

State of Florida



# Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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COMMISSION  
CLERK

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**DATE:** August 16, 2011  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Melissa C. Jones-Alexis, Regulatory Analyst II, Division of Economic Regulation *MP*  
**RE:** Docket No. 090424-WS, Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

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Please add the attached Notice of Customer Meetings to the above-reference docket. This notice was provided to customers of Bimini Bay Utilities Corporation and Four Points Utility Corporation and all other interested persons for meetings held on November 18, 2010, and November 19, 2010. Thank you.

Attachment

cc: ECR (Golden, Walden)  
GCL (Bennett, Jaeger)

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

BEFORE THE PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER MEETINGS  
TO THE CUSTOMERS OF  
BIMINI BAY UTILITIES CORPORATION,  
FOUR POINTS UTILITY CORPORATION,  
AND  
ALL OTHER INTERESTED PERSONS

NOTICE is hereby given that the Staff of the Florida Public Service Commission (Commission) will conduct customer meetings to discuss the quality of service provided by Bimini Bay Utilities Corporation (Bimini Bay) and Four Points Utility Corporation (Four Points) at the following times and place:

**6:00 p.m., Thursday, November 18, 2010**  
**and**  
**10:00 a.m., Friday, November 19, 2010**  
**Island Club West Clubhouse**  
**3100 Sand Mine Road**  
**Davenport, Florida 33897**

**Bimini Bay** has filed an application for certification from the Commission and authority to change its rates for water and wastewater services. Although Bimini Bay currently charges for water and wastewater service, it is exempt from Florida Public Service Commission regulation pursuant to Section 367.022(8), Florida Statutes (F.S.), because it is reselling water and wastewater service at a rate or charge that does not exceed the actual purchase price of the water and wastewater from Polk County. In order to recover any additional expenses incurred in the provision of water and wastewater service, an exempt utility must apply for certificates and become regulated by the Commission. Accordingly, Bimini Bay has applied for certificates to provide water and wastewater service and to change its rates pursuant to Section 367.045, F.S. Commission staff is reviewing the Utility's application (Docket No. 090424-WS).

**Four Points** was previously granted water and wastewater certificates and initial rates and charges by the Commission by Order No. PSC-07-0280-PAA-WS, issued on April 2, 2007, in Docket No. 050595-WS, and is subject to Commission regulation. The Utility does not currently have an application before the Commission to change its rates; however, the Commission has received numerous complaints regarding the utility's billing practices and customer service.

The purpose of these meetings is to give customers of Bimini Bay, Four Points, and other interested persons an opportunity to ask questions or offer comments to Commission Staff regarding Bimini Bay's application for certificates and the quality of service provided by Bimini Bay and Four Points.

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All persons who wish to comment are urged to be present at the beginning of either meeting, since the meetings may be adjourned early if no customers are present. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in these meetings. A representative from both utilities may also be in attendance. The meetings will begin as scheduled and will continue until all of the customers have been heard.

Pursuant to provisions of the Americans With Disabilities Act, any person requiring special accommodations to participate in these meetings because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least 48 hours prior to the meetings. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice).

### **Emergency Cancellation of Customer Meeting**

If a named storm or other disaster requires cancellation of the meeting, Commission Staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.floridapsc.com>) under the Hot Topics link found at the bottom of the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

### **How to Contact the Commission**

Any person who wishes to comment or provide information to Commission Staff may do so at the meetings, either orally or in writing. Following this meeting, if you wish to call the Florida Public Service Commission regarding complaints about the quality of service provided by Bimini Bay or Four Points, you may call the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number 1-800-342-3552. Written comments to the Commission regarding the quality of service of Bimini Bay or Four Points or requests to be placed on the Commission's mailing list may be directed to this address:

Office of the Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

All correspondence to the Commission from customers of either Bimini Bay or Four Points should indicate (1) which utility provides your water and wastewater service, (2) your street address, and (3) reference to Docket No. 090424-WS, Bimini Bay Utilities Corporation. This notice was prepared by Commission Staff for distribution to the customers of Bimini Bay Utilities Corporation and Four Points Utility Corporation.