

Lydia Roberts

From: Cathi [bbneighborhood@yahoo.com]

Sent: Sunday, October 16, 2011 6:19 PM

To: Lydia Roberts

Subject: Re: DOCKET#110254-WS (Show Cause proceeding against Four Points and Bimini Bay utilities) or DOCKET#090424-WS (to certificate Bimini Bay Utility) - David Meadows

To Whom It May Concern:

Thank you so much for the opportunity to speak up against Bimini Bay Utilities (BBU) and Four Points Utilities (FPU). I understand there is a hearing Oct 18, 2011 regarding DOCKET#110254-WS and DOCKET#090424-WS. My family and I reside in BBU jurisdiction. I also am in constant communication with the HOA at Island Club West who is in the FPU jurisdiction. I can personally address the MANY issues that are going on here at Bimini Bay and fear that if certification is awarded to David Meadows/BBU for water service here that we will not only still have the horrible service as provided here by David Meadows/BBU, but like FPU the water quality and service will remain inferior at best and costs will sky rocket. Thereby our nightmare here at Bimini Bay will only continue to get worse.

I read that BBU is claiming that they lost records during the fire in 2009, but it strikes me odd that just a few months after said fire that BBU was able to provide a customer here at Bimini Bay with a detailed acct of info that could only be retrieved from records prior to the fire. This customer is also emailing you his concerns and will provide the proof of what I am mentioning. I bring this to your attention only to reiterate that the staff at BBU is controlled by David Mann Meadows who has a long history of fabricating info to achieve the most gain for himself and is very skilled at manipulating the governing entities for said gain. It is the hopes, desires and goal of many owners here at Bimini Bay to seek any and all legal avenues to stop this man from ruining the lives of any family that lives in his communities. This water issue is just a drop in the bucket, but every drop counts. Pardon the pun.

I will remind you that David Mann Meadows has his employees (of whom do all job tasks including, but not limited to billing, taking calls, dealing with unsatisfied customers in person, etc for both BBU and FPU, as well as, do all the HOA jobs under David Mann Meadows) double bill for water, the bills are riddled with errors and you have to be a mathematician to understand the errors and many here just pay as he charges, disconnect notices for water service are often given in their error and are merely taped to the door of the unit, water is often disconnected without warning or "notice" and in error, they stamp envelopes several days prior to printing statements and then mail them so that they arrive late (thank you that he is not certified so he can charge us late fee's), he doesn't post payments in a timely fashion, I personally question the quality of water coming out of my tap as he takes short cuts and reuses old materials to make repairs in an effort to save spending money that could go into his pocket, I question the validity of his proof of water usage as our water bills are higher than anyone I know in any other water district, and he uses the same employee's to do repairs and accounting for BBU as he does for managing the HOA, internet, and cable services (all that operate with very inferior quality to that which which we could get through another carrier if David Meadows would allow other entities to provide for us. He doesn't provide land lines for phone service, so if we want phone service we have to rely on cell phones.)

DOCUMENT NO. DATE
 07584-11 10/17/11
 FPSC - COMMISSION CLERK

10/17/2011

In all the PSC and the Court of Polk County would, in effect, be condoning David Mann Meadows bad business practices if he is allowed to be certified. Hundreds of families will be severley impacted negatively by granting the certification. In truth the water at BBU and FPU should be taken away from David Mann Meadows and be turned over to a water company who goal isn't to destroy families and victimize innocent people.

Again, thank you for listening to the voice of the people in considering this matter.

Cathi 😊

Lydia Roberts

From: lan295@aol.com
Sent: Sunday, October 16, 2011 7:35 PM
To: lan295@aol.com
Cc: Carl Vinson; Lydia Roberts; Kevin Carpenter; Jerry Hallenstein
Subject: PSC - Initiation of Show Cause Proceedings - Bimini Bay Utilities

Dear Ms. Roberts,

This email notice is a follow-up to my prior email complaint, dated, 10/15/11, (2:05pm), **Initiation of Show Cause Proceedings, regarding** Bimini Bay Utilities Corporation, PSC audit findings, (Docket 090424-WS);

In further support of my objection to the issuance of a certificate to David Meadows for the operation of Bimini Bay Utilities Corp, I offer you additional evidence. Please refer to the Polk County Court of public records. I specifically refer you to Case No. 53-2007CC-1729, Book 8260, Pg - 1006, a "**Final Judgement For Damages and Costs**". Said judgement was issued against Orlando Vacations, Inc., Four Points Utility Corporation and David Meadows, dated November 16, 2010. Within said Decision, County Court Judge Anne Kaylor stated in part;

"David Meadows was the sole officer of the defendant Florida corporate entitites Orlando Vacations, Inc. and Four Points Utility Corporation and he reserved and exercised sole authority in the management of those business entities."

"The handling of the business interests by David Meadows involving Four Points Utility and Orlando Vacations, Inc. showed a substantial level of disregard of separate corporate interests and such personal manipulation by David Meadows of the corporate accounts as to warrant the conclusion that the entities were merely instrumentalities of David Meadows that were misused to deprive the Plaintiff of monies owed him." and,

"The effect of David Meadows' actions justifies holding Four Points Utility Corporation, Orlando Vacations, Inc, and David Meadows, individually, liable for the sum of \$9,381.56."

Please refer to this Judgement in its entirety, for your own interpretation. This court ruling, is just one example of many complaints against Mr. Meadows as they relate to his historical abuses of power and disregard for the law. I pray you will deny David Meadows continued opportunities for such exploitation. Thank you for your time and consideration.

