

Shawna Senko

From: Carl Smith <csmith@uswatercorp.net>
Sent: Monday, February 17, 2014 8:08 AM
To: Filings@psc.state.fl.us
Cc: Vickie Penick; Ron Derossett; Carl Smith
Subject: Response in Docket No 130153-WS LP Waterworks, Inc.
Attachments: FPSC_Response to Lee_1 27 2014 LTR _customer Mtg Responses.pdf

LP WATERWORKS, INC.

February 17, 2014

Office of Commission Clerk
Ms. Ann Cole, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Response to FPSC Letter Dated January 27, 2014 – Mr. Lee in Docket No. 130153-WS as it Concerns the Customer Meeting Held January 16, 2017

Mr. Lee:

As you know, representatives of LPWW attended this meeting. More specifically Mr. Carl Smith and Mr. Ron Derossett attended and are aware of the issues that came up during this meeting. It is clear from what transpired at the customer meeting, that LPWW or its representative(s) review any documentation/communication that might be or will be presented to the customers of LPWW to avoid further confusion on behalf of the customers as it relates to Service Quality or Billing Concerns.

Below is the response to your letter:

Service Quality Concerns:

- (1) The only high pressure incident reported for this problem was from Carl Swanny on October 28, 2013. The service technician was called out for the pressure issue and found the pressure switch for the well had “stuck on” and this caused the pressure to build up in the system. Pressure switch was replaced and the air relief valve on the hydro-pneumatic tank was checked.
- (2) The low water pressure incidents were due to the power fluctuations from the electric supplier and this caused the Programmable Logic Controller (PLC) on the well soft start to fault which created the low pressure issues. We troubleshot the PLC with assistance from the manufacturer and we were unable to identify the problem. The PLC was bypassed and there have been no complaints since the repair.

The speed at which the problems were addressed is that the previous owner had maintenance personnel at the park and U.S. Water Services Corporation (USWSC) nearest maintenance technician/operator was 20 miles from the Park. We have since hired a maintenance technician who lives within 5 miles of the Park and this will increase our response time for any future events. It should be noted that USWSC on behalf of LPWW does provide response within the guidelines of any regulatory requirements and also consistently evaluates the most cost effective response, staffing, and actions as it relates to issues as well as the impact on all customers and rates.

LP WATERWORKS, INC.

- (3) We discussed the problems with Mrs. Swanny , Ms. Mixon and Mr. Mason before and after the FPSC meeting and gave them my contact information for any further questions or concerns at the January 16th customer service meeting and gave them information they needed to address the issues they were having. Mr. Swanney and Ms. Mixon have submitted requests for reimbursement for damages caused by the high pressure incident on October 28, 2013. There were no previous claims for these items submitted until after the meeting. They have been reviewed and the amounts submitted have been cleared for payment. There have been no other requests for damages or attempts by Mr. Mason, Ferrando or Flynn to receive any adjustments or claims of damage as of this date. When and if they submit claims or adjustment they will be dealt with promptly.

Billing Concerns:

- (1) Attached you will find ten (10) customer bills from the LPWW system. The account numbers and names have been removed in accordance with our company policy regarding customer information.

The methodology is consistent across all bills – as all billing systems provide. Below is a summary of the methodology in context with the purpose of this request as stated in Mr. Lee’s letter and in addition to what representative’s of LPWW observed during the customer meeting as it related to their questions of the staff to explain how they are being billed which they did not provide during the meeting, thus the need in our opinion for this request by Mr. Lee – who the questions were directed to.

Methodology:

- Meters are read monthly
- Reads are compared to last month’s reads to determine usage for that particular billing period
- The usage is then compared to last month’s read/usage and what was billed to the customer
 - If this results in usage this month combined with the amount of usage that was not billed last month exceeds 1,000 gallons, then the customer would be billed for “1” Thousand Gallon (T-gallon) charge as seen on the bills attached
 - If this results in usage this month combined with the amount that was not billed last month does not exceed the 1,000 gallons, then the customer would not be billed this month for usage but would be a running sum that would be reviewed and billed next month if exceeded the 1,000 gallon threshold.
- As can be seen on all bills, the amount of T-gallons that resulted for the month are displayed under the “usage” column on the bill and is used for calculating volume charges below in the Billing Detail section.

LP WATERWORKS, INC.

Again, this is the methodology for all billing – whether it's LPWW or any other system that uses a T-gallon billing methodology regulated by the FPSC. Of note: – if a company bills in hundred gallons – same methodology but bills in hundreds. If they bill in gallons – same methodology except in this case all gallons are billed each month.

(2) Attached is an example of how "T"- Gallons are billed and how usage affects billing in "T"- Gallons. This is a better example of showing how "T"-Gallons are billed versus the customer bills requested in item 1 attached.

