

David B. Erwin
Attorney-at-Law

127 Riversink Road
Crawfordville, Florida 32327

ORIGINAL
Phone 850.926.9331
Fax 850.926.8448
derwin@lewisweb.net

February 23, 2000

Blanca Bayo, Director
Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
20 FEB 24 AM 11:29
RECORDS AND REPORTING
000000-FU

In re: Docket No. 981612-WS - Tariff filing to revise water and wastewater tariffs to implement convergent billing by Indiantown Company, Inc.

Dear Ms. Bayo:

Indiantown Company, Inc. was ordered in Order No. PSC-99-0376-FOF-WS, issued February 22, 1999, in the above captioned docket, to report back to the Commission in twelve months regarding customer reaction to the implementation of convergent billing. This letter constitutes that report.

There was very little comment, either for or against convergent billing after it was implemented. There were, however, a few customers who were not happy about the new method. The company has no written complaints, but there were approximately 10 - 12 customers who insisted on receiving separate bills. In response, the company immediately began to bill those customers separately for each service received, i.e., water and sewer, telephone; the company continues today to bill separately to those who ask for such billing.

If more precise information is required, please let me know.

Sincerely,

David B. Erwin

- WFA _____
- APP _____
- CAF _____
- CHU _____
- CTR _____
- EAG _____
- LEG _____
- MAS _____
- OPC _____
- RRR _____
- SEC _____
- VAW _____
- OTH _____

BE:jm

cc: Jeff Leslie
Bill McNulty

RECEIVED & FILED
mes
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE
02538 FEB 24 8
FPSC-RECORDS/REPORTING