

STATE OF FLORIDA

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OFFICE OF THE GENERAL COUNSEL
HAROLD A. MCLEAN
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

October 4, 2002

Mr. S. Norman Duncan
Pinecrest Ranches, Inc.
P.O. Box 369
Highland City, Florida 33846

Re: Docket No. 020406-WU - Application for staff-assisted rate case in Polk County by
Pinecrest Ranches, Inc.

Dear Mr. Duncan:

This will confirm that Commission Staff will hold a customer meeting at 6:00 p.m. on Thursday, November 7, 2002. The location of the meeting will be the Chain of Lakes Complex, Poolside Room 210 Cypress Gardens Blvd, Winter Haven, Florida 33880 . We ask that, if at all possible, you or another knowledgeable representative of the utility attend the meeting in order to answer customer questions.

The original customer meeting notice is enclosed. Please note the date has been left blank so that you can fill in the date that the notice is sent to the customers. The customers must have at least 14 calendar days' notice of the meeting, calculated from the day that they receive the notice. Please furnish me with a copy of the notice, as reproduced at the time it is distributed to your customers, together with a cover letter indicating the exact date(s) on which the notice was mailed or otherwise delivered to the customers.

Three copies of the staff report dated September 24, 2002, are enclosed. Please ensure that a copy of the complete Application for Staff Assistance and the reports are available for review by all interested persons at the utility, 6115 Bartow Highway East, Bartow FL 33830, during its regular hours.

Sincerely,

Rosanne Gervasi
Senior Attorney

Enclosures
RG/tb/dm

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Rendell, Fitch, Biggins)

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