

Antonia Hover

From: Office of Commissioner Fay
Sent: Wednesday, February 10, 2021 12:56 PM
To: Commissioner Correspondence
Subject: FW: Inaccurate UTI Testimony Rebuttal Docket 20200139
Attachments: Water Meter Read Ticket.pdf; UTI 2020 monthly water bills.pdf; UTI rebuttal.pdf

Please place the attached documents in Docket No. 20200139

Thanks

Veronica D. Washington

Executive Assistant to Commissioner Andrew Fay
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850)413-6036
vwashing@psc.state.fl.us

From: Dave Joswick [<mailto:dave@newhopeforkids.org>]
Sent: Tuesday, February 09, 2021 7:25 PM
To: Office of Chairman Clark
Cc: Office of Commissioner Fay; Office of Commissioner Graham; Office of Commissioner Brown; Office of Commissioner La Rosa; Gabrielle Milch Milch
Subject: Inaccurate UTI Testimony Rebuttal Docket 20200139

Dear Chairman Clark, it came to my attention recently through a concerned UTI customer that a UTI employee: Chris Snow on 12/14/20 made a false rebuttal of my prior testimony before you commissioners. I've attached three documents for your review.

1. Rebuttal statement by Chris Snow of UTI. This is almost a totally false rebuttal by Mr. Snow. When I initially called UTI's office in July to tell them the meter reading was not even close to the numbers on my meter. I did receive an apology and was told my meter would be read and I would get a response. I have no record the meter was checked. The UTI technician would normally fill in a customer service ticket and leave it on the door knob if no one was at home. I never received the followup customer service ticket.

2. Mr. Snow testified that an adjustment was made to my water bill. All my 2020 water bills are submitted for your review. As you will see there was no adjustment made to any of my water bills.

3. This is a copy of the customer service ticket left on my front door by a UTI meter reader who initially read the wrong water meter. The meter check was conducted on 7/30/20 not sometime in February 2020 as Mr. Snow states.

I'm very much troubled after reading the UTI rebuttal document made on December 14, 2020 of my prior testimony before you commissioners. I wonder and maybe you wonder as well are there other UTI rebuttals lacking in credible information. How can the PSC commissioners make the proper decisions if they do not have accurate information to base their decision on. I've already submitted a petition with 1004 signatures of very concerned UTI customers. I encourage you commissioners to read customer comments on the ipetition. Had I known how to properly conduct a petition I could have had over 2,000 signatures maybe more. Thank you for your consideration and review of the information I provided.

Respectively, Dave Joswick

600 Magnolia Oak Court

Longwood, FL 32779

407 625 0251

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for an increase in water and
wastewater rates in Charlotte, Highlands, Lake,
Lee, Marion, Orange, Pasco, Pinellas, Polk,
and Seminole Counties by Utilities, Inc. of Florida

Docket No. 20200139-WS

REBUTTAL TESTIMONY

OF

CHRIS SNOW

on behalf of

Utilities, Inc. of Florida

1 **Q. Please state your, name profession and address.**

2 A. My name is Chris Snow. I am Director of External Affairs for Utilities, Inc. of Florida. My
3 business address is 200 Weathersfield Ave., Altamonte Springs, Florida, 32714.

4 **Q. Please briefly state your educational background and experience.**

5 A. I received a Bachelor of Arts degree from Florida State University in social science in
6 2004. Prior to my work at Utilities, Inc. of Florida (UIF) I worked 10 years for the quasi-
7 government agency Space Florida both as the Director of Government Affairs but also as
8 a Director of Business Development, managing community affairs. Before then I worked
9 in Washington, D.C. on Capitol Hill and at a trade association analyzing and as an advocate
10 for legislative policy.

11 **Q. Have you previously pre-filed direct testimony in this proceeding?**

12 A. No.

13 **Q. What is the purpose of your rebuttal testimony?**

14 A. The purpose of my rebuttal testimony is to primarily address the pre-filed testimony of
15 OPC witnesses Lewis and Crane.

16 **Q. Do you agree with OPC witness Lewis' findings when it comes to billing complaints?**

17 A. No, I do not. The procedure of UIF for a high-bill complaint involves checking with the
18 customer to see if there could be a leak. If there is a leak, we have instituted a leak
19 adjustment policy to reduce the customer's bill to help them through that challenge. If it is
20 not a leak, we work with them to determine whether there is a meter malfunction by means
21 of re-reading the meter and/or a meter test to determine its accuracy. We work with each
22 customer individually to address each of their concerns.

23 **Q. Do you agree with OPC witness Lewis in regard to customer Dana Elliot's comments?**

24 A. No, UIF has not received a complaint from Ms. Elliot about her water quality in the more

1 than 14 years she has been a customer. As with all customers, we are more than happy to
2 investigate individual customers concerns first to try to address them but second to assure
3 there isn't a larger systemic issue involved.

