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DIVISION OF LEGAL SERVICES  
NOREEN S. DAVIS  
DIRECTOR  
(850) 413-6199

# Public Service Commission

July 24, 2001

James Lobozzo, Jr., Esquire  
329 South Commerce Avenue  
Sebring, Florida 33870-3607

Re: Docket No. 990374-WS - Application for certificates to operate a water and wastewater utility in Highlands County by The Woodlands of Lake Placid, L.P.

Dear Mr. Lobozzo:

I received a facsimile dated July 18, 2001 (attached), from your client, Ms. Sara S. Keller, inquiring about the above captioned docket. While the Commission is always willing to address customer concerns, because this case is scheduled for a hearing, all communication between the parties represented by counsel should be between the respective counsel.

In the facsimile, Ms. Keller wanted to know whether Highlands Utilities Corporation (Highlands) has agreed to the correction of territory. Staff has received an agreement between The Woodlands of Lake Placid, L.P. (Woodlands) and Highlands to delete the territory certificated to Highlands, but is currently being served by Woodlands.

Ms. Keller also wanted to know whether she had to file another objection pursuant to the current notice. The current notice is to correct the earlier notice pursuant to which Ms. Keller, et al., filed an objection. Therefore, she does not need to object to the current notice, nor does she need to renew her current objection.

Ms. Keller also raised concerns about the billing date of her monthly billings. Staff has contacted Woodlands and it confirmed that the billing software had sent incorrect bills during the month of May. However, Woodlands has assured staff that this problem has been corrected. If Ms. Keller is still receiving incorrect bills, she may send the bills to Stephanie Clapp in the Division of Regulatory Oversight, so that we can further investigate the matter.

Finally, Ms. Keller wanted to know if any further action was required at this time as a result of the most recent application. Please inform Ms. Keller that no further action is required at this time.

Please be advised that the information contained in this letter represents the informal opinion of the Division of Legal Services, and in no way bind the Commission.

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James Lobozzo, Jr., Esquire  
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If you have any questions, or if I can be of any further assistance please feel free to contact me at (850) 413-6236.

Sincerely,

A handwritten signature in black ink, appearing to read "Jason K. Fudge", with a long horizontal flourish extending to the right.

Jason K. Fudge  
Senior Attorney

JKF/lw  
Enclosure

cc: Division of the Commission Clerk and Administrative Services  
Division of Regulatory Oversight (Clapp, Redemann)  
Andrew Jackson, Esquire

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## FAX TRANSMITTAL SHEET

From: Sara S. Keller  
Camp Florida Resort  
Fax #410-378-2687

18 July 2001

To: Jason Fudge  
Public Service Commission  
Fax # 850-413-6250

Subj: Docket #000374 - Woodlands of Lake Placid

1. I have received a copy of an application which is correcting the overlapping boundaries served by subject utility company and the Highlands Utilities Corporation. Can I assume that Highlands Utilities has agreed to this re-distribution?
2. The notice concludes that if there is an objection it must be filed within 30 days. Does this requirement supersede and void the one which we originally submitted or is it solely in regard to the boundaries? As long as Highlands Utilities agrees with the re-distribution, we have no basis to object on this issue.
3. Woodlands has returned the dates of service to that which they had previously indicated on their monthly billings which means that they are continuing to impose a late fee within the current month of service.
3. Please advise if any action is required at this time as a result of this most recent application. Incidentally, I thought your interrogatories to Woodlands showed a good understanding of the situation. The wording of their answers was extremely interesting.

  
Sara S. Keller