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STATE OF FLORIDA



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Public Service Commission

April 15, 2010

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COMMISSION
CLERK

Frank Scutt
Treasurer, Home Owners Association
Committee Chairman
891 Caroline Palm Lane
Oviedo, FL 32765

090447

Dear Mr. Scutt:

Your letter of April 8, 2010, was referred to me for response. I wanted to clarify that the meeting on Thursday, April 22, 2010, at Palm Valley is not a hearing. It is a customer meeting conducted by the staff of the Public Service Commission. The purpose of the meeting is two-fold. It is a chance for the staff to explain the process to you, including the process for you, the customer, to give your input to the Commission. And, it is also an opportunity for you to tell Commission staff about your experience with the utility's quality of service, the rates included in the preliminary report, and any other matter regarding the utility's requested rate increase.

The meeting on April 22, 2010, is not your only opportunity to provide the Commission with information. There is also an opportunity to mail or email your comments to the Commission, as well as to attend the Commission's Agenda Conference on June 15, 2010, to speak directly with the Commission. If you are dissatisfied with the Commission's decision at the Agenda Conference, there is another opportunity for you to challenge any rate increase through a more formal hearing process.

Because the April 22nd customer meeting is only the beginning of your ability to be involved in the decision process, and is an excellent opportunity for you to understand the Commission process, we will not be postponing the customer meeting. Additionally, the state statutes require decisions to be made in a limited timeframe and postponing the customer meeting would jeopardize our ability to complete the review in the time mandated by the state legislature.

The report that you wish to review is available at our website, www.floridapsc.com. Go to the Dockets and Filings tab, click on Dockets, and when the dockets page opens, type in Docket Number 090447. If you click on Document Filing Index, it will give you a list of all the documents filed in this case. Document 02664-10 is the staff report. I am also attaching a copy for your convenience.

DOCUMENT NUMBER-DATE
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If I can be of further assistance, please contact me at 850-413-6230. If you have questions about the content of the staff report, please contact Shannon Hudson at 850-413-7021.

Sincerely,

A handwritten signature in cursive script that reads "Lisa C. Bennett". The signature is written in black ink and is positioned above the printed name and title.

Lisa C. Bennett
Senior Attorney

LCB:th

Attachment

cc: Office of Commission Clerk (without attachment)