properly operated and maintained, in violation of Rule 62-610.523(4), Florida Administrative Code.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

ORDERED:

5. Respondent shall comply with the following corrective actions within the stated time periods:

a) Within 30 days of the effective date of this Order, Respondent shall retain the services of a professional engineer, registered in the State of Florida.

b) Within 120 days of the effective date of this Order, Respondent shall complete and submit to the Department an Engineering Evaluation Report (EER) for the RIBs and underdrain system. This EER shall include a review of the last mounding analysis performed and, if deemed necessary, a new mounding analysis.

c) Within 270 days of Department approval of the EER the Respondent shall complete any work necessary to cease discharges from the underdrain and bring the RIBs into compliance with Permit conditions so that they may be operated at permitted capacities to preclude lateral transmission through the berms or adverse effects on adjacent properties.

d) Alternatively, within 90 days of Department approval of the EER, the Respondent may elect to submit a request for a permit modification to re-rate the RIBs at a lower capacity deemed reasonable based on the EER so that they may be operated at modified capacities to preclude lateral transmission through the berms or adverse effects on adjacent properties. This alternative does not alleviate the need to cease discharges from the underdrain system. Should the Respondent opt for this alternative, any Department requests for additional information to process the permit application shall be responded to, in writing, within 30 days.

6. Every calendar quarter after the effective date of this Order and continuing until all corrective actions have been completed, Respondent shall submit to the Department a written report containing information about the status and progress of projects being completed under this Order, information about compliance or noncompliance with the applicable requirements of this Order, including construction requirements and effluent limitations, and any reasons for noncompliance. These reports shall also include a projection of the work Respondent will perform pursuant to this Order during the 12-month period

DEP vs. Sanlando Utilities Corporation
Consent Order, OGC No. 15-0039
Page 4

which will follow the report. Respondent shall submit the reports to the Department within 30 days of the end of each quarter.

7. Notwithstanding the time periods described in the paragraphs above, Respondent shall complete all corrective actions required by paragraph 5 within 540 days of the effective date of this Order and be in full compliance with Chapter 62, F.A.C., regardless of any intervening events or alternative time frames imposed in this Order.

8. Within 90 days of the effective date of this Order, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.

9. Within 30 days of the effective date of this Order, Respondent shall pay the Department \$7,500 in settlement of the regulatory matters addressed in this Order. This amount includes \$6,500 for civil penalties and \$1,000 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Order. The civil penalty in this case includes 3 violations that each warrant a penalty of \$2,000.00 or more.

10. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Ecosystem Management and Restoration Trust Fund." Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order is final and effective filed with the Clerk of the Department before ability to make online payment is available.

11. In lieu of making cash payment of \$7,500 in civil penalties as set forth in Paragraph 9, Respondent may elect to off-set the amount of \$6,500 by implementing a Pollution Prevention (P2) Project, as set forth in Exhibit A, which must be approved by the Department. P2 is a process improvement that reduces the amount of pollution that enters the

DEP vs. Sarlando Utilities Corporation
Consent Order, OGC No. 15-0039
Page 5

environment; by conserving resource (including water, raw materials, chemicals, and energy) use, or by minimizing waste generation (including domestic and industrial wastewater, solid and hazardous waste, and air emissions). A P2 Project must reduce pollution or waste within the process beyond what is required by federal, state, or local law, in order to be eligible for civil penalty offset under this Order. If Respondent chooses to implement a P2 Project, Respondent shall notify the Department of its election by certified mail within 15 days of the effective date of this Order. Within 30 days of the effective date of this Order, Respondent must pay a total of \$1,000 for costs and expenses incurred by the Department, during the investigation of this matter, and the preparation and tracking of this Order.

12. If Respondent elects to implement a P2 Project as provided in Paragraph 11, Respondent shall submit a completed P2 Project Plan (Plan) within 180 days of the effective date of this Order. The Plan must be completed using Exhibit A, "P2 Project Plan" template.

13. In the event the Department requires additional information to process the Plan described in Paragraph 11, Respondent shall provide a modified Plan containing the information requested by the Department within 30 days of the date of the request.

14. If any balance remains after the entire P2 credit is applied to the allowable portion of the civil penalty, Respondent shall pay the difference within 30 days of written notification by the Department to Respondent that the balance is due.

15. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Aaron Watkins, Environmental Manager, Compliance Assurance Program, Department of Environmental Protection, 3319 Maguire Blvd, Suite 232, Orlando, FL 32803.

16. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

17. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property,

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(a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

18. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

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Consent Order, OGC No. 15-0039
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19. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

20. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

21. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

22. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$10,000.00 per day per violation, and criminal penalties.

23. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

24. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

25. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

DEP vs. Sanlando Utilities Corporation
Consent Order, OGC No. 15-0039
Page 8

26. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

27. Respondent shall publish the following notice in a newspaper of daily circulation in Seminole County, Florida. The notice shall be published one time only within 30 days of the effective date of the Order. Respondent shall provide a certified copy of the published notice to the Department within 10 days of publication.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION
NOTICE OF CONSENT ORDER

The Department of Environmental Protection ("Department") gives notice of agency action of entering into a Consent Order with Sanlando Utilities Corporation pursuant to section 120.57(4), Florida Statutes. The Consent Order addresses the unauthorized discharges at 144 Ledbury Drive, Longwood, in Seminole County, Florida. The Consent Order is available for public inspection during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays, at the Department of Environmental Protection, 3319 Maguire Blvd, Suite 232, Orlando, FL 32803.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;

- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at 3319 Maguire Blvd, Suite 232, Orlando, FL 32803. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

28. Rules referenced in this Order are available at <http://www.dep.state.fl.us/legal/Rules/rulelist.htm>

DEP vs. Sanlando Utilities Corporation
Consent Order, OGC No. 15-0039
Page 10

FOR THE RESPONDENT:


 4/2/15 _____
Patrick Flynn Date
Vice President of Operations, Sanlando Utilities Corp.

