

**Ashley Quick**

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**From:** Office of Commissioner Brown  
**Sent:** Tuesday, March 29, 2016 4:45 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Key West Resorts Utilities Billing Practices

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 150071-SU.

Thank you,  
Katherine

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**From:** Akta@aol.com [mailto:Akta@aol.com]  
**Sent:** Monday, March 28, 2016 8:37 AM  
**To:** mfriedman@ff-attorneys.com; Martha Barrera  
**Cc:** Saylor.Erik@leg.state.fl.us; Andrew Maurey; Amber Norris; chris@kwru.com; bart@smithoropeza.com; Office of Commissioner Brown; Office of Commissioner Brisé; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Patronis; greg@kwru.com; dswain@milianswain.com  
**Subject:** Re: Key West Resorts Utilities Billing Practices

Dear Ms. Barrera,

I'm a bit puzzled by this response from Mr. Friedman. Does this mean that regardless of the legitimacy of our complaint, KWRU must be allowed to continue to effectively "overcharge" a small community of working class renters and mostly fixed income elderly mobile home owners because they are entitled to a certain level of profit?

At the December 10, 2015 meeting with Staff in Key West, I did raise this issue of the Homeowners Association having to pay for and be responsible for all sixty-nine units while not having an actual account of our own. I was also about to highlight this at the March 1, 2016 Commissioners meeting via telephone when I was disconnected due to technical difficulties.

Although we were very aware of the inequities of our billing and payment situation, we were not aware of the existence of different categories of customers until the Staff recommendations were published in late February 2016 and even then we were unsure of what these categories meant. It was only after further investigation and discussion with General Service customers here in Stock Island that we realized we have been incorrectly categorized and overcharged for the last nine years and continue to be so now. It should also be noted that we were not even aware of a requested increase in rates until Mr. Saylor contacted me in December 2015.

Please keep in mind that we are not lawyers, engineers or sewer utility experts. We are simply a Homeowners Association trying to keep the cost of living down in our community.

We respectfully request that our status be immediately changed from Residential Service to General Service in order to correct this obvious inappropriate and expensive billing practice.

Thank you again for your assistance in this matter and please feel free to contact me at the number listed below or via e-mail.

Sincerely,

Ann Aktabowski  
770 862-6200  
Harbor Shores HOA

In a message dated 3/25/2016 4:27:12 P.M. Eastern Daylight Time, [mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com) writes:

Martha,

It is our understanding that when rates were derived by staff to reach the revenue requirement that these customers were treated as being individually billed. Obviously, any change from that would have a significant impact on KWRU's ability to earn its authorized rate of return.

Regards, Marty

**MARTIN S. FRIEDMAN, ESQ.**  
*Shareholder*



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**From:** Martha Barrera [<mailto:MBarrera@PSC.STATE.FL.US>]

**Sent:** Friday, March 25, 2016 11:25 AM

**To:** Martin S. Friedman <[mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)>

**Cc:** Erik Sayler <[Sayler.Erik@leg.state.fl.us](mailto:Sayler.Erik@leg.state.fl.us)>; Andrew Maurey <[AMaurey@PSC.STATE.FL.US](mailto:AMaurey@PSC.STATE.FL.US)>; Amber Norris <[amnorris@psc.state.fl.us](mailto:amnorris@psc.state.fl.us)>; 'akta@aol.com' <[akta@aol.com](mailto:akta@aol.com)>

**Subject:** FW: Key West Resorts Utilities Billing Practices

Hello Marty,

I am not sure if you have a copy of the attached customer correspondence.

Martha F. Barrera

Senior Attorney

Florida Public Service Commission

[mbarrera@psc.state.fl.us](mailto:mbarrera@psc.state.fl.us)

850 413-6212

*Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.*

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**From:** Andrew Maurey  
**Sent:** Friday, March 25, 2016 11:15 AM  
**To:** Greg Shafer; Tom Ballinger; Amber Norris; Martha Barrera  
**Cc:** Patti Daniel; Adam Hill; Bart Fletcher; Jennifer Crawford; Cheryl Bulecza-Banks  
**Subject:** FW: Key West Resorts Utilities Billing Practices

As you may recall, Ms. Aktabowski spoke at both the customer meeting and at the Agenda Conference.

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**From:** [Akta@aol.com](mailto:Akta@aol.com) [<mailto:Akta@aol.com>]  
**Sent:** Wednesday, March 23, 2016 11:51 AM  
**To:** Office of Commissioner Patronis; Office of Commissioner Brown; Office of Commissioner Brisé; Office Of Commissioner Edgar; Office Of Commissioner Graham  
**Cc:** [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us); Amber Norris; Julie I. Brown; Martha Barrera; [akta@aol.com](mailto:akta@aol.com)  
**Subject:** Key West Resorts Utilities Billing Practices

Dear Commissioners,

Attached is a letter regarding the recently approved rate increases for the Key West Resorts Utilities and their billing practices as it relates to our Harbor Shores Condo Unit Owners Association here in Stock Island.

We will very much appreciate your attention to this matter and we thank you in advance for your time and consideration.

Please feel free to call me with any questions or concerns.

Sincerely,

Ann Aktabowski

Finance Admin.

Harbor Shores Condo Unit Owners Association

770 862-6200

[AKTA@AOL.COM](mailto:AKTA@AOL.COM)