Respectfully,



Gary Deremer, President
LP Waterworks, Inc.
4939 Cross Bayou Blvd.
New Port Richey, FL 34652

Attach One: Customer Bills as Requested – in Response to Billing Concern Item (1)

Attach Two: T-Gallon Billing Example - in Response to Billing Concern Item (2)

LP WATERWORKS, INC.

Attachment One

Customer Bills as Requested – in Response to Billing Concerns Item (1)

Attached is a sampling for ten customers. You will find a December and a January bill for each. Each set of customer bills are label 1a, 1b, 2a, 2b, 3a, 3b, etc.

1A

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due - \$14.25

For Service To:
240 Shoreline Drive

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	407	1	TGAL
	12/02/2013		408		

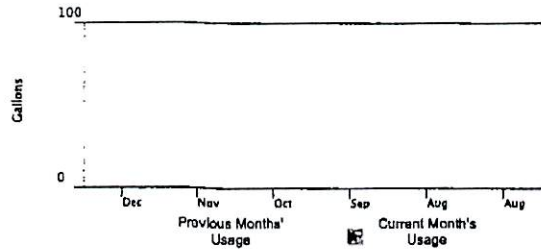
Total Days: 31 Total Usage: 1 TGAL

Billing Detail

Amount Owed From Last Bill \$20.25
 Adjustments \$0.00
 Total Payments Received \$50.00
 Prior Balance - \$29.75

New Charges
 Base Charge \$4.82
 Water 1 @ 2.140000 \$2.14
Total Water 1 TGAL Charges \$6.96
 Base Charge \$6.44
 Wastewater 1 @ 2.100000 \$2.10
Total Sewer Charges \$8.54
 Total Current Charges \$15.50
 Total Amount Due 12/29/2013 \$-14.25

Water Use History



Message Center

Your statement reflects all payments received and posted through December 6, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001183395 0000000

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1183395 240 Shoreline Drive

68 PARSONS AVE
THUNDER BAY ON CANADA P7A 7B1

Do Not Pay - Currently your account
has a credit balance of - \$14.25

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



1 B

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 01/09/2014
Due Date 01/29/2014
Total Amount Due - \$2.99

For Service To:
240 Shoreline Drive

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013 01/02/2014	31	408 408	0	TGAL
Total Days:		31	Total Usage:		0 TGAL

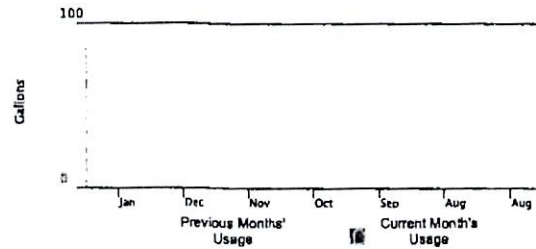
Billing Detail

Amount Owed From Last Bill - \$14.25
 Adjustments \$0.00
 Total Payments Received \$0.00
 Prior Balance - \$14.25

New Charges
 Base Charge \$4.82
 Total Water 0 TGAL Charges \$4.82
 Base Charge \$6.44
 Total Sewer Charges \$6.44
 Total Current Charges \$11.26

Total Amount Due 01/29/2014 - \$2.99

Water Use History



Message Center

Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001183395 0000000

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1183395 240 Shoreline Drive

Do Not Pay - Currently your account
has a credit balance of - \$2.99

68 PARSONS AVE
THUNDER BAY ON CANADA P7A 7B1

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



2A

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due \$11.26

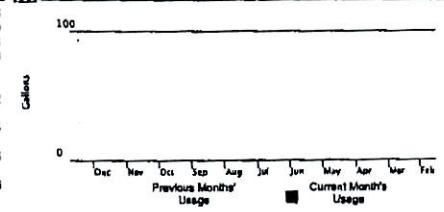
For Service To:
48 Hidden Harbor Lane

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	1098	0	TGAL
	12/02/2013		1098		
Total Days:		31	Total Usage:		0 TGAL

Billing Detail

Amount Owed From Last Bill	\$15.16
Adjustments	\$0.00
Total Payments Received	\$15.16
Prior Balance	\$0.00
New Charges	
Base Charge	\$4.82
Total Water 0 TGAL Charges	\$4.82
Base Charge	\$6.44
Total Sewer Charges	\$6.44
Total Current Charges	\$11.26
Total Amount Due 12/29/2013	\$11.26

Water Use History



Message Center

Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001189041 0001126

Make Checks Payable To:

LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 1189041 48 Hidden Harbor Lane

Amount Due by 12/29/2013	\$11.26
Amount Enclosed: \$	

48 Hidden Harbor Lane
LAKE PLACID FL 33852

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

2B

LP Waterworks

USW Utility Billing Center
P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

