



March 21, 2016

VIA E-MAIL

Mr. Greg Shafer
Director, Division of Economics
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: Docket No. 150071-SU – Application for increase in Wastewater rates in Monroe County by K W Resort Utilities Corp.
Our File No. 34000.01

Dear Mr. Shafer:

The following are K.W. Resort Utilities Corp.'s ("Utility") responses to your Billing Practices Inquiry dated February 18, 2016:

- Safe Harbor Marina is currently being billed a negotiated rate, rather than the approved bulk flat rate. By Order No. PSC-02-1165-PAA-SU, in Docket No. 020520-SU, issued August 26, 2002, the Commission found that the Utility was charging the marina a flat rate for the unmetered bar and restaurant that had not been approved by the Commission and that the Utility was billing discriminatory rates to Safe Harbor. As a result, the Commission authorized a new bulk flat rate.

Response:

Upon submitting Tariff Sheets relating to the 2009 Price Index Increase, the Utility wrote a letter (Exhibit A) to the PSC Director of Economic Regulation, dated April 20, 2009, stating, "tariff sheet #15.5 bulk wastewater with Safe Harbor Marina, the property owner has recognized that the property use has changed substantially since the tariff was originally issued and as such has agreed to continue to pay the amount of \$1,650.67 until such a time as actual water usage can be quantified". Thus, instead of going through a complaint proceeding at the Commission, the parties agreed to an amount. The Commission encourages such settlements, and this letter advised the Commission that a settlement was reached. Further, in this same letter, of April 20, 2009, the Utility asked the PSC "to address any questions or problems regarding this application to Gillian Siefert at 305-294-9578". Utility records show there was no further correspondence with regard to the letter of April 20, 2009.

The Utility openly communicated the situation to the PSC in the correspondence referenced above and the Utility has since hired a State of Florida Licensed Professional Engineer to quantify the actual water usage. It was necessary to determine actual water usage as the property had undergone massive and continuous redevelopment since the Tariff Sheet was instituted originally in 2002. Much of the redevelopment was "under the radar" as on-line records searches for County building permits turned up very little. The Utility is aware that building occurred as the property is adjacent to the wastewater treatment plant and Utility employees have lived on the property, and thus, have witnessed the undocumented development first hand.

Because of this a very thorough site visit was deemed necessary by the Utility and its engineer. The actual water usage was quantified in an Engineering Report that was then provided to Safe Harbor. The study indicated that additional capacity was due to the Utility based on the report, the Utility sent a letter requesting payment for the additional capacity used by the marina. The marina owner admitted in a letter dated April 7, 2015 (Exhibit B) that additional capacity was owed but disagreed with the report as to how much additional capacity is owed. Please note that the portion of the additional capacity charges that is not in dispute, to date, has not been paid to the Utility. As a result of the disagreement, the owner filed a PSC complaint (Inquiry#1183725). The owner's attorney then requested 120 days to allow Safe Harbor to hire a professional engineer to conduct a water usage study on behalf of Safe Harbor. The Utility engaged the legal firm of Friedman & Friedman to represent the Utility and the matter is still pending.

In summary, the Utility commissioned the Engineering Study in April 2013 and every step of the way has been difficult. The Utility routinely does in-house water usage analysis, but in this case the Utility took an extra step and hired a qualified third party to do the analysis to quantify the water usage. The Utility's third party analysis was not acceptable to the Marina and they have brought in a Professional Engineer and an attorney. The owner's Professional Engineer after 210 days still has not provided a water analysis report to the Utility. The Utility continues to work with the customer to resolve the issues. Utility records show that the Utility has had to involve legal counsel on multiple occasions when dealing with this property and the Utility is working to resolve the issue but the customer's actions suggest they are quite happy maintaining the status quo.

- Sunset Marina is currently being billed base facility charges (BFCs) based on an 8" and a 2" meter, the Utility's approved gallonage charge based on water demand, the approved charge for two pools, as well as an additional 64 BFC's based on the number of units behind the meter. According to the Utility's tariff, Sunset Marina should have been billed BFC's based on an 8" and a 2" meter and the gallonage charge based on water demand. Because the pools and 64 units are behind the water meters, no additional charges should have been billed for those facilities.

Response:

Sunset Marina's General Manager, Joanne Alexander, challenged the Utility's billing in October 2012 and engaged the Public Service Commission to resolve this same issue. Sunset Marina is a unique property in that it is actually comprised of 2 different properties, with different ownership, served by a single water service. Both properties are served by the same potable water distribution network with a 2" meter. One of the properties is a 64 unit luxury condominium complex with dock slips and 2 pools. The other property is a commercial marina which includes a ship store, clubhouse, several commercial office spaces, marine engine retailer and repair shop, bath house that serves 139 wet slips, laundry facility, 4 affordable housing units, and more than 100 live aboard boats, etc.

After the PSC received the complaint from the property manager the Utility was contacted and a teleconference was set up to discuss the matter. The teleconference occurred on October 9, 2012 at 10:00AM with the PSC regarding the manner in which the Utility was billing the Marina. The Utility explained to the PSC at this meeting that there were 2 different legal entities that could best be described as mixed use with commercial and residential activities. Because of the complexity of the property the Utility applied Tariff Sheets 15.6 and 15.7 to the properties. (Tariff Sheets Exhibit C)

The Tariff is shown in bold below:

South Stock Island Marinas Tariff Tenth Revised Sheet #15.6

RATE – 6 residential living units at 1 ERC each \$114.33

2" Meter that serves ship store, club house, swimming pool bar, restaurant, locker rooms, bathrooms, laundry facilities, businesses located on the property, 100 wet slips served by dockside sewer, 3 boat barns dry storage to accommodate 100's of boats, fitness center, and sauna \$152.42 (Note that 2" BFC was taken directly off of Tariff Sheet #12.0)

Therefore for Sunset Marina the Utility applied Tariff Sheet #15.6 as follows:

RATE - 64 residential living units (Condos) at 1 ERC each \$1,219.52

2" Meter that serves 64 unit luxury condominium complex with dock slips and 2 pools and a commercial marina which includes a ship store, clubhouse, several commercial office spaces, marine engine retailer and repair shop, bath house that serves 139 wet slips, laundry facility, 4 affordable housing units, and more than 100 live aboard boats, etc. \$152.42 (Note 2" BFC same as on Tariff Sheet #12.0)

And for the pools Tariff Sheet #15.7 was applied in the exact same manner as for the Key West Golf Club Home Owners Association as the circumstances are identical. And it should be noted that multiple Tariff Sheets were approved for the billing of the Key West Golf Club Home Owners Association property.

The Utility also billed Sunset Marina:

1 large pool per Tariff Sheet #15.7 and 1 small pool per Tariff Sheet #15.7

In the October 9, 2012 teleconference, the PSC acknowledged that the situation is unique and complex. PSC stated that it is unusual to have so many different business entities sharing water service especially 2 completely different properties. The PSC pointed out that the 2" base meter rate is shared by many commercial ventures and that the users are benefiting from this sharing of BFC among the many businesses. The PSC also commented that Tariff Sheet #15.6 incorporates the "non-residential" use of a 2" meter and usage rate for such a meter in a manner that is not unfair or discriminatory. In short the PSC told the Utility it disagreed with Ms. Alexander's claim that the Utility was over billing her.

It was after the October 9, 2012 10AM teleconference when the PSC explained the manner of billing to the customer (Joanne Alexander). With the explanation from the PSC Joanne Alexander then dropped her pursuit of the larger billing issue and focused on a single issue, that being pool size (Exhibit D). Ms. Alexander claimed both of the pools should be billed as small pools. After the Utility engaged the State of Florida Health Department (the agency that regulates pools in the State of Florida) and the PSC, it was determined by the Utility that the Sunset Marina large pool didn't meet the size criteria for a large pool. Therefore, the Utility deemed the pool small, admitted the error, apologized to the customer, and corrected the customer's bill. Every bill where the large pool was billed was corrected to reflect a small pool.

Finally, in May 2013 an 8" Turbo meter was verified to be serving the property in addition to the 2" meter. Upon discovering the new 8" turbo meter the Utility immediately engaged the water utility (Florida Keys Aqueduct Authority - FKAA) to determine if this new meter was a dedicated fire meter or irrigation meter. The Utility does not bill dedicated meters where water isn't returned via the sewer. However, in this case, the meter was not a dedicated fire meter or irrigation meter as verified by FKAA. Therefore the 8" meter was billed the BFC for an 8" Turbo meter (Tariff Sheet #12.0).

