

Ms. Nan Chapman

Page 2

February 19, 1999

Unfortunately, as explained above, your opportunity to become a party to this matter has elapsed. However, a customer of a utility regulated by this Commission may file a complaint with the Division of Consumer Affairs when the individual has an unresolved dispute with the utility. Upon receipt of the complaint, a representative of the Division of Consumer Affairs will notify the utility of the complaint and request a response from the utility; investigate the complaint and attempt to resolve the dispute informally; and propose a resolution of the complaint based on the representative's findings, applicable state laws, the utility's tariff, and Commission rules, regulations, and orders. Please find enclosed a copy of Rule 25-22.032, Florida Administrative Code, which discusses the customer complaint process in more detail. If you have any questions, please contact me at (850) 413-6181.

Sincerely,



Tim Vaccaro
Senior Attorney

TV/SAM/dr

cc: Division of Water and Wastewater (Willis, Rendell, Austin)
Division of Consumer Affairs (Ray)
Division of Records and Reporting

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