Account Number
Bill Date 01/09/2014
Due Date 01/29/2014
Total Amount Due \$15.16

For Service To:
48 Hidden Harbor Lane

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013	31	1088	1	TGAL
	01/02/2014		1098		
Total Days:		31	Total Usage: 1		TGAL

Billing Detail

Amount Owed From Last Bill \$11.28
 Adjustments \$0.00
 Total Payments Received \$11.28
 Prior Balances \$0.00

New Charges

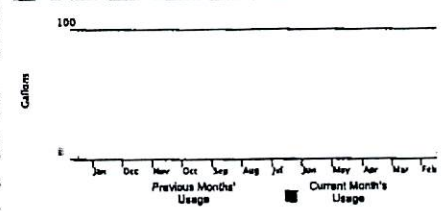
Base Charge \$4.82
 Water 1 @ 2.140000 \$2.14
Total Water 1 TGAL Charges \$6.96

Base Charge \$5.44
 Wastewater 1 @ 1.750000 \$1.78
Total Sewer Charges \$7.22

Total Current Charges \$15.16

Total Amount Due 01/29/2014 \$15.16

Water Use History



Message Center

Your statement reflects all payments received and posted through January 8, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001189041 0001516

Make Checks Payable To:
 LP Waterworks
 Billing & Payment Processing Center
 P.O. Box 151245
 Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
 Acct#: 1189041 48 Hidden Harbor Lane

Amount Due by 01/29/2014	\$15.16
Amount Enclosed: \$	

48 Hidden Harbor Lane
 LAKE PLACID FL 33852

LP Waterworks
C/O US WATER
 P.O. BOX 151245
 CAPE CORAL, FL 33915-1245

3A

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due \$20.16

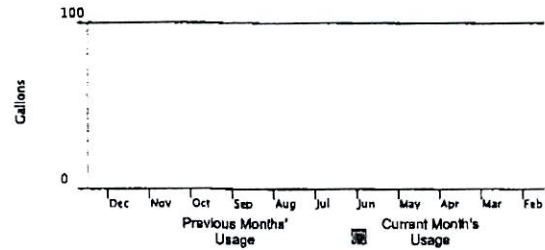
For Service To:
44 BEACHFRONT LANE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	157	1	TGAL
	12/02/2013		158		
Total Days:		31	Total Usage: 1		TGAL

Billing Detail

Amount Owed From Last Bill	\$11.28
Adjustments	\$0.00
Total Payments Received	\$11.28
Prior Balance	\$0.00
New Charges	
Base Charge	\$4.82
Water 1 @ 2.140000	\$2.14
Total Water 1 TGAL Charges	\$6.96
Base Charge	\$6.44
Wastewater 1 @ 1.760000	\$1.76
Total Sewer Charges	\$8.20
LPWW - Late Charge	\$5.00
Total Other Charges and Services	\$5.00
Total Current Charges	\$20.16
Total Amount Due 12/29/2013	\$20.16

Water Use History



Message Center

Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188952 0002016

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 1188952 44 BEACHFRONT LANE

J
5513 Blairwood Dr.
Indianapolis IN 46237



Amount Due by 12/29/2013	\$20.16
Amount Enclosed: \$	

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



3 B

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 01/09/2014
Due Date 01/29/2014
Total Amount Due **\$22.96**

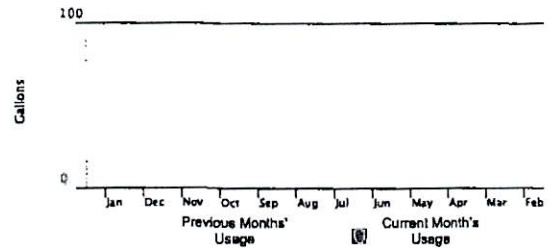
For Service To:
44 BEACHFRONT LANE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013	31	158	3	TGAL
	01/02/2014		161		
Total Days:		31	Total Usage: 3		TGAL

Billing Detail

Amount Owed From Last Bill	\$20.16
Adjustments	\$0.00
Total Payments Received	\$20.16
Prior Balance	\$0.00
New Charges	
Base Charge	\$4.82
Water 3 @ 2.140000	\$6.42
Total Water 3 TGAL Charges	\$11.24
Base Charge	\$6.44
Wasterwater 3 @ 1.760000	\$5.28
Total Sewer Charges	\$11.72
Total Current Charges	\$22.96
Total Amount Due 01/29/2014	\$22.96

Water Use History



Message Center

Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188952 0002296

Make Checks Payable To:

LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1188952 44 BEACHFRONT
LANE

5513 Blairwood Dr.
Indianapolis IN 46237



Amount Due by 01/29/2014	\$22.96
Amount Enclosed: \$	

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



4A

LP Waterworks

USW Utility Billing Center
P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due **\$42.46**

