

GRU

MARCH 04, 2010

TO WHOM IT CONCERNS:

I WANT TO START BY SAYING  
THANKYOU FOR TAKING THE TIME  
TO READ ABOUT MY CONCERNS,  
REGARDING THE BILLS FROM GRU.  
I RECENTLY GOT A BILL/ LETTER  
STATING THAT THERE HAD BEEN  
AN ISSUE WITH THE METER  
MALFUNCTIONING @ OUR RESIDENCE  
LAST YEAR (2009). THEREFORE WE  
HAVE AN OUTSTANDING BILL OF  
\$ 229. 39. (ACCNT # 2000-2807-4696)

CONSIDERING THE BUDGET PLAN  
THAT WE KEEP ; WE FEEL IT IS  
INAPPROPRIATE FOR US TO BE RESPONSIBLE  
FOR GRU'S METER MALFUNCTIONING.


I DO UNDERSTAND THAT WE USED  
THE ELECTRICITY BUT I DONT THINK  
WE SHOULD BE LIABLE FOR THIS PROBLEM.  
WE HAVE ALWAYS PAID OUR BILL  
IN FULL & ON TIME.

NOW WE HAVE A NEW ADDITION  
TO OUR FAMILY & MONEY IS TIGHT.

I BELIEVE WE SHOULD NOT HAVE  
TO CHANGE OUR ALREADY STRICT BUDGET  
PLAN OVER A METER NOT WORKING.

THIS IS CLEARLY NOT OUR FAULT  
& I HOPE THAT YOU CAN TAKE  
THIS INTO CONSIDERATION.

PLEASE TRY TO HELP  
THIS SITUATION.

SINCERELY,  
CAMILLE VALENZUELA  
Camille 

January 21, 2010

Camille Valenzuela  
5730 NW 27<sup>th</sup> St  
Gainesville, FL 32653-1943

RE: Stopped Water Meter- Account # 2000-2807-4696

Location: 3150 NW 79<sup>th</sup> CT Apt A Gainesville, FL 32606

Dear Mrs. Valenzuela:

We recently determined that the water meter at the above address had malfunctioned. The meter had not registered consumption correctly since your 01/15/2008 read date. The meter was replaced on 12/14/2009.

Based on consumption history, an adjustment is being made to cover the unbilled consumption during this time in accordance with Gainesville Code of Ordinance Sec. 27-14.2. The additional charges of \$229.39 have been posted to your account. The charges will appear on your future bills in monthly installments of \$19.12 for 12 months. If an installment plan is created on your account, all bills while you are on the installment plan, must be paid in full by the due date on the bill. Failure to pay the balance in full, by the due date, causes the installments to cancel, and any unbilled portion of that plan becomes due with the past due balance.

It is our intention to provide you with the very best customer service so a \$20 Service Guarantee credit has been posted to your account for this error.

Please accept our sincere apology for any inconvenience that this problem may cause you. If you have any questions or need further assistance, please call our Customer Service Department at 352-334-3434 or our Toll-Free number 1-800-818-3436.

Sincerely,

GRU Customer Service Department