

MEMORANDUM NO. 08-06

DATE: November 26, 2007

TO: Public Works Director/Albert Carbon
Director of Finance/Betty Burrell

VIA: Director, Office of Management and Budget/Allyson C. Love

FROM: Assistant Internal Audit Director/Renee Foley

SUBJECT: *Review of Water Meter Reading Services – Rechecks/Errors*

BACKGROUND

On July 6, 2006, the City of Fort Lauderdale (City) entered in a contract with Bermex, Inc. (Contractor) to provide water meter reading services that commenced on October 1, 2006 and ended September 30, 2007, with three-one year extension options. The City Commission approved the first extension of the contract on September 18, 2007, to expire on September 30, 2008. The Contractor’s meter reading services include the rereading of water meters or rechecks defined in section 4.09 of the contract as a reread of any and all “suspected” erroneously read meters for various conditions reflected in the exception report.

The Contractor performed 61,946 reads (as of August 2007) identified within 208 routes. The contract rate for service period 10/1/06-9/30/07 was \$0.59 per read. Payments to the Contractor for FY06/07 totaled \$426,075 (**Schedule 1**). The current contract rate¹ is \$0.61 per read. Based on accuracy rates of 99.9% and 99.2% per 1,000 meters, respectively, the City charges the Contractor a rate of \$10 for each read error and unread/estimated meter identified by the City. Conversely, the City pays the Contractor an incentive rate of \$10 for each identified unique location of stopped meters and straight pipe hookups/illegal water consumption.

SCOPE

The overall objective of this limited review was to determine the process for water meter reading services rechecks and verify implementation. Our review was conducted during the month of October 2007. We reviewed the Bermex contract,

¹ Service period 10/1/07-9/30/08.

obtained and discussed the process and procedures for water meter reading services rechecks/errors, utility billing to customer accounts, and invoices paid to the Contractor, with Treasury and Public Works Utilities Operations/Customer Service staff. We obtained recheck work orders requested 8/13/07, verified the accuracy of payment to the Contractor for the August 2007 invoice, and ascertained payments made to the Contractor for fiscal year 2006/2007.

OVERALL EVALUATION

The Contractor is performing rechecks; however, meter reading services are not fully utilized under this contract. The internal control environment needs to be strengthened. The process for generating recheck work orders from the Utility Billing Exception Report is subjective and for certain exception categories, rechecks are not being generated at all. The City utilized less than 50% of the Contractor's services. The Public Works Utilities Operations Bureau does not have adequate written procedures that specifically define in detail the duties and responsibilities for day-to-day meter reading operations that include rechecks/errors through to review/approval of Contractor's invoice for payment. Invoices for service periods October 2006-August 2007 were revised by the Customer Operations Manager opposed to returning to the Contractor to submit a corrected invoice. The City does not accurately and routinely account for fire service meters resulting in an overpayment to the Contractor. Furthermore, the contract was not amended to include a provision to require the quantity of fire service meters be identified and the new quantity be used by the Contractor in the calculation of the fire service credit.

ISSUE 1

The process for generating recheck work orders from the Utility Billing Exception Report is subjective. No accounts for certain exception categories were rechecked opposed to establishment and implementation of comprehensive written standards and parameters. Furthermore, the City utilized less than 50% of the Contractor's services.

Utility Billing Procedures revised October 1, 2007, Section 4, c) "High Consumption: Accounts listed in this category will show consumption history for prior 12 months. This will be used to determine the need to generate a work order. Not all accounts will qualify for a recheck and is at the discretion of the billing clerk performing the review. d) Low

Read: Accounts in this category exhibit consumption lower than normal and again work order will be based on prior 12 months consumption at the discretion of the billing clerk.

Contract No. 462-9479, Section 4.09, Rereading of Meters states, "... Although the exception report reflects many exceptions, the actual number of re-checks each day varies from 40 to 80 and depends on the area of the City read and the quality of the read. The City, at its sole discretion, may increase the number of re-checks if the quality of the reads are found to be the source of the majority of the initial 40-80 re-checks."

Our review of the Treasury Division Utility Billing procedures and August 13, 2007 exception report, revealed 38 water meter reading recheck work orders were generated from the following exception categories (**Schedule 2**).

Exception Category	Exception Qty	Recheck Work Order Generated
No Reading		None
Reading Less than Prior	13	13 ²
High Reads	189	25
Low Reads	113	0
3 rd Estimate		None
> 3 rd Estimate		None
Zero Consumption	219	0
Estimate Codes	13	0
Illegal Consumption	15	*
Total	562	38
Invalid Comment Code 13	2	N/A
Missing Amount for Type 5	15	N/A
Adjustments Exist 18	5	N/A
Work Order from Comments 99	7	N/A
Total	29	N/A
Grand Total	591	38

Legend:

*7 tick marks were on this section of report that Treasury generated and work orders were completed by City service workers.

N/A-Per Revenue Collection Supervisor (RCS), a recheck would not be generated for these exceptions.

Internal Audit was unable to determine why no recheck work orders were generated for "Low Reads," "Zero Consumption," and "Estimate Codes;" or why

²Three (3) of the recheck work orders resulted in overreads that were included in the July misread errors in the Bermex Monthly Read Report prepared by RCS and were listed on the Bermex - Error Report for the month of July, 2007.

certain “High Reads” were generated with no evidence as to why others were not. Furthermore, the person reviewing the exception report is not evidencing their reason for generating/not generating a recheck, notation explanations and their signature/initials.

Additionally, for those exceptions where a recheck was not generated from the exception report, it should be noted that a bill would have been mailed to the customer. Customer complaints are received on the Treasury’s customer service line and a work order is generated. According to RCS this is a recheck that is performed by a City service worker opposed to Bermex staff, referred to as an “investigation” to distinguish between the two. There was no written procedure for this process. The Utility Collections Report for August 2007 showed 1,423 investigations (**Exhibit**). RCS indicated that this includes recheck and investigation work orders generated/requested, but not necessarily completed.

Written procedures do not define standards and consumption parameters that would qualify an exception for a recheck. Furthermore, reason for generating less than 50% (38 rechecks opposed to 40-80) could not be determined.

SUGGESTIONS AND MANAGEMENT COMMENTS

SUGGESTION 1

The RCS should require the Senior Customer Service Representative (SCSR) to revise Utility Billing procedures to specifically define standards and consumption parameters for exceptions that qualify for recheck in order to achieve maximum utilization of Contractor services. Procedures should be established for “investigations” generated by Treasury customer service staff and performed by City service workers. For clarity, a list should be developed by the SCSR of commonly used notations/acronyms on work orders and exception reports in order to assist in the event of an independent review. All notations made on work orders and exception reports should reflect the signature/initials of person responsible.

MANAGEMENT COMMENT

Management concurred with the issue and suggestion and stated: “The Senior Customer Service Representative (SCSR) revised Utility Billing procedures on December 4, 2007 to achieve the above goals. Both redlined and clean copies of

the revised procedures are attached (**Attachment**). The Revenue Collection Supervisor (RCS) will complete a list of commonly used notations and acronyms used on work orders by December 31, 2007. The RCS has notified staff of the necessity of signing or initialing notations made on work orders.” **Estimated completion date December 31, 2007.**

ISSUE 2

The Public Works Utilities Operations Bureau does not have adequate written procedures that specifically define in detail the duties and responsibilities for the day-to-day meter reading operations that includes rechecks/errors through to review/approval of Contractor’s invoice for payment. Furthermore, Accounts Payable paid invoices that were not originals and were revised by City staff.

Comprehensive policies and procedures should be written, provided to all staff and expectations for compliance communicated to staff.

ALL invoices should be sent to Accounts Payables and should have a current purchase order or RPA number referenced.

Management was aware many of the steps they performed were not documented in written procedures and indicated they would try in the future to document the details of duties performed. Furthermore, all support documentation was not attached to Contractor’s August 2007 invoice; however, was subsequently provided.

We also found 8 of 11 (73%) invoices for service periods October 2006-August 2007 were revised by the Customer Operations Manager opposed to returning to the Contractor to submit a corrected invoice. Furthermore, all 11 paid invoices were not originals sent directly to and/or date/time-stamped by Accounts Payable. Instead, invoices were sent via e-mail directly to the Customer Operations Manager.

SUGGESTIONS AND MANAGEMENT COMMENTS

The *Public Works Director* should require the *Customer Operations Manager* to:

Suggestion 2. *Revise Meter Reading Services written procedures to specifically define the duties and responsibilities for the day-to-day meter operations, including rechecks/errors through to review/approval of Contractor's invoice for payment. Every invoice should have all support documentation attached.*

Management Comment. *Management concurred with the issue and suggestion and stated: "The Meter Reading Contractor Billing and Meter Read Recheck Policy and Procedures have been revised to more accurately detail the process for rechecks/error from generating the work order through contractor billing." This item is closed.*

The *Director of Finance* should require the *Accounts Payable Supervisor* to:

Suggestion 3. *Establish a written policy and procedures to require all original invoices be sent directly to the Finance Department/Accounts Payable Division. Invoices should be returned to the department/division to communicate to the Contractor/vendor in writing for a corrected invoice to be submitted for payment.*

Management Comment. *Management concurred with the issue and suggestion and stated: "It is written on the vendor's copy of all PO's and also in the PO terms and conditions (page 2 of PO) that the original invoice must be mailed to Finance/Accounts Payable. As far as formalized written procedures, we are in the process of writing those. Due to frequent staff turnover it has taken longer to complete than originally anticipated." Estimated completion date September 30, 2008.*

The *Public Works Director* should require the *Customer Operations Manager* to:

Suggestion 4. *Require the Contractor to submit original invoices to the Finance Department/Accounts Payable Division. Furthermore, any revisions should be communicated in writing to the Contractor for a corrected invoice to be submitted for payment.*

Management Comment. *Management concurred with the issue and suggestion and stated: "The Meter Reading Contractor Billing Policy and Procedure was revised to require that the original invoice be submitted by the vendor to the City's Finance Department/Accounts Payable Division. Additionally, the policy was revised to include the process for revisions to the invoice. Revisions will be communicated to the contractor, in writing, and if necessary, a corrected invoice*

submitted by the contractor prior to payment. This procedure will commence with the December 2007 invoice.” **This item is closed.**

ISSUE 3

The City does not accurately and routinely account for fire service meters resulting in an overpayment to the Contractor. Furthermore, contract was not amended to include a provision to require the quantity of fire service meters be identified and the new quantity be used by the Contractor in the calculation of the fire service credit.

The City has a verbal agreement with the Contractor to receive a monthly credit for fire service meters since the Contractor does not read fire service meters. However, the City pays Contractor based on scheduled/actual reads less fire service credits (fire service meters are inclusive of total scheduled reads).

The invoice for August 2007 service period included a fire service deduction/credit totaling \$658; however, the quantity of meters included in the calculation could not be substantiated. We validated the quantity of fire service meters to be 1,129 as of 8/24/07 that totaled \$667 resulting in a \$9 (14 @ \$0.59) per month variance (**Schedule 3**). The number of fire service meters had not been identified/validated nor had \$658 credit been revised for meter unit price changes by the Customer Operations Manager since July 2006.

SUGGESTIONS AND MANAGEMENT COMMENTS

The *Customer Operations Manager* should:

Suggestion 5. *Amend the current contract to include a provision to require the quantity of fire service meters be identified and the new quantity, if applicable, be used by the Contractor in the calculation of the fire service credit.*

Management Comment. *Management concurred with the issue and suggestion and stated:* “Staff is working with the Procurement Division to have the contract amended to include additional language detailing the calculation of the fire services credit. A request to amend the existing contract will be submitted for approval at the January 8, 2008 Commission agenda.” **Estimated completion date January 8, 2008.**

Suggestion 6. *Establish a written policy to review the calculation of the fire service credit on a monthly basis since the total number of meters can change on a daily basis.*

Management Comment. *Management concurred with the issue and suggestion and stated:* “The Meter Reading Contractor Billing Policy and Procedure has been revised to include the procedure for calculating Fire Services and designating that updated Fire Services totals will be provided to the contractor monthly based on the end-of-month Service Count Report provided by Treasury Division.” **This item is closed.**

Suggestion 7. *Inform the Contractor in writing of any change and updated number of fire service meters in order to receive the correct credit.*

Management Comment. *Management concurred with the issue and suggestion and stated:* “The contractor was informed via email on November 8, 2007 that Fire Services will be adjusted monthly based on end-of-month service count totals provide by the City Treasury Division.” **This item is closed.**

RCF/am/ROA 07/08-XX-04

- c: City Manager/George Gretsas
- Assistant City Manager/Kathleen Gunn
- Assistant City Manager/Stephen Scott
- Assistant Utility Operations Services Director/Julie Leonard
- Customer Operations Manager/Linda Gee
- Treasurer/Bob Mays
- Controller/Jim Behrendt

FY06/07 Vendor Payment Detail
Vendor #28357-01 BERMEX, INC.
(Index Code PBS050101/SubObject 3299)

