

State of Florida



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: January 24, 2005
TO: Division of the Commission Clerk and Administrative Services
FROM: Division of Economic Regulation (Brady) *pb*
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.

Please add to the docket file the attached letter dated January 19, 2005, from Salina Larsen, for the utility, to Pat Brady, Commission staff. The letter is in response to the concerns raised in the letter from Gilles & Molly Campeau, filed on January 10, 2005, in Document No. 00281-05.

Attachment

cc: Office of the General Counsel (Brown)

DOCUMENT NUMBER-DATE

00843 JAN 24 05

FDCC - COMMERCIAL CLERK

Colonial Manor Utility Company

f/k/a Floralino Properties, Inc.

4939 Cross Bayou Boulevard

New Port Richey, Florida 34652

Ph: 727-848-8292 Fx: 727-848-7701

January 19, 2005

Pat Brady
Florida Public Service Commission
Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

RE: Company Response to Consumer Complaints
 Floralino Properties / Colonial Manor Utility Company
 Transfer of Water Certificate #153W Objection

05 JAN 21 AM 7:35
RECEIVED

Dear Mrs. Pat Brady:

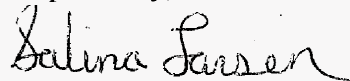
I am in receipt of your consumer information regarding a concern from Gilles & Molly Campeau. I have read and reviewed the complaint detail from the customer.

Upon receipt of the customer complaint I have reviewed their account and the condition that caused the problem with them not receiving their bills. I verified there billing address with the post office and determined that they were not receiving there bills because they were listed as New Port Richey, FL 34652 in our billing system. The actual post office listing is Holiday, FL 34690. Monticello Street runs from New Port Richey to Holiday and is divided by Moog Road. Half of Monticello Street is in New Port Richey and the other half is in Holiday. We have since than fixed the problem and have reviewed all of Colonial Manor Utility's street addresses in the system with the post office to ensure proper billing addresses.

Colonial Manor has credited their account for the \$15.00 reconnection fee they were charged in December. I have been in contact with Mr. and Mrs. Campeau to try to resolve any issues they might have had and to explain to them the cause of them not receiving their bills. I have sent them a packet containing a copy of all of their billing statements from 11/18/03-12/24/04. I requested that they verify our bills with what they have in their records for payments and once that is done that I will be more than happy to set up a meeting with them to review there account. They agreed to that once they reviewed the bills with their records to set up a meeting if necessary.

We are happy to assist the FPSC and Office of General Counsel and hope our explanation meets the satisfaction of the counsel. If you have any questions or require additional information, please do not hesitate to contact me at 727-848-8292 extension 202.

Respectfully,

A handwritten signature in black ink that reads "Salina Larsen". The signature is written in a cursive style with a large initial 'S'.

Salina Larsen

Customer Service Supervisor

Cc: Gilles & Molly Campeau
Gary Dereemer