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STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
S. CURTIS KISER
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

May 11, 2012

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12 MAY 11 PM 1:33
COMMISSION
CLERK

Dan Fowler, Esq.
Fowler, Brink & Fowler, P.A.
25 McLeod Street
Merritt Island, Florida 32953

Re: Docket No. 120000-OT – Undocketed Filings - Complaint No. 1009000W - Complaint by R.A.M. Golf Management, LLC against Aquarina Utilities, Inc. for improper billing

Dear Mr. Fowler:

Thank you for your e-mail on Wednesday, May 9, 2012, concerning the undisputed amount for RAM's Complaint No. 1009000W for March thru May, 2011 bills. As stated in your e-mail, using staff's analysis, the undisputed amount for March thru May 2011 bills is \$9,794.74. Based upon staff's analysis of data (see attachments), RAM has not paid the undisputed amount, \$9,794.74, in-full. Staff's analysis indicates that RAM still owes AUI \$2,793.42 (undisputed amount of \$9,794.74 less RAM's payments of \$7,001.32 = \$2,793.42). Pursuant to Rule 25-22.032(3), Florida Administrative Code, Protection from Disconnection, states "a company shall not discontinue service to a customer because of any unpaid disputed amount until the complaint is closed by Commission staff. However, the company may require the customer to pay that part of a bill which is not in dispute." Please make payment to AUI for \$2,793.42 by the close of business Monday, May 14, 2012, to avoid a possible disconnection of service. If you have any concerns regarding this matter please contact me at (850) 413-6226.

Sincerely,

A handwritten signature in black ink, appearing to read "Keino Young".

Keino Young
Senior Attorney
Office of the General Counsel

KY

cc: Mr. Martin S. Friedman, Esquire
Division of Economic Regulation (Daniel, Golden, McRoy)
Division of Safety, Reliability & Consumer Assistance (Hicks)

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