Schedule 1

POSTED DATE	TRANS NO	TRANS DESCRIPTION	TREAS NO	TRANS AMOUNT
20061109	265	*5148Y* METER READER SVCS AUG'06 P10	00407965	34,813.86
20061229	265	*5149Y* METER READER SVCS SEPTEMBER 2006 FINAL	00412110	34,821.37
20070124	265	*5150Y* METER READING OCT'06 P1	00413820	35,163.65
20070124	265	*5155Y* METER READING NOV'06 P2	00413820	35,526.94
20070131	265	*5156Y* METER READING DEC'06 P3	00414637	35,225.90
20070316	265	*5157Y* METER READING 1/07 P4	00418882	35,390.87
20070404	265	*5158Y* METER READING 2/07 P5	00420642	35,942.76
20070430	265	*5159Y* METER READING 3/07 P6	00422443	35,649.04
20070531	265	*5160Y* METER READING 4/07 P7	00424858	35,878.66
20070709	265	*5161Y* METER READING 5/07 P8	00428077	35,861.76
20070801	265	*5162Y* METER READING 6/07 P9	00429834	35,904.21
20070824	265	*5163Y* METER READING 07/07 P10	00431911	35,896.01
Total				\$ 426,075.03

**Review of Water Meter Reading Rechecks
Recheck Work Orders Requested/Completed 8/13/07**

Schedule 2

Per Recheck Work Order																					Per Internal Audit					
Item #	Work Order #	Customer Account #	Customer Address	Meter ID	Route #	8/10/07 Read	Used	Jul-07 Read	Used	Jun-07 Read	Used	May-07 Read	Used	Apr-07 Read	Used	Work Order Code	Work Date Start/Complete	Time Requested	Service Dial	Signature	Handwritten notes on Recheck Work Order (per Sr Customer Service Rep(SCSR))*	MR	OR	(Leak) Letter	New Meter	Not Running/Read Good
1	07082057	09113002	1050 NW 6 St	099901114	088	0	1301	1301	18	1283	14	1269	20	1249	14	Reading less than prior	8/13/07	8:47:12	1325	UTD	MR	x				
2	07082058	09113408	1018 NW 6 St	200000427	088	917	941	1858	1	1857	1	1856	3	1853	1	Reading less than prior	8/13/07	8:47:14	1858	UTD	MR	x				
3	07082059	09123704	519 NW 8 AV	200204845	088	698	1971	2669	19	2650	20	2630	11	2619	0	Reading less than prior	8/13/07	8:47:16	2698	UTD	MR	x				
4	07082060	09140757	405 NW 9 AV	200201821	088	487	10	497	10	487	0	487	0	487	0	Reading less than prior	8/13/07	8:47:16	487	UTD	OR		x			
5	07082061	09221508	630 NW 10 TER	200226278	088	2	194	196	0	196	1	195	6	189	1	Reading less than prior	8/13/07	8:47:18	2	UTD	New meter 200701570				x	
6	07082062	09224809	735 NW 11 AV	099988405	088	2077	2101	4178	221	3957	234	3723	184	3539	102	Reading less than prior	8/13/07	8:47:19	2101	UTD	New meter 200213376				x	
7	07082063	10418705	1536 NW 12 CT	200202353	116	243	981	1224	19	1205	19	1186	15	1171	15	Reading less than prior	8/13/07	8:47:20	1243	UTD	MR	x				
8	07082064	11267002	2800 W SUNRISE BLVD	099987966	106	18	1337	1355	9	1346	9	1327	10	1327	6	Reading less than prior	8/13/07	8:47:20	19	UTD	New meter 200201059				x	
9	07082065	11296522	2765 NW 9 PL APT 1	200119795	106	570	9	579	3	576	3	573	3	570	3	Reading less than prior	8/13/07	8:47:22	579	UTD	MR	x				
10	07082066	11304003	2323 NW 12 CT	200215663	113	224	20	244	2	242	1	241	1	240	2	Reading less than prior	8/13/07	8:47:23	244	UTD	MR	x				
11	07082067	11312402	2316 NW 13 CT	200215700	113	317	192	509	11	498	9	489	9	480	10	Reading less than prior	8/13/07	8:47:24	518	UTD	MR	x				
12	07082068	11681913	2840 NW 13 CT REAR	200302088	105	61	1	62	1	61	1	62	1	61	0	Reading less than prior	8/13/07	8:47:26	61	UTD	OR		x			
13	07082069	12504502	1200 SE 7 ST	200002011	110	577	3	580	14	566	7	559	8	551	8	Reading less than prior	8/13/07	8:47:26	577	UTD	OR		x			
14	07082070	09106006	825 NW 6 ST	200000609	088	697	33	664	7	657	4	653	6	647	7	High Con High reads	8/13/07	8:51:15	697	UTD	Not running/Read good				x	
15	07082071	09113200	1024 NW 6 ST	200200516	088	1325	412	913	4	909	4	905	3	902	2	High Con High reads	8/13/07	8:51:17	917	UTD	MR	x				
16	07082072	09208901	734 NW 10 AV	200201795	088	21795	20009	1786	6	1780	13	1767	28	1739	65	High Con High reads	8/13/07	8:51:18	1795	UTD	MR	x				
17	07082073	10011906	1613 NW 14 AV	200204220	098	488	21	467	3	164	3	161	2	459	3	High Con High reads	8/13/07	8:51:19	490	UTD	Meter running/Send out % letter			x		
18	07082074	10412906	1643 NW 12 CT	200205109	116	131	11	120	1	119	1	118	2	116	1	High Con High reads	8/13/07	8:53:06	131	UTD	Not running/Read good					x
19	07082075	10413201	1625 NW 12 CT	200209289	116	131	33	98	7	91	11	80	7	73	8	High Con High reads	8/13/07	8:53:08	135	UTD	Meter running/Send out % letter			x		
20	07082076	11127834	2317 NW 6 CT	200303815	102	482	28	454	9	445	13	432	10	422	10	High Con High reads	8/13/07	8:53:08	484	UTD	Not running/Read good					x
21	07082077	11250404	2550 NW 8 ST	200114479	102	1908	221	1687	50	1637	38	1599	32	1567	26	High Con High reads	8/13/07	8:55:41	1931	UTD	Meter running/Possible leak/% letter			x		
22	07082078	11311958	2300 NW 13 CT	2000001960	113	109	13	96	2	94	1	93	1	92	0	High Con High reads	8/13/07	8:56:50	109	UTD	Not running/Read good/No sign of leak					x
23	07082079	11315553	1509 NW 24 AV	200219176	113	136	19	117	2	115	4	111	8	103	7	High Con High reads	8/13/07	8:56:52	136	UTD	Not running/Read good					x
24	07082080	11416500	2700 NW 16 ST	200214145	106	718	29	689	8	681	5	676	6	670	5	High Con High reads	8/13/07	8:57:32	720	UTD	Not running/Read good					x
25	07082081	11565405	2720 NW 17 ST	200002176	109	642	187	455	10	445	9	436	7	429	8	High Con High reads	8/13/07	8:58:20	463	UTD	MR	x				
26	07082082	11606001	1021 NW 23 TER	200303206	111	219	25	194	7	187	4	183	6	177	0	High Con High reads	8/13/07	9:00:26	222	UTD	Not running/Read good					x
27	07082083	11608403	1050 NW 23 RD	200215724	111	365	25	340	12	328	6	322	6	316	6	High Con High reads	8/13/07	9:00:28	366	UTD	Not running					x
28	07082084	11680733	2451 NW 13 CT	200223714	111	1321	82	1239	38	1201	20	1181	14	1167	13	High Con High reads	8/13/07	9:01:33	1329	UTD	Meter running/Send out % letter			x		
29	07082085	11680758	2461 NW 13 CT	200600836	111	81	53	28	28	0	0	0	0	0	0	High Con High reads	8/13/07	9:01:35	81	UTD	Not running/Read good					x
30	07082086	11682242	2884 NW 13 CT	200003760	105	2250	26	2224	10	2214	11	2203	11	2192	12	High Con High reads	8/13/07	9:05:34	2252	UTD	Not running/Read good					x
31	07082087	11682788	2545 NW 14 ST	200600666	111	85	84	1	0	1	1	0	1	0	0	High Con High reads	8/13/07	9:05:36	1	UTD	MR/Construction meter	x				
32	07082088	11689155	2524 NW 15 ST	200701302	111	60	30	30	9	21	0	0	0	0	0	High Con High reads	8/13/07	9:07:03	62	UTD	Not running/Read good					x
33	07082089	11806007	1490 NW 21 ST	200206275	098	2363	75	2288	39	2249	33	2216	29	2187	40	High Con High reads	8/13/07	9:10:27	2371	UTD	Running slowly/Send out % letter			x		
34	07082090	11830304	1919 NW 19 ST BLDG 1	200001269	098	7332	130	7202	80	7122	90	7032	63	6969	68	High Con High reads	8/13/07	9:10:29	7334	UTD	Commercial/Not running/Read good					x
35	07082091	12506804	708 SE 9 AV	200113640	110	1138	60	1078	21	1057	12	1045	6	1039	2	High Con High reads	8/13/07	9:10:31	1146	UTD	Not running					x
36	07082092	12601001	1100 SE 8 ST	200002061	110	1084	41	1043	10	1033	11	1022	8	1014	16	High Con High reads	8/13/07	9:10:33	1087	UTD	Running/Send out % letter			x		
37	07082093	12622650	1105 S RIO VISTA BLVD	200008087	110	940	40	900	15	885	23	862	18	844	15	High Con High reads	8/13/07	9:11:35	941	UTD	Not running/Read good					x
38	07082094	12622650	1105 S RIO VISTA BLVD	200201872	110	538	96	442	26	416	24	392	23	369	46	High Con High reads	8/13/07	9:11:36	549	UTD	Not running/Read good					x
																					11	3	6	3	15	
Legend:																					Total Rechecks					
MR Misread																					38					
OR Overread																										
UTD Unable to decipher																										
* Explanation to handwritten notes was provided by SCSR since unable to decipher who wrote notes and what each meant.																										
Read is less than the prior month																										
High Consumption																										

**CITY OF FORT LAUDERDALE
UTILITY COLLECTIONS REPORT**

Exhibit

Aug-07

BILLED REVENUES	This Month	Last Month	% Chg	This Month Last Year	This Year To Date	Last Year To Date	% Chg
Water	3,267,370.49	3,213,966.54	1.66%	3,665,519.62	39,041,842.77	40,151,009.86	-2.76%
Sewer	2,310,440.65	2,482,164.13	-6.92%	2,135,356.85	24,353,137.88	23,974,178.30	1.58%
Sanitation	1,227,492.32	1,233,935.83	-0.52%	1,213,155.80	13,591,748.79	13,235,246.48	2.69%
Palm Frond Removal Fee	2,752.35	2,761.17	-0.32%	2,751.62	30,466.10	30,516.57	-0.17%
Stormwater	316,558.70	487,668.43	-35.09%	289,081.78	3,827,103.47	3,614,898.48	5.87%
Ft Laud Utility Tax	230,505.82	227,714.02	1.23%	257,493.03	2,940,942.91	2,901,088.44	1.37%
Other Utility Tax	97,837.04	109,728.62	-10.84%	96,457.62	1,106,820.87	1,096,991.28	0.90%
Late Pmt. Penalties	16,599.03	12,830.91	29.37%	14,758.37	161,354.40	179,182.10	-9.95%
Service Charge	49,903.32	46,038.75	8.39%	62,136.06	538,523.66	515,914.38	4.38%
Trash Removal Fee	2,060.00	5,265.00	-60.87%	0.00	100,276.78	600.00	16612.80%
TOTAL BILLING	7,521,519.72	7,822,073.40	-3.84%	7,736,710.75	85,692,217.63	85,699,625.89	-0.01%

COLLECTIONS

Customer Payments	8,137,878.86	7,583,251.23	7.31%	8,123,500.29	87,717,981.55	86,301,720.69	1.64%
Meter Deposits	185,913.93	161,095.51	15.41%	152,471.82	1,801,414.98	1,876,535.96	-4.00%
New Services	128,356.00	47,172.00	172.10%	144,343.00	1,090,837.00	858,597.00	27.05%
TOTAL RECEIPTS	8,452,148.79	7,791,518.74	8.48%	8,420,315.11	90,610,233.53	89,036,853.65	1.77%

Total Gallons Billed	1,058,791	946,314	11.89%	1,346,168	13,503,757	15,251,458	-11.46%
Special Field Readings	1,537	1,291	19.06%	1,208	16,113	17,584	-8.37%
Investigations	1,423	1,194	19.18%	1,097	14,821	16,064	-7.74%

PERSONNEL- FTE

Authorized	24						
Actual	23	22		21			4.76%

BUDGET

Appropriation	1,943,803.00						
Expenditures	173,804.00	129,118.00		112,827.00	1,515,384.00	1,380,870.00	9.74%

ACCOUNTS - ACTIVE

WATER							
In City	53,112	53,029	0.16%	53,021	0.17%		
Outside City	4,170	4,159	0.26%	4,133	0.90%		
	57,282	57,188	0.16%	57,154	0.22%		
SEWER							
	35,155	35,097	0.17%	34,508	1.87%		
SANITATION							
	36,655	36,658	-0.01%	36,724	-0.19%		

Notes:

Drought Surcharge - (NET) August: Water: \$234,128.86 Sewer: \$258,471.00 - YTD: Water: \$1,293,969.04 Sewer: \$1,349,308.45

