

STATE OF FLORIDA

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TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

May 27, 2008

RECEIVED-FPSC  
08 MAY 29 AM 9:59  
COMMISSION  
CLERK

Mr. Terry Blackmon  
Four Points Utility Corporation  
101 Golden Malay Palm Way  
Davenport, Florida 33897-8602

**Re: Complaint No. 777330W, 775796W, and all E-Mail Complaints**

Dear Mr. Blackmon:

The Public Service Commission (PSC) has received complaints from Mrs. Naeem Saroya, Mr. Stephen & Paulette Martin, Mrs. Michelle Ramos, Mrs. Kyle Sober, Mr. Joseph Daniels, Mr. Jasen Smith, Mrs. Suzanne Lopez, Mr. Mike Flynn, Mr. Luke Braa, Mr. Mike & Linda Mintz, Mr. Jim Brett, Mr. George Koodray, Mrs. Nancy Truax, Mrs. April Campopiano, Mike & Becky Saunders and Zulieka Valencia against Four Points Utility Corporation (Utility) regarding the utility's billing and meter reading practices. Commission Rules 25-30.261 and 25-30.335, Florida Administrative Code, sets forth the obligations of the utility regarding meter reading and billing. Further, Rule 25-30.355, F.A.C., requires utilities to investigate and respond fully and promptly to all customer requests.

Commission Order No. PSC-07-0280-PAA-WS, issued April 2, 2007, codified the Commission's approval of a settlement offer between the members of the Island Club West Homeowners Association and Four Points Utility Corporation. The approved settlement addressed the utility's commitment to: utilize meters that conform to the stands adopted by the American Water Works Association (as required by Rule 25-30.255, F.A.C.), read meters on the same day as Polk County read the Utility's master meter, establish a 24-hour telephone number for utility service emergencies, and use a detailed billing format as shown in Attachment A to the Order.

Based on the above complaints, staff is requesting that Four Points Utility submit copies of the meter reading logs that relate to the meters of all customers listed above. The logs should cover the period from June 1, 2007 through May 30, 2008. In addition, Four Points is to submit copies of all water and wastewater bills and debt settlements signed by the above customers covering the same June 1, 2007 through May 30, 2008 period.

On May 14, 2008, you e-mailed me a spreadsheet in PDF format that detailed all utility charges for Jason Smith. I ask that you submit the same spreadsheet for all customers listed above. The spreadsheet should cover, at a minimum, the period June 1, 2007 through May 30, 2008. As a reminder, the spreadsheet you provided was an itemized listing of all utility charges imposed on the customer.

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Terry Blackmon  
May 26, 2008  
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The information requested is due in our office no later than the close of business June 10, 2008. If you have any questions, please contact me at (850) 413-6877.

Sincerely,



Lydia Roberts  
Regulatory Analyst II

cc: Division of Economic Regulation (Fletcher, Bulecza-Banks, Willis)  
Division of Regulatory Compliance and Consumer Assistance (Hicks)  
Office of General Counsel

**[REDACTED]**