DONE AND ORDERED this 7th day of April, 2015, in Orange County, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION

 _____
Jeff Prather
District Director
Central District

Filed, on this date, pursuant to section 120.52, F.S., with the designated Department Clerk,
receipt of which is hereby acknowledged.

 _____
Clerk

4-7-2015 _____
Date

Copies furnished to:

Lea Crandall, Agency Clerk
Mail Station 35

DW_CO (REV. 06/09)

DW/CO April 2014

[This template is to be used as a Long Form Consent Order Exhibit when regulatory corrective actions, or P2 Projects require time to be resolved or developed. This template must be completed to describe P2 Projects once identified. The document must be approved prior to P2 Project implementation. The Plan must contain the following information.]

Exhibit A

P2 Project Plan (Plan)

(Note: Provide the information specified and delete existing text within parentheses)

(Facility Name)

(Address)

(Telephone)

(Preparer Name/Title)

A. Project Description: (Summarize P2 Projects selected. Describe the processes or operations to be modified, and the specific changes to be made. Include details such as the specific equipment to be installed, materials to be substituted, and the actual changes to be made to processes or operations. Include manufacturer or vendor information, and specifications.)

B. Environmental and Economic Benefits: (Explain why and how each Project proposed constitutes P2.

Specify how each material, chemical, water and energy is saved, and from which processes or operations. Specify how each solid and hazardous waste, industrial wastewater and air emissions are generated, the waste type, and from which processes or operations. **Describe generally in paragraph format.**

Estimate the *annual* savings in *resources* - raw materials, chemicals, water, and energy at the process or operation front end. Estimate the *annual* reductions in *wastes* - solid and hazardous waste, wastewater, and air emission reductions at the process or operation back end.

Figures quoted should represent weights or volumes annually, and should be equalized for production rate changes. Associated cost savings should be included. **Describe specifically using the tables provided.**

Complete the first table for each per Project individually. Add or average corresponding figures from each Project table to complete the Plan table, *for multiple Projects.*)

<i>(Project Name)</i>							
Annual Resource Consumption Comparison							
Item	Quantity Used (gal/lb/kwh-specify)			Purchasing Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Water							
Chemicals							

Materials							
Energy							
Total Annual Cost Savings =							
Annual Waste Generation Comparison							
Item	Quantity Generated (gal/lb/tons-specify)			Disposal Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Hazardous Waste							
Industrial Wastewater							
Solid Waste							
Air Emissions							
Total Annual Cost Savings =							
Total Annual Avoided Cost Savings =							

<i>Summary of All P2 Projects</i>							
Annual Resource Consumption Comparison							
Item	Quantity Used (gal/lb/kwh-specify)			Purchasing Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Water							
Chemicals							
Materials							
Energy							
Total Annual Cost Savings =							
Annual Waste Generation Comparison							
Item	Quantity Generated (gal/lb/tons-specify)			Disposal Cost (\$)			Percent (%) Reduction
	Before	After	Reduction	Before	After	Reduction	
Hazardous Waste							
Industrial Wastewater							
Solid Waste							
Air Emissions							
Total Annual Cost Savings =							
Total Annual Avoided Cost Savings =							

C. **Project Cost:** (Include per Project the itemized, subtotal and Project total costs. A projected payback period in months or years needs to be included.)

Provide a grand total cost for all Projects and an averaged projected payback period, *for multiple Projects. Use list or table format for all.*)

D. **Implementation Schedule:** (Provide a brief discussion of the steps necessary to implement the Projects and expected time frames for completion. A table or list format is preferred. The schedule shall include a list of milestones with dates, or timeframes based on Plan approval date, including Progress and Final Report submittals. Provide a description of any anticipated problems and options. *The implementation should take no longer than six months to complete.*)

E. **Project Reporting:**

1. Within 90 days of approval of the Project Plan, the Respondent shall submit a P2 Project Progress Report to the Department that describes the Respondent's progress in implementing the P2 Project and meeting the requirements in the Plan, and includes a list of equipment ordered, purchased, and/or installed.
2. Within 180 days of approval of the Plan, the Respondent shall submit to the Department a P2 Project Final Report that includes the following.
 - a. A confirmation that the information presented in Sections A-C of the Summary is unchanged, or an updated version with the sections changed appropriately. A statement that the Project(s) was/were implemented successfully. An explanation of any problems encountered and corrections applied.
 - b. Attached expense reports, receipts, purchasing instruments and other documents itemizing costs expended on preparing and implementing the Project.
3. The Department shall review the Final Report and determine:
 - a. Whether the project was properly implemented; and
 - b. Which expenses apply toward pollution prevention credits.
4. A \$1.00 pollution prevention credit for each \$1.00 spent on applicable costs will be applied against the portion of the civil penalty that can be offset.
 - a. The following costs are allowable to offset the allowable amount of the civil penalty:
 - i. Preparation of the P2 Project;
 - ii. Design of the P2 Project;
 - iii. Installation of equipment for the P2 Project;
 - iv. Construction of the P2 Project;
 - v. Testing of the P2 Project;
 - vi. Training of staff concerning the implementation of the P2 Project; and
 - vii. Capital equipment needed for the P2 Project.
 - b. The following costs shall not apply toward P2 credit:
 - i. Costs incurred in conducting a waste audit;
 - ii. Maintenance and operation costs involved in implementing the P2 Project;
 - iii. Monitoring and reporting costs;
 - iv. Salaries of employees who perform their job duties;
 - v. Costs expended to bring the facility into compliance with current law, rules and regulations;
 - vi. Costs associated with a P2 Project that is not implemented;
 - vii. Costs associated with a P2 Project that has not been approved by the Department; and
 - viii. Legal costs.

c. If any balance remains after the entire P2 credit is applied to the allowable portion of the civil penalty, Respondent shall pay the difference within 30 days of written notification by the Department to the Respondent that the balance is due.

