



Dean, Mead, Egerton, Bloodworth, Capouano & Bozarth, P.A.
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(407) 423-1831 Fax
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Attorneys and Counselors at Law
Orlando
Fort Pierce
Tallahassee
Viera/Melbourne

MARTIN FRIEDMAN
407-310-2077
mfriedman@deanmead.com

August 19, 2020
VIA E-FILING

Adam Teitzman, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20200152-WS - Application for a limited alternative rate increase proceeding in Hardee, Lake, Pasco, and Polk Counties, by Alturas Water, LLC, Sunrise Water, LLC, Pinecrest Utilities, LLC, McLeod Gardens Utilities, LLC, Charlie Creek Utilities, LLC, Orange Land Utilities, LLC, Crestridge Utilities, LLC, Holiday Gardens Utilities, LLC, Lake Yale Utilities, LLC, and East Marion Utilities, LLC.

Our Matter No. 073687

Dear Mr. Teitzman:

The following are the responses to Staff's Second Data Request dated August 17, 2020.

1. Please provide the cost incurred for legal services rendered in Docket No. 20200152-WS. If services were provided for specific utilities, please provide a breakdown for each utility. If services are shared between all utilities in the docket, please state as such. As part of your response, please provide copies of all invoices for legal services provided to date.

RESPONSE: See Attachment 2-1. Services are shared and should be allocated on an ERC basis.

2. Please provide the cost incurred and provide an explanation of any additional consulting services provided for Docket No. 20200152-WS. If services were provided for specific utilities, please provide a breakdown for each utility. If services are shared between all utilities in the docket, please state as such. As part of your

response, please provide copies of all invoices for additional consulting services provided to date.

RESPONSE: See Attachment 2-2. Services are shared and should be allocated on an ERC basis.

3. Please provide an estimate of costs to complete the case by hour for each consultant, including a description of estimated work to be performed, and detail of the estimated remaining expense to be incurred through the Proposed Agency Action (PAA) process.

RESPONSE: See Attachments 2-1 and 2-2.

4. Please provide all complaints pertaining to DEP secondary standards for Alturas Water, LLC; East Marion Utilities, LLC; Pinecrest Utilities, LLC; and Sunrise Water, LLC that were received in the past five years or since the utility's last rate case.

RESPONSE: See Attachment 2-4.

Please do not hesitate to contact me should you or staff have any questions regarding this response.

Very truly yours,

/s/ Martin S Friedman
MARTIN S. FRIEDMAN
For the Firm

MSF/

cc: Mike Smallridge (via email)
Jeff Small (via email)
Sonica Bruce (via email)
Tad David, Esquire (via email)

ATTACHMENT 2-1

Docket No. 20200152-WS - Application for a limited alternative rate increase proceeding in Hardee, Lake, Pasco, and Polk Counties, by Alturas Water, LLC, Sunrise Water, LLC, Pinecrest Utilities, LLC, McLeod Gardens Utilities, LLC, Charlie Creek Utilities, LLC, Orange Land Utilities, LLC, Crestridge Utilities, LLC, Holiday Gardens Utilities, LLC, Lake Yale Utilities, LLC, and East Marion Utilities, LLC.

ACTUAL AND ESTIMATED LEGAL RATE CASE EXPENSE

- Actual Billed and Unbilled Attorney Fees through August 15, 2020 (Invoices Attached): \$1,960.00
- Actual Billed and Unbilled Costs through August 15, 2020 (Invoices Attached): \$0.00.

Estimated:

<u>Hours</u>	<u>Description</u>
1.0 hrs.	Respond to formal and informal data requests from Staff
1.0 hrs.	Review Staff recommendation; Conference with client and consultant regarding recommendation; Conference with Staff regarding recommendation.
2.0 hrs.	Prepare for and telephonically attend Agenda conference, discuss Agenda with client, consultant and Staff.
1.0 hrs.	Review PAA Order; conference with client and consultant regarding PAA Order.
1.0 hrs.	Prepare revised tariff sheets, obtain Staff approval of tariffs; Draft and revise customer notice, obtain Staff approval; Coordinate mailing of customer notices and implementation of tariffs and filing Affidavit; Prepare, review and filing of post-Order requirements
6 hrs. @ \$380/hr.	\$2,280.00 total attorneys' estimated fees through PAA

Estimate of costs to complete:

None

SUMMARY:

