

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPS

OCT 18 PM 4:28
COMMISSION
CLERK

DATE: October 18, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation *LR*
RE: Re: Docket No. 110254-WS - Initiation of show cause proceedings against Four Points Utility Corporation in Polk County for violation of Commission rules and regulations as outlined in the Florida Public Service Commission's management audit for Four Points Utility Corporation and Bimini Bay Utilities Corporation issued June 2011.

Attached are documents for inclusion in the docket file for the above referenced docket. The documents consist of complaints from customers pertaining to Four Points Utility Corporation.

DOCUMENT NUMBER-DATE

07634 OCT 18 =

FPSC-COMMISSION CLERK

Hi, Martin Sign Out Options Help

Make Y! home, help a school

Mail My Y! Yahoo!

Search Search Mail

WHAT'S NEW INBOX (437) CONTACTS UPDATES Re: 1032739W Martin...

Compose Message | Send | Cancel | Save as Draft Draft auto-saved at 3:45 PM

- Inbox 79
- Drafts 68
- Sent
- Spam 2323
- Trash 57

TO: max@islandhideaway.net

CC:

Add BCC

SUBJECT: Re: 1032739W Martin Schiff

Attachments Emoticons Format

Switch to Plain Text

Folders

Online Contacts

rollerlaw

Show Top Contacts

Facebook Friends

Applications

All My Purchases

Attach Large Files

Automatic Organizer

Calendar

Edit Photos

Evite

Flickr

My Cool Fonts

My Drive

Notepad

Stationery

Unsubscriber

Attach Files

✓ Norton

Dear Ms. Max:

I am writing in response to your e-mail and to reiterate my complaint against David Meadows and 4 points utilities for false and fraudulent billing of water bills against my account. First, on 7-29-10 Ms. Lydia Roberts of the Public Service Commission found overbilling and double-billing of my account since Mr. Meadows had billed the same water bills in 2010 to a tenant who had occupied my unit. She found and itemized \$30.29 water bills from the period 9/22/09 through 7/21/10 for a total of #340.13. Ms. Roberts and I then, on 7-29-10, met in your office with your staff, Guthrie and Stephens, among others. She then wiped my slate clean, finding that I really owed you only \$47.56. I paid 4 points this amount by mastercard which was acknowledged by your staff. Despite this, you persist in your fraudulent behavior as indicated below: You are billing me for April, May, June and July 2010 even though these were all nullified on 7-29-10 in your office. Have you no sense of integrity whatsoever? Do you have total contempt for the Public Service Commission? Thereafter, I made payments to you by checks dated 11-20-10, 1-10-11, 3-4-11 and then all payments from April 2011 through September 2011. Yet you are now billing me for Jan. 20, 2011, and Mar. through Sept. 2011, all of which were paid to you by check, + "late" fees. You are disgraceful! M. Schiff

From: Regina Nax <max@islandhideaway.net>
 To: martinschiff2@yahoo.com
 Cc: pscreply@psc.state.fl.us
 Sent: Wednesday, October 12, 2011 11:56 AM
 Subject: 1032739W Martin Schiff

Dear Mr. Schiff,

I am writing in response to a complaint received from the PSC on 10/4/2011 regarding your water bill from Four Points Utility Corp. In the complaint, there is a copy of a drafted e-mail to myself that was printed on 9/12/2011. I have not received that e-mail, and since it is only a copy of a draft, cannot tell when it was

11 OCT 18 7:20
 1032739W
 martin schiff

DOCUMENT NUMBER-DATE

07634 OCT 18 =

FPSC-COMMISSION CLERK

10/12/2011 3:46 PM

Inbox 76
Drafts 67
Sent
Spam 2322
Trash 57

1032739W Martin Schiff 1

Hide Details

FROM: Regina Nax
TO: martinschiff2@yahoo.com
CC: pscreply@psc.state.fl.us

Wednesday, October 12, 2011 11:56 AM

- Folders
- Online Contacts
 - rollerlaw
 - Show Top Contacts
- Facebook Friends
- Applications
 - All My Purchases
 - Attach Large Files
 - Automatic Organizer
 - Calendar
 - Edit Photos
 - Evite
 - Flickr
 - My Cool Fonts
 - My Drive
 - Notepad
 - Stationery
 - Unsubscriber

Dear Mr. Schiff,

I am writing in response to a complaint received from the PSC on 10/4/2011 regarding your water bill from Four Points Utility Corp. In the complaint, there is a copy of a drafted e-mail to myself that was printed on 9/12/2011. I have not received that e-mail, and since it is only a copy of a draft, cannot tell when it was actually sent so that I can narrow my search parameters in my mailbox. If you would be so kind as to let me know exactly when you e-mailed me, I would like to find that e-mail for our records.