- A general service customer with a 6" meter is being billed the BFC for a 5/8" x 3/4" meter for each of the 103 units, while another general service customer with a 5/8" x 3/4" meter is billed the BFC for a 5/8" x 3/4" meter for 49 units. These general service customers should have been billed a BFC for a 5/8" x 3/4" meter and the Utility's approved gallonage charge based on water demand, with no additional charge for the individual units behind the meters.

Response:

The two properties, Meridian West and Flagler Village, are residential properties consisting of multifamily residential units, where each residential unit has a separate water meter. These separate meters are not Florida Keys Aqueduct Authority (FKAA) meters but are private meters installed by the property owners. Prior to 2009 all residential properties were billed a Flat Rate for each residential unit. In 2009, the PSC issued PSC Order No. PSC-09-0057-FOF-SU which required a base rate and a usage charge per 1000 gallons for all residential units, rather than the Flat Rate that had previously been charged. It should be noted that these private residential units are configured in such a way that the Utility would not have a mechanism to disconnect an individual unit for nonpayment should an individual unit owner be delinquent. The only practical way to shut this property off would be by using a shut off valve located in the public right of way that shuts off the entire property from the central sewer system. This situation requires the Utility to set up the residential sewer account with the property owner as opposed to individual unit owners. Thus, while individual units are billed, all bills are sent to the management company.

In these two cases, the Utility utilized these private meters to measure the water consumption of each residential unit. Upon receiving the PSC Order, all residential accounts were set up using the Florida Keys Aqueduct Authority (FKAA) water meter data file and from information provided by customers. The Utility contacted Meridian West's property management company and inquired if each unit was individually metered. The property management response was that each unit is individually metered and there is usage monitoring by an off-site company (Inovonics by Tapwatch). The off-site company verified the units were individually metered, read on a daily basis and the tenants are billed monthly for water consumption. Flagler Village connected after Meridian West and they were set up in the exact same manner.

This owner/management company information was further verified by the FKAA, the FKAA data file lists 103 as number of Meridian West units (Exhibit E). The information obtained regarding Flagler Village similarly indicated 49 units. Therefore, KWRU billed each individual unit a residential base rate, for Meridian West 103 units at \$17.81 per month and for Flagler Village 49 units at \$17.81 per month, per Tariff Sheet #13.0. These accounts were erroneously misclassified in the Utility's new billing system as General Service rather than Residential. Because of the misclassification, they were billed at General Service Gallonage Rate of \$4.64/1000 gal rather than the correct \$3.87/1000 gal Residential Gallonage Rate. As a result of this error, in 2015 Meridian West was over billed \$3.30 per unit per month. In the same manner, Flagler Village was over billed \$4.62 per unit per month. For Calculations and backup information please see Exhibit F. The Utility regrets these errors and will be making a refund with interest of any overpayments. In that regard, please have someone provide me with the monthly interest amounts since 2009.

- Two marinas each with a 2" meter are currently being billed based on an approved bulk flat rate that includes BFCs for a 2" meter and six residential units, as well as a gallonage charge that was erroneously added to the bulk rate tariff as a result of an administrative approval of a 2011 price index.

Response:

Key West Harbor Yacht Club, has a 2" meter and 6 residential units and was formerly named Yacht Clubs of America and this marina is billed per Tariff Sheet#15.6. Stock Island Marina Village is a second marina that is billed a 2" meter and 6 Residential units as it is a mixed use marina which coincidentally also has 6 units residential embedded within the property. This marina is similar to Key West Harbor Yacht Club in its nature as a blend of residential and commercial activities, and substantial redevelopment, and is also billed off of Tariff Sheet#15.6.

As for the gallonage charge that was erroneously added this occurred as a result of a complete redevelopment of the property. This can be explained by looking at the history of the property and looking at the redevelopment that occurred.

In 2009 the property (Key West Harbour Yacht Club) was a marina with an old boat yard that had a number of boats up on jacks so the owners could paint the hulls and perform other maintenance on their boats. There were a handful of people living on the boats on jack stands while they undergoing maintenance. These people could use the bathhouse which was comprised of a single shower, one toilet, and one sink, each, for the men's and women's facilities. There were less than a dozen boats tied up to the seawall that were live aboard boats. There were two houses on the property, 1 mobile home, and 10 houseboats in the basin. There was a small store on the property that sold bottom paint, sand paper, and other maintenance tools and supplies that boat owners needed. There was a small sail shop that sold and repaired canvas and sails. There was an office that in the small store as well, where rents would be collected, etc. The Tariff (Ninth Revised Sheet#15.6 Effective Date of July 31, 2009 lists the amenities as follows:

13 Residential (2 houses, 1 mobile home and 10 houseboats)

16 live aboard boats and 26 non-live aboard boats

1 Bathhouse

3 Commercial Businesses

Total Bulk Rate - \$848.11.

By 2011, when the indexing Tariff was approved, the property had been redeveloped into Yacht Clubs of America which was an international private yacht club with luxury marina properties all over the world. This property has 3 massive boat barns capable of handling 392 boats under roof. There are 103 wet slips that can accommodate up to 110 foot yachts and their crews. There is a full service restaurant and bar (100 seats), with take out, capable of hosting large private weddings/meetings/parties. There is a pool with wait staff to provide food and drinks, a pool bar with patio seating outside of the pool area for 16, and a beach with 20 lounge chairs with wait service provided. There is a Spa and a Gym with men's and women's locker rooms. On the first floor of the clubhouse there are 3 separate offices (575 sq ft.). There is a fuel dock and ship store with 2 piece bathroom with Harbor Master and leasing agent offices adjoining. There are three second story units above the ship store (employee housing) with each unit consisting of bedroom, living room, kitchen, bath and washer and drier in each unit. There are two industrial washing machines for cleaning all of the towels and linens on the property. There are three luxury 2 bedroom 2.5 bath condominiums with full kitchen, living, dining, pool balconies, and lockouts to allow split rentals (lockout allows one bedroom to rent as efficiency). Each unit has a washer and drier. On the crescent

dock there is a tiki bar, full men's and women's bath houses, laundry facilities, and ice machines for guests. There are also 24 storage units, and 12 dry racks for boats. There is an Engine Repair service center (6 employee operation) with workshop office and parts warehouse. There is a Boat Services Group Office (600sqft office) includes two piece bath and kitchenette. This property reserved capacity for 175 ERC or 43,750 gallons per day. This property originally was 30.3 ERC (from Tariff Ninth Revised Sheet# 15.6) or 7,575 gallons per day. The redevelopment is 5.8 times bigger than the original property in terms of sewerage capacity. The Tenth Revised Sheet #15.6 reflects the changes that occurred as a result of the redevelopment which created the mixed use property, the 6 residential units are private residences and are each assessed a residential base rate. The 2" meter that supplies water to the entire property is billed at a 2" BFC and the gallonage per thousand gallons is billed per the general service rate.

After redevelopment Tariff Sheet#15.6 was applied and reads:

6 Residential living units at 1 ERC each.....\$114.33

2" Meter that serves ship store, club house, swimming pool bar, restaurant, locker rooms, bathrooms, laundry facilities, businesses located on property, 100 wet slips served by dockside sewer, 3 boat barns dry storage to accommodate 100's of boats, fitness center, and sauna..... \$152.42

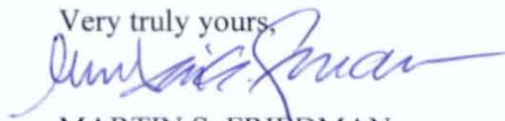
Gallongage Charge per 1,000 gallons..... \$4.96

When the 2011 index Tariff Sheet was prepared, the amounts more accurately reflected the amount of wastewater being used as redeveloped. In effect, as a result of the redevelopment, the original Tariff Sheet failed to reflect the actual customer base to which it was purported to apply. The new Tariff Sheets were thus updated. The PSC Staff approved the Tariff Sheets so the Utility began charging those rates.

Stock Island Marina Village was redeveloped after Key West Harbor Yacht Club and is also billed a 2" BFC for their meter and gallonage per thousand per the rate per Sheet #15.6. The billing began in September 2013 for Stock Island Marina Village upon their redevelopment (Phase I completion).

