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November 02, 2001

01186-3-2
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COMMUNICATIONS SECTION

Public Service Commission
attn: Division of the Commission Clerk and
Administrative Services
2540 Shumard Oak Blvd.
Capital Circle Office Center
Tallahassee, Fl. 32399-0864

RE: Docket No. 0100828-SUO; Harder Hall-Howard, Inc.; Staff Assisted Rate Case; Audit
Control No. 01-186-3-2

Dear: Commission,

We have received your final audit report and we are very concerned. Harder Hall-Howard has been operating this plant without proper income for some time now. During the last rate case our rates were changed through mediation after the rate case was completed. This mediation was done without any representation from Harder Hall-Howard. The result of this was a \$300.00 Hook up fee. This amount of money would not pay for a customers part in any plant. As we research other utilities in our area we find that our rates are very low. You must remember that if we cannot show that we are capable of paying a debt service there is no bank or other lender that will lend money to us for expansion and improvements to our utility. As the part of our government charged to regulate our utility we request that all errors and omissions of the past or present by owners and auditors be corrected and the reasonable rates be set now that will pay for proper operation, necessary maintenance, upgrading facility etc. With this rate case comes the opportunity for you to help guide us to being capable of giving service to our customers in compliance with all rules, regulations and to the best quality.

Sincerely,



Chris Clarke
Vice President

cc:
Troy Rendell
Ryan Fitch

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