4 We are aware of iron levels in the water at our Pennbrooke system. This is a function of the
5 source groundwater containing a significant concentration of iron. UIF adds an iron
6 sequestrant as part of the water treatment process to keep the iron in solution. We previously
7 investigated treatment alternatives with the Pennbrooke Homeowners Association after they
8 expressed interest in UIF making specific additional investments to remove iron from the
9 water. The Pennbrooke Homeowners Associations declined to support the treatment upgrade
10 due to the prospective impact on their water bill.

11 **Q. Do you agree with OPC witness Lewis in regard to customer Russakov's comments?**

12 A. No, UIF has not received a complaint about water quality from Ms. Russakov in the
13 approximately 20 years she has been a customer. We are happy to investigate the customer's
14 concerns but are happy to hear she hasn't had any in more than a year.

15 **Q. Do you agree with OPC witness Lewis in regard to customer Saylor's comments?**

16 A. No, UIF has not received a complaint about water quality in the time Mr. Saylor has been a
17 customer. Again, as a customer of Pennbrooke the source water is high in iron content, as
18 previously mentioned, which correlates with Mr. Saylor's concerns. The water quality in
19 Pennbrooke routinely meets all DEP standards and requirements. We are happy to work with
20 Mr. Saylor to resolve his individual concerns.

21 In regard to his billing concerns, we offer irrigation audits for our customers and are happy
22 to provide information on how he can save money by reducing his water usage. For instance,
23 over the last two years Mr. Saylor has averaged 16,000 gallons of water per month. We
24 typically find that irrigation is the primary driver of high water usage. We offer free irrigation

1 audits as well as information on our website on how to conserve water as provided by the St.
2 Johns River Water Management District including guidelines for watering. The District's
3 guidance may help Mr. Saylor and others conserve water and reduce their bills.

4 **Q. Do you agree with OPC witness Lewis that Utilities, Inc. of Florida did not respond to**
5 **complaints until after the customer reached out to the Public Service Commission?**

6 A. No, when customers contact us, we respond via phone, email, or social media messages. We
7 are happy to respond to each customer concern brought to us. Sometimes customers choose
8 to contact the Public Service Commission before reaching out to us, but that is their choice
9 as a consumer. If there are specific instances that Ms. Lewis is referring to, we would be
10 happy to address them individually.

11 **Q. Do you agree with OPC witness Crane's testimony about lobbying costs in your revenue**
12 **requirement claim?**

13 A: No, I do not. In response to OPC Interrogatory 34 we were asked to identify any organization
14 that is involved in lobbying activity. We did so. However, in Interrogatory 140 we were asked
15 to show the total payments to these entities that related to lobbying activities which is simply
16 \$45,827.13 to the Gunster law firm. The lobbying activity was related to the passage of Fair
17 Market Value legislation which not only benefits UIF but also the customer. First, the
18 acquisition of underfunded systems would benefit the customers of those systems by virtue
19 of UIF offering robust financial and operational resources. Additionally, the legislation, if
20 enacted, would help our current customers by allowing us to spread individual system costs
21 over a larger customer base thus achieving economies of scale for the systems acquired. This
22 would reduce the cost to each individual customer similar to the economies of scale realized
23 by the electric and gas industries in Florida.

1 UIF is a member of other organizations that offer training, certification, technology
2 information and strategic planning resources, all of which are beneficial to the customers by
3 assisting in UIF's mandate to provide safe and reliable service.

4 **Q. Do you agree with OPC witness Hicks that Utilities, Inc. of Florida that the potential**
5 **rule violations for lack of responding to customers in a timely manner is a current**
6 **problem?**

7 **A:** No, I do not. In reviewing the PSC complaints pointed out by OPC witness Hicks I found
8 that these four potential rule violations were from 2015, 2017, and 2018. There are none from
9 2019 or 2020. We work diligently to assure we are responding to the customer, and PSC, in
10 a thorough and expedient manner. We have a team that handles PSC complaints that come
11 in and we have reorganized our Customer Experience department to prioritize the customer.
12 Additionally, we strive to provide information to the customer in their preferred method. To
13 that end, UIF now provides customer information and feedback on Facebook, Twitter,
14 Google and through our app/webportal MyUtilityConnect.

15 **Q. Do you agree with the assessment made by your customer, Mr. David Joswick, during**
16 **the December 4th Service Hearing?**

17 **A:** No, I do not. Mr. David Joswick raised concerns in regard to UIF's customer service. Mr.
18 Joswick is correct in that he received an incorrect meter read in February of 2020. What he
19 did not mention in his testimony is that UIF apologized, reread the meter and corrected his
20 bill. The second item mentioned by Mr. Joswick is from November 30 of 2017 when he
21 called requesting UIF loosen the valve to allow him to turn off his water for repairs. UIF
22 visited his residence the next day and loosened the valve for the customer.