The billing amiguities are the result of the unique rate structures due to the unique characteristics of a number of the customers which arose out of the 2009 rate case. With conclusion of the current rate case, the rate structure has been simplified, which will eliminate any billing issues prospectively. Should you or Staff have any questions regarding this filing, please do not hesitate to give me a call.

Very truly yours,



MARTIN S. FRIEDMAN
For the Firm

MSF/
Enclosures

cc: Chris Johnson (via email)
Bart Smith, Esquire (via email)
Martha Barrera, Esquire (via email)
Carlotta S. Stauffer, Commission Clerk (via efilngl)

KW RESORT UTILITIES
P.O. Box 2125
Key West, Florida 33045
Telephone (305) 294-9578
Facsimile (305) 294-1212

THIS
Package
Fedexed
on 4/27/09
JS

April 20, 2009

Mr. Tim Devlin, Director
Division of Economic Regulation
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Re: Notice of Intent 2009 Price Index Increase

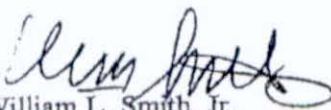
Dear Mr. Devlin:

Enclosed please find Price Index Calculations, copies of 2007 and 2008 Ad Valorem Tax Statements and Tariff Sheets, Affirmation, Statement of Quality of Services (with attachments) and Notice to Customers as part of our Price Index Application package. We request rate increase effective June 30, 2009.

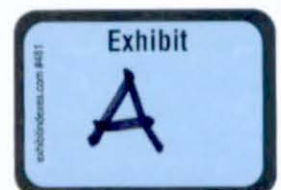
Please note that we request to abandon/void Rate Sheet No. 15.6 as Peninsular Marina has been sold and undergone substantial development and changes, and is now known as Key West Harbor Yacht Club. As such, we will be billing them using the General Service and Residential Service Rate Schedules, as applicable. Also, please be advised that regarding our tariff sheet #15.5 bulk wastewater with Safe Harbor Marina, the property owner has recognized that the property use has changed substantially since the tariff was originally issued and as such has agreed to continue to pay the amount of \$1,650.67 until such a time as actual water usage can be quantified.

Thank you for your assistance in this matter. Any questions or problems regarding this application should be addressed to Gillian Seifert at 305-294-9578.

Sincerely,


William L. Smith, Jr.
Chairman of the Board

Encs.



REC'D APR 15 2015

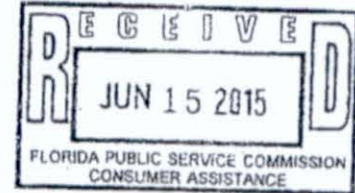


SAFE HARBOUR MARINA, LLC

6810 Front Street
Stock Island, FL 33040
Telephone (305) 294-9797
Facsimile (305) 294-7023

April 7, 2015

KW Resort Utilities Corp.
6630 Front Street
Key West, FL 33040



Dear Chris:

We received one page on the engineering report. Surely this is not the whole report. I am now insisting on a copy of my whole file from you along with the records showing the impact fees paid prior to you taking over the sewer company. You have only supplied partial paperwork and based on this your engineering firm has thrown out the parameters the public commission set up years ago.


In addition, you have failed to give me the \$10,000 credit we paid to the prior owner of the sewer company. After talking to PSC, they tell me that you must charge by your tariff. We deliver all our sewerage to you and have metered this over the last few months. You can't charge me 20% over the tariff as stated in our last meeting if we pay you by the bulk sewer rate. The Hogfish has a 150 seat license they were totally full with a waiting line last week and we counted 138 people in the restaurant. Your report is inaccurate.

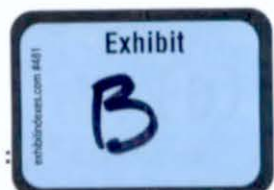
If you will not give us a complete copy of the report stipulating all charges for the impact fees, I am sure you will submit it to the PSC. Since Bart Smith is my counsel and yours I am not seeking legal counsel at this time. I will get a date with the PSC, like I did last time, and sit down to figure this out.

On January 30, 2015 our meter was installed and read zero. On April 7, 2015 the meter reads 702,339 gallons for a total of 68 days, for a total of 10,328 gallons per day delivered to your facility. The marina is 100% full, this is season for the bar and restaurant, and this is the busiest high point of the season. This translates into 41.314 EQR or \$111,547.00 of which \$13,500.00 was previously paid by Bama, \$43,068.09 was previously paid by SHP and \$10,000 was paid to previous owner of the utility company, for a total of \$66,568.09 and a difference of \$44,978.91.

Gallons are gallons, and gallons represent flows. Tariffs represent approved charges where applicable. These tariffs are signed by you, the bulk rate tariff is signed by you. I do not believe we are going to be able to resolve this without the help of the Public Service Commission.

Sincerely,


Joe O'Connell



TENTH REVISED SHEET #15.6
CANCELS NINTH SHEET #15.6

NAME OF COMPANY: KW RESORT UTILITIES CORPORATION
SEWER TARIFF

BULK WASTEWATER RATE FOR SOUTH STOCK ISLAND MARINAS

AVAILABILITY - For South Stock Island Marinas.

APPLICABILITY - Yacht Clubs of America (redeveloped former property of Peninsular Marina)

LIMITATIONS - Subject to all Rules and Regulations of this Tariff and General Rules and Regulations of The Commission as amended from time to time.

BILLING PERIOD- Monthly.

RATE - 6 Residential living units at 1 ERC each.....\$114.33
2" Meter that serves ship store, club house, swimming pool bar, restaurant, locker rooms, bathrooms, laundry facilities, business located on property, 100 wet slips served by dockside sewer, 3 boat barns dry storage to accommodate 100's of boats, fitness center, and sauna.....\$152.42

Gallage Charge
Per 1,000 Gallons \$4.96

TERMS OF PAYMENT Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days. After five (5) working days, written notice, separate and apart from any other bill, service may then be disconnected.

EFFECTIVE DATE: AUGUST 15, 2011

ORDER NO.:

TYPE OF FILING: 2011 PRICE INDEX INCREASE
FOR SERVICE RENDERED ON OR AFTER AUGUST 15, 2011

Christopher A. Johnson
Issuing Officer

President
Title



NINTH REVISED SHEET #15.7
CANCELS EIGHTH SHEET #15.7

NAME OF COMPANY: KW RESORT UTILITIES CORPORATION
SEWER TARIFF

GENERAL SERVICE MULTIPLE AGREEMENT
FOR KEY WEST GOLF CLUB HOME OWNERS ASSOCIATION

AVAILABILITY - For Key West Golf Club Home Owners Association.

APPLICABILITY - For Key West Golf Club Home Owners Association.

LIMITATIONS - Subject to all Rules and Regulations of this Tariff and General Rules and Regulations of The Commission as amended from time to time.

BILLING PERIOD- Monthly

<u>RATE</u> -	Large Swimming Pool	\$113.13
	Small Swimming Pool	\$ 33.48

TERMS OF PAYMENT - Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days. After five (5) working days, written notice, separate and apart from any other bill, service may then be disconnected.

EFFECTIVE DATE: AUGUST 15, 2011

ORDER NO.:

TYPE OF FILING: 2011 PRICE INDEX INCREASE
FOR SERVICE RENDERED ON OR AFTER AUGUST 15, 2011

Christopher A. Johnson
Issuing Officer

President
Title

**THIRTEENTH REVISED SHEET #12.0
CANCELS TWELFTH REVISED SHEET #12.0**

**NAME OF COMPANY: KW RESORT UTILITIES CORPORATION
SEWER TARIFF**

**GENERAL SERVICES
RATE SCHEDULE GS**

AVAILABILITY -

Available throughout the area served by the Company.

APPLICABILITY -

For sewer services for all purposes who are not classified as residential.

LIMITATIONS -

Subject to all Rules and Regulations of this Tariff and General Rules and Regulations of The Commission as amended from time to time.

RATE -

Monthly.

METER SIZE -

	BASE FACILITY CHARGE	GALLONAGE CHARGE PER 1,000 GALLONS
5/8" x 3/4"	\$ 19.05	\$ 4.96
1"	47.64	4.96
1 1/2"	95.26	4.96
2"	152.42	4.96
3"	304.84	4.96
4"	476.32	4.96
6"	952.64	4.96
8"	1,714.74	4.96
8" Turbo	2,191.06	4.96

TERMS OF PAYMENT -

Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days. After five (5) working days, written notice, separate and apart from any other bill, service may then be disconnected.

