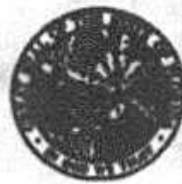


Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF WATER &
WASTEWATER
CHARLES HILL
DIRECTOR
(904) 413-6900

ORIGINAL
FILE COPY

Public Service Commission

June 26, 1996

Ms. Judy Sweat, Manager
Customer Service
Southern States Utilities, Inc.
1000 Color Place
Apopka, Florida 32703

Re: Docket No. 960537-WS, Complaint by Dr. Wil Gross

Dear Ms. Sweat:

This letter serves as written confirmation of the proposed informal resolution to the complaint of Dr. Wil Gross, a Southern States Utilities, Inc. (SSU) customer on Marco Island. Ms. Amaya of the Commission staff proposed to settle the matter by splitting the disputed bill from December 1995. There were several reasons for this suggestion.

- ACK _____
- AFA _____ - Even though the meter was bench tested, and ran on average within accuracy limits, it did run fast for the intermediate flows.
- APP _____
- CAF _____ - As reported by Mr. Cucinelli from Precision Meters, Inc., there was a bind within the register. He did indicate, however, that he did not think this would cause the meter to prematurely increment.
- CMU _____
- CTR _____
- EAG _____ - There were two months of abnormally low usage in October and November prior to the abnormally high usage month. These months were not flagged, nor investigated.
- LEG _____
- LIN _____
- OPC _____ - Since the installation of a new meter, Dr. Gross' usage was back to a reasonable level given his previous usage history.
- RCH _____
- SEC _____

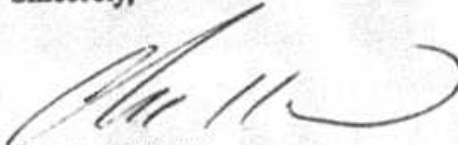
WAS _____ It is my understanding that SSU has declined to accept this informal resolution. Under Rule 25-22.032(4), Florida Administrative Code, when the informal resolution has been unsuccessful, an informal conference can be requested. Please notify the Commission in writing to confirm SSU's position regarding the informal settlement. If your written response confirms SSU's position as stated above, the Commission will set up an informal

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conference, which will likely be conducted by teleconferencing facilities.

Thank you for your prompt attention in this matter. As soon as your response is received, we will set up the informal conference for all parties to participate. If you do have questions, please contact Ms. Maggi O'Sullivan at (904) 413-6226.

Sincerely,



Charles H. Hill
Director
Division of Water and Wastewater

CHH:kaa

cc: Dr. Wil Gross
Division of Records and Reporting
Division of Legal Services (O'Sullivan)