TOTAL ACTUAL AND ESTIMATED LEGAL FEES: \$4,240.00

TOTAL ACTUAL AND ESTIMATED LEGAL COSTS: \$0.00

TOTAL LEGAL RATE CASE EXPENSE: \$4,240.00

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FLORIDA UTILITY SERVICES I, LLC
MICHAEL SMALLRIDGE, MANAGER
3336 GRAND BLVD., SUITE 102
HOLIDAY, FL 34690

May 19, 2020
ID: 037173.073687
INVOICE # 368139
MSF

RE: ALLOCATIONS LIMITED PROCEEDING

FOR PROFESSIONAL SERVICES RENDERED:

TOTAL FEES \$1,026.00

<u>ATTY</u>	<u>CLASS</u>	<u>HOURS</u>	<u>RATE</u>	<u>AMOUNT</u>
MSF	Of Counsel	2.70	380.00	1,026.00
	ATTY TOTALS	2.70		1,026.00

TOTAL CURRENT AMOUNT DUE \$1,026.00

TOTAL AMOUNT DUE \$1,026.00

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MICHAEL SMALLRIDGE, MANAGER
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HOLIDAY, FL 34690

May 19, 2020
ID: 037173.073687
INVOICE # 368139
MSF

RE: ALLOCATIONS LIMITED PROCEEDING

FOR PROFESSIONAL SERVICES RENDERED:

ITEMIZED ATTORNEY FEES

DESCRIPTION	DATE	ATTY	HOURS	RATE	AMOUNT
TELEPHONE CONFERENCE WITH MR. SMALLRIDGE WHO TELEPHONED; INITIAL REVIEW OF APPLICATION AND EXHIBITS;	04/20/20	MSF	0.40	380.00	152.00
TELEPHONE CONFERENCE WITH MR. SMALLRIDGE WHO TELEPHONED;	04/27/20	MSF	0.50	380.00	190.00
REVIEW, RESEARCH, AND REVISE LETTER TO CLERK AND APPLICATION; LETTER TO MR. SMALLRIDGE; TELEPHONE CALL WITH MR. SMALL WHO TELEPHONED;	04/28/20	MSF	1.80	380.00	684.00

SUBTOTAL: \$1,026.00

ATTY	CLASS	HOURS	RATE	AMOUNT
MSF	Of Counsel	2.70	380.00	1,026.00
ATTY TOTALS		2.70		1,026.00

TOTAL CURRENT AMOUNT DUE \$1,026.00

TOTAL AMOUNT DUE \$1,026.00

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FLORIDA UTILITY SERVICES I, LLC
037173.073687
May 19, 2020
Page 2

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FLORIDA UTILITY SERVICES I, LLC
5911 TROUBLE CREEK ROAD
NEW PORT RICHEY, FL 34652

June 17, 2020
ID: 037173.073687
INVOICE # 369184
MSF

RE: ALLOCATIONS LIMITED PROCEEDING

FOR PROFESSIONAL SERVICES RENDERED:

TOTAL FEES \$380.00

<u>ATTY</u>	<u>CLASS</u>	<u>HOURS</u>	<u>RATE</u>	<u>AMOUNT</u>
MSF	Of Counsel	1.00	380.00	380.00
	ATTY TOTALS	1.00		380.00

TOTAL CURRENT AMOUNT DUE \$380.00

TOTAL AMOUNT DUE \$380.00

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NEW PORT RICHEY, FL 34652

June 17, 2020
ID: 037173.073687
INVOICE # 369184
MSF

RE: ALLOCATIONS LIMITED PROCEEDING

FOR PROFESSIONAL SERVICES RENDERED:

ITEMIZED ATTORNEY FEES

DESCRIPTION	DATE	ATTY	HOURS	RATE	AMOUNT
REVIEW AND COMMENT ON MR. SMALL'S REVISIONS;	05/27/20	MSF	0.20	380.00	76.00
TELEPHONE CONFERENCE WITH MR. SMALLRIDGE WHO TELEPHONED; FINALIZE AND E-FILE APPLICATION;	05/28/20	MSF	0.30	380.00	114.00
TELEPHONE CONFERENCE WITH THREE PSC STAFF MEMEBERS WHO TELEPHONED; LETTER TO MR. SMALLRIDGE;	06/11/20	MSF	0.20	380.00	76.00
REVIEW OPC INTERVENTION AND LETTER TO MR. SMALLRIDGE; REVIEW PSC ACCEPTANCE LETTER; CALCULATE DEADLINES AND PROCEDURE AND LETTER TO MR. SMALLRIDGE;	06/12/20	MSF	0.30	380.00	114.00