EFFECTIVE DATE: AUGUST 15, 2011

ORDER NO.:

TYPE OF FILING: 2011 PRICE INDEX INCREASE

FOR SERVICE RENDERED ON OR AFTER AUGUST 15, 2011

**Christopher A. Johnson
Issuing Officer**

**President
Title**

Chris Johnson

From: Chris Johnson <chris@kwru.com>
Sent: Friday, October 12, 2012 5:53 PM
To: Lydia Roberts (LRoberts@PSC.state.fl.us)
Cc: greg@kwru.com; judi@kwru.com; chriskw@bellsouth.net
Subject: Sunset update 10-12-2012 Late Afternoon

Lydia,

Joanne Alexander called Bill Smith, who is the majority shareholder and is the Chairman of KWRU's Board of Directors, this afternoon. She told him she is willing to pay for everything but had an issue with small vs large pool and that maybe there was a small math error in our bill (bill is calculated by billing software but is only as good as the data put in). She told Bill she should be billed for two small pool instead of one large and one small. I will call her first thing Monday morning to see if we can't solve the math issue and we can discuss the pool issue as well. So we are now miles closer to resolution than we were this morning. I will continue to keep you in the loop.

Chris Johnson
President
KW Resort Utilities Corp.
6630 Front Street
Key West, FL 33040
305.522.0052 Cell
305.295.3301 Office
305.295.0143 Fax
www.kwru.com



From: Joanne Alexander [mailto:joannealexander7@gmail.com]

Sent: Monday, October 15, 2012 5:22 PM

To: chriskw

Subject: Sunset Marina Residences Pool

Chris - the Health Department inspections show our main pool volume at 20,700 gallons and our spa volume at 1,820 gallons. Hope that helps!

--
Joanne Alexander

joannealexander7@gmail.com

Chris Johnson

From: Chris Johnson <chris@kwru.com>
Sent: Wednesday, October 17, 2012 12:55 PM
To: 'Chris Johnson'; Lydia Roberts (LRoberts@PSC.state.fl.us)
Subject: Oct 17 Sunset and RFI update

Lydia,

I called Joanne Alexander right after you and I spoke Monday afternoon and after speaking with Joanne I believe the only issue we have yet to resolve is the small vs. large pool which we will finalize once we have the definition of what a large pool is in terms of gallons. In an email she sent me she states that the pool (pool + spa) that is categorized as large is 20,700 + 1,820 = **22,520 gallons** according to records she has of Health Department inspections. If you can help with the definition of large pool that would move the matter forward and then there would be nothing in the way of the check being cut.

And to update you, I have a teleconference this afternoon with the law firm where we will discuss the request you made for additional information. If they do not object to me providing the information I will be sending it to you later today.

Thank you - Chris

Chris Johnson
President
KW Resort Utilities Corp.
6630 Front Street
Key West, FL 33040
305.522.0052 Cell
305.295.3301 Office
305.295.0143 Fax
www.kwru.com

From: Chris Johnson [mailto:chris@kwru.com]
Sent: Friday, October 12, 2012 3:47 PM
To: Lydia Roberts
Cc: chriskw@bellsouth.net
Subject: KWRU did not accept partial payment check

Lydia,

RE: Sunset Marina

To keep you in the loop. The attached letter was delivered by hand and the check was returned to Joanne Alexander. Joanne Alexander signed the Letter of Transmittal that acknowledges receipt of her check and the letter.

Chris Johnson

From: Chris Johnson <chris@kwru.com>
Sent: Wednesday, October 24, 2012 2:08 PM
To: 'Joanne Alexander'
Cc: judi@kwru.com; greg@kwru.com; Lydia Roberts (LRoberts@PSC.state.fl.us)
Subject: Sunset Marina
Attachments: KMBT25020121024132023.pdf

Joanne,

Thanks for taking my call earlier. After further consideration KWRU will recognize both of your pools as small. There is a difference of \$79.65 between a large and a small pool and this was charged on 10 monthly bills so your CREDIT is (\$79.65 X 10) \$796.50. So using the attached Account History and Aging reports the monies owed are:

\$27,071.96 (AC#SM100)
\$76.83 (AC#S106)
\$21.03 (AC#S107)

\$27,169.82
Less Pool CREDIT \$796.50

Total Owed \$26,373.32 This pays all monies up to August 31, 2012.

We are currently investigating the FCAA water meter readings that were transmitted to us and this is why the September 30, 2012 bill is delayed. FCAA has implemented "combined billing" and has also physically changed out meters. You have probably seen this on your water bill recently. This is new and the FCAA staff is a bit confused when we ask for specific information relating to the meter readings. Even when FCAA staff is not confused it often requires them checking into things and then calling us back at a later time. The minute we resolve the meter reading issues with the FCAA we will get you the September bill. In the interim we very much appreciate your patience. Should you have any questions please contact me.

Chris Johnson
President
KW Resort Utilities Corp.
6630 Front Street
Key West, FL 33040
305.522.0052 Cell
305.295.3301 Office
305.295.0143 Fax
www.kwru.com

Report Criteria

Sorted by Account # (From: SM100, To: SM100)

Date range selected, From: 4/1/2011 To: 9/27/2012

Multiplier NOT Used

KW Resort Utilities

9/27/2012

Account Ledger History

Acct#	Name	Late Fee	Invoice								
Date	Ty	Sewer	Effluent	Sewer	Remainder	Total	NewBal	Pay Type	Batch	User	Notes
SM100	SUNSET MARINA & CONDOMINIUMS										
											Billing Address: 5555 COLLEGE ROADKEY WEST, FL 33040
09/06/2012	B +	2,471.19	0.00	0.00	0.00	2,471.19	27,071.96			JUDI	
07/30/2012	B +	2,249.43	0.00	0.00	0.00	2,249.43	24,600.77			JUDI	
06/28/2012	B +	2,551.75	0.00	0.00	0.00	2,551.75	22,351.34			JUDI	
05/30/2012	B +	2,518.96	0.00	0.00	0.00	2,518.96	19,799.59			JUDI	
04/27/2012	B +	3,087.18	0.00	0.00	0.00	3,087.18	17,280.83			JUDI	
03/30/2012	B +	2,841.81	0.00	0.00	0.00	2,841.81	14,193.45			JUDI	
02/28/2012	B +	3,171.35	0.00	0.00	0.00	3,171.35	11,351.64			JUDI	
01/30/2012	B +	2,930.24	0.00	0.00	0.00	2,930.24	8,180.29			JUDI	
12/30/2011	B +	2,384.39	0.00	0.00	0.00	2,384.39	5,250.05			JUDI	
11/30/2011	A +	2,865.66	0.00	0.00	0.00	2,865.66	2,865.66			JUDI	\$1518.23 BASE \$1347.43 USE
11/30/2011	B +	0.00	0.00	0.00	0.00	0.00	0.00			JUDI	
11/30/2011	N +	0.00	0.00	0.00	0.00	0.00	0.00			JUDI	

Grand Total:

