

100359 - WS

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January 17, 2012

Public Service Commission

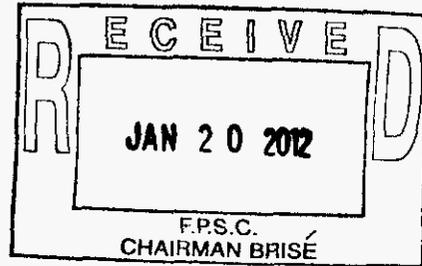
Attention: Katherine E. Smith

Capital Circle Office Center

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

COMMISSION
CLERK



Sent by Certified Mail, Copy by First Class Mail

RE: Case #1022517W

CONSUMER

Dear Ms. Smith:

My legal counsel has advised not to accept the payment you suggested. Please be advised that the complaint remains outstanding and unresolved. I was very disconcerted with several comments made to me during the course of my complaint to date. It was my impression that the PSC is to resolve matters on behalf of the consumer. The comments made, specifically that I am the only one complaining, gave me the impression that this may not be the case. If there is even a single complaint, it would stand to reason an agency who is looking out for the customers of utility services would in fact spend the time to investigate and not brush the matter aside so flippantly.

Tymer Creek Utilities was not allowing sufficient time between billing and payment date (10 days instead of 20) and this affected all customers. A state audit showed they didn't have the accurate amount of deposits on their books. How many consumers this affected is unknown. I reported that interest was not being paid. It was clear this was the case. How many consumers are being affected is unknown. This, in my opinion, is not in the interest of the consumer, but the utility owner. Perhaps it will be necessary for multiple consumers to complain before action is taken on their behalf.

Sincerely,


~Roselle Tuttle Johnson

Enclosures

CC: File, Eduardo E. Balbis, Lisa Polak Edgar, Ronald A. Brisé, Art Graham, Julie Imanuel Brown



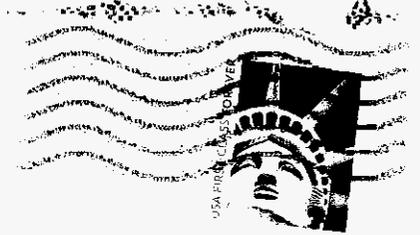
DOCUMENT NUMBER-DATE

00470 JAN 24 2012

FPSC-COMMISSION CLERK

RT Johnson
4 Marsh Ridge Watch
Ormond Beach Fl 32174

UNITED STATES POSTAL SERVICE
FL 32721
15 JAN 2012 PM



Public Service Commission
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