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DIVISION OF ECONOMIC REGULATION  
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Public Service Commission

April 20, 2004

Martin S. Friedman  
Rose Sundstrom & Bentley, LLP  
650 S. North Lake Boulevard, Suite 420  
Altamonte Springs, Florida 32701

**Re: Docket No. 030444-WS, Application for Rate Increase in Bay County by Bayside Utility Services, Inc.**

Dear Mr. Friedman:

At the April 15, 2004, customer meeting in this docket, several customers expressed complaints regarding the utility's quality of service. Staff requests that the utility provide a response to each of the complaints discussed at the customer meeting. Please provide this response by May 4, 2004. In your response, please separately state the customer's name, his/her complaint, and the utility's response to that customer's complaint. In order to assist the utility, I have enclosed a copy of staff's cassette tape recording of the customer meeting. If you have any questions, please contact me by phone at (850) 413-6918 or by e-mail at [pmerchan@psc.state.fl.us](mailto:pmerchan@psc.state.fl.us).

Sincerely,

Patricia W. Merchant  
Public Utilities Supervisor

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_ Enclosure  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_ cc: Division of Economic Regulation (T. Davis, Fletcher)  
GCL \_\_\_\_\_ Office of the General Counsel (Jaeger)  
OPC \_\_\_\_\_ Division of the Commission Clerk and Administrative Services  
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