

Ruth Nettles

From: Trina Collins [TCollins@RSBattorneys.com]
Sent: Wednesday, April 22, 2009 9:43 AM
To: Filings@psc.state.fl.us
Cc: pcflynn@uiwater.com; Stan Rieger; klsasic@uiwater.com; Martin Friedman; Christian W. Marcelli; Trina Collins
Subject: Filing in Docket No.: 080249-WS; Labrador Utilities, Inc.'s Application for an Increase in Water and Wastewater Rates in Pasco County, Florida
Importance: High
Attachments: PSC Clerk 017 (Customer Complaints).ltr.04-22-2009.pdf

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- b. Docket No.: 080249-WS; Labrador Utilities, Inc.'s Application for an Increase in Water Rates and Wastewater Rates in Pasco County, Florida - Filing response letter in the above referenced proceeding, in response to Commission Staff questioning whether Labrador Utilities, Inc., is responding to customer complaints as required by Commission Rules.
- c. Labrador Utilities, Inc.
- d. 1 Page.
- e. Letter to Commission Clerk - 1 page.

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REPLY TO CENTRAL FLORIDA OFFICE

April 22, 2009

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Office of Commission Clerk
Florida Public Service Commission
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Tallahassee, FL 32399

RE: Docket No. 080249-WS; Labrador Utilities, Inc.'s Application for an Increase in Water and Wastewater Rates in Pasco County, Florida
Our File No.: 30057.157


Dear Ms. Cole:

In connection with the above-referenced proceeding, the Commission Staff has questioned whether Labrador Utilities, Inc., is responding to customer complaints as required by Commission Rules.

Rule 25-22.032(5), F.A.C., requires a utility to provide a response to a customer's complaint within fifteen (15) working days, and such response must explain the utility's action in the disputed matter. The Rule does not require the complaint be resolved within fifteen (15) working days. In a few instances in the last three (3) years, the Utility has waited until the complaint was resolved before filing a response to the customer's complaint. The Utility now understands that it must respond to a customer's complaint within fifteen (15) working days even if the complaint is not resolved by that time.

Should you or the Staff have any questions, please do not hesitate to give me a call.

Very truly yours,


MARTIN S. FRIEDMAN
For the Firm

MSF/tlc

cc: Patrick C. Flynn, Regional Director (via e-mail)
Ms. Karen Sasic (via e-mail)
Mr. Stan Rieger, Division of Economic Regulation (via e-mail)

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