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(LICENSED IN TEXAS ONLY)

April 18, 2003

Ms. Blanca Bayo  
Commission Clerk and Administrative Services Director  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

Re: Docket No. 030236-WS; Utilities, Inc. of Pennbrooke's Application for Authority to Transfer Facilities and Certificate Nos. 466-W and 400-S  
Our File No.: 30057.56

Dear Ms. Bayo:

The PSC Staff has asked that we file a response to the April 7, 2003, letter from John O'Brien to you in the above-referenced docket.

At the outset, I would point out that Mr. O'Brien states that he has suffered a low water pressure problem since as early as 1998. In the Utility's most recent Staff Assisted Rate Case, which concluded in Order No. PSC-01-1248-PAA-WS, the Commission addressed water pressure in its evaluation of quality of service. In doing so, the Commission stated as follows:

*Our Staff engineers noted that the Utility's operator has the plant regulated to maintain average pressure of 55 PSI. Records on file at DEP do not indicate pressure problems and contain no complaints of low pressure reported by customers. By all reports, it appears that the Utility currently supplies water above the 20 PSI minimum required by DEP.*

Mr. O'Brien has complained periodically to the Utility regarding his water pressure, and each time the pressure and flow were checked it has always been above the minimum required by Code and is considered acceptable. The Utility even had the Florida Rural Water Association do a flow test over a 24-hour period and concluded that the pressure was satisfactory.

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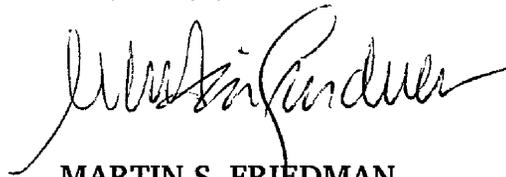
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Mr. O'Brien lives on a cul-de-sac that is served by a 4" deadend water line. While his water pressure and flow does fluctuate depending upon the particular time of day, the pressure always remains above the minimum standard. The Utility has installed a new hydrotank at the water plant and increased the flow rate and pressure by 5 PSI coming out of the plant. Other residents on Mr. O'Brien's cul-de-sac have noticed an improvement, however, apparently, Mr. O'Brien is not satisfied.

The Utility meets all pressure and flow requirements, including those for fire flow. There is no further action which the Utility can take to appease Mr. O'Brien.

Very truly yours,



MARTIN S. FRIEDMAN  
For the Firm

MSF:dmp

cc: Mr. Arthur Erickson  
Mr. Steve Lubertozzi  
Mr. Don Rasmussen  
Mr. Patrick Flynn  
Ms. Alice Crosby  
Mr. Richard Redemann

ASO\Utilities\56 Pennbrooke\PSC Clerk 07.ltr