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COMMISSION CLERK

Ms. Blanca Bayo
Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

040951-WS

Dear Ms. Bayo:

This letter is in response to the letter sent to you on November 7, 2004, by Margaret F. Artrip, a former Florida Water customer, objecting to the sale of Florida Water Services to Aqua Utilities. The basis for Ms. Artrip's objection is that she has been overcharged for the provision of water.

Florida Water has visited Ms. Artrip's property on several occasions to investigate complaints of excessive water charges. The meter has been tested several times and has consistently proven to be working properly. A service technician performing one of these on site visits noticed that this customer was irrigating a small nursery on the premises with water provided by Florida Water.

Since receiving this objection letter, Florida Water has been working with Aqua Utilities Florida, Inc. to further investigate this matter. Aqua confirmed that the customer had been irrigating a small nursery on the premises. An Aqua employee visited the property to check the meter and found it to be working properly. This employee also observed that a well had recently been installed on the property. This accounts for the recent decrease in usage.

Ms. Artrip contends that the meter was recently replaced and that this solved the problem. This contention is incorrect. Neither Florida Water nor Aqua have replaced this meter with a new meter. The amount of usage likely decreased due to the recent installation of a well, not as the result of a new meter.

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As explained herein, the basis for the Ms. Artrip's objection is incorrect. Consequently, Florida Water respectfully requests that the Florida Public Service Commission disregard Ms. Artrip's objection.

Sincerely,

Melissa M. Taylor

Melissa M. Taylor
Assistant General Counsel

Encl.

Cc: Kathy L Pape, Esquire
Ken Hoffman, Esquire

04 DEC 14 AM 10:50
DOCUMENT NUMBER 040951-WS

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