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TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

# Public Service Commission

October 14, 2002

Mr. Martin S. Friedman, Esquire  
Rose, Sundstrom & Bentley, LLP  
650 S. North Lake Blvd.  
Suite 420  
Altamonte Springs, FL 32701

Re: Docket No. 020071-WS, Application for Water and Wastewater Rate Increase in Marion, Orange, Pasco, Pinellas and Seminole Counties by Utilities, Inc. of Florida. (UIF)

Dear Mr. Friedman:

On September 11, 2002 we sent a letter indicating the minimum filing requirements (MFRs) were not met, and identified specific deficiencies. Deficiency 8 refers to Rule 25-30.440(10), Florida Administrative Code, which requires a submission of a list, by customer, of all complaints received during the test year, with an explanation of how each complaint was resolved. We have since located a notebook among the MFR filings of the customer complaints that identify the complaints by customer and an explanation of how the complaint was resolved. However, each complaint lists a subdivision and a route, such as subdivision 00618, and route 618. We are unable to identify which water or wastewater system is located in the corresponding subdivisions and routes. Please provide a key that identifies the water or wastewater system where each subdivision and route is located.

Please provide this information no later than November 9, 2002.

Sincerely,

  
Timothy Devlin  
Director

cc: Division of Commission Clerk and Administrative Services  
Office of the General Counsel (Gervasi, Holley)  
Division of Economic Regulation (Willis, Merchant, Kyle, Redemann, Walden)  
Office of Public Counsel

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