5. The Department may terminate the P2 Project at any time during the development or implementation of it, if the Respondent fails to comply with the requirements in this document, act in good faith in preparing and implementing the project, or develop and implement the P2 Project in a timely manner. The Respondent may terminate the P2 Project at any time during its development or implementation.



Florida Department of Environmental Protection

Docket No. 20200139-WS
Consent Orders Issued by DEP to UIF
Exhibit SL - 4Rick Scott
Page 64 of 94 Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

March 9, 2018

Patrick Flynn, Vice President
Utilities Inc. of Florida
200 Weathersfield Avenue
Altamonte Springs, Florida 32714-4027
PCFlynn@uiwater.com

Re: Wekiva Hunt Club WWTP
DW Facility ID #FL0036251
OGC Case #18-0103

Dear Mr. Flynn:

Enclosed is the executed Consent Order to resolve the above referenced case. This copy is for your records.

Should you have any questions or comments, please contact Daniel Hall at 407-897-4167 or via e-mail at Daniel.K.Hall@dep.state.fl.us.

Your cooperation in this matter will be appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel K. Hall".

(on behalf of)

Jeff Prather
Director, Central District

Enclosure

cc: Lea Crandall, OGC, Lea.Crandall@dep.state.fl.us
Kris Tulloch, Central District, Kris.Tulloch@dep.state.fl.us
David Smicherko, Central District, David.Smicherko@dep.state.fl.us

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION)	CENTRAL DISTRICT
)	
v.)	OGC FILE NO. 18-0103
)	
UTILITIES, INC. OF FLORIDA)	
_____)	

CONSENT ORDER

This Consent Order (“Order”) is entered into between the State of Florida Department of Environmental Protection (“Department”) and Utilities, Inc. of Florida (“Respondent”) to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida’s air and water resources and to administer and enforce the provisions of Chapter 403, Florida Statutes (“F.S.”), and the rules promulgated and authorized in Title 62, Florida Administrative Code (“F.A.C.”). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.031(5), F.S.
3. Respondent is the owner and is responsible for the operation of the Wekiva Hunt Club wastewater treatment plant (WWTP) and collections system, a 2.9 million gallon per day (MGD) annual average daily flow (AADF) domestic WWTF facility with surface water discharge (D-001) and land application (R-001 and R-002) (“Facility”). The Facility is operated under Wastewater Permit No. FL0036251-22-DW1 (“Permit”), which was issued on March 29, 2016, became effective March 31, 2016, and will expire on March 30, 2021. The permit was modified for reporting requirements October 21, 2016 (FL0036251-23-DWF). The Facility is located at 144 Ledbury Drive, Longwood 32779-4609, in Seminole County, Florida (“Property”). Respondent owns the Property on which the Facility is located.
4. The Department finds that the following violations occurred:

a) From September 11, 2017 through September 28, 2017, the Facility's surge tank overflowed daily, releasing an estimated 25,000 gallons of raw sewage to the ground surface in violation of 403.161, Florida Statutes (F.S.) and 62-604.130, Florida Administrative Code (F.A.C.). The overflows were caused by high flows related to Hurricane Irma and reduced treatment capacity due to one train being off-line for rehabilitation during hurricane season, resulting in 33% less capacity. The Respondent estimated overflow volume to be 25,000 gallons, a portion of which was found to have left the Facility property to the east.

b) Respondent failed to notify the Department as required within 24 hours of discovering the surge tank overflows. The first overflow occurred on September 11, 2017 but the Department was not notified until a report was made to the State Watch Office (SWO 2017-7820) on September 17, 2017, in violation of 62-620.610(20), F.A.C.

c) Reviews of the Discharge Monitoring Reports (DMRs) for July, August, September, and October 2017 noted exceedances of the D-001 permit limit of 40 pounds per month (lb/mo) for Total Phosphorus of 42.3, 48.6, 99.3, and 98.4 lb/mo, respectively. This is a violation of 62-4.030, F.A.C. and 62-304.506(2)(a), F.A.C.

5. Having reached a resolution of the matter Respondent and the Department mutually agree and it is

ORDERED:

6. Respondent shall comply with the following corrective actions within the stated time periods:

a) The Respondent shall comply with all terms and conditions of its wastewater permit.

b) Within 90 days of execution of this order, Respondent shall complete the rehabilitation of the three treatment trains currently under way, preventing further exceedances of the Total Phosphorus limit at the D-001 discharge point. Respondent will cease loading the Rapid Infiltration Basins when the groundwater elevation at Groundwater Monitoring Well #3 exceeds the subject permit criteria.

c) Respondent initiated an extensive I&I Program several years ago that addressed sources of high flows during storm events; Phase I and Phase II of the I&I Program have already been completed. Respondent shall complete Phase III by December 31, 2018 and provide the Department a brief summary of locations and work completed. After completion of Phase III, Respondent will move to an “as needed” model for I&I work.

