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GENERAL COUNSEL
RICHARD D. MELSON
(850) 413-6248
JAN 20 PM 1:56

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Public Service Commission

January 20, 2005

Mr. And Mrs. Giles Campeau
3421 Monticello Street
Holiday, FL 34690

CERTIFIED MAIL
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Re: Docket No. 041461-WU - Application for transfer of Certificate No. 153-W in Pasco County from Floralino Properties, Inc. to Colonial Manor Utility Company

Dear Mr. and Mrs. Campeau:

Thank you for your letter dated January 6, 2005, regarding the billing and customer service problems you have recently experienced with Colonial Manor Utility Company. Thank you also for taking the time yesterday to speak to me and Ms. Brady about your concerns. In your letter, and in our telephone conversation yesterday, you made it clear that you do not wish to object to the transfer of the water utility to Colonial and have a formal administrative hearing on the matter. Rather, you indicate that you want the billing issues investigated and resolved, preferably before the Commission approves the transfer. In light of your position, we are not treating your letter as a formal objection. If this is not the case, please advise me by February 14, 2005, if you do intend to pursue an objection to the certification and wish to request a formal hearing. Your request should be made in writing and should be addressed, as your earlier letter was, to the Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. If we do not hear from you by February 14, 2005, we will assume that you do not wish to pursue a formal hearing. We will be sure to place all letters from you in the correspondence side of the certification docket file for informational purposes.

Regarding your billing and customer service concerns, we have already made progress toward a positive outcome. Ms. Brady received a faxed letter today from the company's customer service representative explaining its billing oversight, and company representatives have indicated to Ms. Brady that they intend to meet with you to resolve the matter as soon as possible. You should be receiving a copy of that letter shortly.

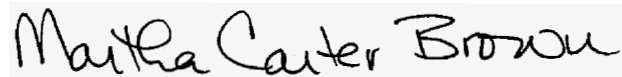
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Mr. And Mrs. Giles Campeau
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We will probably be speaking with you again soon, but in the interim, please feel free to call me or Ms. Brady if you have any questions or concerns. My telephone number is (850) 413-6187. Ms. Brady's number is (850) 413-6686.

Sincerely,



Martha Carter Brown
Senior Attorney

MCB

cc: Division of the Commission Clerk and Administrative Services
Salina Larsen