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ORIGINAL

D. Bruce May, Jr.
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September 27, 2006

VIA HAND-DELIVERY

Ms. Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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COMMISSION
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Re: Response of Four Points Utility Corporation ("Utility") to Order to Show Cause -
FPSC Order No. PSC-06-0753-SC-WS
FPSC Docket No. 050595-WS

Dear Ms. Bayo:

This letter is submitted on behalf of our client, the Utility, in response to the Commission's Order No. PSC-06-0753-SC-WS, issued September 6, 2006 (the "Order"). The Order requires the Utility to show cause as to why it should not be fined \$5,000 for alleged violation of Section 367.031, 367.081(1), and 367.091(3), Florida Statutes, and Rules 25-30.032(1), 25-30.34(1)(g), and 25-30.135, Florida Administrative Code. In response to the Show Cause Order, and in a good faith effort to resolve this matter without admitting to any violations alleged, the Utility hereby encloses a check in the amount of \$5,000.

On August 15, 2006, when the Commission initially voted to issue the Order, statements from several of the Commissioners suggested that it would be helpful for the Utility to explain in its response the steps it had taken to address concerns of the customers and staff. That information is attached hereto as Appendix "A."

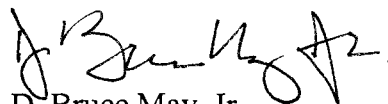
For our records, please acknowledge your receipt of this filing on the enclosed copy of this letter. Thank you for your consideration.

Check received with filing and forwarded to Fiscal for deposit. Fiscal to forward deposit information to Records.

Initials of person who forwarded check:

Sincerely,

HOLLAND & KNIGHT LLP


D. Bruce May, Jr.

RECEIVED & FILED

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FPSC-COMMISSION CLERK

Blanca S. Bayo
September 27, 2006
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Enclosures
DBM:kjg

cc: Rosanne Gervasi
Cheryl Johnson
David Meadows
Jim Brett

APPENDIX "A"

Subsequent to the opening of this docket, Four Points Utility Corporation (the "Utility") as taken the following steps to ensure that its operations are in compliance with the FPSC's rules and to respond to concerns expressed by customers and staff:

- The Utility has retained the law firm of Holland & Knight to ensure that its operations lawfully comport with the FPSC's requirements.
- The Utility has retained the services of Mr. Robert Dodrill, an accountant with FPSC experience, to assist in the completion of its application and providing additional information requested by FPSC staff.
- The Utility also retained Mr. Dodrill to ensure that the books and records of the Utility are kept in compliance with the NARUC Systems of Accounts. The conversion of the Utility's accounting systems to the NARUC System of Accounts was completed in August 2006.
- The Utility has retained Mr. Dodrill to enhance its billing system, and has established new meter reading and billing protocols to meet the needs of its customers.
- The Utility has retained Mr. Dodrill to assist in developing fair and reasonable rates for the Utility.
- The Utility has filed financial information that demonstrates that the Utility has the financial ability to provide water and wastewater service.
- The Utility has sent letters to all customers asking that they contact the Utility if they experience problems or have disputes regarding their bill.
- The Utility has implemented a customer service system to track and respond to customer service requests within the hour when possible.
- The Utility has adopted a policy of notifying its customers if any thing appears out of the ordinary at time of reading the meter.
- On September 6, 2006, the Utility conducted a customer meeting to address concerns and issues identified by customers.
- The Utility has participated in conference calls with customers in an effort to pursue settlement of the disputes, and on September 22, 2006, filed a joint notice of the Utility's and the customers' intent to pursue mediation.

THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER

FOUR POINTS UTILITY

101 GOLDEN MALAY PALM WAY
DAVENPORT, FL 33897

FIRST NATIONAL BANK
DAVENPORT, FLORIDA

63-1403/631

179

9/26/2006

Public Service Commission

\$ **5,000.00

PAY TO THE
ORDER OF

Five Thousand and 00/100*****

DOLLARS

Public Service Commission



Deanne Meixner MP

EMO Docket # 050595-WS

SECURITY FEATURES INCLUDED. DETAILS ON BACK.

R POINTS UTILITY

Public Service Commission

9/26/2006

179

Date	Type	Reference
9/26/2006	Bill	

Original Amt.
5,000.00

Balance Due	Discount
5,000.00	
Check Amount	

Payment
5,000.00
5,000.00

Center State Bank

5,000.00