~~20,543.15~~ 0.00 0.00 0.00 ~~20,543.15~~

96.⁹² Balance on S106 + S107

Large pool = \$113.13

Small pool = \$33.48

difference = \$79.65 x 10 mos charged = \$796.50 CREDIT

Customer Profile

Charges Due

Payments

Readings/Meters

Account Mgr

S107

SUNSET MARINA RESIDENTS OF KW



Search



Find



History for this account

Clear
 Billing
 Readings

Payments
 Charges Due
 Service Orders

Transactions
 Readings
 Service Orders

Open Billing
 Account
 Changes

Block Payments
 Convey Account

Date	C	Sever	Prev	Total	+	New Bal	Pay Type	B	UserNo	Check #	Notes	Invoice#	Uploaded D
11/28/2011	P	21.03		21.03	-	20.09	Check	01	JUDI	2770	Rcvd: 11/28/2011.	S107LK...	11/28/2011
10/27/2011	B	21.03	20.09	21.03	+	41.12			judi				
10/04/2011	B	20.09		20.09	+	20.09			admin				
09/14/2011	P	20.89		20.89	-	0.00	Check	02	JUDI		Rcvd: 09/13/2011.	S107LJ...	9/14/2011 1
08/31/2011	B	20.89		20.89	+	20.89			admin				
08/17/2011	P	20.71		20.71	-	0.00	Check	03	judi		Rcvd: 08/17/2011.	S107L...	8/17/2011 3
07/28/2011	B	20.71		20.71	+	20.71			judi				
07/18/2011	P	21.15		21.15	-	0.00	Check	01	judi	2595	Rcvd: 07/18/2011.		
07/18/2011	P	21.79		21.79	-	21.15	Check	01	judi	2595	Rcvd: 07/18/2011.		
07/18/2011	P	23.56		23.56	-	42.94	Check	01	judi	2595	Rcvd: 07/18/2011.		
07/01/2011	B	21.15	45.35	21.15	+	66.50			judi				
06/06/2011	B	21.79	23.56	21.79	+	45.35			judi				
05/26/2011	P	24.11		24.11	-	23.56	Check	01	judi	2488			
05/26/2011	P	23.66		23.66	-	47.67	Check	01	judi	2488			
05/11/2011	B	23.56	47.77	23.56	+	71.33			ADMIN				
04/18/2011	N				-	47.77			CTUSA		Starting Balance		

Customer Profile

Charges Due

Payments

Readings/Meters

Account Info

S106

SUNSET MARINA RESIDENTS OF KW

Search



Find

Reverse Last

History

- Days
- Bills
- Recs

Check Payment

Convey Account

Date	E	Sewer	Prev	Total	+	New Bal	Pag Type	B	UserNa	Check#	Notes	Invoice#	Uploaded
11/28/2011	P	76.83		76.83	-	76.83	Check	01	JUDI	2770	Revd: 11/28/2011.	S106LK...	11/28/20
10/27/2011	B	76.83	76.83	76.83	+	153.66			judi				
10/04/2011	B	76.83		76.83	+	76.83			admin				
09/14/2011	P	78.32		78.32	-	0.00	Check	02	JUDI	2692	Revd: 09/13/2011.	S106LJ...	9/14/201
08/31/2011	B	78.32		78.32	+	78.32			admin				
08/17/2011	P	65.19		65.19	-	0.00	Check	03	judi	2659	Revd: 08/17/2011.	S106L...	8/17/201
07/28/2011	B	65.19		65.19	+	65.19			judi				
07/18/2011	P	57.81		57.81	-	0.00	Check	01	judi	2595	Revd: 07/18/2011.		
07/18/2011	P	66.27		66.27	-	57.81	Check	01	judi	2595	Revd: 07/18/2011.		
07/18/2011	P	57.41		57.41	-	124.08	Check	01	judi	2595	Revd: 07/18/2011.		
07/01/2011	B	57.81	123.68	57.81	+	181.49			judi				
06/06/2011	B	66.27	57.41	66.27	+	123.68			judi				
05/26/2011	P	45.31		45.31	-	57.41	Check	01	judi	2488			
05/26/2011	P	43.20		43.20	-	102.72	Check	01	judi	2488			
05/11/2011	B	57.41	88.51	57.41	+	145.92			ADMIN				
04/18/2011	N				-	88.51			CTUSA		Starting Balance		

Chris Johnson

From: Chris Johnson <chris@kwru.com>
Sent: Friday, October 26, 2012 2:23 PM
To: 'Joanne Alexander'
Cc: judi@kwru.com; greg@kwru.com; Lydia Roberts (LRoberts@PSC.state.fl.us)
Subject: RE: Sunset Marina

Joanne,

Corrected bill (AC#S107 and S106 after searching the records it was found that the monies were applied to was made and the accounts are indeed in good standing).

\$27,071.96 (AC#SM100)
Less pool CREDIT \$796.50

Total Owed \$26,275.46 This pays all monies up to August 31, 2012.

Chris Johnson
President
KW Resort Utilities Corp.
6630 Front Street
Key West, FL 33040
305.522.0052 Cell
305.295.3301 Office
305.295.0143 Fax
www.kwru.com

From: Chris Johnson [mailto:chris@kwru.com]
Sent: Wednesday, October 24, 2012 2:08 PM
To: 'Joanne Alexander'
Cc: judi@kwru.com; greg@kwru.com; Lydia Roberts (LRoberts@PSC.state.fl.us)
Subject: Sunset Marina

Joanne,

Thanks for taking my call earlier. After further consideration KWRU will recognize both of your pools as small. There is a difference of \$79.65 between a large and a small pool and this was charged on 10 monthly bills so your CREDIT is (\$79.65 X 10) \$796.50. So using the attached Account History and Aging reports the monies owed are:

\$27,071.96 (AC#SM100)
\$76.83 (AC#S106)
\$21.03 (AC#S107)

Chris Johnson

From: Chris Johnson <chris@kwru.com>
Sent: Friday, October 26, 2012 2:45 PM
To: Lydia Roberts (LRoberts@PSC.state.fl.us)
Cc: judi@kwru.com; greg@kwru.com; pat@kwru.com
Subject: FW: Sunset Marina
Attachments: payment sunset.pdf

Lydia,
2:41PM October 26, 2012.

KWRU has received a check from Sunset, that was just placed in our drop box, equal to the amount requested (email below). Copy of check is attached. The account is now in good standing.

Have a nice weekend.

Chris Johnson
President
KW Resort Utilities Corp.
6630 Front Street
Key West, FL 33040
305.522.0052 Cell
305.295.3301 Office
305.295.0143 Fax
www.kwru.com

From: Chris Johnson [mailto:chris@kwru.com]
Sent: Friday, October 26, 2012 2:23 PM
To: 'Joanne Alexander'
Cc: judi@kwru.com; greg@kwru.com; Lydia Roberts (LRoberts@PSC.state.fl.us)
Subject: RE: Sunset Marina

Joanne,

Corrected bill (AC#S107 and S106 after searching the records it was found that the monies were applied to was made and the accounts are indeed in good standing).

\$27,071.96 (AC#SM100)
Less pool CREDIT \$796.50

Total Owed \$26,275.46 This pays all monies up to August 31, 2012.

Chris Johnson
President

CASH ONLY IF ALL CheckLock™ SECURITY FEATURES LISTED ON BACK INDICATE NO TAMPERING OR COPYING

SUNSET MARINA KEY WEST, INC.
5555 COLLEGE ROAD
KEY WEST, FL 33040
305-296-7101

FIRST STATE BANK OF
THE FLORIDA KEYS
KEY WEST, FL 33040
63-434570

23401

10/26/2012

PAY TO THE ORDER OF KWRU

\$ **26,275.46

Twenty-Six Thousand Two Hundred Seventy-Five and 46/100

DOLLARS

Key West Resort Utilities
P.O. Box 2125
Key West, FL 33045

MEMO

NOVEMBER 2011 - AUGUST 2012

⑆023401⑆ ⑆067000438⑆

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Details on Back



Intuit® Check® and® Return Check



Customer Profile
 Charges Due
 Payments
 Meter/Utility
 Account His

Account Number:
 Customer Name:
 Account created:

History for this Account

Clear
 Payments
 Transactions
 Online Billing
 Billing
 Latefees
 Adjustments
 Account Changes
 Readings
 Other Charges
 Service Orders

Invoice Cloud eBilling Indicators

eBilling Account
 Allow Partial ePayment
 Lock all Indicators
 Registered AutoPay Paperless Pymt Blocked