For Service To:
17 Inner Lane

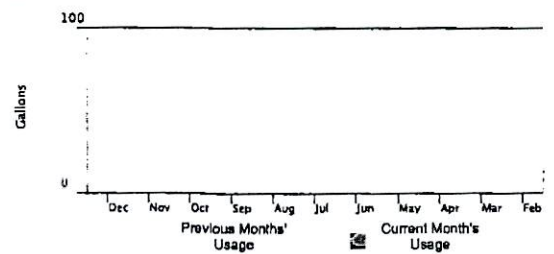
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	785	8	TGAL
	12/02/2013		793		

Total Days: 31 Total Usage: 8 TGAL

Billing Detail

Amount Owed From Last Bill	\$42.46
Adjustments	\$0.00
Total Payments Received	\$42.46
Prior Balance	\$0.00
New Charges	
Base Charge	\$4.82
Water 8 @ 2.140000	\$17.12
Total Water 8 TGAL Charges	\$21.94
Base Charge	\$6.44
Wasterwater 8 @ 1.760000	\$14.08
Total Sewer Charges	\$20.52
Total Current Charges	\$42.46
Total Amount Due 12/29/2013	\$42.46

Water Use History



Message Center

Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188929 0004246

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 1188929 17 Inner Lane

Amount Due by 12/29/2013	\$42.46
Amount Enclosed: \$	

2403 S Riverview Dr.
Holiday Hills IL 60051



LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



4B

LP Waterworks

USW Utility Billing Center
P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

Account Number
Bill Date 01/09/2014
Due Date 01/29/2014
Total Amount Due \$19.06

For Service To:
17 Inner Lane

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013	31	793	2	TGAL
	01/02/2014		795		
Total Days:		31	Total Usage: 2		TGAL

Billing Detail

Amount Owed From Last Bill \$42.46
 Adjustments \$0.00
 Total Payments Received \$42.46
 Prior Balance \$0.00

New Charges

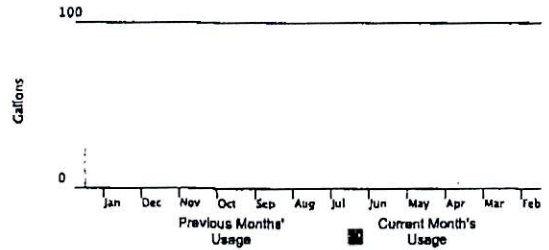
Base Charge \$4.82
 Water 2 @ 2.140000 \$4.28
Total Water 2 TGAL Charges \$9.10

Base Charge \$6.44
 Wasterwater 2 @ 1.760000 \$3.62
Total Sewer Charges \$9.96

Total Current Charges \$19.06

Total Amount Due 01/29/2014 \$19.06

Water Use History



Message Center

Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188929 0001906

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 1188929 17 Inner Lane

2403 S Riverview Dr.
Holiday Hills IL 60051



Amount Due by 01/29/2014	\$19.06
Amount Enclosed: \$	

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



5A

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due \$11.26

For Service To:
72 Freedom Way

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	39	0	TGAL
	12/02/2013		39		
Total Days:		31	Total Usage: 0		TGAL

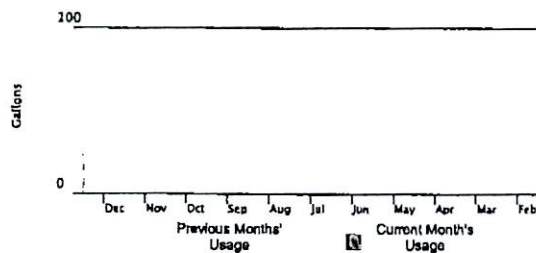
Billing Detail

Amount Owed From Last Bill \$11.26
 Adjustments \$0.00
 Total Payments Received \$11.26
 Prior Balance \$0.00

New Charges
 Base Charge \$4.82
 Total Water 0 TGAL Charges \$4.82
 Base Charge \$6.44
 Total Sewer Charges \$6.44
 Total Current Charges \$11.26

Total Amount Due 12/29/2013 \$11.26

Water Use History



Message Center

Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188907 0001126

Make Checks Payable To:

LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1188907 72 Freedom Way

Amount Due by 12/29/2013	\$11.26
Amount Enclosed: \$	

480 Newberry Lane
Howell MI 48843-9560



LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



5 B

LP Waterworks

USW Utility Billing Center
P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 01/09/2014
Due Date 01/29/2014
Total Amount Due \$27.52