Sincerely,



10/17/2011

State of Florida



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OCT 17 AM 11:19

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

COMMISSION
CLERK

DATE: October 17, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation *LR*
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

Attached are documents for inclusion in the docket file for the above referenced docket. The documents consist of complaints from customers pertaining to Bimini Bay Utilities Corporation.

DOCUMENT NO. **DATE**
07584-11 10/17/11
PPSC - COMMISSION CLERK

Lydia Roberts

From: david chang [changd01@yahoo.com]

Sent: Saturday, October 15, 2011 7:09 PM

To: Lydia Roberts

Subject: David Meadows, Bimini Bay utilities

Sir:

I own 2 condo units at Bimini Bay in Davenport, Florida

Mr. David Meadows has charged owners at Bimini Bay excessive amounts for utilities for years. As the developer of Bimini Bay, Mr. Meadows has no business managing the utilities for the development

Please end this conflict of interest by revoking Mr. Meadows' utilities license.

Sincerely,
David Chang

10/17/2011

Lydia Roberts

From: Jeff [jeffdeyosr@gmail.com]
Sent: Saturday, October 15, 2011 8:56 AM
To: Carl Vinson; Lydia Roberts; Kevin Carpenter; Jerry Hallenstein
Subject: Bimini Bay Water Utility Certificate DENIAL !
Attachments: PSC Exhibit 1B 04.29.2008.pdf; PSC Exhibit 1A 04.29.2008.pdf; PSC Exhibit 1A 06.11.2009 (2).pdf; PSC Exhibit 1A 06.11.2009.pdf; PSC Exhibit 1A 07.07.2009.pdf

Hello PSC:

RE: Page 5 of PSC Letter dated October 6, 2011.
RE: Docket Number 090424-WS, Bimini Bay Water Utility Certificate

We strongly suggest that the certificate as well as any other considerations toward Bimini Bay and David Meadows not be permitted.

We would like to bring to your attention the following:

On page 5, according to the utility the records were destroyed in a fire.

I am attaching the following exhibits.

EXHIBIT 1

PSC Exhibit 1A 06.11.2009.pdf

This exhibit is an article from www.NewChief.Com that dates the fire as 01:00 AM June 10, 2009
<http://www.newschief.com/article/20090611/news/906115017>

PSC Exhibit 1A 06.11.2009 (2).pdf

This exhibit is an article published at 07:12 AM June 10, 2009 from www.TheLedger.Com
<http://www.theledger.com/article/20090610/news/906109971>

EXHIBIT 2

PSC Exhibit 1A 07.07.2009

An email from Terry Blackmon to Jeff Deyo indicating he was invoicing from home.
The email also suggests that Terry Blackmon had a back up copy of the records at his home.
The email goes on to indicate "All of our accounting is up to date".

EXHIBIT 3

PSC Exhibit 1A 04.29.2008

An email From Terry Blackmon to Jeff Deyo on August 2, 2009.
This email contains an attachment of:

C__DOCUME~1_TBLACK~1_LOCALS~1_Temp_Inv_0202APR2008_from_Bimini.pdf

This email was sent 2 months AFTER the June 2009 fire.

Exhibit 4

PSC Exhibit 1B 04.29.2008

The is an invoice with a statement date of 04/29/2008
The invoice is for a statement date several months BEFORE the June 2009 fire.

How could Terri Blackmon forward us this information if the water records were lost in the fire?

We believe that the above exhibits show that the records were not destroyed by the fire and remained in the safe custody of Terry Blackmon at his home.

Therefore that the statement made to the PSC regarding the records being destroyed are not accurate and misleading.

Thank you for your time

Jeff Deyo
Karen Smith

10/17/2011

Bimini Bay Utilities Corporation
 101 Golden Malay Palm Way
 Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 4/29/2008

We can now email invoices.
 If you get this email please reply and let us know if you want a mailed copy as well.
 If you did not get an email, email Cari below with your email address and preference for email or mail or both.

Due Date

5/19/2008

Invoice #

0202APR2008

Jeffrey Deyo / Karen Smith
 202 Washington Palm Loop
 Davenport, FL 33897

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number See Above		0.00	0.00
Water Previous Reading	6,830	0.00	0.00
Water Current Reading	8,260	0.00	0.00
Water - Total Gallon Usage	1,430	0.00	0.00
Water - Base Charge	1	3.82	3.82
Water - Total water usage in gallons	1.43	1.90	2.72
Waste Water - Base Charge	1	14.27	14.27
Waste Water - Total waste water usage	1.43	4.61	6.59
Waste Water - 0 to 10,000 Gallons		-9.39	-9.39

Follow signs to tempoary location at 319 Australian Way.

Mailing address is unchanged. Phones are back up.

Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.

Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

This bill applies to the dates 03/21 to 4/22/2008		Current Charges and Fees	\$18.01
Service Address => 202 Washington Palm		Payments/Credits	\$-18.01
		Customer Total Balance Due	\$38.15

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Jeffrey Deyo / Karen Smith
 202 Washington Palm Loop
 Davenport, FL 33897

Current Charges and Fees: \$18.01

Customer Total Balance Due: \$38.15

Amount Enclosed:

\$ _____

Invoice # 0202APR2008

Due Date 5/19/2008

Make you check payable to:
 Bimini Bay Utilities.
 Put your invoice number on your check and
 mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
 Davenport, FL 33897
 863-424-0130 Ext 129

Service Address

202 Washington Palm

Jeff

From: Terry Blackmon [tblackmon@islandhideaway.net]
Sent: Sunday, August 02, 2009 10:36 AM
To: JeffDeyoSr@Gmail.com
Subject: Invoice from Bimini Bay Utilities Corp

Attachments: C__DOCUME~1_TBLACK~1_LOCALS~1_Temp_Inv_0202APR2008_from_Bimini.pdf



C__DOCUME~1_T
ACK~1_LOCALS~1

To Customer :

We are now able to e-mail invoices.

