

Crystal Card

From: Filings@psc.state.fl.us
Sent: Wednesday, June 04, 2014 12:38 PM
To: jgabay@uswatercorp.net
Subject: FW:
Attachments: HC Assets per PSC 032813.xlsx

Additionally:

- **Documents shall be signed** by typing "s/" followed by the signatory:

s/ First M. Last

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
850-413-6770

From: Dorothy Menasco **On Behalf Of** Records Clerk
Sent: Wednesday, June 04, 2014 12:19 PM
To: jgabay@uswatercorp.net
Cc: Troy Rendell; Vickie Penick
Subject: FW:

The Commission accepts documents for filing by electronic transmission ("electronic filing" or "e-filing") provided they meet the electronic filing requirements. Documents that fail to meet these requirements will not be accepted for electronic filing.

A link to the Commission's electronic filing requirements is being included for your convenience.

<http://www.floridapsc.com/dockets/e-filings/>

Specifically:

- **The attachment containing the document to be filed must be in one of the following formats:**
 - a. Adobe .PDF
 - b. Native word processing format (e.g., Word or WordPerfect) with numbered paragraphs. Use the document extension .doc for documents filed in Word format and .wpd for those in WordPerfect format.

Your filing will need to be revised and resubmitted to be considered filed.

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2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850
850-413-6770

From: Joseph Gabay [<mailto:jgabay@uswatercorp.net>]
Sent: Wednesday, June 04, 2014 11:39 AM
To: Filings@psc.state.fl.us
Cc: Troy Rendell; Vickie Penick
Subject:

Please find the attached document from:

Joseph G. Gabay

U.S. Water Services Corporation



4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x239
(Mobile) 727-412-4466
(Accounting Fax) 727-849-7809
(E-Mail) jgabay@uswatercorp.net

Reference Docket Number 130175-WS.

The document is being filed on behalf of HC Waterworks Inc.

1 page is attached.

The page contains the adjusted general ledger asset balances as of 3/28/14.

Shawna Senko

From: Ruth McHargue
Sent: Tuesday, September 10, 2013 3:25 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket correspondence 130175

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, September 10, 2013 2:51 PM
To: Ruth McHargue
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 34334

A complaint has been filed regarding the billing issues.
A water quality information request and docket protest has been entered into CATS.

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, September 10, 2013 2:39 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 34334

CUSTOMER INFORMATION

Name: John Barber
Telephone: 814-450-6681
Email: jbarber259@yahoo.com
Address: 51 Jasmine St Lake Placid FL 33852

BUSINESS INFORMATION

Business Account Name: John Barber
Account Number:
Address: 51 Jasmine St Lake Placid Florida 33852

Water County Selected: HIGHLANDS

COMPLAINT INFORMATION

Complaint: Improper Billing against HC Waterworks, Inc.
Details:

In march of this year HC Waterworks Inc bought out our water system from Aqua utilities. Starting in the month of April HC Waterworks over billed every resident in the Covered Bridge Community. When I contacted them regarding this I was told that they used the information that Aqua gave them concerning the basic rates and per gallon charge. When I compared the two bills the numbers were wrong and HC was over charging us. I finally got them to correct the problem but they refused to send out new bills to any of the residents. Even the President of the community was unable to get this accomplished and we were told that as the residents called in they would adjust their bill and give them a new

balance. When asked about the one that probably would not notice and just pay the bill we were told that they could not predict the future and everyone should be taken care of. Since finding there mistake HC refused to e-mail me my bill and continued to make me call every month, knowing we were out of state on vacation to get the bill and pay it. It was not until I threaten to type this complaint that my bill started coming via e-mail (this month). Now the water we have delivered to our homes is brown and all they say is that they are working on it and it is my understanding that they have applied for licensing through the commission which I appose and believe this is one company that should not be aloud to operate in any state. Please reject their application and send them back to whatever hole they came out of. Feel free to contact me and please expect more from other pissed off residents who have the same problem.

PSC was contacted previously

CONSUMER

To whom it may concern:

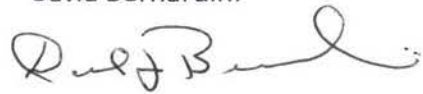
This letter is in regards to a notice dated June 24, 2013. Where HC Waterworks has filed for an "Application for approval of transfer of the water and wastewater system of Aqua Utilities."

My objection to said application is based on the fact that HC Waterworks charges by the thousand gallons used per month. Example if I used 1500 or 1200 gal. Of H2O and the same for wastewater I would be charge for 2000 gal. I feel that we should be charge for water and wastewater used.

A majority of the people that HC Waterworks services are on fixed incomes and this fluctuation in charges is a burden.

Thank you for your attention in this matter.

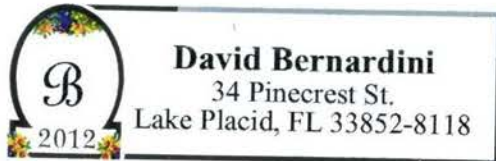
David Bernardini

 7-9-13
COPY TO HC WATERWORKS

RECEIVED HPSC
13 JUL 11 AM 9:24
COMMISSION
CLERK

Handwritten text at the top of the page, possibly a title or header.

Handwritten text at the bottom of the page, possibly a signature or footer.



TAMPA FL 336
SAINT PETERSBURG FL
09 JUL 2013 PM 3 L



DISTRIBUTION CENTER

13 JUL 11 AM 7:07

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