For Service To:
72 Freedom Way

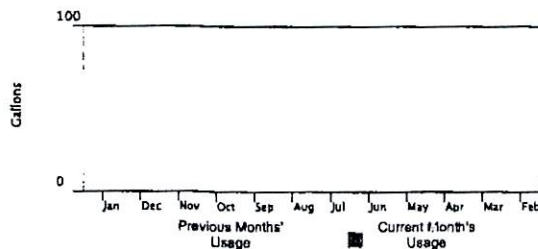
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013	31	39	0	TGAL
	01/02/2014		39		
Total Days:		31	Total Usage: 0		TGAL

Billing Detail

Amount Owed From Last Bill \$11.26
 Adjustments \$0.00
 Total Payments Received \$0.00
 Prior Balance \$11.26

New Charges
 Base Charge \$4.82
 Total Water 0 TGAL Charges \$4.82
 Base Charge \$6.44
 Total Sewer Charges \$6.44
 LPWW - Late Charge \$5.00
 Total Other Charges and Services \$5.00
 Total Current Charges \$18.26
 Total Amount Due 01/29/2014 \$27.52

Water Use History



Message Center

Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188907 0002752

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1188907 72 Freedom Way

Amount Due by 01/29/2014	\$27.52
Amount Enclosed: \$	

480 Newberry Lane
Howell MI 48843-9560



LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245





LP Waterworks

USW Utility Billing Center
P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due **\$35.76**

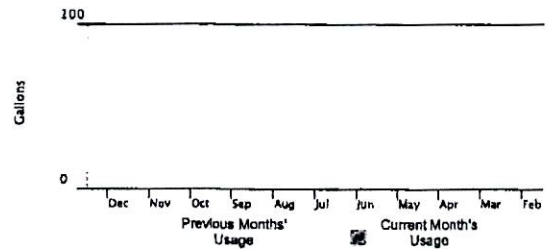
For Service To:
30 Sand Pine Circle

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	555	5	TGAL
	12/02/2013		560		
Total Days:		31	Total Usage:		5 TGAL

Billing Detail

Amount Owed From Last Bill	\$11.70
Adjustments	\$0.00
Total Payments Received	\$11.70
Prior Balance	\$0.00
New Charges	
Base Charge	\$4.82
Water 5 @ 2.140000	\$10.70
Total Water 5 TGAL Charges	\$15.52
Base Charge	\$8.44
Wasterwater 5 @ 1.780000	\$8.80
Total Sewer Charges	\$15.24
LPWW - Late Charge	\$5.00
Total Other Charges and Services	\$5.00
Total Current Charges	\$35.76
Total Amount Due 12/29/2013	\$35.76

Water Use History



Message Center

- PAST DUE ACCOUNT:** To avoid additional late fees and penalties, please remit payment immediately.
- Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001189076 0003576

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1189076 30 Sand Pine Circle

Amount Due by 12/29/2013	\$35.76
Amount Enclosed: \$	

30 Sand Pine Circle
Lake Placid FL 33852

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

LB

LP Waterworks

USW Utility Billing Center
 P.O. Box 151245
 Cape Coral, FL 33915

If you have any questions please contact our customer
 service number: 1-888-228-2134

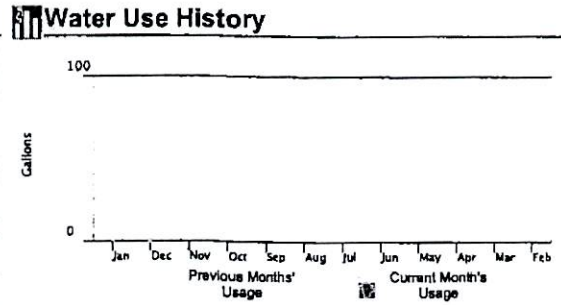
Account Number
 Bill Date 01/09/2014
 Due Date 01/29/2014
 Total Amount Due **\$26.86**

For Service To:
 30 Sand Pine Circle

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013 01/02/2014	31	560 564	4	TGAL
	Total Days:	31		Total Usage: 4	TGAL

Billing Detail

Amount Owed From Last Bill	\$35.76
Adjustments	\$0.00
Total Payments Received	\$35.76
Prior Balance	\$0.00
New Charges	
Base Charge	\$4.82
Water 4 @ 2.140000	\$8.56
Total Water 4 TGAL Charges	\$13.38
Base Charge	\$6.44
Wasterwater 4 @ 1.760000	\$7.04
Total Sewer Charges	\$13.48
Total Current Charges	\$26.86
Total Amount Due 01/29/2014	\$26.86



Message Center

- **PAST DUE ACCOUNT:** To avoid additional late fees and penalties, please remit payment immediately.
- Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001189076 0002686

Make Checks Payable To:
 LP Waterworks
 Billing & Payment Processing Center
 P.O. Box 151245
 Cape Coral, FL 33915-1245

Check this box for address
 correction or message. Please
 print on reverse side.
 Acct#: 1189076 30 Sand Pine Circle

