

FLORIDA UTILITY SERVICES 1, LLC
5911 TROUBLE CREEK RD
NEW PORT RICHEY, FL. 34652

June 4, 2021

Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399

Re: Docket No. 20200230-WU - Application for staff-assisted rate case in Manatee County by Sunny Shores Utilities, LLC

Dear Commission Clerk:

Enclosed Please find the companies response to Staff's Fourth Data Request.

1. **Updated Bad Debt Expense** – Please provide all available bad debt information for the period of July 1, 2020, through present day.

Company response- Please see enclosed reports.

2. **Backflow Devices** – Several customers have indicated that their backflow devices were inspected last fall and placed with new tags, which indicate the inspection date. However, the customers recently received shut off notices.

- a. Please explain the **utility's** process to recognize that a customer has had their backflow device inspected.

Company Response- Once a customer has had their devices inspected, the customer must have a current tag on the device and the company hired to do the work must send in a copy of the certification form to the utility office.

- b. Please explain the **customer's** responsibility once their backflow device has been inspected.

Company Response- Once the customers backflow device has been inspected, the customer must maintain the tag on the device and ensure the utility office has a copy of the certification from the backflow device inspector.(please see copy of original letter sent to the customers)

RECEIVED-FPSC
2021 JUN 11 PM 12:08
COMMISSION
CLERK

FLORIDA UTILITY SERVICES 1, LLC
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Minimum Water Pressure – Please explain how the Utility maintains the minimum water pressure of 20 pounds per square inch (psi) throughout the distribution system up to each customer’s point of connection as required by FDEP Rules. As part of your response, please specify how this is measured and how frequently monitoring occurs.

Company Response- Sunny Shores does not maintain water pressure as the utility has no pumps or devices to do so. Water pressure is supplied by Manatee County. Sunny Shores monitors water pressure weekly at various locations in the distribution system and at a customer house on as requested basis. I have enclosed a copy of our internal work orders.

- c. During the Test Year, did the distribution system pressure drop below the minimum 20 psi requirement? If so, please provide the date(s), a detailed description of the circumstance(s), and what steps the Utility took to correct the problem and notify its customers.

Company Response- Yes. Customer called in a leak and a partial system shut down was necessary to repair the leak. See enclosed work order and PBWN & recission.

- d. What is the average water pressure at the point of interconnection with Manatee County?

Company Response: The times we have checked it the pressure has been around 40PSI. Sunny Shores Utilities seems to experience low water pressure when Manatee County is conducting line flushing or filling their tanks, etc.

3. **Mobile Home Park Distribution** – Does the distribution system for the Mobile Home Park in your service territory have lower water pressure than other areas with your distribution system?

Company Response- Yes.

If so, please explain why and provide the typical water pressure difference for that portion of the service territory compared to the system as a whole.

Company Response- The adjacent community known as Sagmoor Estates is a newer community with site built homes that have modern plumbing. Sunny Shores Estates in comprised of older trailers with outdated smaller internal plumbing which in part accounts for lack of pressure and volume.

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4. **Water Pressure Customer Complaints** – Regarding the customer complaints received by the Utility about low or no water pressure, please answer the following questions.

- a. Please provide a record, if any, of the water pressure measured at the customer's point of interconnection after the complaint was received.

Company Response- Please see enclosed copies of Sunny Shores internal work orders.

- b. What steps, if any, has the Utility taken to address water pressure issues?
- c. What steps, if any, could the Utility take to increase water pressure in the distribution system? Also, please provide an estimate of costs to implement any steps identified.
- d. Has the Utility contacted Manatee County with regards to the water pressure issues? If so, please detail those communications. If not, explain why not.

Company Response- From what I am told by the previous owner of the utility and multiple customers, this has been an on- going issue and may not have ever come to light because the previous owner never had a rate case. I do not know what the prior owner did to address the problem, but since I have owned the utility, I have had multiple conversations with Manatee County Utilities Department. The outcome of those discussions is they agreed to notify me when they were doing any type of flushing, tank filling or line repair but I have not heard anything from them. I contacted Florida Rural Water Association in an effort to find a solution and we discussed the various options. Since the utility has no existing plant or land to add any, the use of mechanical devices such as pumps, is not feasible. Currently, I am working with Badger Meter Company to see if there are alternative devices that we can install to help with the pressure, such as changing out the back flow preventer for a inline check valve and or replacement of the current mechanical meter to a sonar type meter. I have had initial conversations with the HOA and the plan is to install the different types of devices on a customer's service and record the variants of pressure. Once and hopefully, if we can find a change of equipment that will help the pressure, we will be able to change out to those device for everyone. Please keep in mind, the issue that the utility cannot address is the piping in the customer's homes. As of today, I do not have any costs associated with possible devices that could be changed out.

