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May 20, 1997

VIA FACSIMILE AND U.S. MAIL

Thomas A. Cloud, Esquire  
Gray, Harris & Robinson, P.A.  
P.O. Box 3068  
Orlando, FL 32802-3068

Re: Windstream Utilities Company; Docket No. 960867-WU  
Extension of Service Territory  
Our File No. 26067.02

Dear Tom:

I am in receipt of your letter of May 15, 1997, and believe it deserves a response in order to follow-up on my earlier correspondence concerning service of documents.

I am sure you have confidence in your Tallahassee partner, Mr. Brewton, however, I can assure you that this document has not been received even by Monday, May 19, 1997. My sister has worked for the U.S. Post Office for approximately 25 years now and assures me that the mail in Tallahassee to other parts of Tallahassee does not go through Jacksonville. Even if it did, it would be in my hands by now.

As you note in your letter, I did receive a hand delivered copy of the Motion on Thursday, not long after my letter was faxed to you, and I thank you for this.

You expressed concern with the tenor of my letter, however, if it served its purpose, to ensure more careful handling of documents allegedly sent to our firm, then that is all I was seeking. I do not believe it is unprofessional to raise this concern, especially when it has happened twice. I am attempting to ensure that it does not happen again. I note for your information that your May 15, 1997, letter to me as received by overnight mail, has a red stamp on the front suggesting that it was sent to me by facsimile on Thursday, May 15. I can assure you it was not. Once again, if you

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FPSC-RECORDS/REPORTING

Thomas A. Cloud, Esquire  
May 20, 1997  
Page 2

have anything to demonstrate that in fact it was sent to me and received by our office, I will gladly apologize. However, on Friday, I made a thorough search after receipt of the original to determine whether it was faxed to me and it was not.

Tom, the reason that I have brought these things to your attention is that I am very concerned that these minor misunderstandings can become major ones if they involve important documents and I do not become aware of them in a manner which prejudices my client. I have been practicing before the Public Service Commission almost daily for twelve years, and I believe in that time, I have only had one incident of documents not being delivered as is alleged. In this case, this now makes the third time there has been either a certificate of service or an allegation that a document was delivered in a certain fashion when, in fact, it was not.

As to your comments about our having filed numerous pleadings and letters with the PSC and other agencies in which your firm has not been copied, that is not true. I have researched my files and found that since you have become a party, you have received every correspondence and pleading involving this case. In fact, even when you were not a party, once our firm became aware of your request to become one, you have received every pleading filed, even though you were not entitled to them until you became a party. The only exceptions to this were a letter sent to the Staff concerning a question raised in February, a copy of which was not sent to you as at that time you were still not a party to this proceeding, and a public records request to Marion County which is not required to be filed with you.

Finally, you suggest that I could have mentioned that I had not received your Motion during our telephone conference on Thursday morning. In fact, I did. I told you that I was surprised to hear that such a Motion had been filed when you mentioned it. I told you I had been out of the office for the early part of the week and was looking through my mail and had seen no such Motion. I also assured you that I would check on it to see if it had been received and simply misfiled. After discussing the issue with several people in my organization who may have received those documents, and assuring myself that they never arrived at our office, only then did I write you the letter.

In conclusion, if my letter offended you, I am sorry. However, I am very concerned with this problem. If raising these concerns in my letter can in any way contribute to your redoubling

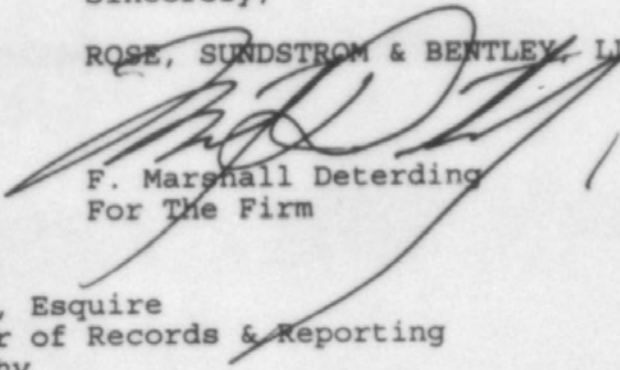
Thomas A. Cloud, Esquire  
May 20, 1997  
Page 3

your efforts to ensure that I receive these documents in a timely manner, then my purpose in writing to you has been served.

If you have any questions with regard to any of these matters, please let me know.

Sincerely,

ROSE, SUNDSTROM & BENTLEY, LLP



F. Marshall Deterding  
For The Firm

FMD/lts

cc: Donna Cyrus-Williams, Esquire  
Blanca Bayo, Director of Records & Reporting  
Butch and Shari Dlouhy