Please reply and let us know if you what your invoices by e-mail or regular mail or both.

Sincerely,

Terry Blackmon
Island Club Resort Homeowners' Association Cost
863-424-0130 Ext 129
tblackmon@islandhideaway.net

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Arson Suspected at Bimini Bay Resort



A fire destroyed a building at Bimini Bay Resort at U.S. 27 and Washington Palm Loop Road in Davenport.

Buy PhotoPhotos provided by John Dwan
By Jeremy Maready
THE LEDGER

Published: Wednesday, June 10, 2009 at 7:12 a.m.

Last Modified: Wednesday, June 10, 2009 at 7:12 a.m.

DAVENPORT | A fire that destroyed an 11,000-square-foot building at a Davenport resort has been ruled as an arson, according to the State Fire Marshal's Office.

The building at the Bimini Bay Resort and Spa at 510 U.S. 27 caught fire just before 1 a.m. Wednesday, according to the Polk County Public Safety department.

Initial reports said the clubhouse was destroyed at the resort, which is about 10 miles from Disney's Magic Kingdom.

But officials said a building at the entrance of the resort was what was set on fire.

The clubhouse is at the back of the complex.

About 22 firefighters from the Polk County and Davenport fire departments went to the blaze.

The two-alarm fire had destroyed about 75 percent of the building by the time firefighters arrived.

No injuries were reported.

Bimini Bay Resort is a vacation rental home community.

According to preliminary investigations, the building has been declared a total loss, totaling about \$1 million, according to Sam Venzeio, a spokesman for the State Fire Marshal's Office.

"It is going to be deemed an arson," he said. "So they are going to start their investigation from there."

Venzeio could not comment about possible motive or how the fire was started.

The resort was also the location of a planned robbery of four men early Saturday morning, according to Polk Sheriff's detectives.

The men were lured to the Bimini Bay complex by two women they met in a Denny's restaurant in Kissimmee early Saturday.

They agreed to go with the women to a party, deputies said.

Once they arrived at the complex, the men were forced into a vacant apartment where three people with guns demanded money, reports said.

Arson Suspected at Bimini Bay ResortBy JEREMY MAREADY

Officials from the Florida State Fire Marshall's Office, left, and Polk County Fire Rescue investigate the remains of the gutted clubhouse at...

TheLedger.com June 10, 2009 7:12 AM

<p>DAVENPORT | A fire that destroyed an 11,000-square-foot building at a Davenport resort has been ruled as an arson, according to the State Fire Marshal's Office.</p><p>The building at the Bimini Bay Resort and Spa at 510 U.S. 27 caught fire just before 1 a.m. Wednesday, according to the Polk County Public Safety department.</p><p>Initial reports said the clubhouse was destroyed at the resort, which is about 10 miles from Disney's Magic Kingdom.</p><p>But officials said a building at the entrance of the resort was what was set on fire.</p><p>The clubhouse is at the back of the complex.</p><p>About 22 firefighters from the Polk County and Davenport fire departments went to the blaze.</p><p>The two-alarm fire had

destroyed about 75 percent of the building by the time firefighters arrived. No injuries were reported. Bimini Bay Resort is a vacation rental home community. According to preliminary investigations, the building has been declared a total loss, totaling about \$1 million, according to Sam Venzeio, a spokesman for the State Fire Marshal's Office. "It is going to be deemed an arson," he said. "So they are going to start their investigation from there." Venzeio could not comment about possible motive or how the fire was started. The resort was also the location of a planned robbery of four men early Saturday morning, according to Polk Sheriff's detectives. The men were lured to the Bimini Bay complex by two women they met in a Denny's restaurant in Kissimmee early Saturday. They agreed to go with the women to a party, deputies said. Once they arrived at the complex, the men were forced into a vacant apartment where three people with guns demanded money, reports said. Deputies have arrested Gina Santiago, Stephanie Melendez, Rigel "Bambi" Fiallos and Julio Moncada. Santiago faces charges of robbery with a firearm and attempt to solicit or conspire, reports said. Melendez, Fiallos and Moncada face armed robbery charges. [Jeremy Maready can be reached at jeremy.maready@theledger.com or 863-802-7592.]

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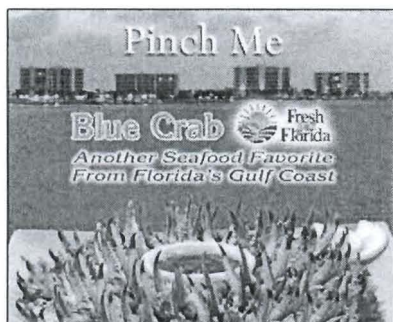
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Arson is suspected in Bimini Bay blaze



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Officials from the Florida State Fire Marshall's Office, left, and Polk County Fire Rescue investigate the remains of the gutted clubhouse at Bimini Bay Resort on U.S. 27 in Davenport Wednesday morning. The clubhouse was destroyed by a fire which began early Wednesday morning at approximately 1:00 a.m. June 10, 2009.

Michael Wilson / NYT Regional Media Group
By SHELLY GODEFRIN
News Chief staff

Published: Thursday, June 11, 2009 at 4:01 a.m.