23 **Q. Does that conclude your direct testimony?**

24 **A.** Yes, it does.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by E-mail to the following parties this 14th day of December, 2020:

J. R. Kelly, Esquire
Stephanie Morse, Esquire
Office of Public Counsel
c/o The Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400
morse.stephanie@leg.state.fl.us
kelly.jr@leg.state.fl.us

Jennifer Crawford, Esquire
Walter Trierweiler, Esquire
Bianca Lherisson, Esquire
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
wtrierwe@psc.state.fl.us
jcrawfor@psc.state.fl.us
BLheriss@psc.state.fl.us

/s/ Martin S. Friedman

Martin S. Friedman

Account Number: 2997410000

Name: DAVID C JOSWICK

Phone: (407) 774-9563

Service Address: 600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779

Bill Date: 01/11/2021

Due Date: 02/02/2021

Please Pay: \$50.00



Customer Service: (866) 842-8432
 Collections: (866) 842-8432
www.myuifl.com

Meter Information

Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days In Cycle	Avg Daily Use	Constant
14583109	Water & Wastewater	11/30/2020	648930	12/30/2020	650590	1,660 GAL	30	55.33 GAL	1

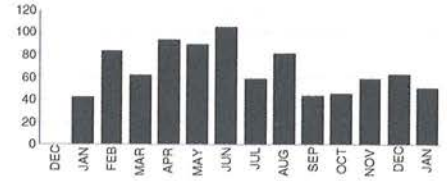
Bill Details

Activity Since Last Bill

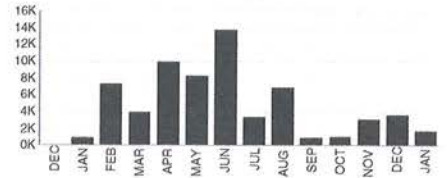
Previous Balance		\$61.77
Payments received as of 01/11/2021		-\$61.77
Balance as of 01/11/2021		\$0.00
Residential Water Service		
Water Base Charge		\$11.71
First 1,660 gallons at \$1.65 per 1,000 gallons		\$2.74
Seminole County Tax @ 4%		\$0.58
Total Residential Water Service		\$15.03
Residential Wastewater Service		
Wastewater Base Charge		\$27.63
1,660 gallons at \$4.42 per 1,000 gallons		\$7.34
Total Residential Wastewater Service		\$34.97
Total Due Amount		\$50.00

PAID
1/25/21

Billing History
in dollars



Consumption History for Water
in GAL



Message Center

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.

The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.myuifl.com for important account offerings



299741000000000050001

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 02/02/2021
 Please Pay: \$50.00

Amount Paid

UTP0112A 4420 1 AV 0.389
 7000006604 00.0017.0005 4420/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



UTILITIES INC OF FLORIDA
 PO BOX 11025
 LEWISTON, ME 04243-9476

Address correction requested on back



Account Number: 2997410000

Name: DAVID C JOSWICK

Phone: (407) 774-9563

Service Address: 600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779

Bill Date: 12/09/2020

Due Date: 12/31/2020

Please Pay: \$61.77

Customer Service: (866) 842-8432
 Collections: (866) 842-8432
www.myuiflorida.com

Meter Information

Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days In Cycle	Avg Daily Use	Constant
14583109	Water & Wastewater	10/29/2020	645350	11/30/2020	648930	3,580 GAL	32	111.88 GAL	1

Bill Details

Activity Since Last Bill

Previous Balance \$57.91
 Payments received as of 12/09/2020 -\$57.91
 Balance as of 12/09/2020 \$0.00

Residential Water Service

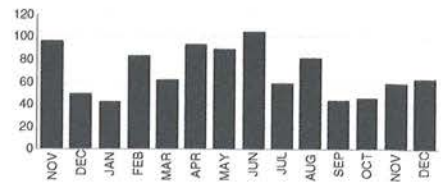
Water Base Charge \$11.71
 First 3,580 gallons at \$1.65 per 1,000 gallons \$5.91
 Seminole County Tax @ 4% \$0.70
 Total Residential Water Service \$18.32

Residential Wastewater Service

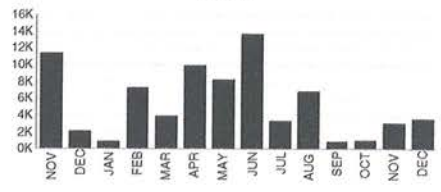
Wastewater Base Charge \$27.63
 3,580 gallons at \$4.42 per 1,000 gallons \$15.82
 Total Residential Wastewater Service \$43.45
Total Due Amount \$61.77

5/177

Billing History in dollars



Consumption History for Water in GAL



Message Center

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.