Amount Due by 01/29/2014	\$26.86
Amount Enclosed: \$	

30 Sand Pine Circle
 Lake Placid FL 33852

LP Waterworks
C/O US WATER
 P.O. BOX 151245
 CAPE CORAL, FL 33915-1245

7A

LP Waterworks

USW Utility Billing Center
P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due \$60.30

For Service To:
47 Sand Pine Circle

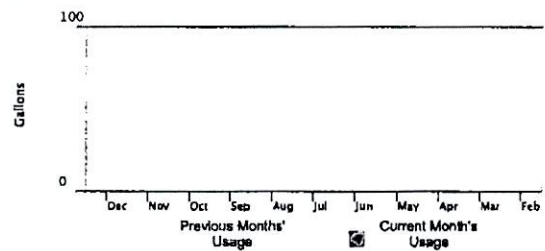
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013 12/02/2013	31	1006 1020	14	TGAL
Total Days:		31	Total Usage: 14		TGAL

Billing Detail

Amount Owed From Last Bill \$59.58
 Adjustments \$0.00
 Total Payments Received \$59.58
 Prior Balance \$0.00

New Charges
 Base Charge..... \$4.82
 Water 14 @ 2.140000..... \$29.96
Total Water 14 TGAL Charges \$34.78
 Base Charge..... \$6.44
 Wasterwater 8 @ 1.760000..... \$14.08
Total Sewer Charges \$20.52
 LPWW - Late Charge..... \$5.00
Total Other Charges and Services \$5.00
Total Current Charges \$60.30
Total Amount Due 12/29/2013..... \$60.30

Water Use History



Message Center

Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001189073 0006030

Make Checks Payable To:

LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.

Acct#: 1189073 47 Sand Pine Circle

47 Sand Pine Circle
Lake Placid FL 33852



Amount Due by 12/29/2013	\$60.30
Amount Enclosed: \$	

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



7B

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 01/09/2014
Due Date 01/29/2014
Total Amount Due \$57.44

For Service To:
47 Sand Pine Circle

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013 01/02/2014	31	1020 1035	15	TGAL

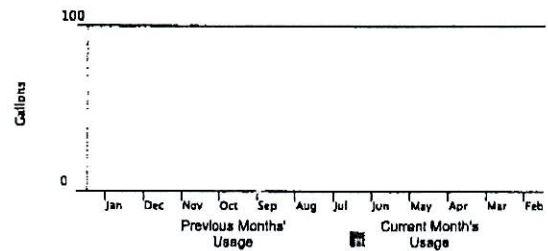
Total Days: 31 Total Usage: 15 TGAL

Billing Detail

Amount Owed From Last Bill \$80.30
 Adjustments \$0.00
 Total Payments Received \$60.30
 Prior Balance \$0.00

New Charges
 Base Charge \$4.82
 Water 15 @ 2.140000 \$32.10
Total Water 15 TGAL Charges \$36.92
 Base Charge \$6.44
 Wastewater 8 @ 1.760000 \$14.08
Total Sewer Charges \$20.52
Total Current Charges \$57.44
Total Amount Due 01/29/2014 \$57.44

Water Use History



Message Center

Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

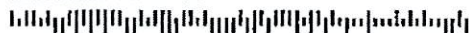
001189073 0005744

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1189073 47 Sand Pine Circle

Amount Due by 01/29/2014	\$57.44
Amount Enclosed: \$	

47 Sand Pine Circle
Lake Placid FL 33852



LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245





LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due \$11.26

For Service To:
50 Sand Pine Circle

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	47	0	TGAL
	12/02/2013		47		

Total Days: 31 Total Usage: 0 TGAL

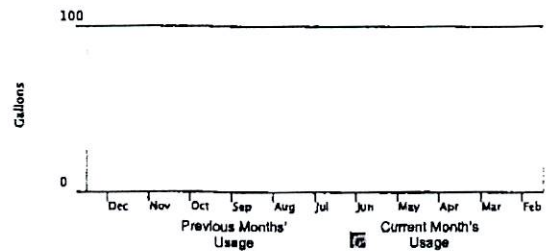
Billing Detail

Amount Owed From Last Bill \$11.26
 Adjustments \$0.00
 Total Payments Received \$11.26
 Prior Balance \$0.00

New Charges
 Base Charge \$4.82
 Total Water 0 TGAL Charges \$4.82
 Base Charge \$6.44
 Total Sewer Charges \$6.44
 Total Current Charges \$11.26

Total Amount Due 12/29/2013 \$11.26

Water Use History



Message Center

Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001189072 0001126

Make Checks Payable To:

LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1189072 50 Sand Pine Circle