Due to Hurricane Wilma City offices closed from October 24 - 28, 2005

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
Service Code: 59						
	00149823	0	A	LAGO MAR RESORT	59	A
	00425157	0	A	HARBOR BEACH SURF CLUB	59	A
	00316000	5	A	TANNENBAUM BRETT J	59	A
	31007529	9	A	BLOCKBUSTER #12002	59	A
	13914502	1	A	PORT REPOSE INC	59	A
	02016079	0	A	BOATHOUSE OF HENDRICKS	59	A
	02018257	2	A	MARINA APARTMENTS	59	A
	02025005	1	A	RIO LAS OLAS H O A	59	A
	02041309	0	A	NANTUCHET HIDE A WAY	59	A
	02042422	0	A	SORRENTO APTS	59	A
	12100186	0	A	ECO DEVEL/DOCKS & WATER	59	A
	12100384	0	A	ECO DEVEL/DOCKS & WATER	59	A
	12126124	0	A	ECO DEVEL/DOCKS & WATER	59	A
	02739589	1	A	WATERFORD MANOR ASSOC	59	A
	02739969	0	A	CRYSTAL TOWN HOMES	59	A
	06725030	1	A	KOSINSKI MARIA	59	A
	02905586	0	A	RIO BLANCO TOWNHOUSE	59	A
	03261450	0	A	OAK BAY CONDOS.	59	A
	13313473	1	A	NEW HARBOR LOFTS HMOWNRS ASSOC	59	A
	05008321	0	A	PROJECT TWO FLORIDA LLC	59	A
	02819811	0	A	GREEN VILLA DEVELOPMENT GROUP	59	A
	13912472	0	A	NORWICH APTS	59	A
	13912563	0	A	RIVERBEND COND INC	59	A
	13912837	0	A	NAUTICAL LANDING INC	59	A
	13913850	0	A	MAHALO APTS	59	A
	13913926	0	A	SOUTH EAST ISLANDER	59	A
	13914163	0	A	HARBOR VIEW CONDO	59	A
	13914783	0	A	PLAZA 15	59	A
	13917109	0	A	CROMWELL EAST	59	A
	02740900	2	A	MASTER BUILDERS OF SO FLA	59	A
	06743223	0	A	CONCH KEY PROPERTIES LLC	59	A
	14519706	0	A	TARPON RIVER DEVELOPMNT	59	A
	14820013	0	A	RIVER REACH	59	A
	15201858	0	A	RIO NUEVO A CONDO	59	A
	06870000	0	A	DOCKS & WATERWAYS	59	A
	06870109	0	A	DOCKS & WATERWAYS	59	A
	06870307	0	A	DOCKS & WATERWAYS	59	A
	06870406	0	A	DOCKS & WATERWAYS	59	A
	06905350	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06905400	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06905459	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06905509	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06906754	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06906788	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06907489	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06907752	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06907802	0	A	ECO DEVEL/DOCKS & WATER	59	A
	06907851	0	A	ECO DEVEL/DOCKS & WATER	59	A
	07316094	0	A	DOCKS & WATERWAYS	59	A
	07316110	0	A	DOCKS & WATERWAYS	59	A
	07316136	0	A	DOCKS & WATERWAYS	59	A
	06019558	3	A	FUN IN THE SUN CHARTERS	59	A
	00801258	0	A	MARINE COLONY	59	A
	07427305	5	A	HAAN NOLAN A	59	A
	06020051	1	A	WINNERS CHOICE INC	59	A
	06020853	0	A	TWENTY FIRST CENTURY ENG	59	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	00528208	0	A	JUNGLE QUEENS INC	59	A
	06021158	0	A	DIXIE SOUTHLAND CORPORATION	59	A
	02026953	0	A	RIVIERA RESORT APTS & MARINA	59	A
	13625108	0	A	GHEORGHU VASILE	59	A
	13914890	0	A	SOUTHAMPTON APT OWNERS ASSOC	59	A
	10210557	0	A	MODCO INC	59	A
	31402258	0	A	B&H DEVELOPERS	59	A
	33265257	0	A	ROYAL LAUD LANDINGS CONS ASSC	59	A
	07016553	0	A	LAS OLAS COMPANY INC	59	A
	02027134	0	A	ISLAND HOUSE EAST CONDOMINIUM	59	A
	00509752	0	A	CRAZY GREGGS MARINA LLC	59	A
	02032852	0	A	ZAKRZEWSKI MICHAEL	59	A
	03813953	0	A	DOCKSIDE VILLAGE	59	A
	11320751	0	A	NEW GENERATION LEARNING CENTER	59	A
	13920053	0	A	MARINE POLICE UNIT	59	A
	33204009	6	A	GULF BREEZE LLC	59	A
	00145300	1	A	TOWNHOUSES OF HARBOUR BEACH	59	A
	00637009	0	A	SPRINGBROOK GARDENS INC	59	A
	31402407	1	A	B & H DEVELOPERS	59	A
	21012802	3	A	ANN STORCK CENTER INC	59	A
	21202908	0	A	SUNSET PRESBYTERIAN CH	59	A
	01303502	10	A	SUN DREAM YACHT CHARTERS	59	A
	07527708	6	A	SMITH EDWARD & BERNICE	59	A
	07316086	0	A	DOCKS AND WATERWAYS	59	A
	07604226	0	A	PEETS JOHN S & ADELLE N	59	A
	07604408	4	A	NIELSEN CARA JEAN	59	A
	31308000	2	A	ROYAL MARINER CONDO	59	A
	31311004	1	A	PILOT HOUSE CONDO ASSOC	59	A
	02027803	2	A	CRANWELL HOUSE INC	59	A
	02033207	13	A	ISLE OF VENICE APTS INC	59	A
	02035202	9	A	VILLA VENEZIA	59	A
	02044303	4	A	RIO GRANDE YACHT CLUB CONDO	59	A
	02907608	5	A	CORAL RIDGE COURTYARD COND INC	59	A
	02529253	0	A	920 INTRACOASTAL INC	59	A
	03719200	0	A	HOUSE OF HOPE STEPPING STONE	59	A
	02621803	0	A	SUNRISE BAY CLUB ASSC	59	A
	07127202	1	A	LAS OLAS DEV CO	59	A
	00148502	0	A	OCEANAGE CONDO ASSOC	59	A
	07433303	10	A	LAKE JUSTINE M	59	A
	06208318	1	A	MILLER SCOTT	59	A
	02012805	9	A	BROWN JOHN A	59	A
	02013605	7	A	RIO CHATEAU CORP	59	A
	02021004	5	A	PROSJE JOHN WILLIAM	59	A
	02014801	4	A	RACHTANOV ILYA IORDANOV	59	A
	02014900	4	A	CROCE FABIO	59	A
	09005505	4	A	ENGINEERED FINISHES INC	59	A
	12821807	3	A	HOSPICE CARE OF BWD	59	A
	13625009	6	A	GHEORGHU VASILE	59	A
	13912712	3	A	EMBASSY CONDO APTS	59	A
	13914064	1	A	FLOTILLA APTS	59	A
	17026501	2	A	WENZINGER LEO	59	A
	15204605	3	A	RICHTER RENE	59	A
	04729109	4	A	MIAMI IRONWORKERS LU#272	59	A
	02044204	9	A	PRESTIGE BUILDERS	59	A
	02020600	9	A	201 HENDRICKS ISLE DEVELOPMENT	59	A
	02023653	4	A	HIGH POINT AT LAS OLAS	59	A
	07005689	1	A	FT LAUDERDALE-BROWARD LLC	59	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	02044584	2	A	PRESTIGE BUILDERS LLC	59	A
	03261807	7	A	VILLORESI CONDO INC	59	A
	13949334	0	A	SOUTHPORT RAW BAR	59	A
	13918057	0	A	LAUDERDALE MARINA	59	A
	02045003	14	A	GLENCO CAPITAL LLC	59	A
	18234104	0	A	MANDALAY COMPLEX LLP	59	A
	12807509	0	A	SE BANK	59	A
	03100807	3	A	DWV REAL PROPERTIES INC	59	A
	36096956	1	A	A NEW HORIZON CREDIT COUNSELIN	59	A
	13501952	1	A	GRIF CO APTS INC	59	A
	02723708	0	A	BELLA VISTA OF CORAL RIDGE HOA	59	A
	02716934	2	A	PALM AT CORAL RIDGE HOME OWNER	59	A
	00400507	0	A	BAHIA CABANA BEACH RESORT	59	A
	05820485	1	A	PARKVIEW RESIDENCES HOMEOWNERS	59	A
	07424401	8	A	THE 1031 EXCHANGE EXPERTS	59	A
	33201567	1	A	OPTIMUM BANK	59	A
	02803971	1	A	HODZA ROSEMARY & HODZA VEBI	59	A
	02045201	8	A	ONE ISLE OF VENICE LLC	59	A
	05620158	0	A	CASA VICTORIA	59	A
	02612786	0	A	DELANO COURT LLC	59	A
	07022189	0	A	HIMMARSHEE HAMMOCKS	59	A
	02904803	5	A	HAMILTON LANDING LLC	59	A
	12231254	0	A	VILLA TUSCANY HOA	59	A
	12231312	0	A	VILLA TUSCANY HOA	59	A
	02032209	0	A	STEVENS KENNETH G	59	A
	05814256	0	A	VICTORIA LOFTS	59	A
	05820154	1	A	KENSINGTON PLACE TOWNHOMES	59	A
	12231197	0	A	VILLA TUSCANY HOA	59	A
	12231239	0	A	VILLA TUSCANY HOA	59	A
	05520507	2	A	VICTORIA CORNER HOMEOWNERS	59	A
	30604375	2	A	WATERSIDE ON THE INTRACOASTAL	59	A
	06703334	1	A	ADAMS RONALD C & RONAN TIM E	59	A
	06020655	0	A	834 LOVELL BUILDING INC	59	A
	02041879	1	A	BANYAN MARINE RESORT LAND TR	59	A
	06440754	0	A	PINEAPPLE PLACE	59	A
	02827053	2	A	CASA BELLA	59	A
	06410906	12	A	VICTORIA ROAD INC	59	A
	05112552	0	A	EDEWAARD CABOT C	59	A
	02836658	0	A	MIDDLE RIVER DEVELOPMENT	59	A
	02022408	2	A	VISTA DEL SOL CONDO	59	A
	02023604	9	A	HIGH POINT LLC	59	A
	02022200	4	A	STANDARD INV CO	59	A
	02904605	8	A	PALM PROPERTIES HOLDINGS LLC	59	A
	07100548	2	A	VENETIAN LANDING	59	A
	02023802	10	A	FORT WATER LLC	59	A
	03830171	8	A	ASOKA CONDOMINIUM ASSOC INC	59	A
	15769987	0	A	THE GROVE AND RIVER OAKS	59	A
	15769995	0	A	THE GROVE AND RIVER OAKS	59	A
	13913306	3	A	RIO VISTA PROPERTIES LLC	59	A
	13818653	2	A	GAHER INVESTMENTS INC	59	A
	02026003	10	A	2 ISLE OF VENICE LLC	59	A
	02900496	2	A	TRAGUS HELENE	59	A
	13221494	0	A	MONTELMAR LLC	59	A
	05541826	0	A	EDEWAARD DEVELOPMENT CO	59	A
	02611879	0	A	GPK INVESTMENTS LLC	59	A
	02034007	7	A	AKRON GROUP 1 LLC	59	A
	00276386	1	A	17TH ST MARINA INVESTMENTS LLC	59	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	02033801	1	A	AKRON GROUP 1 LLC	59	A
	06716047	2	A	LEPINE RENE H	59	A
	06444897	0	A	ISLAND ENCLAVE AT VICTORIA PK	59	A
	02729754	0	A	ALHAMBRA TOWNHOMES	59	A
	06410211	1	A	ATELIER LOTS HOME OWNERS ASSOC	59	A
	06409544	0	A	BAUM GREGORY	59	A
	02019800	5	A	PLACE DES ARTS HOLDING LLC	59	A
	06009179	0	A	AVENUE EAST TOWNLOFTS	59	A
	03745056	2	A	MIDDLE RIVER POINTE RESIDENCE	59	A
	05119128	0	A	C CRAIG EDEWAARD INC	59	A
	02009009	0	A	LAS OLAS APTS INC	59	A
	02019404	5	A	HENDRICKS ISLE PROPERTIES LLC	59	A
	02819050	3	A	KOLODZINSKI MARK L	59	A
	20630554	1	A	MURRAY BERBETH JONES	59	A
	06519052	1	A	WEBER FREDRICK DR.	59	A
	02814507	2	A	STEWART GARY L	59	A
	Sub-Total:	186				
Service Code: 60						
	30103154	1	A	ROUX TL	60	A
	30201057	0	A	4403 TRADEWINDS INC	60	A
	30116107	0	A	TRADEWINDS PROFESSIONAL BUILDI	60	A
	30404958	1	A	SIMEONE VINCENT	60	A
	Sub-Total:	4				
Service Code: 83						
	00148643	0	A	LAGO MAR HOTEL	83	A
	36092013	7	A	THE 94TH OF FORT LAUDERDALE IN	83	A
	30602650	5	A	CORAL RIDGE PLAZA LTD	83	A
	00516229	1	A	HALL OF FAME ASSOCIATES	83	A
	00517300	2	A	HALL OF FAME MARINA	83	A
	30606974	0	A	CAMBRIDGE APTS	83	A
	00553057	0	A	LEISURE BCH S ASSN INC	83	A
	30703250	0	A	BAER FURNITURE	83	A
	00741702	0	A	SPRINGTIDE APT	83	A
	30852057	1	A	CORAL RIDGE MALL	83	A
	00830109	0	A	1200 N ATLANTIC BLV INC	83	A
	10923753	0	A	PUBLIC WORKS	83	A
	01209055	1	A	CHARLIE CRAB	83	A
	01209857	0	A	SHOOTERS INV INC	83	A
	01235951	0	A	MARLIN TOWERS INC	83	A
	01236801	1	A	LEISURE TERRACE AS INC	83	A
	01300821	0	A	WALGREENS #2838	83	A
	31314032	0	A	WILSHIRE E COND	83	A
	31314073	0	A	WILSHIRE EAST APTS.	83	A
	31314750	0	A	WESTCHESTER HOUSE	83	A
	31315153	0	A	WINSTON HOUSE	83	A
	31336100	0	A	CHRIST CHURCH	83	A
	31418379	0	A	CHILD CARE CTR 900305	83	A
	31451602	2	A	MEDICAL SCIENCES	83	A
	31571201	1	A	COURTYARD BY MARRIOTT	83	A
	02017507	0	A	VEJROSTA B H	83	A
	02026508	1	A	CIRO VILLAS	83	A
	02028108	0	A	LYDARGER DONALD C	83	A
	12100657	1	A	ALLIED MARINE	83	A
	32200271	1	A	IMPERIAL POINT CONDO	83	A
	12703500	4	A	TREATMENT SOLUTION OF S FLA IN	83	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	12418521	0	A	BROWARD COUNTY TARPEN BLDG	83	A
	02503407	0	A	MIDDLE RIVER VILLAGE/DOCK	83	A
	02522100	1	A	SAKS FIFTH AVE	83	A
	02804953	0	A	RIVER BEND CONDO ASSOC	83	A
	02805174	1	A	MIDDLE RIVER TOWERS INC	83	A
	12716106	0	A	SCHLESINGER SQUARE	83	A
	00912402	5	A	2000 OCEAN DR LLC	83	A
	13402102	5	A	DETTMAN MANAGEMENT INC	83	A
	32822504	0	A	PINE CREST SCHOOL	83	A
	00532424	1	A	YAARI ALTON J	83	A
	03401106	2	A	WALGREENS #3063	83	A
	13925953	7	A	SOUTHPORT RETAIL LLC	83	A
	01320126	0	A	IL LUGANO LLC	83	A
	01205723	0	A	LEONARD CLUSTER HOMES	83	A
	13817051	0	A	LAUD YACHT CLUB	83	A
	13818521	1	A	LA CASA DEL RIO VISTA	83	A
	13914262	4	A	CARAVEL CONDOMINIUM	83	A
	33520107	0	A	PORT ROYALE MASTER	83	A
	14820047	0	A	RIVER REACH	83	A
	14820062	0	A	RIVER REACH INC	83	A
	14820708	0	A	RIVER REACH INC	83	A
	14821250	0	A	RIVER REACH INC	83	A
	14840359	0	A	RIVER REACH IV CONDO	83	A
	14843403	0	A	RIVER REACH CONDO ASSOC	83	A
	35856822	1	A	LAKEVIEW PLAZA INC	83	A
	36085389	0	A	NEW RIVER CABINET	83	A
	36089993	0	A	PARAMOUNT MOLDED PROD	83	A
