

ORIGINAL

STATE OF FLORIDA

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DIVISION OF WATER & WASTEWATER  
CHARLES H. HILL  
DIRECTOR  
(850) 413-6900

Public Service Commission

June 1, 1999

RECEIVED-FPSC  
93 JUN -3 AM 8:25  
RECORDS AND REPORTING

Mr. George D. Lentz  
283 Mark Twain Lane  
Rotonda West, FL 33947-2146

Re: Docket No. 981858-WS, Application for authority to transfer facilities of Rotonda West Utility Corporation and Certificates Nos. 565-W and 493-S in Charlotte County to AquaSource Utility, Inc.

Dear Mr. Lentz:

This letter is to follow-up my February 5, 1999 response to your letter dated January 23, 1999 in which you inquired about AquaSource Utility, Inc.'s acquisition of Rotonda West Utility Corporation and expressed concerns about certain utility policies. As you may recall, I had asked my staff to find out from the utility what rate you were being charged to verify that you were being charged appropriately. I had also asked my staff to pass onto the utility your suggestion that customers be allowed to make payments electronically.

The utility responded to staff's questions on March 2, 1999 by facsimile. Attached is a copy of the response. The utility indicates that it is charging the Commission approved base facility charges of \$31.92. In months where there is no consumption of service, this would represent the total bill. According to the utility's records, you were charged \$39.65 in December of 1998. However, this was because there was some consumption during that billing cycle. As to the matter of electronic payments, I guess it is an idea whose time has not yet come. However, I still believe it would be an excellent customer service option for utilities economically able to implement this service.

I hope this now satisfactorily answers all your questions and apologize for the delay in responding to these last two items. If you have any future questions or concerns, please don't

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Mr. George D. Lentz

Page 2

June 1, 1999

hesitate to contact the utility or the Commission. The Commission has a toll-free number reserved exclusively for consumer complaints. That number is 1-800-342-3552.

Sincerely,

A handwritten signature in cursive script that reads "Bill Lowe".

bill lowe  
Assistant Director

Attachment

bl:plb

cc: Mr. Martin S. Friedman, Esquire  
Division of Legal Services (Cibula, Crosby)  
Division of Records and Reporting

LAW OFFICES

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March 2, 1999

ROBERT M. C. ROSE  
OF COUNSEL

VIA FAX

Ms. Pat Brady  
Florida Public Service Commission  
Water and Wastewater Division  
2540 Shumard Oaks Boulevard  
Tallahassee, Florida 32399-0850Re: Rotonda West Utility Corporation; Docket No. 981858-WS  
Our File No. 33087.09

Dear Pat:

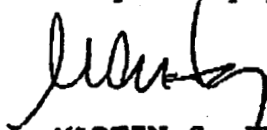
This letter is to respond to your February 8, 1999 correspondence regarding the letter the Commission received from Mr. Lentz, a customer of Rotonda West Utility Corporation. In accordance with long standing Commission policy, Rotonda West Utility Corporation bills customers the water and wastewater base facility charges during the months which its customers may reside up north. The total of those base facility charges is \$31.92, which is the amount billed to Mr. Lentz when he has no consumption. The only bill which we could find that approximates the amount set forth in Mr. Lentz's letter is the bill for December consumption, which was \$39.65 (not \$39.63). This amount was for the base facility charges for water and wastewater, as well as the gallonage charge for 1,000 gallons of water used. Thus, there is no discrepancy in the manner in which Rotonda West Utility Corporation billed Mr. Lentz.

With regard to payments electronically, that is not a service which Rotonda West Utility Corporation has determined to be financially feasible at this time. In fact, I do not know of any other water or wastewater utilities that provide for the electronic payment of their bills.

Ms. Pat Brady  
March 2, 1999  
Page 2

I trust this satisfactorily responds to your inquiry and please do not hesitate to contact me should you have any questions.