Amount Due by 12/29/2013 **\$11.26**

Amount Enclosed: \$

6655 CHAMBERLIN DRIVE
SOUTH WHITLEY IN 46787-9661



LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



88

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

Account Number
Bill Date 01/09/2014
Due Date 01/29/2014
Total Amount Due \$15.16

For Service To:
50 Sand Pine Circle

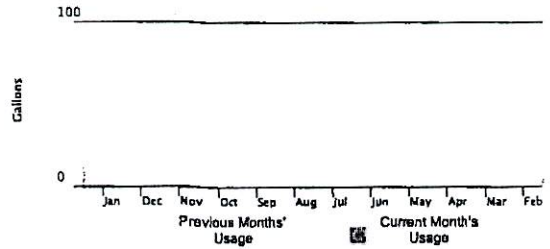
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013	31	47	1	TGAL
	01/02/2014		48		
Total Days:		31	Total Usage: 1		TGAL

Billing Detail

Amount Owed From Last Bill \$11.26
Adjustments \$0.00
Total Payments Received \$11.26
Prior Balance \$0.00

New Charges
Base Charge \$4.82
Water 1 @ 2.140000 \$2.14
Total Water 1 TGAL Charges \$6.96
Base Charge \$6.44
Wastewater 1 @ 1.760000 \$1.76
Total Sewer Charges \$8.20
Total Current Charges \$15.16
Total Amount Due 01/29/2014 \$15.16

Water Use History



Message Center

Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001189072 0001516

Make Checks Payable To:

LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 1189072 50 Sand Pine Circle

Amount Due by 01/29/2014	\$15.16
Amount Enclosed: \$	

6655 CHAMBERLIN DRIVE
SOUTH WHITLEY IN 46787-9661



LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245





USW Utility Billing Center
 P.O. Box 151245
 Cape Coral, FL 33915

If you have any questions please contact our customer
 service number: 1-888-228-2134

LP Waterworks

Account Number
 Bill Date 12/09/2013
 Due Date 12/29/2013
Total Amount Due \$19.06

For Service To:
57 Freedom Way

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	377	2	TGAL
	12/02/2013		379		
Total Days:		31	Total Usage: 2		TGAL

Billing Detail

Amount Owed From Last Bill \$38.56
 Adjustments \$0.00
 Total Payments Received \$38.56
 Prior Balance \$0.00

New Charges

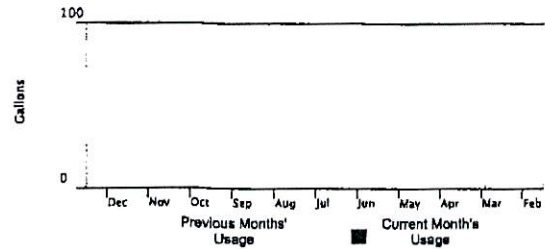
Base Charge \$4.82
 Water 2 @ 2.140000 \$4.28
Total Water 2 TGAL Charges \$9.10

Base Charge \$6.44
 Wasterwater 2 @ 1.760000 \$3.52
Total Sewer Charges \$9.96

Total Current Charges \$19.06

Total Amount Due 12/29/2013 \$19.06

Water Use History



Message Center

- Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188945 0001906

Make Checks Payable To:
 LP Waterworks
 Billing & Payment Processing Center
 P.O. Box 151245
 Cape Coral, FL 33915-1245

Check this box for address
 correction or message. Please
 print on reverse side.
 Acct#: 1188945 57 Freedom Way

Amount Due by 12/29/2013	\$19.06
Amount Enclosed: \$	

P.O. BOX 470
 BRIGHTON MI 48116



LP Waterworks
C/O US WATER
 P.O. BOX 151245
 CAPE CORAL, FL 33915-1245



9B

USW Utility Billing Center
P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

LP Waterworks

Account Number
Bill Date 01/09/2014
Due Date 01/29/2014
Total Amount Due \$34.66

For Service To:
57 Freedom Way

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013	31	379	6	TGAL
	01/02/2014		385		
Total Days:		31	Total Usage: 6		TGAL

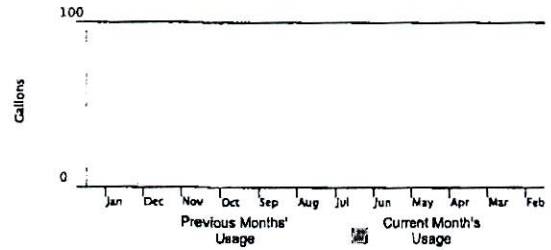
Billing Detail

Amount Owed From Last Bill \$19.08
 Adjustments \$0.00
 Total Payments Received \$19.08
 Prior Balance \$0.00

New Charges
 Base Charge \$4.82
 Water 6 @ 2.140000 \$12.84
 Total Water 6 TGAL Charges \$17.66
 Base Charge \$6.44
 Wasterwater 6 @ 1.760000 \$10.56
 Total Sewer Charges \$17.00
 Total Current Charges \$34.66