	36097186	1	A	GOODWILL INDUSTRIES OF	83	A
	05000559	1	A	HOLIDAY PLAZA ASSOC LTD	83	A
	18752055	0	A	SBBC #0151	83	A
	19228600	0	A	ST THOMAS AQUINAS	83	A
	06805055	1	A	BROWARD CO EQUIP	83	A
	06856157	1	A	BROWARD CNTY MASS TRANS	83	A
	06927552	0	A	FIRST UNITED METHODIST	83	A
	07003478	0	A	MARION POLAN TALENT	83	A
	07006752	0	A	PINECREST VILLAGE AT VICTORIA	83	A
	07115108	0	A	LOU DEN INC	83	A
	07530058	0	A	SIMON HOUSE	83	A
	07618424	1	A	FL DELI PICKLE CO INC	83	A
	09036823	0	A	SBBC 0321	83	A
	09455973	2	A	PUBLIC WORKS DEPT	83	A
	00752402	3	A	SEA CLUB OCEAN RESORT INC	83	A
	00532788	0	A	ELBOW ROOM	83	A
	09125857	0	A	MT OLIVE BAPTIST CHURCH	83	A
	32159105	1	A	LQ MANAGEMENT LLC	83	A
	06850358	0	A	SHEPHARD BUILDING	83	A
	13445598	0	A	GREAT AMERICAN BOAT	83	C
	15798481	0	A	BEST WESTERN	83	A
	13405758	0	A	BROWARD HOUSE	83	A
	36089563	0	A	BRIGHT ANGEL INC	83	A
	31516354	1	A	HOLY CROSS LONG TERM CARE INC	83	A
	05426879	0	A	FIRM FITNESS CENTER	83	A
	06836852	4	A	MCCRAW P DOUGLAS	83	A
	14515308	1	A	RIVERBEND TOWNHOMES CONDOMINIL	83	A
	13406103	0	A	BROWARD HOUSE	83	A
	07009855	0	A	COLEE HAMMOCK	83	A
	07328990	0	A	OLD TOWN SQUARE	83	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	00581355	0	A	DOCKS & WATERWAYS	83	A
	06025654	0	A	GATEWAY OFFICE BUILDING	83	A
	06734354	0	A	ST ANTHONYS SCHOOL	83	A
	16046153	0	A	WHIDDON ROGERS EDUCATION CTR	83	A
	02031904	0	A	VILLA CONTESSA	83	A
	36096204	2	A	FT LAUDERDALE CROWN CENTER INC	83	A
	03408424	0	A	PORT ROYAL BLDG 2 SOUTH	83	A
	31308422	0	A	49TH STREET CONDO ASSN	83	A
	30601462	0	A	CHRISTOPHERS	83	A
	16026106	0	A	BROWARD COUNTY COMMISSIONERS	83	A
	15705551	0	A	RIVERBEND MARINA	83	A
	18824300	0	A	BOYS & GIRLS CLUB OF BROWARD C	83	A
	13912449	5	A	CORDOVA ARMS LLC	83	A
	05137054	0	A	SBBC #0251	83	A
	02904159	0	A	SEMINOLE LAKES TOWNHOMES	83	A
	21820105	0	A	GUNTHER MOTOR COMPANY	83	A
	06861850	1	A	FRONTIER COMMUNICATIONS	83	A
	13401054	4	A	CHERRYDEN LLC	83	A
	00401752	7	A	BAHIA BEACH	83	A
	12411104	0	A	800 ANDREWS AVENUE CORP	83	A
	13431853	0	A	CAFE DEL RIO	83	A
	08217002	0	A	INT'L LONGSHOREMEN	83	A
	08712002	0	A	SBBC #3291	83	A
	09036450	0	A	NEW MOUNT OLIVE BAPTIST CHURCH	83	A
	06631428	1	A	WORLD COMMUNICATIONS	83	A
	20713921	5	A	SARRIA HOLDINGS II INC.	83	A
	07221807	1	A	KINDRED HOSPITAL	83	A
	07227457	0	A	FIRST PRESBYTERIAN CHUR	83	A
	06713655	0	A	SBBC #3321	83	A
	07712359	6	A	FOAM CONCEPTS INC	83	A
	12806253	0	A	ECKERDS CORP	83	A
	36030211	7	A	VARIETY FOODS INC	83	A
	33212101	1	A	WATERWAY LANDINGS APTS	83	A
	33214909	3	A	HERITAGE LANDING ASSOC	83	A
	33215104	4	A	HERITAGE LANDING ASSOC	83	A
	33200858	7	A	PARAMOUNT BUILDING GROUP LLC	83	A
	33204405	4	A	CLASSIC REALTY GROUP	83	A
	33205352	7	A	ANDRE'S STEAK HOUSE EAST INC	83	A
	30601306	2	A	COMMONWEALTH COMMONS LLC	83	A
	36089795	5	A	FT LAUDERDALE CROWN CENTER INC	83	A
	00146928	0	A	LAKE MAYAN APTS	83	A
	00640805	0	A	VERSAILLES INC	83	A
	00778803	6	A	COVENANT HOUSE INC	83	A
	00150300	1	A	LAGO MAR PLACE INC	83	A
	00633503	1	A	HARBOR HOUSE EAST INC	83	A
	00635201	1	A	HARBOR HOUSE NORTH INC	83	A
	00703603	6	A	BAYSHORE WATERFRONT	83	A
	00708909	1	A	BAYSHORE EMBASSY CONDO	83	A
	00721902	3	A	BRITANNIA CONDO ASSN	83	A
	00759506	1	A	LEISURE HOUSE ASSOC	83	A
	00650655	0	A	JOVA HOUSE INC	83	A
	00736405	2	A	STEPELTON PARTNERS LIMITED	83	A
	00650804	13	A	FT LAUDERDALE OCEAN HOLIDAY CO	83	A
	00712521	2	A	NAUTICAL TWRS COND ASOC	83	A
	00724054	1	A	GALLERY CONDO INC	83	A
	00726208	1	A	LEISURE SANDS INC	83	A
	00731000	2	A	BIRCH SQ ASSOC INC	83	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	00768903	4	A	BIRCH SQ ASSOC INC	83	A
	00805101	1	A	COCONUT BAY RESORT	83	A
	00927004	1	A	IRELANDS INN	83	A
	31436306	1	A	SANDERSON P B DDS	83	A
	31407703	1	A	HOLY CROSS HOSPITAL	83	A
	31455603	2	A	ATLANTIC SHORES HOSPITAL	83	A
	30604557	3	A	GREVGOLD ENTERPRISES	83	A
	30606701	1	A	HAWTHORNE MANOR INC	83	A
	30607709	6	A	BARCLAY SQUARE CONDO	83	A
	30607907	1	A	IMP CONDOMINIUM INC	83	A
	30889000	1	A	AMERICAN MULTI-CINEMA INC	83	A
	30800700	2	A	ADS VENTURES INC	83	A
	30801724	7	A	GALLERIA INVESTMENT CORP	83	A
	30800262	5	A	N T PROPERTIES LLC	83	A
	30605752	3	A	PIER 41 LLC	83	A
	01803204	3	A	FOUR SEASONS CONDO	83	A
	01840107	0	A	RIVIERA TOWERS	83	A
	01940956	1	A	REBHAN JOHN C	83	A
	01303809	3	A	MARACAY ASSOC INC	83	A
	01417880	2	A	NICKS ITALIAN KITCHEN	83	A
	07327521	1	A	FT LAUD HISTORICAL SOCIETY	83	A
	07330608	14	A	NOB HILL CONNECTION CORP	83	A
	31314222	1	A	INTERCOASTAL 31 ASSOC	83	A
	31307507	5	A	ROADHOUSE GRILL/FT LAUD	83	A
	30700900	3	A	MOODY C DR	83	A
	30711006	1	A	CARLS FURNITURE INC	83	A
	32133100	1	A	CORAL RIDGE PRESBYTERIA	83	A
	32134702	0	A	BROWARD COUNTY LIBRARY	83	A
	32690000	1	A	BST-E4449	83	A
	16046351	2	A	BROWARD COUNTY HEALTH DEPT	83	A
	16065500	1	A	BROWARD COUNTY HEALTH DEPT	83	A
	16132052	6	A	BENTON BOB	83	A
	16149403	3	A	JEFFERSON SMURFIT CORP	83	A
	16351009	3	A	AUTO SERVICE OF SO FLA	83	A
	32819005	0	A	PINE CREST SCHOOL	83	A
	32820003	0	A	PINE CREST SCHOOL	83	A
	32820508	0	A	PINE CREST SCHOOL	83	A
	02027100	2	A	ISLAND HSE EAST	83	A
	02039204	0	A	OASIS OF NURMI ISLE	83	A
	02901601	2	A	BAYVIEW LANDINGS	83	A
	02902401	1	A	2801 INC	83	A
	02905503	1	A	PRIMA VILLA CONDOMINIUM	83	A
	02906501	1	A	DEVON HOUSE INC	83	A
	02908853	3	A	RIO VILLAS HOMEOWNERS AS	83	A
	02503050	3	A	GALLERIA PROF BLDG	83	A
	02527307	5	A	SUNRISE INTRACOASTAL DENTAL CT	83	A
	01658202	3	A	LAS OLAS VILLAS CONDO	83	A
	03262656	6	A	CASE JIM	83	A
	03269800	0	A	L A I INC	83	A
	03469202	0	A	BST-E4442	83	A
	02605004	2	A	BAYVIEW BLDG LTD PARTNR	83	A
	02740207	1	A	HAWTHORNE BAY INC	83	A
	03514106	1	A	FT LAUD ALE HOUSE	83	A
	04500708	7	A	ART INSTITUT OF FT LAUD	83	A
	06115406	0	A	CHAMBER OF COMMERCE	83	A
	05410204	0	A	SEARS ROEBUCK & CO	83	A
	05446000	7	A	PET SUPERMARKET 125 INC	83	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	06803902	2	A	BROWARD CO GOVT CENTER	83	A
	06807200	6	A	ONE RIVER PLAZA CO	83	A
	06833404	2	A	DELBROUCK LEON	83	A
	06826150	0	A	MCKINLEY FINANCIAL SERV INC	83	A
	07101405	2	A	TOWER APTS	83	A
	07121007	1	A	NORTHERN TRUST	83	A
	07135908	1	A	RIVERCREST APTS INC	83	A
	07136708	0	A	LAS OLAS COMPANY	83	A
	06606404	4	A	FIRST BAPTIST CHURCH	83	A
	06610307	0	A	FIRST BAPTIST CHURCH	83	A
	06610406	0	A	FIRST BAPTIST CHURCH	83	A
	06911507	2	A	STRANAHAN HOUSE INC	83	A
	06916308	1	A	BROWARD COMMUNITY COLL #626	83	A
	06636153	0	A	CHILDRENS HOME SOCIETY	83	A
	06622906	2	A	OCEAN BANK	83	A
	07407059	0	A	POLICE DEPT	83	A
	07412257	0	A	HOUSE OF HOPE	83	A
	02020204	6	A	VISTA LAS OLAS	83	A
	11002755	3	A	SUNRISE MEATS	83	A
	11309200	2	A	BRADCO SUPPLY CORP	83	A
	11303906	0	A	DILLARD ELEMENTARY 0271	83	A
	12735007	2	A	SAVNAC INC	83	A
	12116703	0	A	LITIGATION BLDG	83	A
	12217303	4	A	COURTHOUSE INTER INV	83	A
	12901047	1	A	BRATT R	83	A
	12905501	1	A	HUGHES SUPPLY INC	83	A
	12934709	1	A	TENDER CARE CENTERS INC	83	A
	13434766	1	A	ROYAL PALM HOSPITALITY II LLC	83	A
	11504008	1	A	BROWARD COUNTY MENTAL	83	A
	13209408	0	A	FT LAUD NURSE HOME	83	A
	13230578	1	A	LAUD IMPORTS LTD/BMW	83	A
	13912712	3	A	EMBASSY CONDO APTS	83	A
	13914858	1	A	SOUTHAMPTON APT	83	A
	13926308	2	A	SUNDANCE MARINE	83	A
	13929856	4	A	HATTERAS OF LAUDERDALE	83	A
	15799703	0	A	MOTEL 6 0055-06-01-K	83	A
	08611055	0	A	SUN AUTO TOPS INC	83	A
	04208252	6	A	AGAPE CHURCH OF GOD	83	A
	04702908	1	A	ST VINCENT DE PAUL	83	A
	05214606	0	A	CIRCUIT CITY STORES	83	A
	36089720	1	A	DETTMAN DOUGLAD REVOCABLE TRUS	83	A
	12816559	0	A	RONALD MCDONALD HOUSE CHARITIE	83	A
	36009611	0	A	FRENZEL ENTERPRISES	83	A
	07006703	4	A	PINECREST VILLAGE CONDO I	83	A
	07006687	4	A	PINECREST VILLAGE CONDO I	83	A
	12203253	0	A	DOCKS & WATERWAYS	83	A
	04614228	0	A	NORTHSIDE ELEMENTERY	83	A
	31001472	4	A	SUNNY ISLES MOTEL CORP	83	A
	03269206	3	A	BAYVIEW 2866 LLC	83	A
	06110555	0	A	EAST VILLAGE	83	A
	06110357	0	A	EAST VILLAGE	83	A
	06631758	2	A	LAS OLAS PROPERTIES INC	83	A
	36089522	2	A	CYPRESS CREEK BUS CTR LLC	83	A
	02010809	11	A	48 HENDRICKS LLC	83	A
	02009686	2	A	HENDRICKS INVESTMENTS LLC	83	A
	03524105	1	A	GFS STORES LLC	83	A
	10918902	0	A	ONE STOP SHOP	83	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	02044808	15	A	PRESTIGE BUILDERS LLC	83	A
	13501952	1	A	GRIF CO APTS INC	83	A
	16353054	1	A	SAFE HARBOUR RETIREMENT HOME	83	A
	05510557	2	A	HH-FORT LAUDERDALE LLC	83	A
	36098002	2	A	TRANSPORTATION CASUALTY INSURA	83	A
	32291601	2	A	6200 N FEDERAL LLC	83	A
	01436807	8	A	MV MANAGEMENT CORP	83	A
	05000526	2	A	CROWN WINE & SPIRITS #5	83	A
	30701106	2	A	FIRST STATE INVESTORS 5200	83	A
	01311000	3	A	34TH STREET ASSOCIATES	83	A
	12700902	7	A	NORTHROP & JOHNSON	83	A
	06817209	5	A	400 N ANDREWS LLC	83	A
	06212807	1	A	THE ELLINGTON HOMEOWNERS ASSOC	83	A
	05625694	0	A	LA VICTORIA PARK ESTATES	83	A
	30801971	2	A	ORANGE PROPERTIES LLC	83	A
	16046401	2	A	BROWARD COUNTY HEALTH DEPT	83	A
	07529902	7	A	WOMEN IN DISTRESS	83	A
	12231106	4	A	CONE W J & HUTCHISON W	83	A
	12107009	3	A	TWIN WAREHOUSE LLLP	83	A
	05214457	0	A	19TH STREET INVESTORS INC	83	A
	01234202	0	A	ALAGON INC	83	A
	06209902	12	A	THE ELLINGTON HOMEOWNERS ASSOC	83	A
	06211593	1	A	THE ELLINGTON HOMEOWNERS ASSOC	83	A
	08119521	1	A	HABITAT FOR HUMANITY	83	A
	05802657	2	A	WINN DIXIE INC #290	83	A
	09517954	1	A	WINN DIXIE	83	A
	02740553	2	A	CROWLEY BRIDGET	83	A
	00406405	1	A	A1A CLIPPER LLC	83	A
	00409508	1	A	A1A CLIPPER LLC	83	A
	01716604	6	A	SHIRAZIPOUR MAYER	83	A
	01303056	1	A	ALTAIRE VILLAGE LLC	83	A
	02009983	6	A	HENDRICKS HARBOR VILLAS LLC	83	A
	05807706	4	A	PARK PLACE TOWNHOMES	83	A
	16011504	5	A	FLORIDA DEPT OF HEALTH	83	A
	13312152	2	A	INLET LIQUORS	83	A
	36086650	5	A	COBOT CYPRESS CREEK TOWER LEAS	83	A
	01210103	16	A	ANNA VARHOLIS INC	83	A
	07329253	1	A	CHAO RESTAURANT HIMMARSHEE LLC	83	A
	36079457	4	A	CABOT TRAFALGAR/AVION LEASE CO	83	A
	05220355	1	A	UPP ACQUISITIONS LLC	83	A
	00759050	1	A	RMS PROPERTIES	83	A
	06601009	5	A	CABOT EAST BROWARD LEADE CO LL	83	A
	03407921	10	A	KIA INVESTMENTS	83	A
	13312186	2	A	TC17 ST INVESTORS LLC	83	A
	11317906	1	A	STEIN FREDRIC C	83	A
	36091924	7	A	KSR LLC	83	A
	00276550	9	A	CAUSEWAY BRIDGE PROPERTY INC	83	A
	36081305	2	A	FIRST INDUSTRIAL LTD PARTNERSH	83	A
	02023612	0	A	HIGH POINT LLC	83	A
	33200908	7	A	2425 EAST COMMERCIAL BLVD LLC	83	A
	06509350	3	A	OJEDA ROBERT	83	A
	33513003	7	A	COLONIAL BANK	83	A
	33205253	12	A	ELIAD RESTUARANT GROUP INC	83	A
	02012300	7	A	LOUIS I CORREA P A	83	A
	08611907	1	A	SCANDINAVIAN HEALTH SPA	83	A
	31420003	4	A	REHABILITATION INC DBA FT LAUD	83	A
	05614003	1	A	BANK ATLANTIC	83	C

