

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY

STATE OF FLORIDA



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

**Public Service Commission**

December 16, 2002

Mr. Patrick C. Flynn  
Utilities, Inc. of Sandalhaven  
200 Weathersfield Avenue  
Altamonte Springs, Florida 32714

**Re: Docket No. 020409-SU - Application for rate increase in Charlotte County by Utilities, Inc., of Sandalhaven**

Dear Mr. Flynn:

At the December 10, 2002, customer meeting, several customers expressed concerns regarding plant odors, the possibility of plant expansion due to growth, and the effect of road degradation. Staff requests that the utility provide a written response to these concerns.

1) Please explain what steps the utility has taken to address odors from the wastewater plant. This response should include actions that utility has taken in the last 2 years, especially during peak-usage months.

2) What specific plans does the utility have regarding plant expansions for the next 5 years? This response should include a description of what changes are projected at the current plant site and/or requirements for off site improvements to the treatment facilities.

3) Several customers residing in the Fiddlers Green community expressed concern regarding the sludge hauling trucks gradually degrading the quality of the entrance road. Those customers stated that the homeowners' association incurs the cost of maintaining the road. Has the utility considered the impact that those trucks place on the road? Does the utility reimburse the community for wear and tear on the road? Please explain why or why not?

AUS  
CAF  
CMP  
COM  
CTR  
ECR  
GCL  
OPC  
MMS  
SEC  
OTH

DOCUMENT NUMBER - DATE

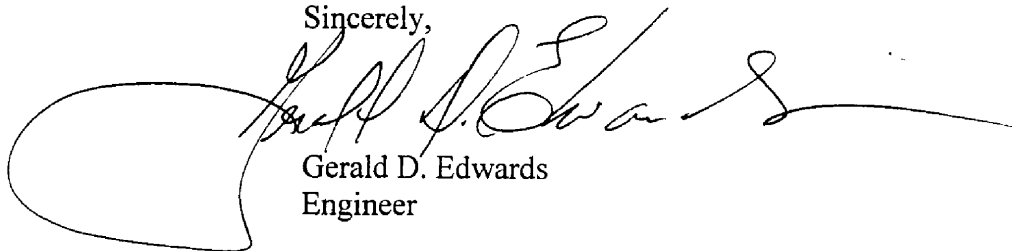
13710 DEC 17 02

FPSC-COMMISSION CLERK

Mr. Patrick C. Flynn  
Page 2  
December 13, 2002

Please provide a written response addressing the concerns listed above by January 13, 2003. If you have any questions regarding this correspondence, please do not hesitate to contact me at (850) 413-7001. Your cooperation in this matter is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerald D. Edwards", with a large, sweeping flourish extending to the left.

Gerald D. Edwards  
Engineer

GDE:gde

cc: Division of Commission Clerk and Administrative Services  
Division of Legal Services (Stern)  
Division of Economic Regulation (Willis, Merchant, Revell)