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Arson is believed to be the cause of an early Wednesday fire at the Bimini Bay Resort and Spa north of Davenport.

Sam Venzeio, a spokesman for the state Fire Marshal's Office, said arson investigators were on scene Wednesday evening and that the fire probe has turned into criminal investigation.

The building that caught fire was at the entrance to the resort. The 11,000-square-foot building and its contents were a total loss, with damage estimated at \$1 million, Venzeio said.

Located on the west side of U.S. Highway 27, north of Interstate 4 and a quarter-mile south of U.S. Highway 192, Bimini Bay Resort and Spa is a community that has permanent and vacation homes.

According to the Polk County Fire Department, the call for the fire came in at 1:10 a.m. Wednesday, and the first unit on scene was there at 1:26 a.m. The fire was under control by 2:56 a.m.

Approximately 22 Polk County and Davenport firefighters responded to the two-alarm commercial structure fire.

Firefighters in the first unit to arrive on the scene reported a large column of smoke and requested a second alarm when they arrived to find the entrance building 75 percent engulfed in flames.

No one is believed to have been inside the building at the time the fire started and no injuries were reported.

shelly.godefrin@newschief.com

Arson is suspected in Bimini Bay blazeBy SHELLY GODEFRIN

An investigator from the Florida State Fire Marshall's Office uses a police K-9 trained to sniff for accelerants as they search through the rubble ...

NewsChief.com June 11, 2009 1:27 AM

Arson is believed to be the cause of an early Wednesday fire at the Bimini Bay Resort and Spa north of Davenport. Sam Venzeio, a spokesman for the state Fire Marshal's Office, said arson investigators were on scene Wednesday evening and that the fire probe has turned into criminal investigation. The building that caught fire was at the entrance to the resort. The 11,000-square-foot building and its contents were a total loss, with damage estimated at \$1 million, Venzeio said. Located on the west side of U.S. Highway 27, north of Interstate 4 and a quarter-mile south of U.S. Highway 192, Bimini Bay Resort and Spa is a community that has permanent and vacation homes. According to the Polk County Fire Department, the call for the fire came in at 1:10 a.m. Wednesday, and the first unit on scene was there at 1:26 a.m. The fire was under control by 2:56 a.m. Approximately 22 Polk County and Davenport firefighters responded to the two-alarm commercial structure fire. Firefighters in the first unit to arrive on the scene reported a large column of smoke and requested a second alarm when they arrived to find the entrance building 75 percent engulfed in flames. No one is believed to have been inside the building at the time the fire started and no injuries were reported.

shelly.godefrin@newschief.com

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Jeff

From: Terry Blackmon [tblackmon@islandhideaway.net]
Sent: Tuesday, July 07, 2009 11:14 AM
To: 'Cari Grimes'; 'Jeff'
Subject: RE: Utility Bills
Jeff

As to the back and nothing being there, you are right and I apologize.

Due to the fire, our printers and copiers are melted pools of plastic and metal.

I did all the invoicing from my home on my home PC on a printer certainly not designed for high volume printing and not capable of double sided printing.

Each and every other time and in the future the back will have information on it.

I had thought, apparently incorrectly, that there would be some understanding and if an issue one could have always looked back to previous bills for this information.

All of our accounting is up to date. Statements are going out to all internet customers due to the charge being cut in half, all water customers who have not made a payment in June are being sent invoices to alert them to the possibility of a burnt up check. We will then, failing a response, go to the disconnection scenario.

So, everyone gets a heads up before in the case of water a formal Notice and in the case of internet etc, termination.

Terry Blackmon

Operations Manager

(407) 415-5057

tblackmon@islandhideaway.net

From: Cari Grimes [mailto:cfranklin@islandhideaway.net]
Sent: Monday, July 06, 2009 2:40 PM
To: Terry Blackmon
Subject: RE: Utility Bills

Yes I told Jeff Deyo that we would be sending out an invoice per you that will let him know exactly what to pay. The invoices have not been stuffed yet but are on my desk to do so.

From: Jeff [mailto:jeffdeyosr@gmail.com]
Sent: Monday, July 06, 2009 9:59 AM
To: 'Terry Blackmon'; btreanor@Islandhideaway.net; deanna@islandhideaway.net; 'Cari Grimes'; david@islandhideaway.net
Subject: Utility Bills

Terry:

I have not received any emails from you addressing the question of the Utility bill. If you have sent an email to answer the other email below, please resend that answer. I would like to see the answer as well as the sent date so I can locate it on my end.

10/15/2011

I also understand through Cari Grimes that residents are NOT to pay any utilities until there is an updated invoice sent to all subscribers.

Each invoice for each individual utility will indicate what the office has posted for balances due following the fire and interruption of records.

These new invoices are to show what the office shows as a balance due so we may deny or confirm and pay those amounts.

Utility service will not be interrupted during this process.

Please confirm this policy for me. Cable, internet and phone would have been due at the first of the month.

We are now approaching your policy for SHUT OFF due to non payment.

The previous question on the table is:

RE: Four Points Utilities bills/information

We noticed that all the utility bills have the line:

"Please see reverse side for Additional information on understanding your bill"

None..... None of our bills have anything printed on the back of the bill.

How are we to understand the bill if you leave the back of the bill blank?

Since you offer information on the back of the bill, I would like to see what that information is.

Plus I would like that information printed on each of our bills in the future.