SUBTOTAL:

\$380.00

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FLORIDA UTILITY SERVICES I, LLC
037173.073687
June 17, 2020
Page 2

<u>ATTY</u>	<u>CLASS</u>	<u>HOURS</u>	<u>RATE</u>	<u>AMOUNT</u>
MSF	Of Counsel	1.00	380.00	380.00
	ATTY TOTALS	1.00		380.00

TOTAL CURRENT AMOUNT DUE \$380.00

TOTAL AMOUNT DUE \$380.00

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5911 TROUBLE CREEK ROAD
NEW PORT RICHEY, FL 34652

July 17, 2020
ID: 037173.073687
INVOICE # 370267
MSF

RE: ALLOCATIONS LIMITED PROCEEDING

FOR PROFESSIONAL SERVICES RENDERED:

TOTAL FEES \$266.00

<u>ATTY</u>	<u>CLASS</u>	<u>HOURS</u>	<u>RATE</u>	<u>AMOUNT</u>
MSF	Of Counsel	0.70	380.00	266.00
	ATTY TOTALS	0.70		266.00

TOTAL CURRENT AMOUNT DUE \$266.00

TOTAL AMOUNT DUE \$266.00

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NEW PORT RICHEY, FL 34652

July 17, 2020
ID: 037173.073687
INVOICE # 370267
MSF

RE: ALLOCATIONS LIMITED PROCEEDING

FOR PROFESSIONAL SERVICES RENDERED:

ITEMIZED ATTORNEY FEES

DESCRIPTION	DATE	ATTY	HOURS	RATE	AMOUNT
TELEPHONE CALL WITH MR. SMALLRIDGE WHO TELEPHONED; REVIEW LETTER FROM PSC ON FILING FEE AND LETTER TO PSC STAFF; REVIEW FILING FEE CALCULATIONS AND LETTER TO MR. SMALLRIDGE;	06/18/20	MSF	0.30	380.00	114.00
REVIEW STAFF'S FIRST DATA REQUEST AND LETTER TO MR. SMALLRIDGE AND MR. SMALL;	06/25/20	MSF	0.20	380.00	76.00
REVIEW AND COMMENT ON PROPOSED FIRST DATA REQUEST RESPONSES;	07/07/20	MSF	0.20	380.00	76.00
SUBTOTAL:					\$266.00

ATTY	CLASS	HOURS	RATE	AMOUNT
MSF	Of Counsel	0.70	380.00	266.00
ATTY TOTALS		0.70		266.00

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FLORIDA UTILITY SERVICES I, LLC
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TOTAL CURRENT AMOUNT DUE	\$266.00
TOTAL AMOUNT DUE	\$266.00

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NEW PORT RICHEY, FL 34652

August 18, 2020
ID: 037173.073687
INVOICE # 371396
MSF

RE: ALLOCATIONS LIMITED PROCEEDING

FOR PROFESSIONAL SERVICES RENDERED:

TOTAL FEES \$228.00

<u>ATTY</u>	<u>CLASS</u>	<u>HOURS</u>	<u>RATE</u>	<u>AMOUNT</u>
MSF	Of Counsel	0.60	380.00	228.00
	ATTY TOTALS	0.60		228.00

TOTAL CURRENT AMOUNT DUE \$228.00

TOTAL AMOUNT DUE \$228.00

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5911 TROUBLE CREEK ROAD
NEW PORT RICHEY, FL 34652

August 18, 2020
ID: 037173.073687
INVOICE # 371396
MSF

RE: ALLOCATIONS LIMITED PROCEEDING

FOR PROFESSIONAL SERVICES RENDERED:

ITEMIZED ATTORNEY FEES

DESCRIPTION	DATE	ATTY	HOURS	RATE	AMOUNT
REVIEW CONTRACT FOR A/C REPLACEMENT; DRAFT LETTER TO PSC CLERK TO SUPPLEMENT DATA REQUEST RESPONSE;	07/20/20	MSF	0.20	380.00	76.00
TELEPHONE CONFERENCE WITH PSC STAFF REGARDING RECEIVING CUSTOMER COMMENTS AND LETTER TO MR. SMALLRIDGE;	08/03/20	MSF	0.20	380.00	76.00
TELEPHONE CONFERENCE WITH MR. BROWN AND MS. PASSIDOMO OF PSC STAFF AND LETTER TO MR. SMALLRIDGE;	08/14/20	MSF	0.20	380.00	76.00