*649590
 645350

 4,240*

649590 12/21/20

The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings



2997410000000000061776

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 12/31/2020
 Please Pay: \$61.77

Amount Paid

UTP1210A 6564 1 AV 0.389
 7000006572 00.0021.0005 6564/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453

Address correction requested on back



UTILITIES INC OF FLORIDA
 PO BOX 11025
 LEWISTON, ME 04243-9476

Account Number: 2997410000

Name: DAVID C JOSWICK

Phone: (407) 774-9563

Service Address: 600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779

Bill Date: 11/09/2020

Due Date: 12/01/2020

Please Pay: \$57.91



Customer Service: (866) 842-8432
Collections: (866) 842-8432
www.myuiflorida.com

Meter Information

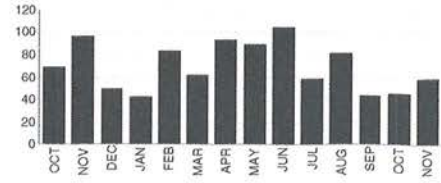
Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days In Cycle	Avg Daily Use	Constant
14583109	Water & Wastewater	09/29/2020	642400	10/29/2020	645350	2,950 GAL	30	98.33 GAL	1

Bill Details

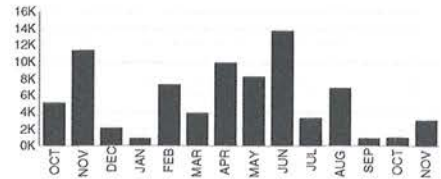
Activity Since Last Bill

Previous Balance	\$44.96	
Payments received as of 11/09/2020	-\$44.96	
Balance as of 11/09/2020		\$0.00
Residential Water Service		
Water Base Charge	\$11.71	
First 2,950 gallons at \$1.65 per 1,000 gallons	\$4.87	
Seminole County Tax @ 4%	\$0.66	
Total Residential Water Service		\$17.24
Residential Wastewater Service		
Wastewater Base Charge	\$27.63	
2,950 gallons at \$4.42 per 1,000 gallons	\$13.04	
Total Residential Wastewater Service		\$40.67
Total Due Amount		\$57.91

Billing History in dollars



Consumption History for Water in GAL



Message Center

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.

645350
~~649720~~

7630
645350

2280

The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida. Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings



29974100000000057914

PO BOX 160609
ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
Due Date: 12/01/2020
Please Pay: \$57.91

Amount Paid

UTQ1110A AUTO 5-DIGIT 32779
7000001495 00.0010.0018 1494/1



DAVID C JOSWICK
600 MAGNOLIA OAK CT
LONGWOOD FL 32779-2453



UTILITIES INC OF FLORIDA
PO BOX 11025
LEWISTON, ME 04243-9476

Address correction requested on back



Paid 10/28/20

Utilities Inc of Florida
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 Emergency Phone: (866) 842-8432
 www.myuiflorida.com

Bill Date	Account Number	Due Date	Please Pay
10/12/2020	2997410000	11/03/2020	\$44.96

Name **DAVID C JOSWICK**
 Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Primary Phone # **(407) 331-3059**

Activity Since Last Bill

Previous Balance \$43.36
 Payments received as of 10/12/2020 -\$43.36
 Balance as of 10/12/2020 \$0.00

Residential Water Service

Water Base Charge \$4.10
 First 338 gallons at \$1.59 per 1,000 gallons \$0.54
 Seminole County Tax @ 4% \$0.19
 Total Residential Water Service \$4.83

Residential Water Service

Water Base Charge \$7.45
 First 592 gallons at \$1.65 per 1,000 gallons \$0.98
 Seminole County Tax @ 4% \$0.34
 Total Residential Water Service \$8.77

Residential Wastewater Service

Wastewater Base Charge \$9.72
 338 gallons at \$4.27 per 1,000 gallons \$1.44
 Total Residential Wastewater Service \$11.16

Residential Wastewater Service

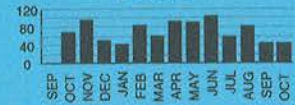
Wastewater Base Charge \$17.58
 592 gallons at \$4.42 per 1,000 gallons \$2.62
 Total Residential Wastewater Service \$20.20

Total Amount Due \$44.96

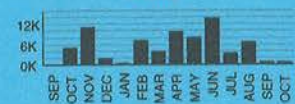
Summary of Service

Meter Reading Meter # 14583109
 Current 642400 09/29/2020
 Previous 641470 08/27/2020
 Usage 930 Gallons
 Number of Days: 33
 Average Daily Use: 28.18 Gallons
 Average Daily Cost: \$1.36
 Register Constant: 1

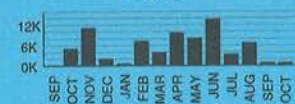
Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings.

Messages

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER IS AVAILABLE! TO VIEW YOUR 2019 WATER QUALITY REPORT, GO TO:
WWW.MYUTILITY.US/FL/CCR19/368.PDF. IF YOU WOULD LIKE A PRINTED COPY OF THE REPORT CALL 866-842-8432 OR EMAIL
CUSTOMERSERVICE@MYUIFLORIDA.COM.

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.