Thank you

Jeff and Karen

From: Terry Blackmon [mailto:tblackmon@islandhideaway.net]

Sent: Sunday, July 05, 2009 4:15 PM

To: 'Jeff'; Cari Grimes; Bob Treanor; Deanna Meixner

Subject: RE: Utility Bills

Bearing in mind that I have already sent Mr. Deyo two emails today in response to his inquiries, he has the correct email and action on this email is not necessary

Terry

From: Jeff [mailto:jeffdeyosr@gmail.com]

Sent: Sunday, July 05, 2009 8:38 AM

To: 'Terry Blackmon'; 'Cari Grimes'; btreanor@Islandhideaway.net; deanna@islandhideaway.net

Subject: Utility Bills

Cari, Bob, Deanna whomever....

Please also forward this email to Terry.

His email seems to be not working.

Please forward Terry's new email address to me.

Thanks

Jeff

From: Jeff [mailto:JeffDeyoSr@Gmail.com]

Sent: Sunday, July 05, 2009 7:39 AM

10/15/2011

To: 'tblackmon@islandhideway.net'; 'Cari Grimes'
Subject: Utility Bills

Hi Terry:

RE: Four Points Utilities bills/information

We noticed that all the utility bills have the line:
"Please see reverse side for Additional information on understanding your bill"

None..... None of our bills have anything printed on the back of the bill.
How are we to understand the bill if you leave the back of the bill blank?

Since you offer information on the back of the bill, I would like to see what that information is.
Plus I would like that information printed on each of our bills in the future.

Thank you
Jeff and Karen

Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.5/2220 - Release Date: 07/05/09 17:54:00

Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.5/2220 - Release Date: 07/07/09 05:53:00

10/15/2011

Lydia Roberts

From: Banner International - Mail [mailto:mail@banner-international.com]
Sent: Sunday, October 16, 2011 1:26 PM
To: Lydia Roberts; Martha Golden
Cc: bbneighborhood@yahoo.com; [REDACTED]
Subject: Bimini Bay Utilities Docket # 090424-WS

Dear Ms. Roberts

Further to Initiation of Show Cause Proceedings, scheduled for October 18, 2011. We write as property managers on behalf of Mr. Francis Coote owner of 327 Coconut Palm Way, Davenport, FL 33897.

We have previously filed complaints regarding this utility company and have nothing to add to these complaints other than the fact that no improvements have been made by Bimini Bay Utilities with regards to customer service, their billing or the excessive cost of service. Bimini Bay Utilities continues to act with flagrant disregard to the recommendations and requirements made by the Commission and treats it clients as chained beast to be bled at every opportunity. Bimini Bay Utilities claim to be operating as a reseller of water and wastewater services that it purchases from Polk County, and in effect not profiting from the resale, if that is the case how is it that the charges made by Four Points Utilities (a for profit provider) are lower ? The commission also state in their docket No. 110254-WS page 68 ,prior to certification of Four Points Utilities, that it was found that "the Utility was not operating as a reseller because the Utility was charging more than what it was paying". This is happening again with Bimini Bay Utilities, if not why would they be bothering to operate a loss making business ?

It is clear that Bimini Bay Utilities their ownership and management have demonstrated that they are unfit in every way to supply utilities and are profiting from the resale of utilities either directly or by charging for staff and expenses that are also used for the operation of Four Points Utilities , Island Club Resort Home Owners Association and Island Club Resort Development. If the commission are unable to act against Bimini Bay Utilities for this then unfortunately they must certificate them. However, if the Commission do certificate Bimini Bay Utilities then they have a duty to the Public to enforce all and every rule and impose fines with full force and further to pursue the nonpayment of fines to close this organization down and if necessary acquire the distribution using the power of Eminent Domain. For the commission to believe that by further monitoring and working with Four Points Utilities that they, and Bimini Bay Utilities, will have a change of heart and quality of service will improve is a forlorn hope. The longer the Commission allows this process to continue the longer they are giving for Bimini Bay Utilities to profit illegally. If the Commission is truly concerned with serving the public they must use the full extent of their powers to protect the Public from this utility provider and remove them by whatever means are available.

Yours

Nick Horton
(As property manager for Francis Coote)
Banner International LLC
9012 Shawn Park Place
Orlando
FL
32819

10/17/2011

Lydia Roberts

From: Sharlene & Brent Caines [sbcaines@bell.net]
Sent: Sunday, October 16, 2011 11:39 AM
To: Lydia Roberts
Cc: Carl Vinson; Lydia Roberts; Kevin Carpenter; Jerry Hallenstein
Subject: Bimini Bay Utilities Corporation, PSC audit findings, (Docket 090424-WS)
 To Whom It May Concern;

This correspondence relates to an **Initiation of Show Cause Proceedings**, scheduled for October 18, 2011 and pertaining to Bimini Bay Utilities Corporation, PSC audit findings, (Docket 090424-WS);

Please take note, that I respectfully maintain my objection to the issuance of any relative certificates to David Meadows with regard to the operation of Bimini Bay Utilities. I am an unfortunate owner of a unit at Bimini Bay Resort and Spa. My historical involvement with Mr. Meadows has been nothing short of total frustration. I have previously set up pre-authorized payments for my bills, which were not taken out, and I have been assessed late payments. When I object to this stating that I had a payments plan set up they ignore my complaints.