SUBTOTAL: \$228.00

ATTY	CLASS	HOURS	RATE	AMOUNT
MSF	Of Counsel	0.60	380.00	228.00
ATTY TOTALS		0.60		228.00

TOTAL CURRENT AMOUNT DUE \$228.00

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FLORIDA UTILITY SERVICES I, LLC
037173.073687
August 18, 2020
Page 2

TOTAL AMOUNT DUE

\$228.00

ATTACHMENT 2-2

Consulting services are provided by OCBOA Consulting, LLC. Below is a schedule of invoices billed to date. There is a 3.5 hour estimate to complete which includes; 1) Respond to formal and informal data requests from staff, and, 2) Review Staff recommendation; conference with client regarding recommendation; conference with staff regarding recommendation All consulting services are to be shared equally by the utility systems.

Invoice	Date	Amount		
		Hours	Service	Billed
20.0010	03/31/20	33.00	\$3,135.00	\$1,235.00
20.0014	04/30/20	2.00	\$190.00	\$1,235.00
20.0019	05/31/20	3.00	\$285.00	\$1,140.00
20.0024	07/31/20	0.75	\$71.25	\$71.25
Total billed to date:		38.75	\$3,681.25	\$3,681.25
Total estimate to complete:		3.25	\$308.75	
Total actual & estimated rate case expense:		42.00	\$3,990.00	

Attached are all invoices to date that explain in detail the work and schedules that were provided by the consultant for the filing.



OCBOA CONSULTING, LLC

P.O. Box 424
 Goldenrod, FL 32733-0424
 (407) 377-5400

INVOICE: 20.0010
DATE: 03/31/20
PAGE: 1 of 1

BILL TO:	FOR:
Florida Utility Services 1, LLC 5911 Trouble Creek Rd New Port Richey, FL 34652 Attention: Mike Smallridge	Services Provided Project/P.O. #: LIMP Common Cost Filing

WORK PERFORMED	HOURS	RATE	AMOUNT
Estimated Project	42.00		
Progress billing for March 2020	<u>33.00</u>	\$95.00	\$3,135.00
Estimated time to complete	9.00		
<ul style="list-style-type: none"> * Obtain & review FPSC documents & analysis that were used to develop the approved FUS1 allocated common cost for WLW in its SARC docket. * Develop schedules and files that calculate the total FUS1 approved allocated common cost based on the FUS1 approved allocated common cost for WLW in its SARC docket to be used in the LIMP Common Cost filing. * Obtain & review the 2019 FUS1 allocated common cost that was used to allocate its common cost to each of the 16 utility systems. * Develop schedules and files that calculate the difference between the 2019 FUS1 allocated common cost and the calculated FUS1 allocated common cost approved in the WLW SARC. <p style="text-align: center;">Continued on page 2</p>			
OTHER CHARGES			
TOTAL INVOICE FOR THE PERIOD			\$3,135.00
Adjustments:			
Estimated project to be billed in three installments. (13 hours each & trued up to actual with last installment)	(20.00)	\$95.00	(\$1,900.00)
Summary Balance to date			
14.00 Unbilled hours			
TOTAL ADJUSTED AMOUNT DUE			\$1,235.00

Please make all checks payable to **OCBOA Consulting, LLC**

THANK YOU FOR YOUR BUSINESS



OCBOA CONSULTING, LLC

P.O. Box 424
 Goldenrod, FL 32733-0424
 (407) 377-5400

INVOICE: 20.0010
DATE: 03/31/20
PAGE: 2 of 2

WORK PERFORMED	HOURS	RATE	AMOUNT
<ul style="list-style-type: none"> * Develop schedules and files that calculate the allocated common cost increase for each of the 10 utility systems in the filing. * Obtain & review 2020 FUS1 proforma common cost increase to be included for in the LIMP Common Cost filing. Prepare schedules and files that distribute the proforma common cost increase based on the formulas used to allocate 2019 FUS1 common cost. * Develop 10 utility system filings that include the following supporting schedules with calculations. <ul style="list-style-type: none"> 2020 Common Cost Index Application that calculates the requested increase in rates based on increases to allocated 2019 common cost and requested 2020 common cost increases. 2019 annualized revenue worksheet at current tariff rates. Allocated Common Cost Increase Worksheet. Schedule of current and proposed rates. Affirmation to accuracy of the filing and that the Utility will not exceed its approved ROE or the range of the most recent leverage formula. Statement of quality of service for the utility system. * Compose and prepare the LIMP Common Cost Filing with supporting schedules and Exhibits. 			
AMOUNT CARRIED FORWARD TO PAGE 1	0		\$0.00