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	07225808	2	A	WESTMINISTER MANOR	83	C
	33214701	3	A	HERITAGE LANDING ASSOC	83	C
	00712505	2	A	NAUTICAL TOWERS CONDO ASSOC	83	C
	00724005	1	A	GALLERY CONDO INC	83	C
	00726109	1	A	LEISURE SANDS INC	83	C
	31571003	2	A	COURTYARD BY MARRIOTT	83	C
	03514379	0	A	BEST BUY 543	83	C
	09002809	4	A	NATIONSTORAGE REIT INC	83	C
	08922601	1	A	CHURCH OF CHRIST	83	C
	14515258	1	A	RIVERBEND TOWNHOMES CONDOMINIUM	83	C
	05510508	4	A	HH-FORT LAUDERDALE LLC	83	C
	12211504	0	A	BROWARD COUNTY MID RISE	83	C
	Sub-Total: 328					
Service Code: 84						
	11229051	0	A	BROWARD COUNTY PARKS	84	A
	35830223	9	A	ENT PLASTIC MAN CO INC	84	A
	30301006	1	A	EAST LEISURE ASSOC INC	84	A
	30425003	1	A	LEISURE MAR ASSOC INC	84	A
	30321301	2	A	GORANA INTERNATIONAL INC	84	A
	30106322	0	A	MARINE UNLIMITED	84	A
	11501962	0	A	NW WOMENS CLUB DAY CARE CTR	84	A
	36029957	0	A	IGLESIA CRISTO LA ROCA INC	84	A
	30577803	2	A	MSKP SEA RANCH, LLC	84	A
	30319206	5	A	PIERPOINT DEVELOPERS LLC	84	A
	36054872	1	A	ROSS GERALD D	84	A
	35820000	0	A	PROSPECT PARK APTS	84	A
	30436208	7	A	LITTLE ITALY OCEANSIDE INV,LLC	84	A
	30315873	5	A	BUENA VISTA OCEANSIDE LLC	84	A
	30314207	3	A	VCH PROPERTIES LLC	84	A
	Sub-Total: 15					
Service Code: 95						
	00148635	0	A	LAGO MAR HOTEL	95	A
	00149807	0	A	LAGO MAR HOTEL	95	A
	00152785	0	A	POINT OF AMERICAS #2	95	A
	03815875	3	A	1816 DIXIE LLC	95	A
	00279125	0	A	PIER 66 HOTEL	95	A
	00279158	0	A	PIER 66 HOTEL	95	A
	00502401	1	A	VENETIAN CONDO INC	95	A
	30604581	0	A	YESTERDAYS RESTAURANT	95	A
	00516963	0	A	PARKS DEPT	95	A
	00524983	1	A	RAHN BAHIA MAR LTD1	95	A
	00536102	5	A	DOUBLETREE OCEANFRONT	95	A
	00559609	1	A	LEISURE BCH ASSOC INC	95	A
	00651257	3	A	SEASONS CONDO ASSOC	95	A
	00651307	3	A	SEASONS CONDO ASSOC	95	A
	30848121	0	A	T J MAX	95	A
	30848154	1	A	WEST PENN REALTY CO	95	A
	30881254	1	A	CORAL RIDGE MALL	95	A
	00900845	0	A	VILLA OCTAGON BY SEA	95	A
	00901108	2	A	SHORE CLUB CONDO	95	A
	00960104	0	A	TRADEWINDS BY THE SEA	95	A
	01057256	0	A	SEA TOWER APTS INC	95	A
	01059559	3	A	VANTAGE VIEW	95	A
	31101579	0	A	CORAL RIDGE CTY CL	95	A
	01120153	0	A	WHITE EGRET APTS	95	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	01210426	1	A	MILEY O B	95	A
	01211788	0	A	EVERGLADES CLUB CONDO	95	A
	01216654	1	A	EMBASSY TOWERS INC	95	A
	01216951	2	A	EMBASSY TOWER II INC	95	A
	01225200	0	A	BERKLEY SOUTH CONDO	95	A
	01227511	3	A	GALT OCEAN TERRACE	95	A
	02600302	5	A	INTERNATIONAL SUNRISE PARTNERS	95	A
	01403823	0	A	RIVIERA APTS	95	A
	16025009	1	A	SBBC # 0601 # 935	95	C
	01409556	1	A	SE BANK OF BROWARD-GALT	95	A
	11307360	0	A	UCI PAINT FACTORY	95	A
	31308158	1	A	ROYAL MARINER CONDO1	95	A
	01428101	0	A	CORAL RIDGE	95	A
	31314057	0	A	WILSHIRE EAST	95	A
	31315104	0	A	WINSTON HOUSE COND	95	A
	31430051	0	A	HOLY CROSS HOSP FOUNDA	95	A
	31456106	1	A	BURDINES DIVISION OF	95	A
	31636905	0	A	CORAL RIDGE PRESBY CHUR	95	A
	12100707	1	A	ALLIED MARINE	95	A
	12233656	1	A	FIRST TR LEASING CORP	95	A
	36085637	4	A	NATURAL STONE CONCEPTS LLC	95	A
	02508257	0	A	OCEAN SUNRISE CO-OP	95	A
	32290157	0	A	PUBLIX - UTILITIES	95	A
	12817953	0	A	BROWARD GENERAL HOSP 1	95	A
	35831965	1	A	AAA SUPPLY	95	A
	13461058	0	A	L-A SOUTH CORP	95	A
	03469251	0	A	SOUTHERN BELL E4442	95	A
	13927629	2	A	SOUTHPORT RETAIL LLC	95	A
	01320126	0	A	IL LUGANO LLC	95	A
	13914809	1	A	PLAZA 15	95	A
	13918206	0	A	LAUDERDALE MARINA INC	95	A
	33520008	1	A	TOWER AT PORT ROYALE	95	A
	34950550	4	A	UTILITIES MAINTENANC	95	A
	36060259	3	A	CYPRESS COMMERCE	95	A
	36079705	2	A	GOODWILL INDUST OF BROW	95	A
	36082873	0	A	AMTEC EXECUTIVE CENTER	95	A
	36082881	0	A	AMTEC EXECUTIVE CENTER	95	A
	36085322	0	A	UNIVERSAL DOOR MFG CO	95	A
	36088425	1	A	TEAM HORNER EQUIPMENT	95	A
	36088631	3	A	PUBLIC STORAGE FL	95	A
	36092179	0	A	WHITTINGTON DON	95	A
	36092666	3	A	G A BRAUN INC	95	A
	36092997	3	A	HUNTER DOUGLAS VERTICAL	95	A
	36093052	0	A	ROBERT PARKER CARPET	95	A
	36094555	1	A	CARICO DIST INC	95	A
	36094654	0	A	CARICO DIST INC	95	A
	36096006	1	A	NATIONSBANK/FL PROP MGM	95	A
	36097707	4	A	LAVI LTD PARTNERSHIP	95	A
	16126708	0	A	LEWIS MARINE INC	95	A
	16145955	0	A	GUARDIAN FORT LAUDERDALE CORP	95	A
	16336828	2	A	BOYER LYLE	95	A
	16339558	0	A	SCHAEFER INDUSTRIES INC	95	A
	05201504	0	A	EAST POINT TOWERS CONDO	95	A
	05429105	0	A	PARKER PLAYHOUSE	95	A
	06002463	1	A	VICTORIA PARK TOWER ASSOCIATIO	95	A
	06006159	0	A	GATEWAY TERRACE INC	95	A
	18236158	2	A	DIXIE PLYWOOD CO	95	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	18236208	2	A	DIXIE PLYWOOD CO	95	A
	06609804	0	A	PALM COURT PAVILION	95	A
	06611701	1	A	FEDERAL BLDG	95	A
	06640452	0	A	STEEGO AUTO PAINTS	95	A
	06804504	1	A	BROWARD CO EQUIP	95	A
	06807358	0	A	LAS OLAS OFFICE BLDG	95	A
	06815120	0	A	PUBLIC SERVICES	95	A
	06917751	0	A	SUNBANK/SOUTH FL NA	95	A
	06933246	0	A	FAU ADMINISTRATION BLDG	95	A
	07123565	0	A	LAS OLAS DEV CO	95	A
	07127285	0	A	LAS OLAS RIVERSID HOTEL	95	A
	07221955	0	A	KINDRED HOSPITAL	95	A
	08611972	0	A	BADCOCK ECONOMY FURN	95	A
	08927956	0	A	FT LAUD RESCUE TAB INC	95	A
	09137274	0	A	BROWARD CTY SCHOOL BRD	95	A
	00152751	0	A	POINT OF AMERICAS	95	A
	10254605	1	A	SALVATION ARMY	95	A
	36092740	1	A	BLUE OCEAN PRESS	95	A
	36071421	2	A	EAST GROUP PROPERTY LP	95	A
	21736103	0	A	SBBC #0422-4	95	A
	33017963	0	A	PINE CREST PREP SCHOOL INC	95	A
	36092880	5	A	PIONEER METALS INC	95	A
	07420557	1	A	WALGREENS STORE 4178	95	A
	06852669	0	A	LAS OLAS RIVERFRONT HOLDINGS L	95	A
	08327959	0	A	BROWARD COUNTY HOMELESS	95	A
	13045554	1	A	A & P PROPERTIES OF FT LAUD	95	A
	31438203	2	A	4901 LTD	95	A
	06633507	1	A	DURON PAINTS/WALLCOVERINGS 295	95	A
	32692121	6	A	ROMA TILE	95	A
	16067407	0	A	WALGREENS	95	A
	32600736	0	A	SBBC FLORANADA ELEMENTARY	95	A
	01303650	0	A	CONTINENTAL	95	A
	32285603	4	A	NORTH FEDERAL HWY LLC	95	A
	07109457	0	A	VILLAGGIO LAS OLAS	95	A
	04514006	1	A	STEAK&ALE FL INC DBA BENNIGANS	95	A
	35831106	1	A	EXEC AIRPORT CORP CENTER	95	A
	16335358	5	A	FT LAUDERDALE AIRPORT PROPERTI	95	A
	36092781	3	A	SERVICE AMERICA SYSTEMS	95	A
	36089878	10	A	CYPRESS COMMONS LLC	95	A
	13210455	0	A	WALGREENS #6538	95	A
	19228659	0	A	ST THOMAS AQUINAS HIGH SCHOOL	95	A
	04539755	0	A	BARNES & NOBLE BOOKSTORES	95	A
	31500556	1	A	JIDAH REAL ESTATE II INC	95	A
	36081651	0	A	SPECTRUM BUILDING	95	A
	13314356	2	A	HARBOR BEACH HEALTH CARE ASSOC	95	A
	36090157	5	A	ENER 1 BATTERY COMPANY	95	A
	08624603	3	A	TITAN STONE TILE & MASONRY OF	95	A
	36095727	2	A	FT LAUDERDALE CROWN CENTER INC	95	A
	07644362	0	A	SBBC #0211 STRANAHAN HIGH	95	A
	36091270	0	A	FT LAUD EXEC AIRPORT ADMIN BLD	95	A
	33019159	0	A	PINE CREST PREP SCHOOL INC	95	A
	31130057	0	A	CARDINAL GIBBONS HIGH SCHOOL	95	A
	03692050	0	A	DRAKE CONDO	95	A
	11317955	1	A	MCI WORLDCOM	95	A
	07216005	4	A	LAS OLAS REHAB CNTR	95	A
	07249204	0	A	FIRST PRESBYTERIAN CHUR	95	A
	07218001	8	A	HAMMONIA LLC	95	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	13513270	0	A	WEST MARINE	95	A
	33204702	3	A	SUNNYVALE CORP NV	95	A
	33270000	6	A	WARWICK CONDO ASSC INC	95	A
	36081925	3	A	SPECTRUM 1500 BUILDING	95	A