7. Within 30 days of the effective date of this Order, Respondent shall retain the services of a professional engineer, registered in the State of Florida, to accomplish the following:

a) Evaluate the Facility and effluent disposal system, then submit a report to the Department within 90 days that includes recommendations that address deficiencies in the Facility’s design or operating protocol that contribute to unsatisfactory performance and outcomes.

b) Initiate the design of modifications to the Facility and/or effluent disposal system following the Department’s acceptance and approval of the recommendations contained in the report referenced above. The modifications will be designed to ensure the Facility and effluent disposal system will fully and consistently perform to meet the conditions and requirement contained in the Facility’s operating permit and all applicable rules of the Department.

c) Apply to the Department for a wastewater permit to construct the modifications listed in subparagraph (b) of this paragraph, if such a permit is required. The application will be due within 90 days of the Department’s approval of the recommendations contained in the engineering report noted above. Respondent will substantially complete construction within 365 days of issuance of the construction permit by the Department.

d) If no permit is required, identify changes to the Facility’s operating protocol and / or maintenance procedures that can be implemented within 90 days of Department’s approval of such changes.

e) Supervise the construction of any modifications to the Facility or effluent disposal system. Failure to meet compliance schedules in the construction permit will constitute violation of this order and subject the Respondent to stipulated penalties.

f) Submit to the Department a Certification of Completion stating that modifications to the Facility, effluent disposal system and collection system have been constructed in accordance with the provisions of the Permit.

g) In the event the Department requires additional information to process the permit application described in subparagraph (c) of this paragraph, provide a written response containing the information requested by the Department within 30 days of the date of the request.

8. Every quarter after the effective date of this Order and continuing until all corrective actions have been completed, Respondent shall submit to the Department a written report containing information about the status and progress of projects being completed under this Order, information about compliance or noncompliance with the applicable requirements of this Order, including construction requirements and effluent limitations, and any reasons for noncompliance. These reports shall also include a projection of the work Respondent will perform pursuant to this Order until the Order is closed. Respondent shall submit the reports to the Department within 30 days of the end of each quarter.

9. Notwithstanding the time periods described in the paragraphs above, Respondent shall complete all corrective actions referenced in paragraphs 6, 7 and 8 on or before December 31, 2019 and be in full compliance with Chapter 62, F.A.C., regardless of any intervening events or alternative time frames imposed in this Order, other than those excused delays agreed to by the Department, as described in paragraph 18.

10. Within 30 days of the effective date of this Order, Respondent shall pay the Department \$16,748.00 in settlement of the regulatory matters addressed in this Order. This amount includes \$16,248.00 in civil penalties and \$500.00 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Order.

11. Respondent agrees to pay the Department stipulated penalties in the amount of \$200.00 per day for each day Respondent fails to timely comply with any of the requirements of paragraphs 6, 7, and 8 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment, and shall do so as further described in paragraph 15 below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order. Any stipulated penalties assessed under this paragraph shall be in addition to the civil penalties agreed to in paragraph 10 of this Order.

12. In lieu of making cash payment of \$16,248 in civil penalties as set forth in paragraph 10 above, Respondent may elect to offset this amount by implementing an in-kind penalty project, which must be approved by the Department. An in-kind project must be either an environmental enhancement, environmental restoration or a capital/facility improvement project. The value of the in-kind penalty project shall be at least one and a half times the civil penalty offset amount, which is \$24,372. If Respondent chooses to implement an in-kind project, Respondent shall notify the Department of its election by certified mail within 15 days of the effective date of this Consent Order. Notwithstanding the election to implement an in-kind project, payment of the remaining \$500.00 in costs must be paid within 30 days of the effective date of the Consent Order.

13. If Respondent elects to implement an in-kind project as provided in paragraph 12, then Respondent shall comply with each of the requirements and time frames identified in Exhibit A, entitled "In-Kind Projects".

14. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Water Quality Assurance Trust Fund."

15. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Daniel Hall, Environmental Consultant, Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

16. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times to verify compliance with the terms of this Order and the rules and statutes administered by the Department.

17. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property, (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

18. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these

measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

19. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

20. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

21. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

22. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$10,000.00 per day per violation, and criminal penalties.

23. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

24. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

25. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

26. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

27. Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;

- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

28. Rules referenced in this Order are available at

<https://softlive.dep.state.fl.us/ogc/ogc/content/rules>.

DEP vs. Utilities, Inc. of Florida
Consent Order, OGC No. 18-0103
Page 10

FOR THE RESPONDENT:



Patrick Flynn
Vice President Utilities, Inc. of Florida

March 6, 2018
Date

DONE AND ORDERED this 7th day of March, 2018, in Orange County, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Jeff Prather, Director
Central District

Filed, on this date, pursuant to section 120.52, F.S., with the designated Department Clerk,
receipt of which is hereby acknowledged.