THANK YOU FOR YOUR BUSINESS



OCBOA CONSULTING, LLC

P.O. Box 424
 Goldenrod, FL 32733-0424
 (407) 377-5400

INVOICE: 20.0014
DATE: 04/30/20
PAGE: 1 of 1

BILL TO:	FOR:
Florida Utility Services 1, LLC 5911 Trouble Creek Rd New Port Richey, FL 34652 Attention: Mike Smallridge	Services Provided Project/P.O. #: LIMP Common Cost Filing

WORK PERFORMED	HOURS	RATE	AMOUNT
Estimated Project	42.00		
Progress billing invoiced	33.00	\$95.00	\$3,135.00
Progress billing for April 2020	<u>2.00</u>	\$95.00	\$190.00
Estimated time to complete	7.00		
<ul style="list-style-type: none"> * Obtain & review FPSC documents & analysis that were used to develop the approved FUS1 allocated common cost for WLW in its SARC docket. * Develop schedules and files that calculate the total FUS1 approved allocated common cost based on the FUS1 approved allocated common cost for WLW in its SARC docket to be used in the LIMP Common Cost filing. * Obtain & review the 2019 FUS1 allocated common cost that was used to allocate its common cost to each of the 16 utility systems. * Develop schedules and files that calculate the difference between the 2019 FUS1 allocated common cost and the calculated FUS1 allocated common cost approved in the WLW SARC. 			
Continued on page 2			
TOTAL INVOICE FOR THE PERIOD			\$190.00
TOTAL INVOICE FOR THE PROJECT			\$3,325.00
Adjustments:			
Completed unbilled hours	(9.00)	\$95.00	(\$855.00)
Prior Invoice 20.0010 - Mar-20	(13.00)	\$95.00	(\$1,235.00)
Summary Balance to date			
9.00 Unbilled hours			
TOTAL ADJUSTED AMOUNT DUE			\$1,235.00

Please make all checks payable to **OCBOA Consulting, LLC**

THANK YOU FOR YOUR BUSINESS



OCBOA CONSULTING, LLC

P.O. Box 424
Goldenrod, FL 32733-0424
(407) 377-5400

INVOICE: 20.0014
DATE: 04/30/20
PAGE: 2 of 2

WORK PERFORMED	HOURS	RATE	AMOUNT
<ul style="list-style-type: none">* Develop schedules and files that calculate the allocated common cost increase for each of the 10 utility systems in the filing. * Obtain & review 2020 FUS1 proforma common cost increase to be included for in the LIMP Common Cost filing. Prepare schedules and files that distribute the proforma common cost increase based on the formulas used to allocate 2019 FUS1 common cost. * Develop 10 utility system filings that include the following supporting schedules with calculations.<ul style="list-style-type: none">2020 Common Cost Index Application that calculates the requested increase in rates based on increases to allocated 2019 common cost and requested 2020 common cost increases.2019 annualized revenue worksheet at current tariff rates.Allocated Common Cost Increase Worksheet.Schedule of current and proposed rates.Affirmation to accuracy of the filing and that the Utility will not exceed its approved ROE or the range of the most recent leverage formula.Statement of quality of service for the utility system. * Compose and prepare the LIMP Common Cost Filing with supporting schedules and Exhibits.			
AMOUNT CARRIED FORWARD TO PAGE 1	0		\$0.00

THANK YOU FOR YOUR BUSINESS



OCBOA CONSULTING, LLC

P.O. Box 424
 Goldenrod, FL 32733-0424
 (407) 377-5400

INVOICE: 20.0019
DATE: 05/31/20
PAGE: 1 of 1

BILL TO:	FOR:
Florida Utility Services 1, LLC 5911 Trouble Creek Rd New Port Richey, FL 34652 Attention: Mike Smallridge	Services Provided Project/P.O. #: LIMP Common Cost Filing