In regards to your statement in that e-mail that "2 of your officials, Stephens and Guthrie, were required to sign off on a document which acknowledged the overbilling and admitted that I really owed you only \$47.56", I have spoken with our Project Manager, Robert Treanor, who was present for that meeting. According to Mr. Treanor, the document you are referring to was written by Ms. Lydia Roberts from the PSC, and our employees signed as witnesses only and wrote such next to their signatures. Also, we were not provided with a copy of that statement for review or for our records.

Now, my research is based on the memory of employees present for that meeting. If you have a copy of that statement, showing that the employees who signed it were in fact agreeing to the terms in the statement, and not just acting as witnesses, I would appreciate a copy for our records.

In reviewing your account, I show you currently owe \$436.50 and have attached a copy of your statement. The breakdown for that balance is as follows:

Base Charges (\$30.29 each, no payment yet applied): \$396.50

Feb 19, 2010 (bal due \$2.73)	Apr 20, 2010	May 19, 2010	Jun 21, 2010	Jul 21, 2010	Jan 20, 2011	Mar 21, 2011
Apr 20, 2011	May 13, 2011	Jun 13, 2011	Jul 13, 2011	Aug 11, 2011	Sep 9, 2011	Oct 10, 2011

Late Fees (\$5.00 each): \$20.00

Apr 19, 2010	May 12, 2010	Jul 13, 2010	Jan 12, 2011
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Reconnect Fee (\$20.00 each): \$20.00

Jul 22, 2010

As you can see, there are no bills for usage, as there hasn't been any in quite some time, so I am not sure about your statement that you were illegally billed water charges from a tenant of David Meadows. Can you recall if that tenant was occupying your unit in 2008? From Sept, 2008 forward, I only show base charges, late fees and a reconnect fee on your account. Prior to that, your account reflects credits and payments that zeroed the balance to start clean.

The only charges that I can see that may need further review are the late fees and reconnection fee. However, even if we credit those from your account, there would still be a balance due of \$396.50 for unpaid base charges.

Please let me know if you have any other questions, or if you can send me a copy of that statement and e-mail. Thank you, and have a great day!

Regards,

Regina

Regina Nax
Office Manager
Four Points Utilities
O-863-424-0130, ext. 116
F-863-588-3046
E-Mail: RNax@islandhideaway.net

1 Attached files | 82KB



Four Points Utility Corp
 PO Box 135878
 Clermont, FL 34713



Invoice

Date	Invoice #
10/10/2011	UW547 10 11

Due Date	10/31/2011
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Bill To
Martin Schiff 632 Derby Avenue Woodmere, NY11598 00000

New Service
 We now accept credit card payments by phone or in person - Call the office at the number below

Service Address:	547 Caribbean Dr	Due Date	10/31/2011
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Description	Qty	Rate	Amount
Water Meter Serial Number - 18679831		0.00	0.00
Water Previous Reading	135,090	0.00	0.00
Water Current Reading	135,090	0.00	0.00
Water - Total Gallon Usage	0	0.00	0.00
Water - Base Charge	1	11.68	11.68
Water - First 10,000 gallons	0	2.75	0.00
Water - Excess over 10,000 gallons	0	3.37	0.00
Waste Water - Base Charge	1	18.61	18.61
Waste Water - 0 to 10,000 gallons - Maximum of 10,000 gallons per month	0	4.63	0.00

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Ext 100 for account questions. Email mail@islandhideaway.net

"Billing Period 09-09-2011 through and including 10-10-2011"	Total Current Charges	\$30.29
<i>Emergency Number after 5:00 P.M. EST (877) 504-7091. Call will be forwarded to Emergency personnel on duty</i>	Customer Total Balance Due	\$466.79



DETACH AND RETURN THE BOTTOM PORTION WITH YOUR PAYMENT

Four Points Utility Corp.
 PO Box 135878
 Clermont, FL 34713
 863-424-0130 x100



Martin Schiff 632 Derby Avenue Woodmere, NY11598 00000

Due Date	10/31/2011	Total Current Charges	\$30.29
Invoice #	10/31/2011		
Service Address:		Outstanding Balance	\$466.79
547 Caribbean Dr			
Amount Enclosed:		\$ _____	

USE REVERSE TO NOTIFY US OF ADDRESS CHANGES

MARTIN SCHIFF, ESQ.
ATTORNEY AT LAW
632 DERBY AVE.
WOODMERE, N.Y. 11598

TRIBORO NY 112
BKLYN-QNS-STATEN ISL
13 OCT 2011 PM 2 T



Ms. Lydia Roberts
Regulatory Analyst
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850