

ORIGINAL

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

Public Service Commission

May 20, 2004.

Mr. Martin S. Friedman, Esquire
Rose, Sundstrom & Bentley, LLP
600 S. North Lake Blvd.
Suite 160
Altamonte Springs, FL 32701 6177

COMM
MAY 25 PM 3:47
PSC
COMMISSION
CLERK

Re: Docket No. 030444-WS; Application for rate increase in Bay County by Bayside Utility Services, Inc.

Dear Mr. Friedman:

During the Customer Meeting on April 15, 2004, the customers expressed many concerns about the quality of service provided by the utility. Listed below are just a few of the problems noted by the customers:

1. Delayed reaction time to accomplish repairs due to the operator's base of operation being 40 miles away, and the time it takes to (a) get him to the site, and (b) make the repair (or find another company to make the repairs);

2. Difficulty in contacting anyone in the Altamonte Springs office for any reason; and

3. Very little maintenance, and, as to illustrate the maintenance deficiencies, commented that the light on the middle lift station had been on for three days.

CMP _____
COM _____
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OPC _____
MMS _____
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SEC 1
OTH _____

Please provide details on improvements to the water and wastewater system that will enhance the quality of water and wastewater service, and insure that timely repairs will be made. Please provide this information by June 7, 2004, so that we can include your response in the recommendation.

DOCUMENT NUMBER - DATE
05965 MAY 25 04
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Internet E-mail: contact@psc.state.fl.us

Mr. Martin Friedman, Esquire

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Thursday, May 20, 2004

If you have any questions, please contact the undersigned.

✉

Sincerely,

A handwritten signature in black ink that reads "Richard Redemann". The signature is written in a cursive style and is positioned above the typed name.

Richard Redemann, P.E.

C:\msword\03444a.doc

cc: Bayside Utility Services, Inc. (Flynn, Dunn)
Division of Economic Regulation (T. Davis , Merchant, Fletcher)
Office of General Counsel (Jaeger)
Division of the Commission Clerk and Administrative Service