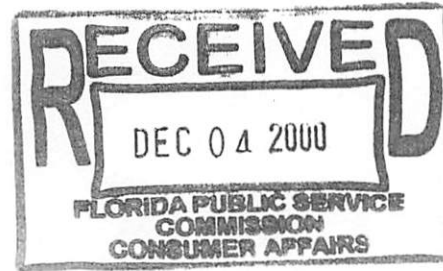


ORIGINAL

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850



Re: Docket #001325-WU
PSC-00-2165-TRF-WU
Issued November 14, 2000

Dear Reader:

In response to the approval of a late fee where payment has not been received by the due date for Breeze Hill Utilities, please see attached copy of our latest invoice and note there is no "due date" visible on said invoice. It does state at the bottom that "Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days."

When we first were receiving written bills in the spring, said bills were being sent to our northern address before being forwarded back to Florida. Upon asking Mr. Paul Bieber to change the billing addresses based upon where we were in residence, he adamantly refused. I then explained that Florida mail sent to/from our post office in rural Pennsylvania sometimes takes a full week or longer with no consideration for holidays or Christmas mail difficulties. This could cause us to have very few days to render payment in a timely manner. Therefor when I paid the bill rendered in October I enclosed the attached letter formerly requesting address change, which he has done for the November billing. As long as he continues to honor requests for address change, payments can be rendered appropriately.

To create less confusion I would suggest that Bieber Utilities be requested to put a formal "Due Date" heading somewhere on the bill - along the line beginning with Billing Date, Meter Beginning etc there appears to be ample room and would be a very appropriate location.

Very truly yours,

Nancy N. Reynolds
Nancy N. Reynolds

William E. Reynolds
William E. Reynolds

27 Breeze Hill
Lake Wales, FL 33853

November 30, 2000

- APP _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR butts
- LEG /
- OPC _____
- PAI _____
- RGO _____
- SEC /
- SER _____
- OTH _____

ORIGINAL

DOCUMENT NUMBER-DATE

15543 DEC-58

FPSC-RECORDS/REPORTING



Utilities

152 Breeze Hill
Lake Wales, FL 33853

Invoice

BILL TO

William & Nancy Reynolds
27 Breeze Hill
Lake Wales, FL 33853

SERVICE ADDRESS

William & Nancy Reynolds
207 Breeze Hill
Lake Wales, FL 33853

Billing Date	Meter Beginning	Meter Ending	Usage	Meter Read Date	Meter Number
11/20/2000	5560	10160	4600	11/14/2000	207

Description	Rate	Amount
Water Base Facility Charge 5/8 x 3/4 Meter	11.83	11.83
Wastewater Base Facility Charge	12.65	12.65
Water Usage	0.0012	5.52
Wastewater Usage	0.00175	8.05
County Tax	0.35	0.35

Remit to: Breeze Hill Utilities
152 Breeze Hill
Lake Wales, FL 33853
(863) 696-1666

Total

\$38.40

1737 11/28

Terms of Payment: Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days. After five (5) working days written notice is mailed to the customer separate and apart from any other bill. Service may then be discontinued

1738 PB 11/28

ORIGINAL

October 31, 2000

Breeze Hill Utilities
152 Breeze Hill
Lake Wales, FL 33853

Dear Paul,

As you know, we have returned to Breeze Hill. With the meter billing being sent out the twentieth of each month requesting payment by the first of the following month, there is a problem sending these bills north and still getting payments made by your requested date when often the mailing each way sometimes takes five or more business days.

Therefore, we are requesting your billing personnel change the address they send the bills to so we may be able to remit in a timely manner.

None of the other utilities we deal with has a problem with this and it is done on a regular basis twice a year. (Some even do it automatically!)

We will expect future billing to be sent to our Breeze Hill address:

Wm. & Nancy Reynolds
207 Breeze Hill
Lake Wales, FL 33853

Thank you for your prompt attention to this matter.

Sincerely,

Nancy N. Reynolds

Enclosures: 2 checks: Utility #1719 \$28.97
Maintenance #1720 \$57.35

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ORIGINAL

N O T I C E
**TO THE CUSTOMERS OF BREEZE HILL UTILITIES AND
ALL OTHER INTERESTED PERSONS**

DOCKET NO: 001325-WU
ORDER NO: PSC-00-2165-TRF-WU
ISSUED: NOVEMBER 14, 2000

Notice is hereby given that pursuant to Order No. PSC-00-2165-TRF-WU, issued November 14, 2000, the Florida Public Service Commission approved a \$4 late fee for all customer accounts where payment has not been received by the due date. The late payment charge will be effective on or after the stamped approval date of the tariff sheet. The approved late payment fee will become final, unless a person whose interests are substantially affected files a petition for a formal proceeding pursuant to Rule 28-106.201, Florida Administrative Code during the 21 day protest period.

If you have any questions about this late payment fee, please call the utility at (863) 696-1666.

ORIGINAL