WORK PERFORMED	HOURS	RATE	AMOUNT
Estimated Project	42.00		
Progress billing invoiced	35.00	\$95.00	\$3,325.00
Progress billing for May 2020	<u>3.00</u>	\$95.00	\$285.00
Total billed to date	38.00		
Estimated time to complete	4.00		
<ul style="list-style-type: none"> * Obtain & review FPSC documents & analysis that were used to develop the approved FUS1 allocated common cost for WLW in its SARC docket. * Develop schedules and files that calculate the total FUS1 approved allocated common cost based on the FUS1 approved allocated common cost for WLW in its SARC docket to be used in the LIMP Common Cost filing. * Obtain & review the 2019 FUS1 allocated common cost that was used to allocate its common cost to each of the 16 utility systems. * Develop schedules and files that calculate the difference between the 2019 FUS1 allocated common cost and the calculated FUS1 allocated common cost approved in the WLW SARC. 			
Continued on page 2			
TOTAL INVOICE FOR THE PERIOD			\$285.00
TOTAL INVOICE FOR THE PROJECT			\$3,610.00
Adjustments:			
Prior Invoices 20.0010 & 20.0014	(26.00)	\$95.00	(\$2,470.00)
Summary Balance to date			
0.00 Unbilled hours			
TOTAL ADJUSTED AMOUNT DUE			\$1,140.00

Please make all checks payable to **OCBOA Consulting, LLC**
THANK YOU FOR YOUR BUSINESS



OCBOA CONSULTING, LLC

P.O. Box 424
 Goldenrod, FL 32733-0424
 (407) 377-5400

INVOICE: 20.0019
DATE: 05/31/20
PAGE: 2 of 2

WORK PERFORMED	HOURS	RATE	AMOUNT
<ul style="list-style-type: none"> * Develop schedules and files that calculate the allocated common cost increase for each of the 10 utility systems in the filing. * Obtain & review 2020 FUS1 proforma common cost increase to be included for in the LIMP Common Cost filing. Prepare schedules and files that distribute the proforma common cost increase based on the formulas used to allocate 2019 FUS1 common cost. * Develop 10 utility system filings that include the following supporting schedules with calculations. <ul style="list-style-type: none"> 2020 Common Cost Index Application that calculates the requested increase in rates based on increases to allocated 2019 common cost and requested 2020 common cost increases. 2019 annualized revenue worksheet at current tariff rates. Allocated Common Cost Increase Worksheet. Schedule of current and proposed rates. Affirmation to accuracy of the filing and that the Utility will not exceed its approved ROE or the range of the most recent leverage formula. Statement of quality of service for the utility system. * Compose and prepare the LIMP Common Cost Filing with supporting schedules and Exhibits. 			
Work Provided for the billing period			
<ul style="list-style-type: none"> * Revise filing to include "Compliance Tech" position in proforma salary expense. Research and provide information for new position job description. (3hrs) 	3.00	\$95.00	\$285.00
AMOUNT CARRIED FORWARD TO PAGE 1	3		\$285.00

THANK YOU FOR YOUR BUSINESS



OCBOA CONSULTING, LLC

P.O. Box 424
 Goldenrod, FL 32733-0424
 (407) 377-5400

INVOICE: 20.0024
DATE: 07/31/20
PAGE: 1 of 2

BILL TO:	FOR:
Florida Utility Services 1, LLC 5911 Trouble Creek Rd New Port Richey, FL 34652 Attention: Mike Smalldridge	Services Provided Project/P.O. #: LARI Common Cost Filing

WORK PERFORMED	HOURS	RATE	AMOUNT
Estimated Project	42.00		
Progress billing invoiced	38.00	\$95.00	\$3,610.00
Progress billing for July 2020	<u>0.75</u>	\$95.00	\$71.25
Total billed to date	38.75		
Estimated time to complete	3.25		
<ul style="list-style-type: none"> * Obtain & review FPSC documents & analysis that were used to develop the approved FUS1 allocated common cost for WLW in its SARC docket. * Develop schedules and files that calculate the total FUS1 approved allocated common cost based on the FUS1 approved allocated common cost for WLW in its SARC docket to be used in the LIMP Common Cost filing. * Obtain & review the 2019 FUS1 allocated common cost that was used to allocate its common cost to each of the 16 utility systems. * Develop schedules and files that calculate the difference between the 2019 FUS1 allocated common cost and the calculated FUS1 allocated common cost approved in the WLW SARC. <p style="text-align: center;">Continued on page 2</p>			
TOTAL INVOICE FOR THE PERIOD			\$71.25
TOTAL INVOICE FOR THE PROJECT			\$3,681.25
Adjustments:			
Prior Invoices 20.0010, 20.0014 & 20.0019 (received)	(38.00)	\$95.00	(\$3,610.00)
Summary Balance to date			
0.00 Unbilled hours			
TOTAL ADJUSTED AMOUNT DUE			\$71.25