	36084002	0	A	CHRISTIAN LIFE CENTER	95	A
	36081750	2	A	SPECTRUM PARK I JV	95	A
	33509506	1	A	TGI FRIDAYS RESTAURANT	95	A
	33514803	2	A	PORT ROYAL ASSOC LTD	95	A
	03407350	1	A	HENDRICKS FURNITURE GROUP, INC	95	A
	14538425	0	A	WME ENTERPRISES	95	A
	00778803	6	A	COVENANT HOUSE INC	95	A
	00147603	0	A	BREAKWATER TOWERS	95	A
	00147702	1	A	ATLANTIC TOWERS CORP	95	A
	00148304	0	A	EVERGLADES HOUSE CONDO	95	A
	00151803	0	A	LA COQUINA INC	95	A
	00152207	0	A	ORLEANS CHATEAU	95	A
	00152900	1	A	SKY HARBOUR EAST INC	95	A
	00629907	0	A	PORTOFINO CONDO	95	A
	00634006	1	A	HARBOR HAVEN INC	95	A
	00645028	1	A	BIRCH CREST APTS INC	95	A
	00706549	1	A	BAYSHORE TOWERS OF	95	A
	00641555	1	A	BIRCH POINTE CONDOMINIUM ASSOC	95	A
	00639401	1	A	ALHAMBRA PLACE CONDO ASSOC	95	A
	00714402	2	A	BARTLETT HOUSE	95	A
	00732909	1	A	HAWTHORNE EAST	95	A
	00800607	1	A	BREAKERS OF LAUDERDALE	95	A
	00805705	0	A	SUNRISE EAST APTS	95	A
	00811000	1	A	CARLTON CONDO ASSC INC	95	A
	36079176	0	A	BROWARD CTY TRAFFIC ENG	95	A
	00518308	1	A	ILLINI INC	95	A
	00829309	1	A	PARK TOWER ASSOCIATION INC	95	A
	00901009	2	A	SHORE CLUB CONDO	95	A
	00406157	1	A	MAYA MARCA CONDO APTS	95	A
	00403352	0	A	OCEAN HARBOURAGE INC	95	A
	07005135	0	A	PAVLICK FAMILY LTD	95	A
	31456007	3	A	BURDINES OF FL	95	A
	31130008	1	A	CARDINAL GIBBONS	95	A
	18236000	1	A	DIXIE PLYWOOD CO	95	A
	18239004	3	A	ENVIROCYCLE INC	95	A
	18238006	3	A	ENVIROCYCLE INC	95	A
	21026802	2	A	DRYCLEAN ACQUIRING CORP	95	A
	20704102	4	A	SARRIA HOLDINGS II INC	95	A
	30607204	1	A	CARLYLE ASSOCIATION	95	A
	30802839	1	A	MERRILL LYNCH	95	A
	30803001	6	A	MICHIGAN OAKLAND PK CORP	95	A
	21745005	1	A	GUNTHER MOTOR COMPANY	95	A
	21736004	0	A	SBBC #0422-4	95	A
	31332158	2	A	COUNTRY CLUB TOWER ASST	95	A
	07406804	0	A	JACK & JILL CHILDREN CENTER	95	A
	01801455	0	A	VILLAS OF SUNSET LAKE	95	A
	01804004	0	A	ESSEX TOWERS CONDO ASSOC	95	A
	01909001	0	A	MARINE TOWERS COND INC	95	A
	01402270	0	A	SOUTHPOINT CONDO	95	A
	01402551	1	A	COMMODORE CONDO APTS	95	A
	01403005	0	A	PLAYA DEL SOL	95	A
	01404359	3	A	ROYAL AMBASSADOR CONDO	95	A
	01404821	0	A	REGENCY TOWER SOUTH	95	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	01405000	5	A	GALT OCEAN CLUB CONDO	95	A
	01405307	1	A	REGENCY TOWER	95	A
	01406057	2	A	OCEAN SUMMIT ASSOC INC	95	A
	01406305	0	A	OCEAN CLUB CONDO APTS	95	A
	01423102	1	A	GALT VIEW APTS INC	95	A
	01425008	2	A	GALT MILE APTS INC	95	A
	01529957	2	A	PLAZA EAST ASSOC INC	95	A
	01530203	1	A	PLAZA SOUTH ASSOC INC	95	A
	01531003	3	A	GALT TOWERS	95	A
	01534353	1	A	GALLEON	95	A
	01535004	4	A	OCEAN MANOR ASSOC	95	A
	01534809	3	A	PLAZA BEACH LLC	95	A
	01432004	1	A	CORAL RIDGE TOWERS	95	A
	01445303	1	A	TOP OF THE MILE SOUTH	95	A
	07302003	4	A	109 SW 2ND AVENUE PARTNERSHIP	95	A
	07617806	0	A	SALVATION ARMY	95	A
	07625601	1	A	HOUSING AUTHORITY	95	A
	07644305	0	A	SBBC #0211 STRANAHAN HIGH	95	A
	07616501	0	A	SALVATION ARMY INC	95	A
	31308000	2	A	ROYAL MARINER CONDO	95	A
	31309859	0	A	CORAL TOWERS CONDO ASOC	95	A
	31310105	0	A	RIDGEVIEW TOWERS INC	95	A
	31311004	1	A	PILOT HOUSE CONDO ASSOC	95	A
	31314503	1	A	WESTCHESTER HOUSE ASSN	95	A
	31306202	6	A	RASTATTER PATRICK C	95	A
	31001001	3	A	DREAM HOUSE FURNITURE	95	A
	32283053	2	A	ALTONA LLC	95	A
	31636509	1	A	CORAL RIDGE PRES CHURCH	95	A
	32693004	6	A	ADVANCED CONTROL CORP	95	A
	16057507	3	A	NOVA UNIVERSITY	95	A
	18038109	1	A	STEIN FRED C	95	A
	31502008	2	A	MANOR OAKS INC	95	A
	32507006	0	A	SBBC FLORANADA ELEMENTARY	95	A
	08121857	0	A	FIRE RESCUE HEADQUARTERS	95	A
	07414204	0	A	SALVATION ARMY	95	A
	13200522	1	A	FT LAUDERDALE NISSAN	95	A
	02040202	1	A	VENICE ISLE TOWER ASSOC	95	A
	02528701	4	A	SUNRISE TOWER ASSOC INC	95	A
	02530301	2	A	CORINTHIAN CONDO ASSOC	95	A
	01657204	1	A	1750 LAS OLAS INC	95	A
	03269925	3	A	SUNNYVALE CORP NV	95	A
	03258902	4	A	LAUDERDALE TOWERS LTD	95	A
	03748001	1	A	SBBC # 0951	95	A
	03469954	0	A	SUNBANK/SOUTH FL, N.A.	95	A
	03406204	2	A	CASTRO BERNADETTE	95	A
	03407251	1	A	ETHAN ALLEN INC SITE #253	95	A
	02608503	1	A	HORIZON HOUSE	95	A
	02619005	0	A	CORAL RIDGE YACHT CLUB	95	A
	02612810	1	A	VILLAS OF SUNRISE BAY ASSOC IN	95	A
	03514379	0	A	BEST BUY 543	95	A
	03909736	1	A	EDGEWATER HOMEOWNERS	95	A
	04600102	1	A	WALGREENS #4597	95	A
	04540605	1	A	CALIF PIZZA KITCHEN INC	95	A
	05713706	0	A	STORAGE AUTHORITY THIRD AV LP	95	A
	06815005	0	A	PUBLIC SERVICES	95	A
	07136302	2	A	CHATEAU MAR CONDO ASSOC	95	A
	06603005	1	A	FEDERAL BLDG	95	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	06607253	1	A	CROCKER AND COMPANY	95	A
	06610406	0	A	FIRST BAPTIST CHURCH	95	A
	06622153	1	A	BST-E4348	95	A
	06933873	0	A	MUSEUM OF ART	95	A
	06925002	2	A	THIRD AVENUE ASSOCIATES LTD	95	A
	06614200	1	A	MICHIGAN THIRD AVE CORP	95	A
	06614150	0	A	TOWER 101	95	A
	07015159	4	A	CUM INC	95	A
	07015852	0	A	VENEZIA LAS OLAS	95	A
	07411309	2	A	BROW CO DIV ALCOHOL AND	95	A
	08106205	1	A	FL DEPT OF MANAGEMENT SERVICES	95	A
	02024354	1	A	REFLECTIONS OF LAS OLAS	95	A
	02013357	0	A	SWH HOLDINGS CORP	95	A
	08300808	1	A	FRASIER CHARLES L	95	A
	08316408	1	A	SHERWIN WILLIAMS CO	95	A
	10727006	1	A	19TH STREET LLC	95	A
	11830502	3	A	PARKWAY COMMERCE CTR LTD	95	A
	11830304	3	A	PARKWAY COMMERCE CTR LTD	95	A
	11830601	3	A	PARKWAY COMMERCE CTR LTD	95	A
	11830650	3	A	PARKWAY COMMERCE CTR LTD	95	A
	09439902	2	A	DRYCLEAN ACQUIRING CORP	95	A
	09439456	0	A	SBBC #0611 SUNLAND PARK ELEM	95	A
	11425006	1	A	SUNCREST CT HOUS AUTH	95	A
	11307808	3	A	ALL STEEL AND GYPSUM PRODUCTS	95	A
	12729505	1	A	H B A CORPORATION	95	A
	12729802	1	A	H B A CORPORATION	95	A
	12809950	0	A	BROWARD GENERAL HOSP	95	A
	12819009	4	A	NORTH BROWRD HOSPTL DIS	95	A
	12131009	1	A	HARARE DEVELOPMENT CO	95	A
	12228359	1	A	WILLIAM R SCHERER TRUST	95	A
	12126504	10	A	AZORRA PROPERTIES LLC	95	A
	12114252	0	A	PUBLIX SUPER MARKETS INC	95	A
	12903506	4	A	MORLEY BEVERLY	95	A
	12909107	5	A	ARDOX CORP	95	A
	13121801	0	A	FEDERAL MILLWORK	95	A
	13432554	1	A	EMBASSY SUITES #040	95	A
	13445317	0	A	ART INSTITUTE OF FT LAUD	95	A
	13470000	3	A	RUNAWAY BAY COND APTS	95	A
	13431465	0	A	OUTBACK STEAKHOUSE #1084	95	A
	11500501	4	A	B & L SERVICE INC	95	A
	12414009	2	A	COURTHOUSE LEGAL CENTER	95	A
	11331105	5	A	J & E INVESTMENTS LLC	95	A
	13912100	0	A	CORDOVA RD LTD	95	A
	13916101	1	A	CROMWELL WEST INC	95	A
	13929856	4	A	HATTERAS OF LAUDERDALE	95	A
	15798556	0	A	HAMPTON INN	95	A
	14507552	1	A	HOUSING AUTHORITY	95	A
	16338501	0	A	SCHAEFER INDUSTRIES	95	A
	16333007	1	A	ARI LIMITED PARTNERSHIP	95	A
	16385908	2	A	SCAN DESIGN OF FLORIDA INC	95	A
	16336000	5	A	HEAD HUNTER INC	95	A
	15799778	0	A	EAST PORT CENTER LTD	95	A
	36075471	0	A	SHELTAIR SIXTEEN LLC	95	A
	03685161	3	A	CHAREN L C LIMITED	95	A
	05200704	2	A	EAST POINT TOWERS CONDO	95	A
	05210208	7	A	OFFICE DEPOT INC #220	95	A
	05219704	0	A	WHOLE FOODS MARKET INC	95	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	33226457	4	A	DREXEL BLDG	95	A
	01235506	4	A	DSI AT LE CERCLE LLC	95	A
	21203500	1	A	PUBLIX - UTILITIES	95	A
	05802228	0	A	VICTORIA PARK SHOPPES	95	A
	05802236	0	A	VICTORIA PARK SHOPPES	95	A
