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ORIGINAL
TIMOTHY DEVLIN, Director
Auditing & Financial Analysis
(904) 413-6480

Public Service Commission

November 25, 1997

Mrs. Terri Polanis
Hacienda Village Utilities, Inc.
C/O 6939 Hachem Drive
Port Richey, Florida 34668

Sent Certified Mail: #P 062 875 631

RE: Hacienda Village Utilities, Inc.
Audit Control No. 97-114-2-1

Dear Mrs. Polanis:

I received your certified letter dated October 22, 1997. In the letter, you asked several questions to which I will respond. First, you asked why Hacienda Village Utilities, Inc. was required to pay additional regulatory assessment fees. Hacienda Village was not charging its tariffed rates to all its customers. Some of its customers were being charged less than the tariffed rate. Robert J. Casey explained this in a letter to Mr. Hachem dated August 12, 1997. The calculation of the additional regulatory assessment fees was included in Mr. Casey's letter and in Audit Exception 12 of staff's audit report. Although you did not charge the correct tariffed rate, regulatory assessment fees must still be paid as if the correct rates had been charged. We understand that the revenues we used to calculate regulatory assessment fees do not match those from the tax returns that you submitted.

If you would like a formal ruling to be made by the Commissioners regarding the larger amount of regulatory assessment fees that were due, a letter or petition regarding same should be sent to the following address:

Blanca S. Bayo', Director
Division of Records and Reporting
Florida Public Service Commission
4075 Esplanade Way, Room 110
Tallahassee, Florida 32399-0805

DOCUMENT NUMBER-DATE

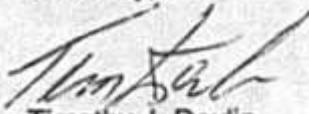
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The letter or petition should include, at a minimum, the name of the utility, the company contact, address, phone number, a description of your complaint, and the remedy you would like.

If you have any additional questions, please call Robert Casey at (850) 413-6974.

Sincerely,



Timothy J. Devlin
Director

TJD/BWS/slc

cc: Blanca S. Bayo
Robert Casey
Lila Jaber
Evelyn Sewell