Please make all checks payable to **OCBOA Consulting, LLC**

THANK YOU FOR YOUR BUSINESS



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INVOICE: 20.0024
 DATE: 07/31/20
 PAGE: 2 of 2

WORK PERFORMED	HOURS	RATE	AMOUNT
<ul style="list-style-type: none"> * Develop schedules and files that calculate the allocated common cost increase for each of the 10 utility systems in the filing. * Obtain & review 2020 FUS1 proforma common cost increase to be included for in the LIMP Common Cost filing. Prepare schedules and files that distribute the proforma common cost increase based on the formulas used to allocate 2019 FUS1 common cost. * Develop 10 utility system filings that include the following supporting schedules with calculations. <ul style="list-style-type: none"> 2020 Common Cost Index Application that calculates the requested increase in rates based on increases to allocated 2019 common cost and requested 2020 common cost increases. 2019 annualized revenue worksheet at current tariff rates. Allocated Common Cost Increase Worksheet. Schedule of current and proposed rates. Affirmation to accuracy of the filing and that the Utility will not exceed its approved ROE or the range of the most recent leverage formula. Statement of quality of service for the utility system. * Compose and prepare the LIMP Common Cost Filing with supporting schedules and Exhibits. * Revise filing to include "Compliance Tech" position in proforma salary expense. Research and provide information for new position job description. (3hrs) 			
Work Provided for the billing period			
<ul style="list-style-type: none"> * Prepare and assist with responses to Staff Data Request No 1. (Emailed response to Question Nos 1 & 9 on 6/30) 	0.75	\$95.00	\$71.25
AMOUNT CARRIED FORWARD TO PAGE 1	0.75		\$71.25

THANK YOU FOR YOUR BUSINESS

ATTACHMENT 2-4

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Todd Ewing

2. SERVICE ADDRESS: 1416 NE 130th TERR

3. CUSTOMER PHONE NUMBER: 785-819-5999

4. DATE OF COMPLAINT: 4/28/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: SAYS hes received a lot of complaints about the smell of the water and he needs a call back to know what is being done. He also suggested testing his own water and sending us the bill because he doesn't think we're disinfecting correctly. Requesting a call back. I've already spoken to Magee. He said he would check the water ASAP.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED _____

Spoke to Everyone. OK

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: TOM TIMMONS

2. SERVICE ADDRESS: 13059 NE 7th LOOP

3. CUSTOMER PHONE NUMBER: Cell 561-502-1004

4. DATE OF COMPLAINT: 6/12/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Customer says he gets really
Hchy when he bathes. Wants to know if we do individual
testing at homes.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Called customer

explained water process. Took to take
chlorine sample.

all samples good. Mike

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: JUSTIN Price

2. SERVICE ADDRESS: 13024 NE 5th Place

3. CUSTOMER PHONE NUMBER: 352-281-8902

4. DATE OF COMPLAINT: 6/19/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water smells bad. -
customer called answering service. @ 4:46 AM

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Steve mayce will
check system today 6/19. Mike spoke with him in the
morning

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Joyce Bowen

2. SERVICE ADDRESS: 1068 NE 130th Terr.

3. CUSTOMER PHONE NUMBER: 804-363-0292

4. DATE OF COMPLAINT: 6/17/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Starting Sat 6/13

water began to smell like sewage, progressively
is much worse. / called again 6/19/20

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED called Steve Magee

ON 6/17 SAYS he will put more chlorine in water.

HAS setting correct but SAYS they are barely

using water in that area and this could be

the reason for odor.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Marlene Torres

2. SERVICE ADDRESS: 13120 NE 7th Loop

3. CUSTOMER PHONE NUMBER: 352-361-6444

4. DATE OF COMPLAINT: 6/18/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water smells bad.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Sent Jackie

to flush 6/20/2020

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Geneva te110

2. SERVICE ADDRESS: 311 Highlands Way

3. CUSTOMER PHONE NUMBER: 8 942-879-1671

4. DATE OF COMPLAINT: 3/4/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: water has a strong
Smell of chlorine

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Spoke w/ Gene on
3/4/20 he will go check it today 9:30 AM.