Clerk

March 7, 2018
Date

Copies furnished to:
Lea Crandall, Agency Clerk
Mail Station 35

DW_CO (REV. 06/09)

Exhibit A

In-Kind Projects

I. Introduction

An in-kind project

a. Within 60 days of the effective date of this Consent Order, Respondent shall submit, by certified mail, a detailed in-kind project proposal to the Department for evaluation. The proposal shall include a summary of benefits, proposed schedule for implementation and documentation of the estimated costs which are expected to be incurred to complete the project. These costs shall not include those incurred in developing the proposal or obtaining approval from the Department for the in-kind project.

b. If the Department requests additional information or clarification due to a partially incomplete in-kind project proposal or requests modifications due to deficiencies with Department guidelines, Respondent shall submit, by certified mail, all requested additional information, clarification, and modifications within 15 days of receipt of written notice.

c. If upon review of the in-kind project proposal, the Department determines that the project cannot be accepted due to a substantially incomplete proposal or due to substantial deficiencies with minimum Department guidelines, Respondent shall be notified, in writing, of the reason(s) which prevent the acceptance of the proposal. Respondent shall correct and redress all the matters at issue and submit, by certified mail, a new proposal within 30 days of receipt of written notice. If the revised proposal is not approved by the Department, Respondent shall make cash payment of the civil penalties as set forth in paragraph 15 above, within 30 days of Department notice.

d. Within 120 days of the effective date of this Consent Order, Respondent shall obtain approval for an in-kind project from the Department. If an in-kind project proposal is not approved by the Department within 120 days of the effective date of this Consent Order, then Respondent shall make cash payment of the civil penalties as set forth in paragraph 15 above, within 30 days of Department notice.

e. Within 180 days of obtaining Department approval for the in-kind proposal or in accordance with the approved schedule submitted pursuant to paragraph 2(a) above, Respondent shall complete the entire in-kind project.

f. During the implementation of the in-kind project, Respondent shall place appropriate sign(s) at the project site indicating that Respondent's involvement with the project is the result of a Department enforcement action. Respondent may remove the sign(s) after the project has been completed. However, after the project has been completed Respondent shall not post any sign(s) at the site indicating that the reason for the project was anything other than a Department enforcement action.

g. In the event Respondent fails to timely submit any requested information to the Department, fails to complete implementation of the in-kind project or otherwise fails to comply with any provision of this paragraph, the in-kind penalty project option shall be forfeited and the entire amount of civil penalties shall be due from the Respondent to the Department within 30 days of Department notice.

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary



FLORIDA DEPARTMENT OF Environmental Protection

CENTRAL DISTRICT OFFICE
3319 MAGUIRE BLVD., SUITE 232
ORLANDO, FLORIDA 32803

September 30, 2020

Patrick Flynn, Vice President
Utilities Inc. of Florida
200 Weathersfield Avenue
Altamonte Springs, Florida 32714
pcflyn@uiwater.com

Re: Wekiva Hunt Club WWTP
DW Facility ID # FL0036251
OGC Case #20-0108

Dear Mr. Flynn:

Enclosed is the executed Consent Order to resolve the above referenced case. This copy is for your records.

Should you have any questions or comments, please contact Jenny E. Farrell at 407-897-4173 or via e-mail at jenny.e.farrell@dep.state.fl.us.

Your cooperation in this matter will be appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Aaron Watkins".

Aaron Watkins
Director, Central District

Enclosure

cc: Lea Crandall, OGC
FDEP Central District: Zoey Carr, Daun Festa, Jenny E. Farrell, Daniel K. Hall

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION)	CENTRAL DISTRICT
)	
v.)	OGC FILE NO. 20-0108
)	
UTILITIES INC. OF FLORIDA)	
)	
)	
)	

CONSENT ORDER

This Consent Order (“Order”) is entered into between the State of Florida Department of Environmental Protection (“Department”) and Utilities Inc of Florida (“Respondent”) to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds, and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida’s air and water resources and to administer and enforce the provisions of Chapter 403, Florida Statutes (“F.S.”), and the rules promulgated and authorized in Title 62, Florida Administrative Code (“F.A.C.”). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.031(5), F.S.
3. Respondent is the owner and is responsible for the operation of the Wekiva Hunt Club Wastewater Treatment Plant (WWTP) and associated collection/transmission system, an existing 2.9 million gallon per day (MGD) annual average daily flow (AADF) activated sludge domestic wastewater treatment facility consisting of three (3) contiguous package wastewater treatment plants (0.97 MGD design capacity, each), connected in parallel with mechanical influent screening, flow equalization, aeration, clarification, chemical feed facilities, tertiary filtration, disinfection by chlorination, de-chlorination, two (2) 3.0 million gallon reclaimed water storage tanks, and aerobic digestion of biosolids with dewatering one (1) Ashbrook belt filter press with an existing 0.87 MGD annual average daily flow discharge to Sweetwater Creek, Class III fresh waters, (WBID# 2956) which is limited to 30% of the total actual plant

flow, as a back-up to the public access reuse system. ("Facility"). The Facility is operated under Wastewater Permit No. FL0036251 ("Permit"), which was issued on March 31, 2016 and will expire on March 30, 2021. The Facility is located at 144 Ledbury Drive, Longwood FL, 32779, in Seminole County, Florida ("Property"). Respondent owns the Property on which the Facility is located.