Display Customer Usage History

ID	Utility	Read Date	Reading	Usage	Avg Usage	Days	Avg Day Use	UserName	Notes
1	SEWER	02/19/2016	354200	354200	434725	58	6106.90	JUDI	Man
1	SEWER	12/23/2015	388800	388800	436216	29	13406.90	JUDI	Man
1	SEWER	11/24/2015	438600	438600	437111	64	6853.13	"JUDI"	CSVIMPORT
1	SEWER	09/21/2015	342900	342900	437082	28	12246.43	JUDI	Man
1	SEWER	08/24/2015	341900	341900	438929	28	12210.71	JUDI	Man
1	SEWER	07/27/2015	413800	413800	440870	35	11822.86	JUDI	Man
1	SEWER	06/22/2015	332400	332400	441422	31	10722.58	JUDI	Man
1	SEWER	05/22/2015	455400	455400	443693	37	12308.11	JUDI	Man
1	SEWER	04/15/2015	399000	399000	443444	34	11735.29	JUDI	Man
1	SEWER	03/12/2015	341100	341100	444410	27	12633.33	JUDI	Man
1	SEWER	02/13/2015	332400	332400	446706	28	11871.43	JUDI	Man
1	SEWER	01/16/2015	418400	418400	449304	35	11954.29	JUDI	Man
1	SEWER	12/12/2014	293000	293000	450023	25	11720.00	JUDI	Man
1	SEWER	11/17/2014	395100	395100	453761	33	11972.73	JUDI	Man
1	SEWER	10/15/2014	358300	358300	455192	30	11943.33	JUDI	Man
1	SEWER	09/15/2014	375000	375000	457614	31	12096.77	JUDI	Man
1	SEWER	08/15/2014	353900	353900	459733	31	11416.13	JUDI	Man
1	SEWER	07/15/2014	362400	362400	462518	32	11325.00	JUDI	Man
1	SEWER	06/13/2014	366400	366400	465224	29	12634.48	JUDI	Man
1	SEWER	05/15/2014	364100	364100	467969	30	12136.67	JUDI	Man
1	SEWER	04/15/2014	397400	397400	470937	29	13703.45	JUDI	Man
1	SEWER	03/17/2014	347900	347900	473099	31	11222.58	JUDI	Man
1	SEWER	02/14/2014	372100	372100	476893	30	12403.33	JUDI	Man
1	SEWER	01/15/2014	406500	406500	480168	33	12318.18	JUDI	Man
1	SEWER	12/13/2013	339300	339300	482545	28	12117.86	JUDI	Man
1	SEWER	11/15/2013	336900	336900	487319	29	11617.24	BRITT	Man
1	SEWER	10/17/2013	372700	372700	492506	31	12022.58	JUDI	Man
1	SEWER	09/16/2013	398200	398200	496785	33	12066.67	JUDI	Man



Customer Profile Charges Due Payments Meter/Utility Account His

Account Number: MW001

Customer Name: MERIDIAN WEST APARTMENTS

Account created:

History for this Account

Clear Payments Transactions Online Billing
 Billing Latefees Adjustments Account Changes
 Readings Other Charges Service Orders

Invoice Cloud eBilling Indicators

eBilling Account Allow Partial Payment Lock all Indicators Registered AutoPay
 Block Payment Convey Account Paperless Pymt Blocked

Display Customer Transactions Histo

PostDate	C	EffDate	Sewer	Other1	Other2	Tax	Prev	Total	+	New Bal	Check#	Notes
03/03/2016	B	03/03/2016	3477.92					3477.92	+	3477.92		
02/25/2016	P	02/25/2016	3638.46					3638.46	-	0.00	3589	Rcvd: 02/25/2016.
02/07/2016	B	02/07/2016	3638.46					3638.46	+	3638.46		
01/28/2016	P	01/28/2016	3638.46					3638.46	-	0.00	3404	Rcvd: 01/28/2016.
01/08/2016	B	01/08/2016	3638.46					3638.46	+	3638.46		
12/29/2015	P	12/29/2015	3869.53					3869.53	-	0.00	3181	Rcvd: 12/29/2015.
12/10/2015	A	12/10/2015	207.40					207.40	+	3869.53		OCT CORRECTION
12/10/2015	P	12/10/2015	3632.89					3632.89	-	3662.13	3052	Rcvd: 12/10/2015.
12/08/2015	B	12/08/2015	3869.53				3425.49	3869.53	+	7295.02		
11/05/2015	B	11/05/2015	3425.49					3425.49	+	3425.49		
10/27/2015	P	10/27/2015	3425.49					3425.49	-	0.00	2666	Rcvd: 10/27/2015.
10/02/2015	B	10/02/2015	3425.49					3425.49	+	3425.49		
09/22/2015	P	09/22/2015	3420.85					3420.85	-	0.00	2400	Rcvd: 09/22/2015.
09/03/2015	B	09/03/2015	3420.85					3420.85	+	3420.85		
08/25/2015	P	08/25/2015	3754.46					3754.46	-	0.00	2170	Rcvd: 08/25/2015.
08/25/2015	P	08/25/2015	3376.77					3376.77	-	3754.46	2148	Rcvd: 08/25/2015.
08/07/2015	B	08/07/2015	3754.46				3376.77	3754.46	+	7131.23		
07/09/2015	B	07/09/2015	3376.77					3376.77	+	3376.77		
06/18/2015	P	06/16/2015	3947.49					3947.49	-	0.00	1649	Rcvd: 06/16/2015.
06/04/2015	B	06/04/2015	3947.49					3947.49	+	3947.49		
05/28/2015	P	05/28/2015	3685.79		-3417.13			268.66	-	0.00	1467	Rcvd: 05/28/2015.
05/04/2015	B	05/04/2015	3685.79				-3417...	3685.79	+	268.66		
04/14/2015	P	04/14/2015			3417.13			3417.13	-	-3417...	4932	Rcvd: 04/14/2015.
04/13/2015	P	04/13/2015	3417.13					3417.13	-	0.00	4925	Rcvd: 04/13/2015.
04/03/2015	P	04/03/2015	3376.77					3376.77	-	3417.13	4910	Rcvd: 04/03/2015.
03/31/2015	B	03/31/2015	3417.13				3376.77	3417.13	+	6793.90		
03/03/2015	B	03/03/2015	3376.77					3376.77	+	3376.77		

2015

MERCEDES RUFFINO	5209 5TH AVE APT B STOCK ISLAND FL 33041	6032881 X		1 Active	S403
MERIDIAN WEST LTD	6701 SHRIMP RD KEY WEST FL 33041	1832635119	6	103 Active	S402
MERIDIAN WEST LTD	6701 SHRIMP RD KEY WEST FL 33041	1832634960 Z		103 Active	S402
MICHAEL A BICK	H17 MIRIAM ST STOCK ISLAND FL 33041	7000142 X		1 Active	S403
MICHAEL A HAGEL	40 KINGFISHER LANE STOCK ISLAND FL 33041	6031561 X		1 Active	S401
MICHAEL AZURAK	91 GOLF CLUB DR STOCK ISLAND FL 33041	6031354 X		1 Active	S401
MICHAEL BALDREE	H27 MIRIAM ST STOCK ISLAND FL 33041	7000346 X		1 Active	S403
MICHAEL BARNETT	67 GOLF CLUB DR STOCK ISLAND FL 33041	6031350 X		1 Active	S401
MICHAEL BLUNDELL	5031 5TH AVE UNIT 10 STOCK ISLAND FL 33041	65171737 X		1 Active	S403
MICHAEL BURGE JR	A5 12TH AVE STOCK ISLAND FL 33041	65029454 X		1 Active	S403
MICHAEL C CASTILLO	E5 11TH AVE STOCK ISLAND FL 33041	1850190486 X		1 Active	S403
MICHAEL COSENTINO	5031 5TH AVE UNIT 41 STOCK ISLAND FL 33041	65044508 X		1 Active	S402
MICHAEL DEBETTENCOURT	53 SPOONBILL WAY STOCK ISLAND FL 33041	6031333 X		1 Active	S401
MICHAEL DELPH	6620 MALONEY AVE LOT 08 STOCK ISLAND FL 33041	6032663 X		1 Active	S402
MICHAEL GILBERT	5212 OVERSEAS HWY STOCK ISLAND FL 33041	1852160965 X		2 Active	S403
MICHAEL GONZALEZ	H21 MIRIAM ST STOCK ISLAND FL 33041	7000137 X		1 Active	S403
MICHAEL HALPERIN	5031 5TH AVE UNIT 55 STOCK ISLAND FL 33041	1852648841 X		1 Active	S403
MICHAEL J BURNS	6900 MALONEY AVE UNIT 15 KEY WEST FL 33041	6032698 X		1 Active	S402
MICHAEL JULIANO	6621 MALONEY AVE LOT 21 STOCK ISLAND FL 33041	6030690 X		1 Active	S402
MICHAEL KRAFT	18 WHISTLING DUCK LANE STOCK ISLAND FL 33041	6031490 X		1 Active	S401
MICHAEL MALONEY	265 GOLF CLUB DR STOCK ISLAND FL 33041	6031423 X		1 Active	S401
MICHAEL MCCRORY	217 GOLF CLUB DR STOCK ISLAND FL 33041	6031392 X		1 Active	S401
MICHAEL MINNERLY	6621 MALONEY AVE LOT 03 STOCK ISLAND FL 33041	6030694 X		1 Active	S402
MICHAEL ROBINSON	6621 MALONEY AVE LOT 20 STOCK ISLAND FL 33041	6030665 X		1 Active	S402
MICHAEL RUFFO	A16 12TH AVE STOCK ISLAND FL 33041	7000125 X		1 Active	S403
MICHAEL RYAN	E10 11TH AVE STOCK ISLAND FL 33041	6031540 X		1 Active	S403
MICHAEL SCHULTZ	8 MERGANSER LANE STOCK ISLAND FL 33041	6030517 X		1 Active	S401
MICHAEL SCHULTZ	8 MERGANSER LANE STOCK ISLAND FL 33041	6030517 X		1 Active	S401
MICHAEL SMITH	D2 10TH AVE STOCK ISLAND FL 33041	6030759 X		1 Active	S403
MICHAEL SPIRNAK	32 GOLF CLUB DR STOCK ISLAND FL 33041	6031821 X		1 Active	S401
MICHAEL STICH	H33 MIRIAM ST STOCK ISLAND FL 33041	65071435 X		1 Active	S403
MICHAEL VILLONE	6800 MALONEY AVE LOT 002 STOCK ISLAND FL 33041	6032644 X		1 Active	S402
MICHALINE WOLFE	6800 MALONEY AVE LOT 33 STOCK ISLAND FL 33041	6031068 X		1 Active	S402
MICHEL BARRABES	14 WHISTLING DUCK LANE STOCK ISLAND FL 33041	6031513 X		1 Active	S401