My utilities(Water) bill has been excessive since purchasing the unit in Bimini Bay. Please consider these additional cited experiences I have had with Bimini Bay Utilities;

1. Shortly following my closing, I set up a pre-authorized payment plan and paid a \$1000 set up deposit to the HOA. Thereafter, They claimed to have no record of my payment plan. I was in the Bimini Bay office, in person, to set up the plan.
2. I have not received my utility bill on several occasions. After which time, my tenants receive notice's of disconnection. When I try to address the matter with the Bimini Bay office they will not respond.
3. The staff at BB is believed to have illegally accessed homeowner's outdoor water for grounds maintenance. This has resulted in extreme meter growth and high billing. While they have denied such, out-of-state "investors" are left at their mercy, such as myself, without any remedy to their continued abuses and crimes
4. Bimini Bay staff has failed to provide any financials, quick books, etc. with regard to the billing of the utilities, as well as with regard to the community HOA accounts. It appears that all such sources of revenue for BB and David Meadows may be subject to misappropriation and/or personal gain, all at the expense of the owners. Why has he failed and refused to provide any/all financials to anyone?
5. Communication with the staff at BB Utilities is often ignored. No calls are answered. No messages are returned. Email replies are sporadic, if at all. U.S. mail is ignored or sporadically answered. In-person complaints are met with empty promises in an apparent attempt to exhaust the complainant into compliance or defeat
6. BB refuses to honor in-person representatives, as assigned by the out-of-state owner, in an effort to receive cooperation.
7. I have been fined on several occasions, without my knowledge. I receive a notice of the fines a month or more after they have been initiated. At which time, they have escalated up in the thousands of dollars.
8. BB threatens fines for various baseless claims of violations against the owners, at the rate of \$100 per day, via the HOA. The same complaints apply (and more) to the operation and abuses by the HOA, and

10/17/2011

its President, David Meadows. Inappropriate liens have been filed against many owners, (including me) and ultimate foreclosures.

In summary, David Meadows is a poor, inept business man, at best. He is a criminal at worst, and in my opinion, yes, criminal. He retaliates against his investment homeowners with false allegations of violations, false bills, false fines and legal threats, unsubstantiated liens and foreclosures, all the while, refusing to communicate in good faith. For months and years, Mr. Meadows has refused to produce any financial records, to the owners or to other legal authority. He arrogantly ignores his legal, moral and ethical obligations to properly respond to his customers, who have more appropriately become his VICTIMS.

For the aforementioned reasons, I vehemently object to approving any certificate applications by David Meadows for the operation of water and wastewater facilities. This would only serve to further empower and encourage his continual abuses of many homeowners. Further, I hope you will find it appropriate to penalize and fine him accordingly. We need to bring honesty to this community.

Thank you for your attention to this matter.

Sincerely,

David Brent Caines

Owner: 815 Washington Palm Loop

Bimini Bay, Florida

10/17/2011

Lydia Roberts

From: annadwilliams@earthlink.net
Sent: Saturday, October 15, 2011 11:45 PM
To: Lydia Roberts
Cc: Carl Vinson; Kevin Carpenter; Jerry Hallenstein
Subject: RE: Bimini Bay Utilities Corporation
To Whom It May Concern;

This correspondence is in regards to an "**Initiation Of Show Cause Proceedings**", scheduled for Oct. 18, 2011 and pertaining to Bimini Bay Utilities Corporation, PSC audit findings, (Docket 090424-WS) ;

We respectfully maintain our objections to the issuance of any relative certificate to David Meadows with regard to the operation of Bimini Bay Utilities. We have been owners since 2005 of a unit at Bimini Bay Resort & Spa and have been through a lot of frustrations. we have been billed and paid some very high water bills in excess of \$100 & \$200 per month! We have complained to the staff, but all they would say is "there must be a leak somewhere" we had checked for leaks to make sure that there weren't any already and we didn't find that to be the case! We would also check the meter to see if it was moving, which would tell us that water was running somewhere. Then they would have an employee go check and they said all was o.k. But we still had to pay the "high" water bill!! There is no way 2-3 adults could use that many gallons of water!! Our unit would be empty at times for 2 or 3 months and the water bills would be just as high! The billing dates have been incorrect on several billings, such as, one month it would be from 22nd through the 20th, then the next month it would be from the 21st through the 15th? then the next month from the 19th through the 13th? We have also received several Disconnect notices although the bill was paid!!

For these reasons, we object to approving any certificate applications by David Meadows for the operation of water and waste water facilities.

Thank you for your attention to this matter.

Sincerely,

Rodney & Doris Williams

10/17/2011

Lydia Roberts

From: Sheila Rao [sheilasankurao@gmail.com]

Sent: Friday, October 14, 2011 7:38 PM

To: Lydia Roberts

Subject: Bimini Bay Utilities

Hello,

I am writing as an owner at Bimini Bay to affirm that David meadows and his staff are inept at running a Homeowners association and do in my opinion charge excessively high rates for sewage and water use at the subdivision.

1. Bimini Bay staff has failed to provide any financials, quick books, etc. with regard to the billing of the utilities, as well as with regard to the community HOA accounts. It appears that all such sources of revenue for BB and David Meadows may be subject to misappropriation and/or personal gain, all at the expense of the owners. Why has he failed and refused to provide any/all financials to anyone?
2. Communication with the staff at BB Utilities is often ignored. No calls are answered. No messages are returned. Email replies are sporadic, if at all. U.S. mail is ignored or sporadically answered. In-person complaints are met with empty promises in an apparent attempt to exhaust the complainant into compliance or defeat
3. BB refuses to honor in-person representatives, as assigned by the out-of-state owner, in an effort to receive cooperation.
4. BB threatens fines for various baseless claims of violations against the owners, at the rate of \$100 per day, via the HOA. The same complaints apply (and more) to the operation and abuses by the HOA, and its President, David Meadows. Inappropriate liens have been filed against many owners, (including me) and ultimate foreclosures.

Please do not renew his license for Utilities.

sincerely

Sheila S Rao

Owner 2704 Fan Palm Drive

Davenport, Florida, 33897.