	05801550	0	A	VICTORIA PARK SHOPPES-BLDG B	95	A
	05800826	0	A	VICTORIA PARK SHOPPES	95	A
	36092765	3	A	WATERPIK TECHNOLOGIES	95	A
	13440151	0	A	WALGREENS 7125	95	A
	00405506	2	A	SOUTHEAST HOSPITALITY CORP	95	A
	03749009	0	A	SBBC #0951	95	A
	16158404	8	A	RICH BEERS MARINE	95	A
	35831999	0	A	HORACIO O FERREA NAD INC	95	A
	20704151	0	A	SARRIA HOLDINGS II INC	95	A
	00712455	0	A	LA RIVE LTD	95	A
	12810057	0	A	BRWD GENERAL MED CTR EXPANSION	95	A
	06814008	1	A	DBSI ST TOWER LEASE CO LLC	95	A
	36091536	1	A	CYPRESS CREEK HOLDING LLC	95	A
	13925904	1	A	ECKERD DRUGS #93-250233	95	A
	16143505	2	A	JOHN GRABLE EXPORTS	95	A
	00710350	0	A	LA CASCADE	95	A
	05434402	0	A	KING MOTOR COMPANY	95	A
	00753004	0	A	LUXURY RESORTS INTERNATIONAL	95	A
	36079499	0	A	BROWARD COUNTY COMMISSIONERS	95	A
	36083236	5	A	ZEUS PROPERTIES LLC	95	A
	18237008	5	A	INDIAN RIVER TERMINAL CO	95	A
	13445242	0	A	THE PORT CONDOMINIUM	95	A
	36090892	4	A	T & G LLC	95	A
	01404904	1	A	WINN DIXIE	95	A
	09518200	4	A	WINN DIXIE	95	A
	13449905	4	A	WINN DIXIE STORES INC	95	A
	15797053	2	A	WINN DIXIE	95	A
	13414255	1	A	PATCO HOLDINGS LCC	95	A
	36096824	4	A	CYPRESS EXECUTIVE CENTER LLC	95	A
	00957506	1	A	VUE CONDOMINIUM ASSOC INC	95	A
	31439102	6	A	HOLY CROSS HOSPITAL	95	A
	00410084	1	A	A1A CLIPPER LLC	95	A
	00651406	1	A	A1A TRADER LLC	95	A
	00651802	1	A	A1A TRADER LLC	95	A
	32500480	1	A	69 STREET PROPERTIES LP	95	A
	00753301	3	A	TRANSACPA PRIVE DEVELOPERS LTD	95	A
	06614606	3	A	GRE 1ST FT LAUDERDALE LP	95	A
	05108295	0	A	VILLA MEDICI	95	A
	05108287	0	A	VILLA MEDICI	95	A
	05108279	0	A	VILLA MEDICI	95	A
	06805857	1	A	HALMOS PROPERTIES INC	95	A
	14505002	2	A	IMMA LLC DBA RIVERFRONT	95	A
	06032031	8	A	SUNRISE OFFICES LLC	95	A
	07328826	3	A	COYOTE UGLY SALOON	95	A
	36031805	4	A	TIRES LTD., LLC	95	A
	13926001	2	A	OFFICE DEPOT INC #2383	95	A
	36092690	8	A	ARCHIVES ONE XT122	95	A
	06936009	6	A	NRI PLAZA LLC	95	A
	12421558	1	A	900 SE 3RD AVE LLC	95	A
	00826008	5	A	FL SUNRISE PROPCO LLC	95	A
	06602809	3	A	CABOT EAST BROWARD LEASE CO LL	95	A
	36090272	4	A	CYPRESS EXECUTIVE ASSOCIATES L	95	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	02520500	2	A	KEYSTONE FL HOLDING COR	107	A
	02523553	0	A	DSI SUNRISE LLC/GUEST QUARTERS	107	A
	12823167	0	A	N BROWARD HOSPITAL DIST 1	107	A
	13445549	0	A	17TH STREET ASSOC	107	A
	33517707	1	A	MONTEGO BAY HOMEOWNERS	107	A
	15430978	0	A	BRWRD COUNTY SCHOOL BRD	107	A
	36084986	0	A	STATE OF FLA DOT	107	A
	36086825	0	A	NORTHWESTERN MUTUAL	107	A
	36088441	1	A	TEAM HORNER EQUIPMENT	107	A
	36089001	3	A	POOL WATER PRODUCTS/FT LAUDERD	107	A
	36091122	0	A	BUTTERS SAM	107	A
	36091841	0	A	SHERATON EXECUPT	107	A
	36093011	0	A	HUNTER DOUGLAS VERTICAL	107	A
	36095263	1	A	LAQUINTA INN #942	107	A
	36095354	0	A	WORLD JET INC	107	A
	36095388	0	A	WORLD JET INC	107	A
	05805007	0	A	PARKS & RECREATION	107	A
	19701333	0	A	BROW REG DET CTR	107	A
	06805154	0	A	BROWARD GOVERMENTAL CTR	107	A
	06929202	0	A	PARKING	107	A
	07321060	0	A	BROWARD CTR PERFORMING ARTS	107	A
	36055580	1	A	STORAGE USA FT LAUDERDALE #81	107	A
	00152744	0	A	POINT OF AMERICAS	107	A
	20911947	0	A	SBBC #0881	107	A
	20911962	0	A	SBBC #0881	107	A
	36083103	2	A	STATE OF FLORIDA DEPT OF MGMT	107	A
	05216353	2	A	19TH STREET INVESTORS INC	107	A
	05216403	2	A	19TH STREET INVESTORS INC	107	A
	36093037	0	A	LOTSPEICH CO OF FLORIDA INC	107	A
	36090405	2	A	LIBERTY PROPERTY LTD PRTNR	107	A
	16333106	3	A	ARI LIMITED PARTNERSHIP	107	A
	08124661	0	A	SEVENTH AVE FAMILY HEALTH CTR	107	A
	11330701	2	A	EAST GROUP PROPERTIES LP	107	A
	05204102	0	A	MAROONE CHEVROLET	107	A
	06928105	2	A	LEND LEASE AS ADVISOR/VV CITY	107	A
	06852651	0	A	LAS OLAS RIVERFRONT HOLDINGS L	107	A
	36083285	1	A	1900 BLDG ASSOC LTD	107	A
	36089324	0	A	ESA MANAGEMENT INC	107	A
	35815372	0	A	ESA MANAGEMENT INC	107	A
	31010507	2	A	CB RICHARD ELLIS	107	A
	36081891	1	A	CITRIX SYSTEMS INC	107	A
	36001485	2	A	COMMERCIAL STATION LLC	107	A
	00561100	0	A	JACKSON TOWERS CONDOMINIUMS	107	A
	04538153	0	A	SPORTS AUTHORITY	107	A
	36075729	0	A	MCCAULEY INVESTMENT CORP	107	A
	07127301	0	A	LAS OLAS COMPANY	107	A
	13017058	0	A	MAROONE MANAGEMENT SERVICES IN	107	A
	36091551	2	A	BANK ATLANTIC	107	A
	00800383	0	A	LE CLUB CONDOMINIUM	107	A
	36096253	0	A	CYPRESS CREEK CONCOURSE E	107	A
	36096261	0	A	CYPRESS CREEK CONCOURSE E	107	A
	36078558	1	A	ADELPHIA BUSINESS SOLUTIONS 78	107	A
	36078608	1	A	ADELPHIA BUSINESS SOLUTIONS 78	107	A
	36083277	1	A	1900 BLDG ASSOC LTD	107	A
	36061109	3	A	WELLS OPERATING PARTNERSHIP LP	107	A
	11500568	0	A	SBBC #4702	107	A
	11502374	0	A	SBBC #3701	107	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	36092716	7	A	CALVARY CHAPEL OF FT LAUD INC	107	A
	32463440	0	A	IMPERIAL PT OFFICE BLDG	107	A
	36075802	5	A	AERO DESIGN INC	107	A
	36081958	1	A	SPHERION CORP	107	A
	36084002	0	A	CHRISTIAN LIFE CENTER	107	A
	35815307	0	A	ESA MANAGEMENT INC	107	A
	36082105	1	A	CITRIX SYSTEMS INC	107	A
	36082402	3	A	SAWGRASS & SPECTRUM OFC PARK	107	A
	36082501	3	A	SAWGRASS & SPECTRUM OFC PARK	107	A
	13431572	0	A	CAUSEWAY CORPARATE PARK	107	A
	00152769	0	A	POINT OF AMERICAS #2	107	A
	00408054	0	A	MARRIOTT BEACH RESORT	107	A
	00962001	0	A	PALMS 2100 MASTER ASSOCIATION	107	A
	30840003	1	A	PUBLIX - UTILITIES	107	A
	01402270	0	A	SOUTHPOINT CONDO	107	A
	01403005	0	A	PLAYA DEL SOL	107	A
	01404821	0	A	REGENCY TOWER SOUTH	107	A
	01405752	2	A	PLAYA DEL MAR ASSOC INC	107	A
	00524967	1	A	RAHN BAHIA MAR LTD1	107	A
	01406305	0	A	OCEAN CLUB CONDO APTS	107	A
	02523504	1	A	DSI SUNRISE LLC GUEST QUARTERS	107	C
	01530203	1	A	PLAZA SOUTH ASSOC INC	107	A
	06709505	0	A	WAVERLY AT LAS OLAS	107	A
	07644305	0	A	SBBC #0211 STRANAHAN HIGH	107	A
	32161507	0	A	CJB REAL ESTATE MANAGEMENT LP	107	A
	02500106	0	A	BORDERS INC STORE #124	107	A
	04800306	0	A	PEP BOYS	107	A
	03513900	0	A	FT LAUDERDALE HARLEY DAVIDSON	107	A
	03516051	5	A	BED BATH & BEYOND	107	A
	04526000	5	A	SUBLIME RESTAURANT & BAR	107	A
	06815708	0	A	HAMPTON INN	107	A
	06940001	0	A	BROWARD COUNTY LIBRARY	107	A
	06906101	2	A	LAUDERDALE RIVER INC	107	A
	06924401	0	A	STILES CORPORATION	107	A
	06915805	0	A	FAU BCC (PO B31172)	107	A
	06916704	0	A	FIFTH AVENUE PARTNERS LTD	107	A
	06924252	0	A	SUMMIT PROPERTIES	107	A
	07430002	1	A	BROWARD DRUG & ALCOHOL	107	A
	10151009	1	A	HILLMONT GARDENS APT	107	A
	12138004	0	A	BROWARD COUNTY JAIL	107	A
	12220505	1	A	SCHOOL BOARD OF BROWARD	107	A
	12218053	3	A	AUTONATION INC	107	A
	13430459	0	A	SPACE PLUS AT 17 ST CSWY LTD	107	A
	13434527	0	A	ESA MANAGEMENT INC	107	A
	11702602	3	A	MAPEI CORP	107	A
	11702677	0	A	OCEAN INVESTMENT	107	A
	11702651	2	A	KORNAHRENS GROUP LLC	107	A
	15798200	3	A	BIG LOTS #553	107	A
	15799778	0	A	EAST PORT CENTER LTD	107	A
	05203401	1	A	MORSE OPERATIONS INC	107	A
	05212006	3	A	TOYS R US #51822	107	A
	05204052	2	A	MAROONE CHEVROLET	107	A
	04707154	0	A	HOME DEPOT USA INC	107	A
	01534205	1	A	L AMBIANCE CONDO ASSOCIATION I	107	A
	36095529	1	A	CYPRESS CREEK FLORIDA LLC	107	A
	36014504	3	A	IMPERIAL STONE MARBLE & GRANIT	107	A
	06829808	1	A	AVENUE LOFTS CONDO ASSOC INC	107	A

