

Commissioners:
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DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(904) 413-6199

Public Service Commission

March 12, 1996

Dr. Wil Gross
1899 Woodbine Court
Marco Island, FL 33937

Re: Reported High Water Usage -- Docket No. 950495-WS

Dear Dr. Gross:

This letter is in response to your most recent inquiry concerning your complaint of high bills as a customer of SSU's Marco Island facility. Commission Staff only sent a copy of the information regarding your complaint to the Office of Public Counsel (OPC) for the purpose of making OPC cognizant of your complaint.

The Commission Staff did not intend to send your complaint to OPC for handling. Complaints regarding quality of service are within the purview of the Commission. Your specific concerns will be addressed in the quality of service portion of the pending rate case. Please contact me at (904) 413-6199 if you have any further questions in this matter.

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____ LAJ/mw
- LIN _____
- OPC _____
- RCP _____
- SEC 1 _____
- WAS _____
- OTH _____

Sincerely,

Lila A. Jaber
Bureau Chief, Water & Wastewater
Division of Legal Services

cc: Division of Water & Wastewater (Hill, Amaya)
Division of Legal Services (O'Sullivan)
Division of Records & Reporting
Charlie Beck, Office of Public Counsel

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