10/17/2011

Lydia Roberts

From: Couva59@aol.com

Sent: Saturday, October 15, 2011 9:36 PM

To: Lydia Roberts

Subject: Bimini Bay Utilities

Please be advised that Bimini Bay has a terrible and very inaccurate billing system. The bill is not explicit, inconsistent and just wrong most of the time. They should not be allowed to operate this or any other type of business. Charges are false many times.

C. Smith

10/17/2011

Lydia Roberts

From: Flory Vallianatos [nova8102@yahoo.com]
 Sent: Monday, October 17, 2011 7:00 AM
 To: Lydia Roberts
 Subject: Fw: BB URGENT - ASAP - ASAP - ASAP - ASAP - TIME SENSITIVE.....

--- On Fri, 10/14/2011, [REDACTED] <blan295@gmail.com> wrote:

From: [REDACTED] <blan295@gmail.com>
 Subject: BB URGENT - ASAP - ASAP - ASAP - ASAP - TIME SENSITIVE.....
 To: blan295@gmail.com
 Date: Friday, October 14, 2011, 2:14 PM

PRIVILEGED AND CONFIDENTIAL COMMUNICATIO

All Owners:

To Whom It May Concern;

This correspondence relates to an **Initiation of Show Cause Proceedings**, scheduled for October 14, 2011 and pertaining to Bimini Bay Utilities Corporation, PSC audit findings, (Docket 090424-WS);

Please take note, that I respectfully maintain my objection to the issuance of any relative certificate of David Meadows with regard to the operation of Bimini Bay Utilities. I am an unfortunate owner of Bimini Bay Resort and Spa. My historical involvement with Mr. Meadows, back to 2005, has been short of total frustration. My most recent experience, was receipt of a Bimini Bay Utilities bill for water usage relating to the month of September, 2011. I objected to this bill, as my water was shut off many months previously. Upon my objection, this bill was reportedly rescinded, via email, with explanation as to the erroneous bill.

Today, I am objecting to another such fraudulent bill for the month of October, 2011. My water was shut off to my unit, yet Bimini Bay Utilities (David Meadows) has billed me for use. How do they generate such FALSE bills? Who is manipulating the meters? Is BB accessing my water (meter) on the grounds? Why is this even an option? I have just received their reply, this date that the bill is in error. Please consider these additional cited experiences I have had with Bimini Bay Utilities;

1. Shortly following my closing, I paid a \$200 security deposit for water access. Thereafter, Bimini Bay Utilities additionally billed me \$30.00 security deposit. Years later, BB Utilities attempted to collect additional securities in excess of \$60.00. They claimed to have no record of my prior security deposit. They required and accepted my show of proof, resulting in no further such collections.

2. Bimini Bay, (David Meadows) abruptly terminated the "guaranteed rental income program", where water utilities were to be paid through this program, (in addition to many other operating costs). Subsequent to this program termination, I have been billed directly for water usage, (while receiving rental income for any anticipated costs, ie: mortgage, taxes, HOA, cable, telephone, etc).

10/17/2011

3. Billing has frequently been erroneous, even conflicting with its own meter readings. One such bill revealed a sudden 700% increase in use from one month to the next, (while only my one bedroom lock-out unit was in use). Attempts to remedy this egregious bill was met with threats of increased bills and termination of service. BB agreed to inspect the water meter, and if they found no errors, would bill me to replace it with a new one. They offered no explanation for the ridiculous water use, despite a personal inspection of my unit revealing no water leaks, running toilets, etc. They even rejected observations by their own employee that witnessed the meter "fluttering". They claimed that their "inspection" revealed no apparent improper function. They maintained an arrogant, dismissive attitude despite my reasonable objections.

4. The staff at BB is believed to have illegally accessed homeowner's outdoor water for grounds maintenance. This has resulted in extreme meter growth and high billing. While they have denied such, out-of-state "investors" are left at their mercy, without any remedy to their continued abuses and crimes.

5. Bimini Bay staff has failed to provide any financials, quick books, etc. with regard to the billing of the utilities, as well as with regard to the community HOA accounts. It appears that all such sources of revenue for BB and David Meadows may be subject to misappropriation and/or personal gain, all at the expense of the owners. Why has he failed and refused to provide any/all financials to anyone?

6. Communication with the staff at BB Utilities is often ignored. No calls are answered. No messages are returned. Email replies are sporadic, if at all. U.S. mail is ignored or sporadically answered. In-person complaints are met with empty promises in an apparent attempt to exhaust the complainant into compliance or defeat

7. BB refuses to honor in-person representatives, as assigned by the out-of-state owner, in an effort to receive cooperation.

8. BB threatens fines for various baseless claims of violations against the owners, at the rate of \$100 per day, via the HOA. The same complaints apply (and more) to the operation and abuses by the HOA, and its President, David Meadows. Inappropriate liens have been filed against many owners, (including me) and ultimate foreclosures.

In summary, David Meadows is a poor, inept business man, at best. He is a criminal at worst, and in my opinion, yes, criminal. He retaliates against his investment homeowners with false allegations of violations, false bills, false fines and legal threats, unsubstantiated liens and foreclosures, all the while, refusing to communicate in good faith. For months and years, Mr. Meadows has refused to produce any financial records, to the owners or to other legal authority. He arrogantly ignores his legal, moral and ethical obligations to properly respond to his customers, who have more appropriately become his VICTIMS.