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5. **Resolution of Customer Complaints** – For each of the customer comments filed with the Utility during the Test Year, please specify what response, if any, the Utility made to resolve any issue(s) described therein.

Company response- Please see enclosed customer complaint forms.

On behalf of the utility,



Mike Smallridge

Customer Name	Service Address	Last Paym Date	Balance
zCraig S.Knoblock	3834 117th St. W	7/19/2019	73.30
zDavid Knox	3820 115th St. W	10/8/2019	162.37
zRebecca Luneau	3812 117th St. W	7/1/2020	24.43
Zalecia Smith	3919 116th St. Ct. W	7/20/2020	24.43
z Fiona Davies	3728 115th St. W	8/24/2020	486.82
zMarietta Corkins	3827 115th St. Ct. W	10/20/2020	24.99
z Mark & Holly McDonald	3706 115th St. Ct. W	12/15/2020	144.78
zRobert Hubler	3704 115th St. Ct. W	4/27/2021	24.99
zRix Warren	3710 115th St. Ct. W	2019	151.63
zJamie-Tina Segal	3837 116th St. Ct. W	2019	72.47
Zgreg Hermes	3832 117th St. W	2019	92.98
Cinda Scalding	3827 116th St. Ct.W	2020	1,071.15

ACCOUNTS TO CLOSE

Elizabeth Kardamis	3627 115th St. Ct.W	12/6/2019	1,129.85
Helen Davis	3920 115th St. W	12/20/2019	687.77
Vacant	3719 118th St. W	12/3/2020	105.15
Thomas Ganos	3612 115th St. Ct. W	1/15/2021	74.97
Brad Bible	3811 116th St. Ct. W	3/9/2021	80.16

Bad Debt on June 3, 2021**4,432.24**

12:59 PM

06/03/21

Accrual Basis

Sunny Shores Utilities, LLC
Transaction Detail By Account
All Transactions

Type	Date	Num	Name	Memo	Clr	Split	Amount	Balance
401 · Op Expenses								
670 · Bad Debt								
General Journal	12/31/2019	12.31....	2019 Annual Report		141 · Accounts...		7.35	7.35
General Journal	12/31/2020	12.31....	2020 Annual Report		141 · Accounts...		5,339.22	5,346.57
Total 670 · Bad Debt							5,346.57	5,346.57
Total 401 · Op Expenses							5,346.57	5,346.57
TOTAL							5,346.57	5,346.57

Sunny Shores Utilities, LLC

5911 Trouble Creek Rd.
New Port Richey, FL 34652
727-937-6275

10/6/2020

**11509 36th Ave. West, LLC
c/o Charles Shields III
P.O Box 243
Cedarhurst, NY 11516**

Account Number	Service Address
11509-36	11509 36th Ave. W

Backflow Prevention Device Inspection

To: All Sunny Shores Utilities customers

RE: Backflow prevention device annual inspection

Dear Sunny Shores Utilities customers,

Starting the week of November 16, 2020, Sunny Shores Utilities will begin the annual inspection of customers' Backflow prevention devices. If any Backflow device does not have a current tag, water service will be suspended at that address until the backflow device has been inspected and has a current tag.

What you must do:

Before November 16, 2020, contact a certified Backflow prevention device inspector of your choice and have your Backflow prevention device inspected. If it passes inspection, make sure the inspector puts a current tag on the device.

No extensions will be granted. If you have any questions, please call the office at 727-937-6275.

