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CAPITAL CIRCLE OFFICE CENTER
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Public Service Commission

October 8, 2003

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COMMISSION
CLERK

Mr. Harold Shriver
11130 Baker Road
Keymar, MD 21757-8126

Re: Docket No. 030828-WS - Complaint Nos. 512346W and 533120W Contesting High Water and Wastewater Bills for December 2002 and April 2003, Respectively, Filed by Mr. Harold Shriver Against Terra Mar Village Utilities, Inc., in Volusia County.

Dear Mr. Shriver:

Pursuant to your request, attached are copies of the photographs, the invoices for services from Wekiva Utilities of Central Florida (Wekiva), and the billing records for service to you sent to us by Terra Mar Village Utilities, Inc. (Terra Mar). On one invoice involving the change-out of your meter on March 26, 2002, there is language that specifically states: "Whenever Wekiva Utility replaces a meter, the meter will begin with a 'zero' balance." From a review of the invoice, staff could not tell if that language had been added by Terra Mar or was language on the invoice from Wekiva. Therefore, staff specifically called Wekiva, and Wekiva confirmed that it does zero out all meters installed by it, and that the invoice was correct.

I have previously sent you a copy of Mr. Hanna's letter dated May 22, 2003, concerning the leak he observed at your residence. Staff has not talked to Mr. Hanna to get any further detail on the leak he observed, but it is clear that he could see the leak from your meter, and that it was between the meter and your mobile home.

Finally, the item is scheduled to be heard at the October 21, 2003, Agenda Conference. Therefore, staff is now filing its recommendation on October 9, 2003, for that agenda conference. That recommendation is also enclosed with the standard cover letter. However, I am aware that you wish to participate by telephone on October 21, 2003, and that you would prefer to go as soon as possible after the 9:30 a.m. start time. I will pass this request on to the Chairman's office and will keep you apprised of her decision and whether we need anything further from you. I will advise you in detail on what you must do to attend the October 21, 2003, Agenda Conference, by telephone.

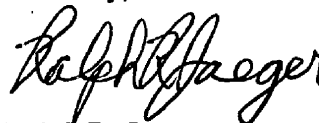
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If you have any questions, or if I can be of any further assistance please contact me at 850-413-6234.

Sincerely,



Ralph R. Jaeger
Senior Staff Counsel

RRJ/jb

cc: Mr. Frank Uddo (Terra Mar Village Utilities, Inc.)(w/o attachments)
Division of the Commission Clerk and Administrative Services (w/o attachments)
Division of Consumer Affairs (K. Smith)

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