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Public Service Commission

June 16, 2008

RECEIVED-FPSC
09 JUN 17 AM 9:27
COMMISSION
CLERK

Mr. Terry Blackmon
Four Points Utility Corporation
101 Golden Malay Palm Way
Davenport, Florida 33897-8602

Re: Docket No. 090213-WS; Application for staff-assisted rate case in Polk County by Four Points Utility Corporation

Dear Mr. Blackmon:

I am sending this letter to you to confirm in writing your June 12, 2009, phone conversation with Lydia Roberts. I understand the Utility's office burned to the ground the day before the customer payments were due. You indicated the Utility was going to send disconnect notices to customers. Four Points Utility Corporation (Four Points or Utility) may not charge, assess or demand late fees to its customers for disconnect services until a written letter is given to all Four Points customers identifying where payment is to be made and giving a reasonable new due date.

We have received several inquiries from customers about where to drop off or send their payment. In addition, customers have expressed concern in how to reach Four Points in case of a question or an emergency. If the Utility has not done so yet, please send a letter to all customers of record and the Commission explaining where to send payment and how to reach Four Points in case of an emergency. Furthermore, if the Utility is going to use the number that was given to the Florida Public Service Commission by Mr. Blackmon (407) 414-7149, then there need to be a voice mail set up where Four Points can answer calls and receive messages from its customers.

Sincerely,

Handwritten signature of Bart Fletcher in cursive.

Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Bulecza-Banks, Roberts, Willis)
Division of Regulatory Compliance and Consumer Assistance (Deamer, Terkawi, Winston)
Office of the General Counsel (Bennett, Jaeger, Brubaker)
Office of the Commission Clerk (Docket No. 090213-WS)

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