On behalf of the utility,
Michael Smallridge

WORK ORDER →

TUESDAY - Flush all

W LWW EMU LFU OLU MGU CCU PCU CRU HGU CMU HHU
SVU LYU

LEAK

DATE REQUESTED: _____

SERVICE ADDRESS: 3624 116th ST. West

CUSTOMER: Wesly Wunz - 941-348-4998

PROBLEM: Leak

3727 - 3719 - 3711 - 3702 -
3703 - 3619 - 3611 - 11711
118th W

TO BE COMPLETED BY FIELD TECH ONLY:

VERIFIED BY FIELD STAFF: _____

117 stw - 11706 - 11702 - 11703
3610 - 3612 - 3618 - 3628 - 3702
3701 - 3708 - 3716 - 3724

DATE COMPLETED: _____

METER READING: _____

RESULTS: _____

COMPLETED BY: _____ DATE: _____

Flush Good
① 3510 - 115th ST SW
② 118th + 36th Ave

117th- 118th St.

Sunny Shores Utilities Callfire voice message 11-24-2020

This is a message from Sunny Shores Utilities. The water will be shut off today, November, 24, 2020, at 9:30 AM for emergency repairs. Our technicians will work as quickly as possible to restore service. As of today, November, 24, 2020, a precautionary boil water notice is in effect in your immediate area. As a precaution, it is advised that all water used for drinking or cooking, be brought to a full rolling boil, for at least one minute. This precautionary boil water notice will remain in effect, until ongoing water sampling analyses are completed. Thank you for your cooperation.

Sunny Shores Utilities Callfire text message 11-24-2020

Sunny Shores Utilities - The water will be shut off today, November 24, 2020, at 9:30 AM for emergency repairs.

As of today, November 24, 2020, Sunny Shores Utility customers are under a boil water notice. Please boil all cooking and drinking water until further notice.

3727 118 th St W.	11706 117 th St. W. <i>38th Ave. West.</i>
3719 118 th ST. W.	11702 117 th ST W. <i>38th Ave. West.</i>
3711 118 th St. W.	11703 117 th ST. W. <i>36th Ave. west.</i>
3707 118 th St. W.	3610 117 th ST W. <i>Spoke to cust.</i>
3703 118 th St. W.	3612 117 th ST W.
3619 118 th St. W.	3618 117 th ST W.
3611 118 th St W.	3628 117 th ST W.
11711 118 th St. W.	3702 117 th ST W.
<i>36th Ave. West.</i>	3701 117 th ST W. --Address not in system (Duplex) 3702 is in system
	3708 117 th ST W.
	3716 117 th ST W.
	3724 117 th ST W.

Sunny Shores Utilities Callfire voice message 11-30-2020

This is a message from Sunny Shores Utilities. Rescission of boil water notice. As of today, November, 30th, 2020, the precautionary boil water notice is hereby rescinded, due to satisfactory completion of the bacteriological survey, showing the water is safe to drink. Thank you for your cooperation.

Sunny Shores Utilities Callfire text message 11-30-2020

Rescission of boil water notice. As of today, November 30th 2020, Sunny Shores Utility customers are no longer under a boil water notice. Thank you

CUSTOMER COMPLAINT FORM

UTILITY: Sunny Shores Utilities

1. CUSTOMER NAME: Robert Hoffman

2. SERVICE ADDRESS: 3504 115th St W.

3. CUSTOMER PHONE NUMBER: 941-795-7944

4. DATE OF COMPLAINT: 5/25/21 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: low water pressure.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 5/25 Mannatee
county may be working on water lines. our technician
ANTONIO checked pressure on 5/24 it was at
40 PSI.

Sunny
Shores

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: George Strong

2. SERVICE ADDRESS: 3620 116th St W.

3. CUSTOMER PHONE NUMBER: (352) ~~7000~~ 874-3444

4. DATE OF COMPLAINT: 5/25 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: water shut off

HEARD Gurgling in the lines & it came
back up.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 5/23/21 Manatee

county may be working on water lines. our technician
ANTONIO checked pressure on 5/24 it was at 40 PSI

Sunny
Shores.

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Christy Davidson.