299741000000000044965

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 11/03/2020
 Please Pay: \$44.96

Amount Paid

UTW1013A 5-DIGIT 32779
 7000009050 00.0040.0012 6133/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



Utilities Inc of Florida
 PO BOX 11025
 LEWISTON ME 04243-9476

Address correction requested on back



Paid 9/27/20

Utilities Inc of Florida
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 Emergency Phone: (866) 842-8432
 www.myuiflorida.com

Bill Date	Account Number	Due Date	Please Pay
09/10/2020	2997410000	10/02/2020	\$43.36

Name **DAVID C JOSWICK** Primary Phone # **(407) 331-3059**
 Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Activity Since Last Bill

Previous Balance \$81.01
 Payments received as of 09/10/2020 -\$81.01
 Balance as of 09/10/2020 \$0.00

Residential Water Service

Water Base Charge \$11.28
 First 830 gallons at \$1.59 per 1,000 gallons \$1.32
 Seminole County Tax @ 4% \$0.50
 Total Residential Water Service \$13.10

Residential Wastewater Service

Wastewater Base Charge \$26.72
 830 gallons at \$4.27 per 1,000 gallons \$3.54
 Total Residential Wastewater Service \$30.26
Total Amount Due \$43.36

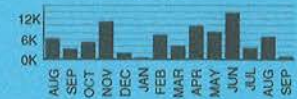
Summary of Service

Meter Reading Meter # 14583109
 Current 641470 08/27/2020
 Previous 640640 07/30/2020
 Usage 830 Gallons
 Number of Days: 28
 Average Daily Use: 29.64 Gallons
 Average Daily Cost: \$1.55
 Register Constant: 1

Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings.

Messages

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER IS AVAILABLE! TO VIEW YOUR 2019 WATER QUALITY REPORT, GO TO: WWW.MYUTILITY.US/FL/CCR19/368.PDF. IF YOU WOULD LIKE A PRINTED COPY OF THE REPORT CALL 866-842-8432 OR EMAIL CUSTOMERSERVICE@MYUIFLORIDA.COM.

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.

299741000000000043369



PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 10/02/2020
 Please Pay: \$43.36

Amount Paid

UTW0911A 5-DIGIT 32779
 7000011002 00.0034.0018 5370/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



Utilities Inc of Florida
 PO BOX 11025
 LEWISTON ME 04243-9476

Address correction requested on back

Bill Date	Account Number	Due Date	Please Pay
08/10/2020	2997410000	09/01/2020	\$81.01

Name **DAVID C JOSWICK**
Service Address 600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779


Primary Phone # (407) 331-3059

Activity Since Last Bill		
Previous Balance	\$58.21	
Payments received as of 08/10/2020	-\$58.21	
Balance as of 08/10/2020		\$0.00
Residential Water Service		
Water Base Charge	\$11.28	
First 4,000 gallons at \$1.59 per 1,000 gallons	\$6.36	
Next 2,800 gallons at \$2.37 per 1,000 gallons	\$6.64	
Seminole County Tax @ 4%	\$0.97	
Total Residential Water Service		\$25.25
Residential Wastewater Service		
Wastewater Base Charge	\$26.72	
6,800 gallons at \$4.27 per 1,000 gallons	\$29.04	
Total Residential Wastewater Service		\$55.76
Total Amount Due		\$81.01


Summary of Service

Meter Reading Meter # 14583109
Current 640640 07/30/2020
Previous 633840 06/25/2020
Usage 6,800 Gallons
Number of Days: 35
Average Daily Use: 194.29 Gallons
Average Daily Cost: \$2.31
Register Constant: 1

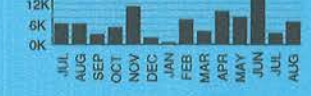
Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



641150
640640

510

640640
641150

9490

1.2 per gal

8/20 .012
10/13 .005

The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings.

Messages

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER IS AVAILABLE! TO VIEW YOUR 2019 WATER QUALITY REPORT, GO TO:
WWW.MYUTILITY.US/FL/CCR19/368.PDF. IF YOU WOULD LIKE A PRINTED COPY OF THE REPORT CALL 866-842-8432 OR EMAIL
CUSTOMERSERVICE@MYUIFLORIDA.COM.

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.

PAID 8/18/20

299741000000000081013

Account Number: 2997410000
Due Date: 09/01/2020
Please Pay: \$81.01

Amount Paid

UTW0811A AUTO 5-DIGIT 32779
7000000631 00.0005.0021 629/1



DAVID C JOSWICK
600 MAGNOLIA OAK CT
LONGWOOD FL 32779-2453



Utilities Inc of Florida
PO BOX 11025
LEWISTON ME 04243-9476

Address correction requested on back



Paid 7/23/20

Utilities Inc of Florida
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 Emergency Phone: (866) 842-8432
 www.myuiflorida.com

Bill Date	Account Number	Due Date	Please Pay
07/12/2020	2997410000	08/03/2020	\$58.21

Name **DAVID C JOSWICK** Primary Phone # **(407) 331-3059**
 Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Activity Since Last Bill

Previous Balance \$104.42
 Payments received as of 07/12/2020 -\$104.42
 Balance as of 07/12/2020 \$0.00

Residential Water Service

Water Base Charge \$0.80
 First 239 gallons at \$1.58 per 1,000 gallons \$0.38
 Seminole County Tax @ 4% \$0.05
 Total Residential Water Service \$1.23

Residential Water Service

Water Base Charge \$10.47
 First 3,101 gallons at \$1.59 per 1,000 gallons \$4.93
 Seminole County Tax @ 4% \$0.62
 Total Residential Water Service \$16.02