2009

EL MAR RV RESORT LLC	6700 EL MAR TR PK STOCK ISLAND	6700 MALONEY AVE	KEY WEST	FL	33040	06030605	X	1	10 Ac	111
MERIDIAN WEST LTD	6701 SHRIMP RD KEY WEST	6701 SHRIMP RD	KEY WEST	FL	33040	1462274764	2	1	103 Ac	4659
MERIDIAN WEST LTD	6701 SHRIMP RD KEY WEST	6701 SHRIMP RD	KEY WEST	FL	33040	1461412640	6	1	103 Ac	0
MERIDIAN WEST LTD	6701 SHRIMP RD KEY WEST	6701 SHRIMP RD	KEY WEST	FL	33040	1461412640	6	1	103 Ac	4659
MERIDIAN WEST LTD	6701 SHRIMP RD KEY WEST	6701 SHRIMP RD	KEY WEST	FL	33040	1462274764	2	1	103 Ac	0
3 D BOATYARD LLC	675 SHRIMP RD STOCK ISLAND	6801 SHRIMP RD	KEY WEST	FL	33040	07000032	Z	1	1 Ac	174
STEVEN CALDERON	88 MERGANSER LANE STOCK ISLAND	68 MERGANSER LN	STOCK ISLAND	FL	33040	06031296	X	1	1 Ac	19
HARBOR SHORES INC	6800 MALONEY AVE MAIN STOCK ISL	6800 MALONEY AVE	KEY WEST	FL	330406072	07002295	2	1	35 Ac	1295
JACK WILLIAMS	6800 MALONEY AVE LOT 1 STOCK ISLA	4645 ATLANTIC AVE	NEW SYMRNA BC	FL	321694201	06030676	X	1	1 Ac	59
JACK WILLIAMS	6800 MALONEY AVE LOT 1 STOCK ISLA	4645 ATLANTIC AVE	NEW SYMRNA BC	FL	321694201	06030676	X	1	1 Ac	0
DAVID VILLONE	6800 MALONEY AVE LOT 10 STOCK ISL	6800 MALONEY AVE	KEY WEST	FL	330408108	06032653	X	1	1 Ac	54
KURT HEITER	6800 MALONEY AVE LOT 101 STOCK ISI	6800 MALONEY AVE	KEY WEST	FL	330408110	06032688	X	1	1 Ac	35
ELLIOT FOX	6800 MALONEY AVE LOT 102 STOCK ISI	5800 87TH ST	SOUTH MIAMI	FL	331438228	06032693	X	1	1 Ac	0
REBECCA PROVOST	6800 MALONEY AVE LOT 103 STOCK ISI	6800 MALONEY AVE	KEY WEST	FL	330408110	06032689	X	1	1 Ac	30
OSVIEL RODRIGUEZ RUIZ	6800 MALONEY AVE LOT 104 STOCK ISI	6800 MALONEY AVE	KEY WEST	FL	33040	06032655	X	1	1 Ac	55
PHILIP VITALE	6800 MALONEY AVE LOT 105 STOCK ISI	6800 MALONEY AVE	KEY WEST	FL	330408110	06032656	X	1	1 Ac	12
JAMES TINKER JR	6800 MALONEY AVE LOT 106 STOCK ISI	6800 MALONEY AVE	STOCK ISLAND	FL	33040	06032854	X	1	1 Ac	46
CARLYLE MOORE JR	6800 MALONEY AVE LOT 107 STOCK ISI	6800 MALONEY AVE	STOCK ISLAND	FL	330408110	06032857	X	1	1 Ac	41
VIRGINIA HERSEY	6800 MALONEY AVE LOT 11 STOCK ISL	6800 MALONEY AVE	KEY WEST	FL	330408108	06030804	X	1	1 Ac	17
DARLENE DEVENYI	6800 MALONEY AVE LOT 110 STOCK ISI		RIGDEVILLE	ON	LOS 1M0	06030677	X	1	1 Ac	18
THEODORE SMITH	6800 MALONEY AVE LOT 111 STOCK ISI	257 HEMPSTEAD RD	SPRING VALLEY	NY	109771823	06032892	X	1	1 Ac	63
GORDON GEURTSSEN	6800 MALONEY AVE LOT 112 STOCK ISI		KEY WEST	FL	330414448	06030874	X	1	1 Ac	30
RON SCOTT	6800 MALONEY AVE LOT 113 STOCK ISI		KEY WEST	FL	330414448	06032690	X	1	1 Ac	39
LISA WATERS	6800 MALONEY AVE LOT 114 STOCK ISI	6800 MALONEY AVE	KEY WEST	FL	330406074	06032646	X	1	1 Ac	15
JOHN RUSSELL	6800 MALONEY AVE LOT 119 STOCK ISI	6800 MALONEY AVE	KEY WEST	FL	330406074	06032691	X	1	1 Ac	14
SARA BURKARD	6800 MALONEY AVE LOT 12 STOCK ISL		KEY WEST	FL	33045	06030603	X	1	1 Ac	53
JOSE SALAZAR	6800 MALONEY AVE LOT 13 STOCK ISL	6800 MALONEY AVE	KEY WEST	FL	33040	06030601	X	1	1 Ac	30
DAVID OGG	6800 MALONEY AVE LOT 14 STOCK ISL	6800 MALONEY AVE	STOCK ISLAND	FL	330408108	06030582	X	1	1 Ac	38
BILLIE GRAPER	6800 MALONEY AVE LOT 15 STOCK ISL	6800 MALONEY AVE	KEY WEST	FL	33040	06030586	X	1	1 Ac	33
SHARON FLECK	6800 MALONEY AVE LOT 16 STOCK ISL	6800 MALONEY AVE	KEY WEST	FL	330408108	06030580	X	1	1 Ac	45
HARRY SASSAMAN	6800 MALONEY AVE LOT 17 STOCK ISL	63 GEORGE ST	SOUTH RIVER	NJ	088821213	06030587	X	1	1 Ac	22
TRAVIS TRAYWICK	6800 MALONEY AVE LOT 18 STOCK ISL	6800 MALONEY AVE	KEY WEST	FL	330408108	06030584	X	1	1 Ac	72
NORRIS DRYDEN	6800 MALONEY AVE LOT 19 STOCK ISL		CRISFIELD	MD	218170226	06030673	X	1	1 Ac	0
JOSHUA BLAKE	6800 MALONEY AVE LOT 2 STOCK ISLA	6800 MALONEY AVE	KEY WEST	FL	33040	06032644	X	1	1 Ac	16
FRANCIS FOWLER	6800 MALONEY AVE LOT 20 STOCK ISL	6800 MALONEY AVE	STOCK ISLAND	FL	33040	06030672	X	1	1 Ac	31
STEVEN FRICTON	6800 MALONEY AVE LOT 22 STOCK ISL	6800 MALONEY AVE	KEY WEST	FL	33040	06030583	X	1	1 Ac	41