2. SERVICE ADDRESS: 3021 116th St W

3. CUSTOMER PHONE NUMBER: (513) ~~800~~ 470-3851

4. DATE OF COMPLAINT: 5/25 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water went out for
less 5 min. maybe less.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 5/25/21 Manatee
County may be working on water lines. our technician
Antonio checked pressure on 5/24/ it was at 40 PSI

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Susan Miller

2. SERVICE ADDRESS: 4927 4th St. W

3. CUSTOMER PHONE NUMBER: 239-207-5456

4. DATE OF COMPLAINT: 1/13/2021 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Cust. doesn't want to pay for 10-20 gallons used for monthly water testing. She will also file a complaint with PSC.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 1/13/2021 Spoke with customer. Advised we cannot give credit on Accur for water testing.

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Susan Harden / Mr. Merrill

2. SERVICE ADDRESS: 311 5th Ave. West

3. CUSTOMER PHONE NUMBER: 941-730-0216

4. DATE OF COMPLAINT: 7/6/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Customer has a high bill. There are no leaks in his home. He feels the bucket test that was done in March was not accurate. He believes there is something wrong with the Meter. Wants owner to call him

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED _____

Water meter is good

MD=670760

7/14/2020 - used 5,210 gallons

Sunny Shores

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Tom Thompson

2. SERVICE ADDRESS: 3828 115th West

3. CUSTOMER PHONE NUMBER: 941-792-4659

4. DATE OF COMPLAINT: 4/17/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: no water pressure

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 4/20/2020

called customer. left v/m. AA

CUSTOMER COMPLAINT FORM

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

Sunny Shores

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Scarlet Hansford

2. SERVICE ADDRESS: 3908 - 116st. West

3. CUSTOMER PHONE NUMBER: 937-602-6628

4. DATE OF COMPLAINT: 4/8/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Low Water pressure.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED

Called Customer
and explained we spoke w/ county
and will monitor going forward

Sunny/shares

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: John Rybicka

2. SERVICE ADDRESS: 11706 38th Ave W.

3. CUSTOMER PHONE NUMBER: 518-755-6305

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

5. DESCRIBE REASON OF COMPLAINT: low water pressure for a few days

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED _____

Sunny Shores.

WORK ORDER

WLWW EMU LFU OLU MGU CCU PCU CRU HGU CMU HHU
SVU LYU

DATE REQUESTED: 4/3/2020

SERVICE ADDRESS: 3828 115th West

CUSTOMER: Tom Thompson

941-792-4659

PROBLEM: Low water pressure

TO BE COMPLETED BY FIELD TECH ONLY:

VERIFIED BY FIELD STAFF: _____

DATE COMPLETED: _____

METER READING: _____

RESULTS: _____

COMPLETED BY: _____ DATE: _____

Antonia is
Goes in 2 week
for new Meter

10.5.

Customer Complaint Form

Utility Name: Sunny Shores

3608

Customer Name: Lucille hamburger

Customer Phone Number: _____

Customer Service Address: 3911 118st. W

Date of Complaint: 10/4/19

Describe Complaint: Reading is extremely high for a home of 1.

Person testing the water looks like doesn't know what they are doing. Employee knocked on her door to test her water.

Complaint received via: Phone Email _____ (if complaint was received via email, attach such email.)

How was complaint resolved? Date resolved: _____

M.R-1057210

941 840 4683

S/N-5520091

Complaint completed by: Beverly Ramsey

Lucille Hamburger

Sunny Shores

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Richard Miley

2. SERVICE ADDRESS: 3901-114 Ct. W

3. CUSTOMER PHONE NUMBER: 937-336-4662

4. DATE OF COMPLAINT: 1/7/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Customer said they paid another company for the backflow inspection and maintenance. Why do they have to pay us if we don't do the inspections.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED ^{2:25PM} called back 1/7/2020

left vmail Advised we need copy of receipt and documentation showing it passed inspection

-ERICKA

Sunny Shores
CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Nathan Mechelle

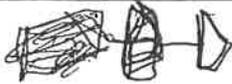
2. SERVICE ADDRESS: 3624 118th West

3. CUSTOMER PHONE NUMBER: 941-527-8962

4. DATE OF COMPLAINT: 5/13/20 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Low water pressure.

Cust. called 2 weeks ago and was told to call back if the pressure didn't improve.



6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Called

① Customer will call back w/ answer.

CUSTOMER COMPLAINT FORM

Sunny
Shores

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Judy Hasenfus

2. SERVICE ADDRESS: 3618 117 St. West.

3. CUSTOMER PHONE NUMBER: 941-243-3924

4. DATE OF COMPLAINT: 3/4/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: No water.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Called cust. on
3/4/2020 advise to call plumber.