For the aforementioned reasons, I vehemently object to approving any certificate applications by David Meadows for the operation of water and wastewater facilities. This would only serve to further empower and encourage his continual abuses of many homeowners. Further, I hope you will find it appropriate to penalize and fine him accordingly. We need to bring honesty to this community.

Thank you for your attention to this matter.

Sincerely,

10/17/2011

Flory
Vallianatos

10/17/2011

Lydia Roberts

From: mawiman@cox.net
Sent: Saturday, October 15, 2011 5:25 PM
To: Lydia Roberts; Carl Vinson; Kevin Carpenter; Jerry Hallenstein
Subject: Additional information for hearing on Bimini Bay Utilities Corporation and the PSC audit findings – Docket 090424-WS

Importance: High

To Whom It May Concern:

I understand there is a hearing scheduled pertaining to Bimini Bay Utilities Corporation and the PSC audit findings – Docket 090424-WS.

I am one of the owners at Bimini Bay, and have been since late 2004. I have so many complaints about David Meadows, Bimini Bay, the HOA, and BB Utilities, that it would take pages to list all of them, and some do not directly apply to this hearing, but the majority of my complaints directly relate to numerous failures by Mr. Meadows and his employees to properly manage the funds received (often failing to properly apply the funds and payments to appropriate accounts), continuous problems with the utilities and the bills for utilities, failure of Mr. Meadows and the HOA to provide a safe environment for owners, renters, investors, and especially the fact that the majority of employees hired are unqualified. All this ends up making the owners spend hours dealing with all this, and as an off-site owner, it is extremely frustrating. Probably the most frustrating thing is that more often than not, the owners are right.

I, and many other owners, wish we could sell our units, but because the complex doesn't have any of the promised facilities, and since the complex has become run down with lots of gang and drug activity, the value of the units has gone down from the close to \$200,000 I spent for the unit to around \$39,000 that units are going for these days. For a while I attempted to rent my unit, but gave up due to all the problems my renters had with Bimini and the problems their staff created, including leaving threatening notes for things the renters had nothing to do with, and often nothing to do with my unit at all. One of the most frequent things to happen was Bimini was constantly leaving notes on doors that the renters would see advising that water and/or other utilities were going to be cut off due to lack of payment by the owner. However, in reality, what had happened was that Bimini staff had misapplied payments. This type of thing happened over and over, and in the past few years, because things got so bad, it isn't worth even trying to rent my unit. This has turned out to be the worst investment of my life, and even though I ultimately wanted to retire and live in this unit, I will never do so. I've even attempted to get the lenders to take the unit back, but after two years, that hasn't even happened.

It is my opinion that any application submitted by Mr. Meadows should not be granted until the abuses by Mr. Meadows and his staff stop. And I believe that until he is penalized for his actions, the abuses will never stop.

You should have more than enough evidence to support the complaints you have already received, but if you need the owners to provide additional information and documentation, don't hesitate to get in touch with me or any of the other owners at this complex. This evidence has already been collected and we will continue to hope that someone will listen to our concerns and do something to force Mr. Meadows to comply with the laws that he so often disregards.

Sincerely,

Melinda Wiman
1304 Washington Palm Loop
Bimini Bay

Lydia Roberts

From: Gloria Camargo [gloriacamargo0427@hotmail.com]

Sent: Sunday, October 16, 2011 8:16 PM

To: Lydia Roberts

To Whom It May Concern:

Thank you so much for the opportunity to speak up against Bimini Bay Utilities (BBU) and Four Points Utilities (FPU). I understand there is a hearing Oct 18, 2011 regarding DOCKET#110254-WS and DOCKET#090424-WS. My family and I reside in BBU jurisdiction. I also am in constant communication with the HOA at Island Club West who is in the FPU jurisdiction. I can personally address the MANY issues that are going on here at Bimini Bay and fear that if certification is awarded to David Meadows/BBU for water service here that we will not only still have the horrible service as provided here by David Meadows/BBU, but like FPU the water quality and service will remain inferior at best and costs will sky rocket. Thereby our nightmare here at Bimini Bay will only continue to get worse.

I will remind you that David Mann Meadows has his employees (of whom do all job tasks including, but not limited to billing, taking calls, dealing with unsatisfied customers in person, etc for both BBU and FPU, as well as, do all the HOA jobs under David Mann Meadows) double bill for water, the bills are riddled with errors and you have to be a mathematician to understand the errors and many here just pay as he charges, disconnect notices for water service are often given in their error and are merely taped to the door of the unit, water is often disconnected without warning or "notice" and in error, they stamp envelopes several days prior to printing statements and then mail them so that they arrive late (thank you that he is not certified so he can charge us late fee's), he doesn't post payments in a timely fashion, I personally question the quality of water coming out of my tap as he takes short cuts and reuses old materials to make repairs in an effort to save spending money that could go into his pocket, I question the validity of his proof of water usage as our water bills are higher than anyone I know in any other water district, and he uses the same employee's to do repairs and accounting for BBU as he does for managing the HOA, internet, and cable services (all that operate with very inferior quality to that which which we could get through another carrier if David Meadows would allow other entities to provide for us. He doesn't provide land lines for phone service, so if we want phone service we have to rely on cell phones.)

In all the PSC and the Court of Polk County would, in effect, be condoning David Mann Meadows bad business practices if he is allowed to be certified. Hundreds of families will be severely impacted negatively by granting the certification. In truth the water at BBU and FPU should be taken away from David Mann Meadows and be turned over to a water company who goal isn't to destroy families and victimize innocent people.

Again, thank you for listening to the voice of the people in considering this matter.

Sincerely,
Gloria Camargo

10/17/2011
