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TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 24, 2003

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COMMISSION
CLERK

Service Management Systems, Inc.
Mr. James H. Bates, President
235 Hammock Shore Drive
Melbourne Beach, Florida 32951

021228-WS

Dear Mr. Bates:

This letter is to confirm our telephone conversation earlier today concerning details of the irrigation system. In accordance with the last Commission Order concerning flat irrigation rates, staff must analyze and present to the Commissioners in this case whether those customer(s) on flat rates should be metered. In order to accomplish this task, staff must obtain:

A set of plans, drawing, graphics study, or illustration that shows the irrigation distribution system clearly mapped to the Aquaria service area, and showing each service lateral extending from the main to a customer.

This set of plans, drawing, graphics study, or illustration should show the size of the line for each main, lateral, and service outlet.

An illustration that clearly shows which irrigation customer(s) are metered, which customer(s) are not metered, and the size of each meter for those metered customers connected to the irrigation/fire flow system.

The number of fire hydrants and the location of each along the infrastructure of mains.

The identity of each irrigation customer(s) currently on flat rates, how much it will cost to meter their service, and how the utility would finance the cost of providing meters to those customers.

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Service Management Systems, Inc.

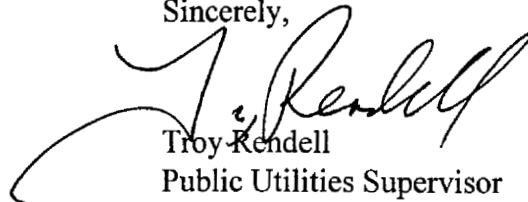
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March 24, 2003

In order for staff to adequately analyze this information, please submit your response by April 14, 2003. Your cooperation would be appreciated.

If you have any questions, don't hesitate to call Mr. Ted Davis at (850) 413-6966.

Sincerely,

A handwritten signature in black ink, appearing to read "T. Rendell", with a long, sweeping underline that extends to the left and under the text below.

Troy Rendell

Public Utilities Supervisor

TR/td

Enclosure

cc: Division of Economic Regulation (Willis, Fitch, Davis, Hudson, Sargent)
Division of Legal Services (Jaeger)
Division of Commission Clerk and Administrative Services (021228-WS)