Residential Wastewater Service

Wastewater Base Charge \$1.90
 239 gallons at \$4.24 per 1,000 gallons \$1.01
 Total Residential Wastewater Service \$2.91

Residential Wastewater Service

Wastewater Base Charge \$24.81
 3,101 gallons at \$4.27 per 1,000 gallons \$13.24
 Total Residential Wastewater Service \$38.05

Total Amount Due \$58.21

Summary of Service

Meter Reading Meter # 14583109
 Current 633840 06/25/2020
 Previous 630500 05/28/2020
 Usage 3,340 Gallons
 Number of Days: 28
 Average Daily Use: 119.29 Gallons
 Average Daily Cost: \$2.08
 Register Constant: 1

Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings.

Messages

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER IS AVAILABLE! TO VIEW YOUR 2019 WATER QUALITY REPORT, GO TO: WWW.MYUTILITY.US/FL/CCR19/368.PDF. IF YOU WOULD LIKE A PRINTED COPY OF THE REPORT CALL 866-842-8432 OR EMAIL CUSTOMERSERVICE@MYUIFLORIDA.COM.

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.



299741000000000058218

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 08/03/2020
 Please Pay: \$58.21

Amount Paid

UTW0713A 5-DIGIT 32779
 7000007990 00.0029.0025 4805/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



Utilities Inc of Florida
 PO BOX 11025
 LEWISTON ME 04243-9476

Address correction requested on back



Paid 6/21/20

Utilities Inc of Florida
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 Emergency Phone: (866) 842-8432
 www.myuiflorida.com

Bill Date	Account Number	Due Date	Please Pay
06/09/2020	2997410000	07/01/2020	\$104.42

Name **DAVID C JOSWICK**
 Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Primary Phone # **(407) 331-3059**

Activity Since Last Bill

Previous Balance \$88.85
 Payments received as of 06/09/2020 -\$88.85
 Balance as of 06/09/2020 \$0.00

Residential Water Service

Water Base Charge \$11.18
 First 4,000 gallons at \$1.58 per 1,000 gallons \$6.32
 Next 8,000 gallons at \$2.35 per 1,000 gallons \$18.80
 Remaining 1,520 gallons at \$3.93 per 1,000 gallons \$5.97
 Seminole County Tax @ 4% \$1.69
 Total Residential Water Service \$43.96

Residential Wastewater Service

Wastewater Base Charge \$26.54
 8,000 gallons at \$4.24 per 1,000 gallons \$33.92
 Total Residential Wastewater Service \$60.46
Total Amount Due \$104.42

Summary of Service

Meter Reading Meter # 14583109
 Current 630500 05/28/2020
 Previous 616980 04/28/2020
 Usage 13,520 Gallons
 Number of Days: 30
 Average Daily Use: 450.67 Gallons
 Average Daily Cost: \$3.48
 Register Constant: 1

Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



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Messages

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER IS AVAILABLE! TO VIEW YOUR 2019 WATER QUALITY REPORT, GO TO: WWW.MYUTILITY.US/FL/CCR19/368.PDF. IF YOU WOULD LIKE A PRINTED COPY OF THE REPORT CALL 866-842-8432 OR EMAIL CUSTOMERSERVICE@MYUIFLORIDA.COM.

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.



29974100000000104427

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 07/01/2020
 Please Pay: \$104.42

Amount Paid

UTW0610A AUTO 5-DIGIT 32779
 7000000799 00.0003.0022 400/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



Utilities Inc of Florida
 PO BOX 11025
 LEWISTON ME 04243-9476

Address correction requested on back



5/17/20

Utilities Inc of Florida
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 Emergency Phone: (866) 842-8432
 www.myuiflorida.com

Bill Date	Account Number	Due Date	Please Pay
05/10/2020	2997410000	06/01/2020	\$88.85

Name **DAVID C JOSWICK**

Primary Phone # **(407) 331-3059**

Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Activity Since Last Bill

Previous Balance \$92.84
 Payments received as of 05/10/2020 -\$92.84
 Balance as of 05/10/2020 \$0.00

Residential Water Service

Water Base Charge \$11.18
 First 4,000 gallons at \$1.58 per 1,000 gallons \$6.32
 Next 4,170 gallons at \$2.35 per 1,000 gallons \$9.80
 Seminole County Tax @ 4% \$1.09
 Total Residential Water Service \$28.39

Residential Wastewater Service

Wastewater Base Charge \$26.54
 8,000 gallons at \$4.24 per 1,000 gallons \$33.92
 Total Residential Wastewater Service \$60.46
Total Amount Due \$88.85

Summary of Service

Meter Reading Meter # 14583109
 Current 616980 04/28/2020
 Previous 609810 03/25/2020
 Usage 8,170 Gallons
 Number of Days: 34
 Average Daily Use: 240.29 Gallons
 Average Daily Cost: \$2.61
 Register Constant: 1

Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



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Messages

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.