4. The Department finds that the following violation occurred: On October 8, 2019, the Wekiva Hunt Club WWTF had an unauthorized discharge of approximately 1.2 million gallons of raw sewage which reportedly entered Sweetwater Creek, a Class III fresh water. The discharge was reported to the Public Notice of Pollution site under incident #3987 and to the State Watch Office as incident #2019-5704. E. coli samples were collected at locations upstream, downstream, and where the discharge entered Sweetwater Creek. The geometric mean results of the E. coli samples collected at the point where the discharge entered Sweetwater Creek was 205 colonies per 100 milliliters (colonies/100 ml). The water quality criteria for E. coli in Class III fresh water is a geometric mean of 126 colonies/100 ml.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

ORDERED:

5. Respondent shall comply with the following corrective actions within the stated time periods:
- a) Within 30 days of the effective date of this Order, Respondent shall submit a copy of an evaluation of the plant headworks (Report) prepared by a professional engineer already retained for this work to the Department for approval.
 - b) Upon Department approval of the Report, Respondent shall complete implementing the recommendations by December 31, 2021.
 - c) Should the Report's recommendations include activities that require a permit, Respondent shall submit a complete application for a Department wastewater permit to construct by December 31, 2020.

d) In the event the Department requires additional information to process the permit application described in subparagraph (d) of this paragraph, Respondent shall provide a written response containing the information requested by the Department within 90 days of the date of the request.

e) If required by the proposed recommendations, Respondent shall submit to the Department a Certification of Completion, prepared and sealed by a professional engineer registered in the State of Florida, stating that modifications to the Facility, effluent disposal system, and collection system have been constructed in accordance with the provisions of the Permit. This document shall be submitted within 30 days of completion of construction.

6. Every calendar quarter after the effective date of this Order and continuing until all corrective actions have been completed, Respondent shall submit to the Department a written report containing information about the status and progress of projects being completed under this Order, information about compliance or noncompliance with the applicable requirements of this Order, including construction requirements and effluent limitations, and any reasons for noncompliance. These reports shall also include details of work performed to address inflow and infiltration of the collection system or preventative maintenance to the collection system and a projection of the work Respondent will perform pursuant to this Order during the 12-month period which will follow the report. Respondent shall submit the reports to the Department within 30 days of the end of each quarter.

7. Notwithstanding the time periods described in the paragraphs above, Respondent shall complete all corrective actions required by paragraph 5(a) - (e) by December 31, 2021, regardless of any intervening events or alternative time frames imposed in this Order.

8. Within 120 days of the effective date of this Order, Respondent shall submit a written estimate of the total cost of the corrective actions required by this Order to the Department. The written estimate shall identify the information the Respondent relied upon to provide the estimate.

9. Within 30 days of the effective date of this Order, Respondent shall pay the Department \$16,452.06 in settlement of the regulatory matters addressed in this Order. This

amount includes \$15,952.06 for civil penalties and \$500.00 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Order. The civil penalty in this case includes one violation that warrants a penalty of \$2,000.00 or more.

10. In lieu of making cash payment of \$15,952.06 in civil penalties as set forth in paragraph 9 above, Respondent may elect to off-set this amount by implementing an in-kind penalty project, which must be approved by the Department. An in-kind project must be either an environmental enhancement, environmental restoration or a capital/facility improvement project and may not be a corrective action requirement of the Order or otherwise required by law. The Department may also consider the donation of environmentally sensitive land as an in-kind project. The value of the in-kind penalty project shall be one and a half times the civil penalty off-set amount, which in this case is the equivalent of at least \$23,928.09. If Respondent chooses to implement an in-kind project, Respondent shall notify the Department of its election by certified mail within 15 days of the effective date of this Consent Order. Notwithstanding the election to implement an in-kind project, payment of the remaining \$500.00 in costs must be paid within 30 days of the effective date of the Consent Order.

11. If Respondent elects to implement an in-kind project as provided in paragraph 10, then Respondent shall comply with all the requirements and time frames in Exhibit 1 entitled In-Kind Projects.

12. In the event that Respondent elects to off-set civil penalties including stipulated penalties by implementing an in-kind penalty project which is approved by the Department, during the period that this Order remains in effect or during the effective date of any Department issued Permit to Respondent whichever is longer (Prohibited Transfer Duration), Respondent shall not transfer or use funds obtained by the Respondent from the collection of sewer rates for any purpose not related to the management, operation, or maintenance of the Sewer System or to any capital improvement needs of the Sewer System (hereinafter, Prohibited Transfer). Respondent shall annually certify to the Department using the Annual

Certification Form located on Exhibit 1 to this Order that no Prohibited Transfer has occurred. In the event of any Prohibited Transfer, the In-Kind project option shall be forfeited, and entire civil penalty shall immediately become due and owing to the Department irrespective of any expenditures by the Respondent in furtherance of the In-Kind project.

13. Respondent agrees to pay the Department stipulated penalties as defined in the schedules below.

a) For each and every day Respondent fails to timely comply with any of the requirements of paragraph(s) 5(a) – (f) and 6 of this Order, Respondent agrees to pay stipulated penalties in the amount of \$1,000 per day.

b) For unauthorized discharges from any portion of the Facility or associated wastewater collection system, Respondent agrees to pay stipulated penalties assessed according to the volume of the discharge and the number of days the discharge continued and/or impacted surface water, as shown below:

<u>Amount per day per Discharge or</u>	
<u>Amount per day per Water Quality Violation</u>	<u>Discharge Volume</u>
\$500.00	Up to 2,500 gallons
\$1,000.00	2,501 to 10,000 gallons
\$2,500.00	10,001 to 25,000 gallons
\$5,000.00	25,001 to 50,000 gallons
\$10,000.00	in excess of 50,000 gallons

The Department will evaluate all unauthorized discharges using the Sanitary Sewer Overflow Tool (dated May 1, 2019) attached as Exhibit 2, prior to assessing any stipulated penalties. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department’s issuance of written demand for payment and shall do so as further described in paragraph 14, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order. Any stipulated penalties assessed under this paragraph shall be in addition to the civil penalties agreed to in paragraph 9 of this Order.

14. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Water Quality Assurance Trust Fund." Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order is final, effective and filed with the Clerk of the Department before ability to make online payment is available.