Total Amount Due 01/29/2014..... \$34.66

Water Use History



Message Center

Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188945 0003466

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1188945 57 Freedom Way

Amount Due by 01/29/2014	\$34.66
Amount Enclosed: \$	

P.O. BOX 470
BRIGHTON MI 48116



LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



10A

LP Waterworks

USW Utility Billing Center
P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date 12/09/2013
Due Date 12/29/2013
Total Amount Due **\$16.26**

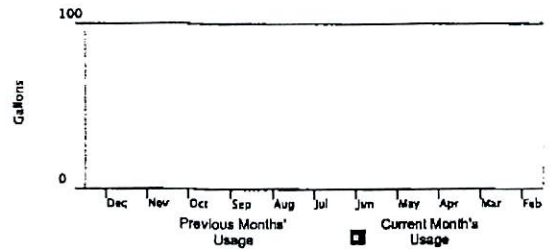
For Service To:
17 Hidden Harbor Lane

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2013	31	28	0	TGAL
	12/02/2013		28		
Total Days:		31	Total Usage: 0		TGAL

Billing Detail

Amount Owed From Last Bill	\$11.26
Adjustments	\$0.00
Total Payments Received	\$11.26
Prior Balance	\$0.00
New Charges	
Base Charge	\$4.82
Total Water 0 TGAL Charges	\$4.82
Base Charge	\$6.44
Total Sewer Charges	\$6.44
LPWW - Late Charge	\$5.00
Total Other Charges and Services	\$5.00
Total Current Charges	\$16.26
Total Amount Due 12/29/2013	\$16.26

Water Use History



Message Center

Your statement reflects all payments received and posted through December 5, 2013. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188918 0001626

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1188918 17 Hidden Harbor Lane

P.O. Box 446
Vichy MO 65580



Amount Due by 12/29/2013	\$16.26
Amount Enclosed: \$	

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



103

LP Waterworks

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number
Bill Date01/09/2014
Due Date01/29/2014
Total Amount Due\$15.16

For Service To:
17 Hidden Harbor Lane

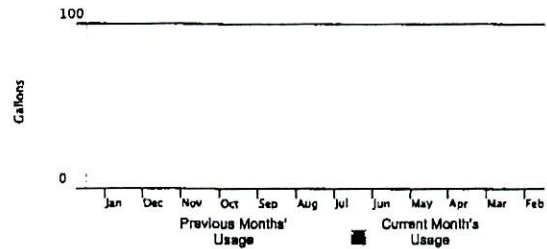
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/02/2013	31	26	1	TGAL
	01/02/2014		27		
Total Days:		31	Total Usage: 1		TGAL

Billing Detail

Amount Owed From Last Bill\$16.26
 Adjustments\$0.00
 Total Payments Received\$16.26
 Prior Balance\$0.00

New Charges
 Base Charge.....\$4.82
 Water 1 @ 2.140000.....\$2.14
Total Water 1 TGAL Charges\$6.96
 Base Charge.....\$6.44
 Wasterwater 1 @ 1.760000.....\$1.76
Total Sewer Charges\$8.20
Total Current Charges\$15.16
 Total Amount Due 01/29/2014.....\$15.16

Water Use History



Message Center

Your statement reflects all payments received and posted through January 6, 2014. Any payments posted after that date will be reflected on your next statement.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001188918 0001516

Make Checks Payable To:
LP Waterworks
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 1188918 17 Hidden Harbor Lane

DO NOT PAY
DO NOT PAY - account is being drafted for the amount owed.

17 Hidden Harbor Lane
LAKE PLACID FL 33852

EFT - No Envelope

LP Waterworks
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



LP WATERWORKS, INC.

Attachment Two

T-Gallon Billing Example – in Response to Billing Concerns Item (2)

T- Gallon Billing

Attachment Two - T-Gallon Billing Example

Example for Demonstration Purposes Only:
 Assume Account Started November 1st
 Assume First bill for this account November

		Read taken	Read taken	Usage for Nov	customer bill for Nov- for usage zero gallons billed (did not go over 1,000 gallons)
Account	Nov	End of Oct	End of Nov		
1111111	Bill	3333333	3333833	500	

		Read taken	Read taken	Usage for Dec	Amount not billed last month	Amount to bill in Dec
Account	Dec	End of Nov	End of Dec		500	1,000 gallons or 1 T-gal (125 in not billed)
1111111	Bill	3333833	3334458	625	Results in a total for two months of 1,125 gallons	

		Read taken	Read taken	Usage for Jan	Amount not billed last month	Amount to bill in Jan
Account	Jan	End of Dec	End of Jan		125	zero gallons billed (did not go over 1,000 gallons)
1111111	Bill	3334458	3334913	455	Results in a total of 580 gallons	