

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



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

Public Service Commission

August 21, 2003

RECEIVED-FPSC
03 AUG 22 AM 8:50
COMMISSION
CLERK

Mr. Anthony Tubolino, President
Floralino Properties, Inc.
P.O. Box 5017
Largo, FL 33779

Re: Docket No. 030250-WU, Staff Assisted Rate Case for Floralino Properties, Inc., in Pasco County

Dear Mr. Tubolino:

Following up a customer billing complaint, staff has discovered that the utility has added a \$10 late payment charge to its bill. This charge is not contained in the utility's tariffs on file with the Commission. Section 367.091(4), Florida Statutes, specifies that a utility may only impose and collect those rates and charges approved by the Commission for the particular class of service involved. Because this charge has not been approved by the Commission, the utility should immediately remove this charge from its bills. Further, the utility should refund any late payment charges collected. If the utility would like staff to include a late payment charge as part of the above referenced docket, please provide staff with cost justification for a late payment charge. In the past, the Commission has approved late payment charges ranging from \$3 to \$5. The Commission has only approved these charges to recover the additional cost associated with a late payment charge. Additional cost would include, postage, copying, and employee time to process late payment. If you have any questions regarding this matter, please contact Mr. Ryan Fitch at (850)-413-6928.

Sincerely,

Troy Rendell
Public Utilities Supervisor

cc: Division of Economic Regulation (Fitch)
Division of Commission Clerk and Administrative Services (030250-WU)
Martin S. Friedman

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

DOCUMENT NUMBER - DATE
0779 AUG 22 03