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

Public Service Commission

August 11, 2010

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COMMISSION  
CLERK

Mr. Patrick Flynn  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 3714-4027

**Re: Docket No. 090462-WS; Application for increase in water and wastewater rates in Marion, Orange, Pasco, Pinellas, and Seminole Counties by Utilities, Inc. of Florida (UIF).**

Dear Mr. Flynn:

In light of the Commission's decision and direction this past Tuesday at agenda, specifically directing follow up at the Summertree system in Pasco County, I am requesting that you advise the staff of the steps the utility intends to take in preparation for meetings with its customers of this system. You will recall that the customers voiced dissatisfaction with the water quality received. The goal is to evaluate alternatives that would improve the water quality to the customers of the Summertree system.

The Commission discussed the need for better utility communication, more interaction with customers and homeowners associations, discussion of treatment plant options to improve water quality, the purchase of water from Pasco County, home treatment unit options, and possible divesture of the system. For treatment plant options, it would be expected that cost estimates be calculated to show the needed investment as well as that investment's impact upon customer rates. If water were to be purchased from Pasco County, those costs should be detailed and again show the impact upon customer rates.

Regarding home treatment unit options, a number of customers already have purchased this type of equipment. Feedback from customers detailing satisfaction with their home unit might prove helpful. Commissioners suggested that the utility conduct some research to determine what unit(s) might provide the best treatment at the home, considering the characteristics of the water provided by UIF. Pricing and maintenance costs should be considerations shared with customers.

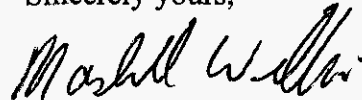
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Prior to the first meeting with Summertree customers, please provide an agenda to staff of the intended items for discussion including the date(s) of the meeting. The utility should also provide a synopsis after each meeting to the staff along with utility comments indicating the next steps planned.

Should you have any questions, please contact Tom Walden at 850-413-6950.

Sincerely yours,



Marshall Willis,  
Director

MW/TW:kb

cc: Cheryl Bulecza-Banks, Assistant Director  
Connie Kummer, Bureau Chief  
Patti Daniel, Public Utilities Supervisor  
Ann Cole, Office of Commission Clerk  
Charlie Beck, Office of Public Council