299741000000000088855

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 06/01/2020
 Please Pay: \$88.85

Amount Paid

UTW0511A AUTO 5-DIGIT 32779
 7000000602 00.0005.0030 602/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



Utilities Inc of Florida
 PO BOX 11025
 LEWISTON ME 04243-9476

Address correction requested on back



Paid 4/18/20

Utilities Inc of Florida
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 Emergency Phone: (866) 842-8432
 www.myuiflorida.com

Bill Date	Account Number	Due Date	Please Pay
04/09/2020	2997410000	05/01/2020	\$92.84

Name **DAVID C JOSWICK**
 Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Primary Phone # **(407) 331-3059**

Activity Since Last Bill

Previous Balance \$60.88
 Payments received as of 04/09/2020 -\$60.88
 Balance as of 04/09/2020 \$0.00

Residential Water Service

Water Base Charge \$11.18
 First 4,000 gallons at \$1.58 per 1,000 gallons \$6.32
 Next 5,800 gallons at \$2.35 per 1,000 gallons \$13.63
 Seminole County Tax @ 4% \$1.25
 Total Residential Water Service \$32.38

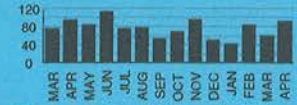
Residential Wastewater Service

Wastewater Base Charge \$26.54
 8,000 gallons at \$4.24 per 1,000 gallons \$33.92
 Total Residential Wastewater Service \$60.46
Total Amount Due \$92.84

Summary of Service

Meter Reading Meter # 14583109
 Current 608810 03/25/2020
 Previous 599010 02/25/2020
 Usage 9,800 Gallons
 Number of Days: 29
 Average Daily Use: 337.93 Gallons
 Average Daily Cost: \$3.20
 Register Constant: 1

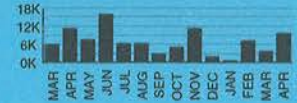
Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings.

Messages

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.



299741000000000092840

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 05/01/2020
 Please Pay: \$92.84

Amount Paid

UTW0410A AUTO 5-DIGIT 32779
 7000007047 00.0020.0030 3086/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



Utilities Inc of Florida
 PO BOX 11025
 LEWISTON ME 04243-9476

Address correction requested on back



Utilities Inc of Florida
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 Emergency Phone: (866) 842-8432
 www.myuiflorida.com

Bill Date	Account Number	Due Date	Please Pay
03/09/2020	2997410000	03/31/2020	\$60.88

Name **DAVID C JOSWICK**

Primary Phone # **(407) 331-3059**

Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Activity Since Last Bill

Previous Balance \$82.56
 Payments received as of 03/09/2020 -\$82.56
 Balance as of 03/09/2020 \$0.00

Residential Water Service

Water Base Charge \$11.18
 First 3,860 gallons at \$1.58 per 1,000 gallons \$6.10
 Seminole County Tax @ 4% \$0.69
 Total Residential Water Service \$17.97

Residential Wastewater Service

Wastewater Base Charge \$26.54
 3,860 gallons at \$4.24 per 1,000 gallons \$16.37
 Total Residential Wastewater Service \$42.91
Total Amount Due \$60.88

3/14 603880

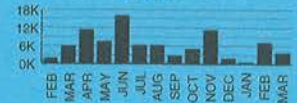
Summary of Service

Meter Reading Meter # 14583109
 Current 599010 02/25/2020
 Previous 595150 01/28/2020
 Usage 3,860 Gallons
 Number of Days: 28
 Average Daily Use: 137.86 Gallons
 Average Daily Cost: \$2.17
 Register Constant: 1

Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings.

Messages



299741000000000060884

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 03/31/2020
 Please Pay: \$60.88

Amount Paid

UTW0310A AUTO 5-DIGIT 32779
 7000001672 00.0012.0037 1667/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



Utilities Inc of Florida
 PO BOX 11025
 LEWISTON ME 04243-9476

Address correction requested on back



Scott Plakton
407 221-8452

Utilities Inc of Florida
Customer Service: (866) 842-8432
Collections: (866) 842-8432
Emergency Phone: (866) 842-8432
www.myuiflorida.com

Bill Date	Account Number	Due Date	Please Pay
02/09/2020	2997410000	03/02/2020	\$82.56

Name **DAVID C JOSWICK** Primary Phone # **(407) 331-3059**
Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Activity Since Last Bill

Previous Balance \$36.48
Payments received as of 02/09/2020 -\$36.48
Balance as of 02/09/2020 \$0.00

Residential Water Service

Water Base Charge \$4.70
First 1,697 gallons at \$1.56 per 1,000 gallons \$2.65
Next 1,349 gallons at \$2.33 per 1,000 gallons \$3.14
Seminole County Tax @ 4% \$0.42
Total Residential Water Service \$10.91

Residential Water Service

Water Base Charge \$6.44
First 2,303 gallons at \$1.58 per 1,000 gallons \$3.64
Next 1,831 gallons at \$2.35 per 1,000 gallons \$4.30
Seminole County Tax @ 4% \$0.58
Total Residential Water Service \$14.96