Very truly yours,

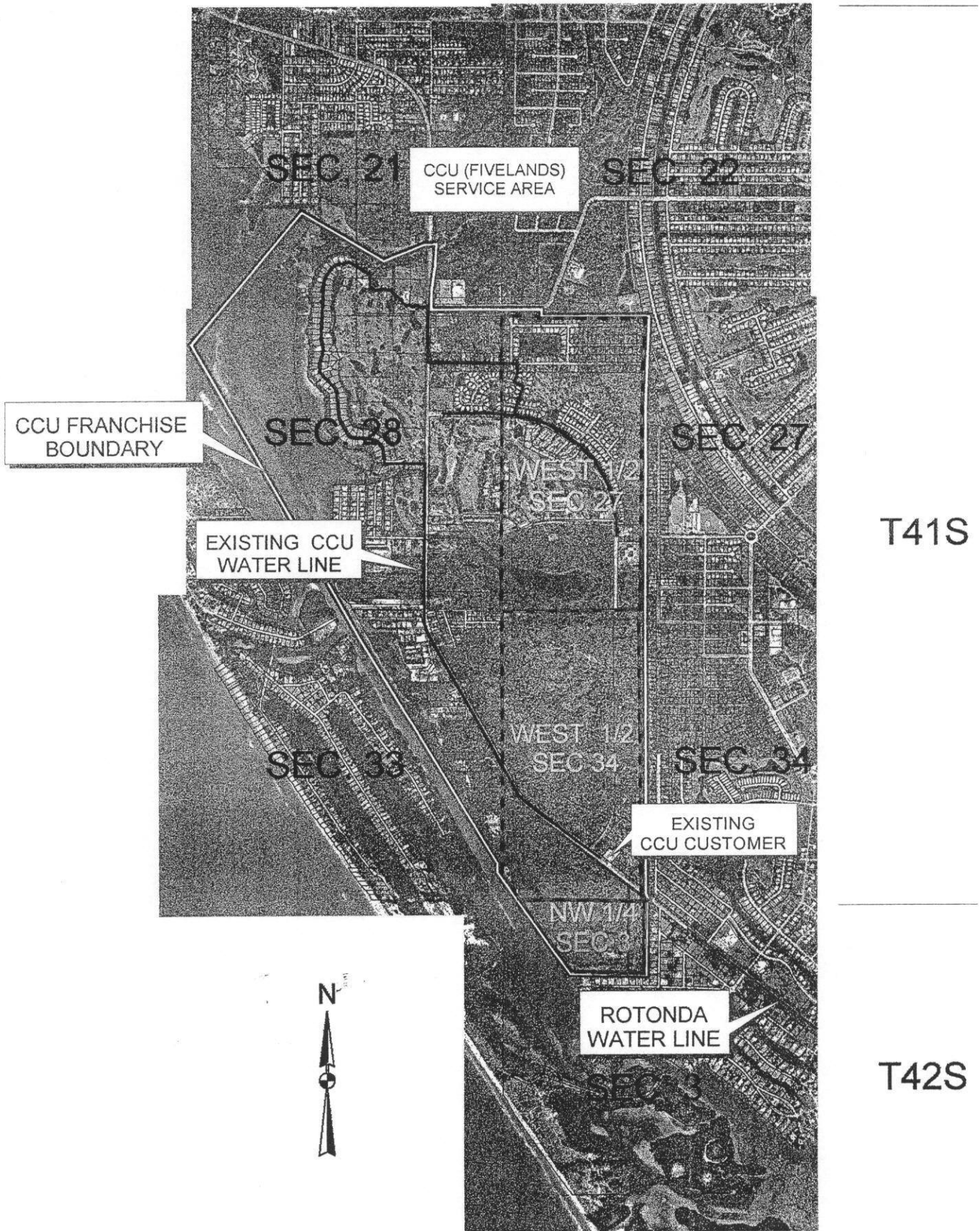


MARTIN S. FRIEDMAN  
For the Firm

MSF/brm

cc: Mr. Derek Clow (via fax)

R20E



# FRANCHISE OVERLAP