Mike said for customer to call plumber.

Sunny Showers.

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: luke Hueber

2. SERVICE ADDRESS: 3619 116 St. West.

3. CUSTOMER PHONE NUMBER: 513 - 505 - 9809.

4. DATE OF COMPLAINT: 6/11/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water pressure still low since May 2020. It's even hard to take showers.

7/7/2020: Cust. out of state till the fall

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Water pressure low because Manatee county is flushing the lines.

Sunny Shows

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Christie Davidson

2. SERVICE ADDRESS: 3621 - 116th St. West.

3. CUSTOMER PHONE NUMBER: 513-470-3851

4. DATE OF COMPLAINT: 6/11/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water pressure is still low, even at 8pm. Cust. is requesting a call back.

7/8/2020: no answer, left message

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Water pressure low because Manitowish County is flushing lines

Sunny Shores

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Christie Davidson

2. SERVICE ADDRESS: 3621 116th St. West.

3. CUSTOMER PHONE NUMBER: 513-470-3851 / 513-470-3801

4. DATE OF COMPLAINT: 5/28/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Low water pressure.

Cust. will like a call with a date of when
water pressure will improve.

7/8/2020: left Message.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED water pressure low

because manate county is flushing lines

Sunny Shores

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Bob & Betty Hilgenberg

2. SERVICE ADDRESS: 3919 116th West.

3. CUSTOMER PHONE NUMBER: 708 - 373 - 0458

4. DATE OF COMPLAINT: 6/3/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Water pressure is really low.

7/8/2020: Cust. out of State till fall

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED let cust know

Munaki County is flushing line 7/4/2020

Sunny Shores

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Mike Miller

2. SERVICE ADDRESS: 3610 117th St West

3. CUSTOMER PHONE NUMBER: 941-224-3430 Cell

4. DATE OF COMPLAINT: 6/19/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Low water pressure

7/17/2020 - still very low water pressure.

7/8/2020: left message. AS of this morning it was low

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED monday east /
is flushing water lines

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: John Rybka

2. SERVICE ADDRESS: 11706 38th Ave. W

3. CUSTOMER PHONE NUMBER: 518 - 755 - 6305

4. DATE OF COMPLAINT: 1/8/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Cust. paid a
Company to inspect backflow

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 1/8/2020 spoke with
customer let him know we need a copy of receipt
and copy of notice showing inspection passed.

Sunny Shows

#1394

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Brian Pantel

2. SERVICE ADDRESS: 3611 115st. Ct. West

3. CUSTOMER PHONE NUMBER: 941-779-5612

4. DATE OF COMPLAINT: 1/7/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCHEM EMAIL

5. DESCRIBE REASON OF COMPLAINT: Customer paid another Company for backflow maintenance.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED called cust back
1/7/2020 left vmail Advised we need a
copy of receipt and and copy of notice showing
inspection passed.

Moved in Oct. Needs
Credit for \$10.64.
Wst was billed for 3 invoices

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

1. CUSTOMER NAME: John Voychik

2. SERVICE ADDRESS: 3834 117th St W

3. CUSTOMER PHONE NUMBER: 941-704-5358

4. DATE OF COMPLAINT: 1/7/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Doesnt understand backflow
Charge. cust moved in in october should not have
been charged for back bills.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED called customer
left v-mail. explained what back flow device
was told him we did overcharge him and.
applied credit for \$10.64 cust was now only
charged for one invoice \$5.32.

BIS.94.

CUSTOMER COMPLAINT FORM

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

CIRCLE ONE ABOVE

Sunny shores

1. CUSTOMER NAME: Cathy Mills

2. SERVICE ADDRESS: 3808 117st. West.

3. CUSTOMER PHONE NUMBER: ~~941-332~~ 941-232-3832

4. DATE OF COMPLAINT: 1/6/2020 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Cust. pd Backflow fee thru another company because Jack Mason told customer the new company (us) would not charge or do maintenance on the backflow.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED called left vmail 1/6/2020 2:29pm. Advzrd we need copy of receipt and documentation showing it passed inspection