15. Except as otherwise provided, all submittals and payments required by this Order shall be sent to DEP_CD@floridadep.gov and copied to Daniel Hall, Compliance Manager, Department of Environmental Protection, 3319 Maguire Blvd., Suite 232, Orlando FL 32803 or Daniel.K.Hall@floridadep.gov.

16. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

17. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property, (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

18. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither

economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as “contractor”) to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

19. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent’s complete compliance with all of the terms of this Order.

20. This Order is a settlement of the Department’s civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

21. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

22. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$10,000.00 per day per violation, and criminal penalties.

23. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

24. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

25. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

26. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

27. Respondent shall publish the following notice in a newspaper of daily circulation in Seminole County, Florida. The notice shall be published one time only within 30 days of the effective date of the Order. Respondent shall provide a certified copy of the published notice to the Department within 10 days of publication.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION
NOTICE OF CONSENT ORDER

The Department of Environmental Protection (“Department”) gives notice of agency action of entering into a Consent Order with UTILITIES INC OF FLORIDA pursuant to section 120.57(4), Florida Statutes. The Consent Order addresses the October 8, 2019, 1.2 million gallons, sanitary sewer overflow at 144 Ledbury Drive, Longwood FL. The Consent Order is available for public inspection during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays, at the Department of Environmental Protection, Central District office, 3319 Maguire Blvd., Suite 232, Orlando FL 32803.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department’s final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

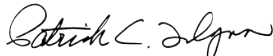
- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner’s representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner’s substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;

- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at Central District Office, 3319 Maguire Blvd., Suite 232, Orlando, FL 32803. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

28. Rules referenced in this Order are available at <http://www.dep.state.fl.us/legal/Rules/rulelist.htm>

FOR THE RESPONDENT:



Patrick Flynn
Vice President

September 24, 2020

Date

DEP vs. Utilities Inc of Florida
Consent Order, OGC No. 20-0108
Page 11

DONE AND ORDERED this 30th day of September, 2020, in Orange County,
Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Aaron Watkins
District Director
Central District

Filed, on this date, pursuant to section 120.52, F.S., with the designated Department Clerk,
receipt of which is hereby acknowledged.



Clerk

September 30, 2020
Date

Copies furnished to:

Lea Crandall, Agency Clerk
Mail Station 35

DW_CO (REV. 06/09)

Exhibit 1

In-Kind Projects

I. **Introduction**

Proposal

a. Within 60 days of the effective date of this Consent Order, or, of the Department's notification that applying stipulated penalties to an in-kind project is acceptable, Respondent shall submit, by certified mail, a detailed in-kind project proposal to the Department for evaluation. The proposal shall include a summary of benefits, proposed schedule for implementation and documentation of the estimated costs which are expected to be incurred to complete the project. These costs shall not include those incurred in developing the proposal or obtaining approval from the Department for the in-kind project.

Proposal Certification Form

b. The proposal shall also include a Certification by notarized affidavit from a senior management official for _____ (insert name of Respondent) who shall testify as follows:

My name is _____ (print or type name of senior management official) and do hereby testify under penalty of law that:

A. I am a person with management responsibilities for _____ (print or type name of Respondent) budget and finances. During the eighteenth month period prior to the effective date of Consent Order OGC Case No.: _____ there has not been any transfer or use of funds obtained by the _____ (print or type name of Respondent) from the collection of sewer rates for any purpose not related to the management, operation, or maintenance of the Sewer System or to any capital improvement needs of the Sewer System.

B. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowingly submitting false information in this certification.

Sworn to and subscribed before me, by means of physical presence or online notarization, this ____ day of _____, 2020 by

Personally, known or by Production of the following Identification _____

Notary Public, State of Florida

Printed/typed or stamped name:

My Commission Expires: _____

Commission/Serial No.: _____

Annual Certification Form

My name is _____ (print or type name of senior management official) and do hereby testify under penalty of law that:

A. I am a person with management responsibilities for _____ (print or type name of Respondent) budget and finances. During the twelve month period immediately preceding the notary date on this Certification, there has not been any transfer or use of funds obtained by the _____ (print or type name of Respondent) from the collection of sewer rates for any purpose not related to the management, operation, or maintenance of the Sewer System or to any capital improvement needs of the Sewer System.

B. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowingly submitting false information in this certification.

Sworn to and subscribed before me, by means of physical presence or online notarization, this ____ day of _____, 20__ by

Personally, known or by Production of the following Identification _____

Notary Public, State of Florida

Printed/typed or stamped name:

My Commission Expires: _____

Commission/Serial No.: _____

c. If the Department requests additional information or clarification due to a partially incomplete in-kind project proposal or requests modifications due to deficiencies with Department guidelines, Respondent shall submit, by certified mail, all requested additional information, clarification, and modifications within 15 days of receipts of written notice.

d. If upon review of the in-kind project proposal, the Department determines that the project cannot be accepted due to a substantially incomplete proposal or due to substantial deficiencies with minimum Department guidelines; Respondent shall be notified, in writing, of the reason(s) which prevent the acceptance of the proposal. Respondent shall correct and redress all the matters at issue and submit, by certified mail, a new proposal within 30 days of receipt of written notice. In the event that the revised proposal is not approved by the Department, Respondent shall make cash payment of the civil penalties as set forth in paragraph 14 above, within 30 days of Department notice.

