

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III

STATE OF FLORIDA



MARSHALL WILLIS, ACTING DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 18, 2010

RECEIVED-FPSC
10 MAR 19 PM 4:02
COMMISSION
CLERK

Martin S. Friedman, Esquire
Rose, Sundstrom & Bentley, LLP
2180 West State Road 4343, Suite 2118
Longwood, FL 32779

VIA E-MAIL AND U.S. MAIL

Re: **Docket No. 100085-WU, Application for certificate to operate water utility in Lake County by Black Bear Reserve Water Company, Inc.**

Dear Mr. Friedman:

A complaint from Mrs. Barbara Jennings was filed in this docket on March 15, 2010, as Document No. 01800-10. In the letter and its attachments, Mrs. Jennings indicates that, while she is now receiving only one bill for potable water from the Black Bear Reserve Water Co., Inc. (Water Company), she is receiving double bills for irrigation, one from Chalcopyrite Investments, Inc. (Chalcopyrite) and one from the Water Company. She further indicates that, for the first time this month, the water bills from both entities contained the statement that, if the bill is not paid within 3 days after the payment due date, service interruption will occur without further notice.

Mrs. Jennings' letter appears to contradict statements that the Water Company and Chalcopyrite have verbally made to staff that, until billing rights are resolved, customers will only receive one bill for each service and there would be no threats of service disconnection, regardless of the amounts paid and to which entity.

Please provide a detailed response to Mrs. Jennings' complaint, including (1) why she is being billed for irrigation water by both the Water Company and Chalcopyrite, and (2) what is currently being done to resolve the contract dispute between the Water Company and Chalcopyrite. Also, staff respectfully requests that Chalcopyrite not discontinue service for failure of customers to pay until the property issue is resolved.

Your response should copy both Mrs. Jennings and Mr. Wayne Smith. It should be filed in the docket by electronic transmission no later than Monday, March 22, 2010. If needed, please call the Office of the Commission Clerk at (850) 413-6770 for instructions on how to file by electronic transmission.

DOCUMENT NUMBER-DATE
01953 MAR 19 2010
FPSC-COMMISSION CLERK

Martin S. Friedman, Esquire

Page 2

March 18, 2010

If you have any questions you may contact me at (850) 413-6808, pdaniel@psc.state.fl.us, a member of my staff, Ms. Patricia Brady at (850) 413-6686, pbrady@psc.state.fl.us; or staff's legal counsel, Ms. Lorena Holley, Esq., at (850) 413-6197, lholley@psc.state.fl.us.

Sincerely,



Patti Daniel
Public Utilities Supervisor
Bureau of Certification, Economics & Tariffs

PD/PB:kb

cc: Mrs. Barbara Jennings
Mr. Wayne Smith
Division of Economic Regulation (Brady, Williams)
Office of the General Counsel (Holley)
~~Office of Commission Clerk~~