Customer Profile
 Charges Due
 Payments
 Meter/Utility
 Account His

Account Number:
 Customer Name:
 Account created: 05/04/2011

Registered
 AutoPay
 Paperless
 Pymt Blocked

Display Customer Usage History

ID	Utility	Read Date	Reading	Usage	Avg Usage	Days	Avg Day Use	UserName	Notes
1	SEWER	02/19/2016	267500	267500	244286	60	4458.33	JUDI	Man
1	SEWER	12/21/2015	235700	235700	243864	26	9065.38	JUDI	Man
1	SEWER	11/25/2015	293500	293500	244015	65	4515.38	JUDI	Man
1	SEWER	09/21/2015	260200	260200	243081	28	9292.86	JUDI	Man
1	SEWER	08/24/2015	245900	245900	242752	28	8782.14	JUDI	Man
1	SEWER	07/27/2015	317200	317200	242690	35	9062.86	JUDI	Man
1	SEWER	06/22/2015	296000	296000	241200	31	9548.39	JUDI	Man
1	SEWER	05/22/2015	364700	364700	240082	37	9856.76	JUDI	Man
1	SEWER	04/15/2015	415000	415000	237485	33	12575.76	JUDI	Man
1	SEWER	03/13/2015	258300	258300	233709	28	9225.00	JUDI	Man
1	SEWER	02/13/2015	261000	261000	233174	28	9321.43	JUDI	Man
1	SEWER	01/16/2015	344000	344000	232556	35	9828.57	JUDI	Man
1	SEWER	12/12/2014	237100	237100	230023	25	9484.00	JUDI	Man
1	SEWER	11/17/2014	326800	326800	229858	33	9903.03	JUDI	Man
1	SEWER	10/15/2014	207000	207000	227550	29	7137.93	JUDI	Man
1	SEWER	09/16/2014	232700	232700	228051	32	7271.88	JUDI	Man
1	SEWER	08/15/2014	239800	239800	227935	31	7735.48	JUDI	Man
1	SEWER	07/15/2014	290300	290300	227631	32	9071.88	JUDI	Man
1	SEWER	06/13/2014	316600	316600	225982	29	10917.24	JUDI	Man
1	SEWER	05/15/2014	242100	242100	223532	30	8070.00	JUDI	Man
1	SEWER	04/15/2014	266100	266100	223017	29	9175.86	JUDI	Man
1	SEWER	03/17/2014	177300	177300	221786	31	5719.35	JUDI	Man
1	SEWER	02/14/2014	190400	190400	223094	30	6346.67	JUDI	Man
1	SEWER	01/15/2014	252600	252600	224085	33	7654.55	JUDI	CSVIMPORT
1	SEWER	12/13/2013	227600	227600	223194	28	8128.57	JUDI	Man
1	SEWER	11/15/2013	228900	228900	223052	29	7893.10	BRITT	Man
1	SEWER	10/17/2013	247000	247000	222857	31	7967.74	JUDI	Man
1	SEWER	09/16/2013	275100	275100	222024	33	8336.36	JUDI	Man

Customer Profile Charges Due Payments Meter/Utility Account His

Account Number:

Customer Name:

Account created: 05/04/2011 **FV001**

History for this Account

Clear Payments Transactions Online Billing
 Billing Latefees Adjustments Account Changes
 Readings Other Charges Service Orders Changes

Invoice Cloud eBilling Indicators
 Billing Account Allow Partial Payment Lock eIndicators Registered AutoPay Paperless Pymt Blocked
 Block Payment Convey Account

Display Customer Transactions Histo

PostDate	C	EffDate	Sewer	Tax	Prev	Total	+	New Bal	Notes
03/18/2016	P	03/18/2016	2113.89			2113.89	-	0.00	Rcvd: 03/18/2016.
03/03/2016	B	03/03/2016	2113.89			2113.89	+	2113.89	
02/23/2016	P	02/23/2016	1966.34			1966.34	-	0.00	Rcvd: 02/23/2016.
02/07/2016	B	02/07/2016	1966.34			1966.34	+	1966.34	
01/25/2016	P	01/25/2016	1966.34			1966.34	-	0.00	Rcvd: 01/25/2016.
01/08/2016	B	01/08/2016	1966.34			1966.34	+	1966.34	
12/29/2015	P	12/29/2015	2234.53			2234.53	-	0.00	Rcvd: 12/29/2015.
12/08/2015	B	12/08/2015	2234.53			2234.53	+	2234.53	
11/30/2015	P	11/25/2015	2080.02			2080.02	-	0.00	Rcvd: 11/25/2015.
11/05/2015	B	11/05/2015	2080.02			2080.02	+	2080.02	
10/19/2015	P	10/19/2015	2080.02			2080.02	-	0.00	Rcvd: 10/19/2015.
10/02/2015	B	10/02/2015	2080.02			2080.02	+	2080.02	
09/18/2015	P	09/18/2015	2013.67			2013.67	-	0.00	Rcvd: 09/18/2015.
09/03/2015	B	09/03/2015	2013.67			2013.67	+	2013.67	
09/01/2015	P	09/01/2015	2344.50			2344.50	-	0.00	Rcvd: 09/01/2015.
08/07/2015	B	08/07/2015	2344.50			2344.50	+	2344.50	
07/28/2015	P	07/28/2015	2246.13			2246.13	-	0.00	Rcvd: 07/28/2015.
07/09/2015	B	07/09/2015	2246.13			2246.13	+	2246.13	
06/18/2015	P	06/16/2015	2564.90			2564.90	-	0.00	Rcvd: 06/16/2015.
06/04/2015	B	06/04/2015	2564.90			2564.90	+	2564.90	
05/22/2015	P	05/22/2015	2798.29			2798.29	-	0.00	Rcvd: 05/22/2015.
05/04/2015	B	05/04/2015	2798.29			2798.29	+	2798.29	
04/30/2015	P	04/30/2015	2071.20			2071.20	-	0.00	Rcvd: 04/30/2015.
03/31/2015	B	03/31/2015	2071.20			2071.20	+	2071.20	
03/19/2015	P	03/19/2015	2083.73			2083.73	-	0.00	Rcvd: 03/19/2015.
03/03/2015	B	03/03/2015	2083.73			2083.73	+	2083.73	
02/16/2015	P	02/16/2015	2468.85			2468.85	-	0.00	Rcvd: 02/16/2015.

EXHIBIT

Meridian West 2015

As Billed 2015

Avg Monthly Consumptive= (total 2015 consumptive water/12 months) =gal/month
= 5,291,040 / 12 = 440,920 gal/month

(monthly gal expressed in thousand gal X General Service Rate/1000 gal) = Total Monthly Usage
(440.92 thousand gallons X \$4.64/1000 gallons) = \$2,045.87 Monthly Usage for all 103 Units

RE-calculated using Residential Gallonage Charge

(monthly gal expressed in thousand gal X Residential Rate/1000 gal) = Total Monthly Usage
(440.92 thousand gallons X \$3.87/1000 gallons) = \$1,706.36 Monthly Usage for all 103 Units

The Difference is an overcharge of \$339.51 (\$2,045.87 - \$1,706.36) which works out to \$3.30 per unit per month (\$339.51/103 units).

Flagler Village 2015

As Billed 2015

Avg Monthly Consumptive= (total 2015 consumptive water/12 months) gal/month
= 3,528,600/12= 294,050 gal/month

(monthly gal expressed in thousand gal X General Service Rate/1000 gal) = Total Monthly Usage
(294.050 thousand gallons X \$4.64/1000 gallons) = \$1,364.39 Monthly Usage for all 49 Units

RE-calculated using Residential Gallonage Charge

(monthly gal expressed in thousand gal X Residential Rate/1000 gal) = Total Monthly Usage
(294.050 thousand gallons X \$3.87/1000 gallons) = \$1,137.97 Monthly Usage for all 49 Units

The Difference is an overcharge of \$226.42 (\$1,364.39 - \$1,137.97) which works out to \$4.62 per unit per month (\$226.42/49 units).