e. Within 120 days of the effective date of this Consent Order, or, of the Department's notification that applying stipulated penalties to an in-kind project is acceptable Respondent shall obtain approval for an in-kind project from the Department. If an in-kind project proposal is not approved by the Department within 120 days of the effective date of this Consent Order, or, of the Department's notification that applying stipulated penalties to an in-kind project is acceptable then Respondent shall make cash payment of the civil penalties as set forth in paragraph 14 above, within 30 days of Department notice.

f. Within 180 days of obtaining Department approval for the in-kind proposal or in accordance with the approved schedule submitted pursuant to paragraph I(a) above, Respondent shall complete the entire in-kind project.

g. During the implementation of the in-kind project, Respondent shall place appropriate sign(s) at the project site indicating that Respondent's involvement with the project is the result of a Department enforcement action. Respondent may remove the sign(s) after the project has been completed. However, after the project has been completed Respondent shall not post any sign(s) at the site indicating that the reason for the project was anything other than a Department enforcement action.

h. In the event, Respondent fails to timely submit any requested information to the Department, fails to complete implementation of the in-kind project or otherwise fails to comply with any provision of this paragraph, the in-kind penalty project option shall be forfeited, and the entire amount of civil penalties shall be due from the Respondent to the Department within 30 days of Department notice. If the in-kind penalty project is terminated and Respondent timely remits the \$ 15,952.06 penalty, no additional penalties shall be assessed for failure to complete the in-kind project.

i. Within 15 days of completing the in-kind project, Respondent shall notify the Department, by certified mail, of the project completion and request a verification letter from the Department. Respondent shall submit supporting information verifying that the project was completed in accordance with the approved proposal and documentation showing the actual costs incurred to complete the project. These costs shall not include those incurred in developing the proposal or obtaining approval from the Department for the project.

j. If upon review of the notification of completion, the Department determines that the project cannot be accepted due to a substantially incomplete notification of completion or due to substantial deviations from the approved in-kind project; Respondent shall be notified, in writing, of the reason(s) which prevent the acceptance of the project. Respondent shall correct and redress all the matters at issue and submit, by certified mail, a new notification of completion within 15 days of receipt of the Department's notice. If upon review of the new submittal, the Department determines that the in-kind project is still incomplete or not in accordance with the approved proposal, the in-kind penalty project option shall be forfeited, and the entire amount of civil penalty shall be due from the Respondent to the Department within 30 days of Department notice. If the in-kind penalty project is terminated and Respondent timely remits the \$ 15,952.06 penalty, no additional penalties shall be assessed for failure to complete the in-kind project.

Exhibit 2 - SSO Evaluation Tool

May 1, 2019

The tool herein is intended to assist District Staff in assessing the information provided for SSO's. It should provide a rational, fair and consistent method for an initial evaluation and initial recommendation to management. Although this tool is not required to be utilized, it is intended to represent a consistent starting point for staff and should be considered in each case. As in all cases, the District Office Assistant Director, along with the Division Deputy Director should utilize their best judgement in determining how to proceed.

Instructions:

1. Look up the initial volume of the SSO in Column A. The corresponding action in Column B is the starting point.
2. Determine if any of the bullets below apply; move up, down, or stay in the corresponding Column B as instructed by applicable bullets. Moves are cumulative; **add all applicable moves together FIRST and then adjust the position on the chart.** For example, if a spill is treated and reaches surface water, move down 1 on the chart (up 1 + down 2 = down 1. Adding moves together before adjusting on the chart will prevent bottoming out/up on the chart.)
3. Consideration "Response, Operation & Maintenance actions" is where gallons recovered is accounted. For example, 20,000 gallons was spilled and 15,000 of the 20,000 gallons was recovered, therefore, move up one.
4. Unique site-specific items and common sense should still be considered. For example, if the spill entered a wet detention pond that is not considered surface water, but the pond was full, and it has been raining all week; discuss with management and determine if moving down Column B is appropriate.
5. Other items such as water body classification, good faith, failure to sample, water quality violation, compliance history should be considered in the penalty calculation, as applicable.
6. The four possible initial responses are coded in the database as follows:
 - a. Memo to file: Should consider the discovery mechanism and include brief rationale of why compliance assistance or enforcement is not being pursued.
 - i. SRVC: Submittal Received by Department - Use the email or other electronic notification to document discovery and any follow-up actions.
 - ii. CALL - For oral notifications made by phone, with an electronic document (Memo to file) created to describe the details of the call.
 - iii. SV: Site Visit - If discovered by DEP while in the field for other purposes; with electronic document(s) describing visit.
 - iv. CPR: Complaint Received - If reported by a third party, with electronic document(s) describing the complaint investigation or details explaining why an investigation was not needed.
 - b. CAO – Verbal: OCA
 - c. CAO – Written: NCLI
 - d. WL: WLI
7. All four initial response must be documented and filed in Oculus for the applicable facility under Enforcement/Legal. See the SSO memo to file template

Column A: Initial Spill Volume (gallons)	Column B: Starting point actions by DEP staff (See instructions above.)
1 – 1,000	Review 5-day report Memo to file
1,001 – 10,000	Review 5-day report Memo to file
10,001 – 100,000	Review 5-day report CAO
100,001 +	Review 5-day report WL (possible enforcement actions)

Consider for moving up or down column B:

- Chronic Spills – move down 1
(Note: 'chronic' is 2 or more spills in a 12-month period from the same location or >6 spills per 100 miles of collection system piping, per Brad Ammons, U.S. EPA.)
- Treated or Reuse spill – move up 1
- Partially Treated – stay
- Untreated – move down 1
- Response, Operation & Maintenance actions –
 poor = move down 1, good = move up 1
- Environmental Harm – move down 2
- Reached Surface Water – move down 2