

ORIGINAL

STATE OF FLORIDA



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CHARLES M. DAVIDSON

RECEIVED-PPSC
GENERAL COUNSEL
RICHARD D. MELSON
(850) 413-6248
SEP -3 PM 3:36

COMMISSION
CLERK

Public Service Commission

September 2, 2004

Steve Shirah
Tymber Creek Utilities, Inc.
1951 W. Granada Blvd.
Ormond Beach, FL 32174

Re: Docket No. 040300-SU Staff Assisted Rate Case for Tymber Creek Utilities, Inc., in Volusia County

Dear Mr. Shirah:

This will confirm that Commission Staff will hold a customer meeting at the Ormond Beach Performing Arts Center on Thursday, October 7, 2004. We ask that, if at all possible, you or another knowledgeable representative of the utility attend the meeting in order to answer customer questions. The location of the meeting will be the:

Ormond Beach Performing Arts Center
399 N. U.S. #1
Ormond Beach, Florida 32174

The original customer meeting notice is enclosed. Please note the date has been left blank so that you can fill in the date that the notice is sent to the customers. The customers must have at least 14 calendar days' notice of the meeting, calculated from the day that they receive the notice as required by Rule 25-22.0407(9)(b), Florida Administrative Code (F.A.C.). Please furnish me with a copy of the notice, as reproduced at the time it is distributed to your customers, together with a cover letter indicating the exact date(s) on which the notice was mailed or otherwise delivered to the customers.

CMP _____
COM _____
CTR _____
ECR _____

GCL _____
OPC _____
MMS _____

Two copies of the staff report dated September 1, 2004 are enclosed. When you receive the staff report, please ensure that a copy of the completed Application for Staff Assistance and the staff report are available for review, pursuant to Rule 25-22.0407 (9)(b), F.A.C., by all interested persons at the following location:

RCA _____
SCR _____
SEC 1
OTH _____

DOCUMENT NUMBER-DATE
09714 SEP-3 3

Tymber Creek Utilities, Inc.
1951 W. Granada Blvd.
Ormond Beach, FL 32174

For your convenience, I have also enclosed a copy of Rule 25-22.407, F.A.C.

Should you have any questions about any of the matters contained herein, please do not hesitate to contact me at (850) 413-6234. In addition, you may contact Tracey Biggins at (850) 413-6844, or Shannon Hudson (850) 413-7021 with any questions.

Sincerely,

A handwritten signature in black ink that reads "Ralph R. Jaeger". The signature is written in a cursive style and is positioned above the typed name and title.

Ralph Jaeger
Senior Attorney

Enclosures

RJ:sh

cc: Division of Economic Regulations (Willis, Rendell, Biggins, Hudson)
Division of Commission Clerk and Administrative Services (040300-SU)
Office of Public Counsel

Rule 25-22.0407(9), Florida Administrative Code

(9) When a utility applies for a staff-assisted rate case in accordance with Section 367.0814, Florida Statutes, and Rule 25-30.455, F.A.C., and staff-assistance is granted, the requirements of subsections (2), (3), (4), and (5) of this rule shall not apply.

(a) Upon receipt of the staff reports, the utility shall place two copies of its application for staff-assistance and the staff reports at any business offices it has in its service area. Such copies shall be available for public inspection during the utility's regular business hours. If the utility does not have a business office in its service area, the utility shall place two copies of its application and the staff reports at the main county library, the local community center or other appropriate location that is within or most convenient to the service area and that is willing to accept and provide public access to the copies.

(b) No less than 14 days and no more than 30 days prior to the date of a customer meeting conducted by the Commission staff, the utility shall provide, in writing, a customer meeting notice to all customers within its service area and to all persons in the same service areas who have filed a written request for service or who have been provided a written estimate for service within the 12 calendar months prior to the month the petition is filed.

(c) The customer meeting notice shall be approved by the Commission staff prior to distribution and shall include the following:

1. The date the notice was issued;
2. The time, date, location, and purpose of the customer meeting;
3. A statement that the utility has applied for a staff-assisted rate case and the general reasons for doing so;
4. **A statement of the location where copies of the application and the staff reports are available for public inspection and the times during which inspection may be made;**
5. A comparison of current rates and charges and the proposed new rates and charges;
6. The utility's address, telephone number, and business hours;
7. A statement that written comments regarding utility service or the proposed rates and charges should be addressed to the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870, and that such comments should identify the docket number assigned to the proceeding;
8. A statement that complaints regarding service may be made to the Commission's Division of Consumer Affairs at the following toll-free number: 1(800)342-3552.
9. A statement that the Commission will be reviewing the utility's service availability charges in the pending case and that the Commission may adjust those charges.
10. The docket number assigned by the Commission's Division of the Commission Clerk and Administrative Services.

(d) The customer meeting notice shall be mailed to the out-of-town address of all customers who have provided the utility with an out-of-town address.

(e) If the proposed agency action order issued in the case is protested and any hearings are subsequently held, the utility shall give notice in accordance with subsections (6) and (7) above.