

Dorothy Menasco

090500-WS

**CONSUMER**

**From:** Filings@psc.state.fl.us  
**Sent:** Thursday, November 12, 2009 11:16 AM  
**To:** Ann Cole; Marguerite McLean  
**Subject:** FW: Damaged Files

Ms. Voorheis,

Your questions and comments are very important to us. For future reference, please direct comments to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us). If you file attached documents to be placed in a specific docket file, you may file them at [filings@psc.state.fl.us](mailto:filings@psc.state.fl.us).

We apologize for any issues you have experienced using our website. We have had success opening documents in Dockets 090500 and 090093, on the website. We have found that if the public is having issues opening PDF's on our website they may need to update their Adobe software. You may find the latest Adobe software updates at <http://www.adobe.com/downloads/>.

Please call our office if you have any questions.

*Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770*

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**From:** J Voorheis [mailto:jvoorheis@ymail.com]  
**Sent:** Wednesday, November 11, 2009 6:59 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** Damaged Files

For your information one file in Docket 090500 WS states the file is damaged and could not be repaired. In Docket 0990093 WS many of the files state the file is damaged and could not be repaired.. Is there something wrong with my computer or is there a problem with the files? For your info there is a telephone conference on this docket at 10:00 on Thursday, November 12, 2009. Thank you for your cooperation.

11/12/2009

DOCUMENT NUMBER-DATE

11272 NOV 12 8

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