



ORIGINAL

VIA FACSIMILE

December 30, 1999

Mr. Frank Krogh
Morrison & Foerster LLP
2000 Pennsylvania Avenue NW
Washington, DC 20006
Fax #202-887-0763

991510-TI

Dear Mr. Krogh:

I have been asked to inform you of the situation regarding the package you sent to Florida Public Service Commission in Tallahassee, FL, on December 29th under package tracking number 808657322192.

FedEx strives to handle every shipment in the most reliable and efficient manner, and we sincerely regret that this FedEx Priority Overnight Letter was not delivered by 10:30 a.m. on December 30th, as scheduled. Our records reflect that this package left our Washington, DC, office as scheduled, but was forwarded to the wrong delivery office on the morning of December 30th, which prevented us from completing delivery within our scheduled commitment time.

I want to assure you, Mr. Krogh, that the situation described is extremely rare, and we hope you understand that the foremost concern of our employees is to provide our customer with only the highest level of service. We are very sorry that on this occasion we failed to meet our delivery obligation, and we hope you will accept our sincerest apologies.

We very much appreciate the trust our customers place in us. I hope we will have an opportunity to serve you more satisfactorily in the future.

AFA	_____	Sincerely,
APP	_____	
CAF	_____	
CMU	_____	
CTR	_____	
EAG	_____	
LEG	_____	Margaret E. Boyle
MAS	_____	Customer Relations Department
OPC	_____	
RFR	_____	
SEN	_____	meb/34424
VAL	_____	
OTN	_____	

Margaret E. Boyle
Customer Relations Department

meb/34424

cc: Fiscal Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

MAIL ROOM
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SERVICE COMMISSION
FLORIDA PUBLIC
UTILITY REGULATION

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