Residential Wastewater Service

Wastewater Base Charge \$11.12
3,046 gallons at \$4.19 per 1,000 gallons \$12.76
Total Residential Wastewater Service \$23.88

Residential Wastewater Service

Wastewater Base Charge \$15.28
4,134 gallons at \$4.24 per 1,000 gallons \$17.53
Total Residential Wastewater Service \$32.81
Total Amount Due \$82.56

Summary of Service

Meter Reading Meter # 14583109
Current 595150 01/28/2020
Previous 587970 12/26/2019
Usage 7,180 Gallons
Number of Days: 33
Average Daily Use: 217.58 Gallons
Average Daily Cost: \$2.50
Register Constant: 1

Billing History
in dollars

Consumption History for Water
in GAL

Consumption History for Wastewater
in GAL

The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
Rate Schedules are available upon request. Visit www.myuiflorida.com for important account offerings.

*2-25-20 operation mgr
will be calling me.*

Messages

*2-27-20
Mat Morrow 407 260 5065*

299741000000000082566



PO BOX 160609
ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
Due Date: 03/02/2020
Please Pay: \$82.56

Amount Paid

UTW0210B AUTO 5-DIGIT 32779
7000001942 00.0014.0038 1934/1



DAVID C JOSWICK
600 MAGNOLIA OAK CT
LONGWOOD FL 32779-2453



Address correction requested on back

Utilities Inc of Florida
PO BOX 11025
LEWISTON ME 04243-9476



Paid 1/19/20

Utilities Inc of Florida
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 Emergency Phone: (866) 842-8432
 www.myuflorida.com

Bill Date	Account Number	Due Date	Please Pay
01/09/2020	2997410000	01/31/2020	\$36.48

Name **DAVID C JOSWICK** Primary Phone # **(407) 331-3059**
 Service Address **600 MAGNOLIA OAK CT, LONGWOOD, FL, 32779**

Activity Since Last Bill

Previous Balance \$151.48
 Payments received as of 01/09/2020 -\$151.48
 Balance as of 01/09/2020 \$0.00

Adjustments

Interim Rate Adjustment Wastewater -\$5.82

Residential Water Service

Water Base Charge \$11.07
 First 790 gallons at \$1.56 per 1,000 gallons \$1.23
 Seminole County Tax @ 4% \$0.49
 Total Residential Water Service \$12.79

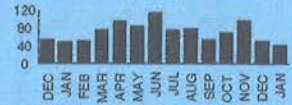
Residential Wastewater Service

Wastewater Base Charge \$26.20
 790 gallons at \$4.19 per 1,000 gallons \$3.31
 Total Residential Wastewater Service \$29.51
Total Amount Due \$36.48

Summary of Service

Meter Reading Meter # 14583109
 Current 587970 12/26/2019
 Previous 587180 11/25/2019
 Usage 790 Gallons
 Number of Days: 31
 Average Daily Use: 25.48 Gallons
 Average Daily Cost: \$1.36
 Register Constant: 1

Billing History
in dollars



Consumption History for Water
in GAL



Consumption History for Wastewater
in GAL



The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.myuflorida.com for important account offerings.

Messages



299741000000000036484

PO BOX 160609
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 2997410000
 Due Date: 01/31/2020
 Please Pay: \$36.48

Amount Paid

UTW0110A AUTO 5-DIGIT 32779
 7000005513 00.0021.0037 3275/1



DAVID C JOSWICK
 600 MAGNOLIA OAK CT
 LONGWOOD FL 32779-2453



Utilities Inc of Florida
 PO BOX 11025
 LEWISTON ME 04243-9476

Address correction requested on back

**UTILITIES, INC. OF FLORIDA
AND AFFILIATED COMPANIES**

200 Weathersfield Avenue
Altamonte Springs, Florida 32714

DATE 7-30-08 ACCT# _____

NAME _____

STREET 600 MAGNOLIA OAK CT.

- Water/sewer service will be discontinued on _____ unless payment of \$ _____ is received in full before that date.
- Water/sewer service has been discontinued and will be resumed upon full payment of your bill in the amount of \$ _____.
- Water/sewer service was discontinued on _____
The presence of the customer or his agent is required when water service is reinstated or a waiver form must be signed.
- No application on file. Deposit of \$ _____ has not been paid.

CHARGES TO ACCOUNT

- Delinquent Amount \$ _____
- Returned Check Amount \$ _____
- Office Service Charge \$ _____
- Reconnection Charge \$ _____
- Other _____ \$ _____
- Payment must be made by cash or money order.

CUSTOMER - RECHECK

At your request, we have rechecked your water meter and found:

- Meter reading correct, today's reading 5145470
- Meter registering indicated a leak on your property. Check your plumbing.
- Error in meter reading. Water/sewer bill will be corrected. Please call for adjustment.
- Called today and found no one home.
- Please call our office at the following number:

(407) 869-1919

1-800-272-1919

REMARKS NO LEAKS DETECTED.

CUSTOMER SERVICE REP.

SEE REVERSE SIDE