Gene flushed all points and Retested
all good.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Jessica Estrada.

2. SERVICE ADDRESS: 2101 Highlands Way

3. CUSTOMER PHONE NUMBER: 803-582-6291

4. DATE OF COMPLAINT: 3/2/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water smells like
Chlorine. Very strong.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED notified I live

on 3/2/20. 3:15 Jackie flushed system.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Katy Neims

2. SERVICE ADDRESS: 363 Citrus Highlands PkE

3. CUSTOMER PHONE NUMBER: 803-662-8121

4. DATE OF COMPLAINT: 3/2/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water has strong
odor of chlorine

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED NOTIFIED & I WVE
ON 3/2/20 3:15 Jackie flushed system

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: ELOISA MARTINEZ

2. SERVICE ADDRESS: 392 Citrus Highlands DR. E

3. CUSTOMER PHONE NUMBER: 803-585-7519

4. DATE OF COMPLAINT: 3/10/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: CUSTOMER SAYS ~~IT~~ SINCE

SHE MOVED IN WATER COMING OUT OF FAUCET
LOOKS LIKE MILK.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED GENO CHECKED
WATER OUTSIDE OF HOME AND THERE IS NOTHING
WRONG WITH IT. I ADVISED CUSTOMER SHE NEEDS
TO CHECK THE FILTERS IN HER HOME OR HIRE A PLUMBER.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Donna / Omar Salazar.
2. SERVICE ADDRESS: 10031 Citrus Highlands DR S
3. CUSTOMER PHONE NUMBER: 813-205-2446
4. DATE OF COMPLAINT: 3/9/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL
5. DESCRIBE REASON OF COMPLAINT: Water Smells like
chlorine / has been going on for days issue unresolved.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Water was tested
3/9/20 at 10:30 AM chlorine level is where it's supposed
to be. NOT High.
Jack to flush on Monday.

Ericka

From: smassey78@tampabay.rr.com
Sent: Sunday, February 16, 2020 7:15 PM
To: 'utilitybill@fus1llc.com'
Subject: air in the lines

Hi, I have noticed ALOT of air coming from the faucets and toilets starting since last Thursday Feb 13th. It's allot.. shaking the pipes pretty bad while using the water. We have checked everything, and the air is not coming from our end.

Usually any air is gone from the lines by the first day after repairs are done on the main tank in the neighborhood.

I don't know if something needs to be done at the water plant in the neighborhood, maby?

Another neighbor of mine also has air in the lines as well.

Are other people also calling in with the same problem?

Just thought i would email to let you know just in case no one else has yet.

Thank you!

Sonya Massey- 863-585-0234

2534 Edmond Cir

Auburndale, FL 33823

Ericka

From: S M [sm728693@yahoo.com]
Sent: Tuesday, February 18, 2020 8:54 AM
To: utilitybill@fus1llc.com
Subject: Air in the lines

(I'm having to use this different email to reply)

Ok thank you.. It has actually gotten better since yesterday. Hardly notice any air at all now.. Maby it just needed time to work itself out. just this time around talking longer than normal.

Thank you,
Sonya Massey
smassey78@tampabay.rr.com

Sent from Yahoo Mail on Android

2/18/20 Advised customer I would still notify the technician but she is the only person that was called in with this issue.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Robin Buss

2. SERVICE ADDRESS: 2613 Fowler

3. CUSTOMER PHONE NUMBER: 803-844-3734

4. DATE OF COMPLAINT: 1/16/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water is brown
in bathroom but no problem with kitchen
water.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Advised customer
she may have a plumbing issue but I would
notify technician.

Customer called plumber to clean customer
water filter

Ericka

From: smassey78@tampabay.rr.com
Sent: Wednesday, March 11, 2020 6:22 PM
To: 'utilitybill@fus1llc.com'
Subject: air in the lines

Hi, I would like to report air is in the lines again, has been for about 3 days now. I don't know if something was done at the tank recently but the air has returned and isn't going away like it normally should in a day or two when work is finished.

Thank you!

Sonya Massey 863-585-0234

2534 Edmond Cir Auburndale, FL 33823

Geno checked lines on 3/12/20 2:34 PM
He says there is no air in lines.

ERICKA..

Customer had leak under
home causing air ~~to~~.