	CUST NO	CUST	STA	CUST NAME	SERVI	STA
	01402221	0	A	LHERMITAGE # 2	119	A
	36091734	1	A	CALVARY CHAPEL OF FT LAUDERDAL	119	A
	36091452	2	A	BANK ATLANTIC	119	A
	33520305	1	A	ERP OPERATING LIMITED PARTNERS	119	A
	00645903	1	A	TRANSWESTERN BEACH PLACE	119	A
	01402155	0	A	LHERMITAGE CONDO I	119	A
	07306459	0	A	MUSEUM OF DIS & SCIENCE	119	A
	32264236	0	A	IMPERIAL POINT HOSPITAL	119	A
	02516003	2	A	KEYSTONE FL HOLDING COR	119	A
	02521003	4	A	DILLARD DEPT STORE	119	A
	06853717	0	A	BROWARD CNTY GOV CEN PK	119	A
	06917728	1	A	SUNTRUST BANK S FL NA	119	A
	05214606	0	A	CIRCUIT CITY STORES	119	A
	Sub-Total: 18					
	Service Code: 131					
	36089290	2	A	MARBLE OF THE WORLD	131	A
	Sub-Total: 1					
	Grand-Total: 1,129					

Created: June 11, 2007

Last Revised: December 4, 2007

UTILITY BILLING PROCEDURES

1. The upload sheet listing routes for the current days billing will be faxed to Treasury from Public Works upon completion of the reading file upload each morning. Public Works will call the Computer Room and ask them to process the file and run the exception report and other associated billing reports. The Computer Room will notify Treasury when documents are ready for pick-up. A master route list will be maintained monthly and each day the routes uploaded for that day will be circled on the route tracking form. This serves as a checklist to ensure that all routes are billed each month. . Each route in billing must be labeled with the correct billing date. Label those routes billed the previous day with the date billed.
2. Run post-billing reports to check for problems or errors with the previous night's billing. This step will only be done if there was a billing run the previous night. The reports are as follows. From the Main Menu choose "U" User Defined Reports and follow this sequence:
 - a) "B" List of Large Bills. Enter the billing date (i.e., 061107) and highest \$\$ amount which will always be \$500.00 (enter as 500).
 - b) "C" List of Accounts Not Billed. Enter the billing date. This report lists all accounts not billed and the account status. Check all accounts with status "A", "I" and "F" to determine why account did not bill. If account in "F" status and no final bill has been issued, research disconnect work order and ensure final bill is produced.
 - c) "I" List of Large Credits. Enter the billing date. Enter the acceptable \$\$ amount which will always be "0". This report lists all accounts with negative amount billed on any service. Check to verify that credit is correct.
 - d) "L" Credit Service Bills. Enter the billing date. Enter the acceptable \$\$ amount which will always be "0". This report also lists all accounts with negative amount billed on any service. This report is similar to previous report, but it presents the information in a different format.

- e) "K" List of Large Consumption. Enter the billing date as shown in first step. This report lists all accounts with high consumption based on the system-defined parameters per meter size. Review this report to verify that nothing was missed on the exception report prior to processing the billing. If necessary, pull bill and do a work order or further investigation as warranted.
- f) "V" ACH Exception Report. Enter billing date. This screen will ask for a start and end date. Use the billing date for both fields. This report will list ACH customers who have a higher than normal bill amount. Review this report to determine if bill appears to be correct or if any further investigation or customer contact may be necessary.

These reports must be reviewed prior to releasing bills for preparation to mail. Any accounts identified as needing adjustment must be pulled from the batch for further action. In addition, prior to releasing the bills for processing, the billing clerk will check a random sampling of the bills to ensure that the correct file was used by the Computer Room to produce the bills. The Clerk III will maintain a spreadsheet on the shared drive listing account numbers sampled, the date billed and the route number. As an additional quality assurance measure, a crystal report is generated which extracts data from utility billing database. Given the parameters of the routes billed for that date, we extract total consumption billed and number of accounts billed. This report is exported to an excel spreadsheet and then compared for discrepancies to the Standard Billing Journal produced by the utility billing system. The two reports are then closely examined to isolate when the problems occurred.

This crystal report is also used for processing credit adjustments for the Port Everglades master meter. Route 370 is a special route used by the City of Fort Lauderdale to bill all of the master meters, which are used by other cities to purchase water from the City of Fort Lauderdale. One of those customers is Port Everglades. Within the Port, there is a Route 375 through which each of the individual customers are billed individually by the City of Fort Lauderdale for their water consumption. This water is being metered through the Port master meter and is metered again through the individual meters. After Route 370 and Route 375 are billed, we take the total consumption billed for Route 375 from the Standard Billing Journal and credit the Port Everglades for that amount of consumption. The crystal report is run as a quality assurance check to make sure the Standard Billing Journal is correct.

3. Once the Computer Room has notified Treasury that the upload process is completed the Pre-Bill Exception Report can be run. This report is divided into

sections similar to the regular Billing Exception Report and will isolate problems that may have been missed.

4. The Exception Report can be accessed online by going to main menu selection 8-8 Exception Work Orders. It will list each category on the report where accounts can be viewed and work orders generated as required. A copy of the report is provided by the Computer Room for our records. Every page of the exception report will be reviewed and initialed by the Billing Clerk. Treasury will have the exception work orders completed by 10:00am each morning and call Bermex to pick them up for rechecking in the field. Bermex must complete the work order and return them to Treasury by 3:00pm the same business day. The exception report is broken down as follows:
 - a) No Reading: Any account in this section must have a work order generated for recheck.
 - b) Read < Prior: Accounts will generally have a recheck generated in this category. If a review of the consumption history indicates that it is a "meter turn-over", the consumption and reading may be corrected by the billing clerk without a recheck. Otherwise, a recheck should be generated.
 - c) High Consumption: Accounts listed in this category will show consumption history for prior 12 months. This will be used to determine the need to generate a work order. Not all accounts will qualify for a recheck. The parameters to be determined are as follows:
 - i. Residential and Commercial accounts with average usage ≥ 5000 /mo and current usage two times greater than average, The Rep. will generate a work order.
 - ii. In addition, Condo and Irrigation accounts with average usage ≥ 5000 gal/mo will be compared to usage same time last year due to seasonal occupancy and rainy versus dry season for watering.
 - d) Low Read: Accounts in this category exhibit consumption lower than normal. The need to generate a work order will be based on parameters defined as follows:
 - i. Commercial and Condo consumption decreases by 50% of average.
 - ii. Residential and irrigation decreases by 75% of average.

- e) Third Estimate: Accounts that have been estimated for any reason for three consecutive months will appear in this category. A work order will be generated to attempt to obtain a true meter reading. If Bermex is still unable to get a true read, -further action will be taken, which may include notifying the customer of the problem or requesting Public Services to assist with obtaining read.
 - f) > Third Estimate: Accounts that have been estimated for any reason for four or more consecutive months will appear in this category. The customer will be sent a second notification letter and a work order will be generated for Public Works.
 - g) Zero Consumption: Accounts in this category will be reviewed for work order to determine if a zero consumption has occurred for three or more consecutive months. Large meters, such as for condos and large office buildings should be checked as soon as they appear on the report.
 - h) Estimated Read: Any account appearing in this section with an estimate code of "EF" (Can't Find) or having an invalid estimate code entered must have a work order generated for Bermex to recheck. Any account appearing with an estimate code of "ES" (Stopped Meter) must be referred to the meter shop for investigation.
 - i) Illegal Consumption: This is a list of accounts that are closed and the meter is showing consumption. A work order is generated for Public Works to investigate if the meter has been turned back on without an active account to bill. If the meter is found on and additional water has been used since final read taken, another work order will be generated for the Meter Shop to remove the meter.
5. The billing clerk will maintain an "Exception Log Book" where statistics of each day's upload, exception report, work orders and other information will be recorded.
6. When the exception work orders are returned to Treasury by Bermex, the billing clerk will review each one and make necessary corrections to the accounts. These corrections will be entered on two screens, from the main menu use either 2-B Adjust Meter Readings for 3-2 Post Meter Readings. If there are accounts that appear to require further investigation or action, the billing clerk will generate additional work orders for Public Works. In addition, Bermex generates their own reports for estimated meters and no-read meters from the upload. They will have one of their meter readers go out to the properties and attempt to get reads in addition to the work orders generated by Treasury. When they return our work orders they include a copy of their reports with reads they picked up. These will be entered as well prior to billing.

7. After all of the corrections have been completed, a second Pre-Bill Exception will be run as a final check to ensure that everything is corrected to the best of our ability.
8. Once everything has been reviewed, an email will be sent to the Computer Room listing the routes to be billed that night.
9. There is also a nightly Final Bill process run by the Computer Room. This will produce a Final Billing Journal and a report of deposits applied. This is for accounts that have been disconnected and the final bill process was completed in the system that day. This report is reviewed both to ensure that the deposits were processed for refund on the final bill or transferred to a new account if appropriate, and also to verify that the final bill appears to be correct (not unusually high or a negative amount billed).
10. The Senior Customer Service Representative will once a month review a selection of the daily billing reports to ensure that procedures are followed and maintain a spreadsheet on the shared drive of reports selected for review.

Created: June 11, 2007

Last Revised: ~~October 4~~ December 4, 2007

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~~1. Cross through routes and put date billed for ones billed the previous day.~~
2. Run post-billing reports to check for problems or errors with the previous night's billing. This step will only be done if there was a billing run the previous night. The reports are as follows. From the Main Menu choose "U" User Defined Reports and follow this sequence:
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 - ii. In addition, Condo and Irrigation accounts with average usage \geq 5000 gal/mo will be compared to usage same time last year due to seasonal occupancy and rainy versus dry season for watering.
 - d) Low Read: Accounts in this category exhibit consumption lower than normal ~~and again work order will be based on prior 12 months consumption at the discretion of the billing clerk.~~ The need to generate a work order will be based on parameters defined as follows:
 - i. Commercial and Condo consumption decreases by 50% of average.
 - ii. Residential and irrigation decreases by 75% of average.

- e) Third Estimate: Accounts that have been estimated for any reason for three consecutive months will appear in this category. A work order will be generated to attempt to obtain a true meter reading. If Bermex is still unable to get a true read, -further action will be taken, which may include notifying the customer of the problem or requesting Public Services to assist with obtaining read.
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to the properties and attempt to get reads in addition to the work orders generated by Treasury. When they return our work orders they include a copy of their reports with reads they picked up. These will be entered as well prior to billing.

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