

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ORIGINAL  
FILE COPY

In Re: Application of SAILFISH  
POINT UTILITY CORPORATION for a  
rate increase in Martin County )  
\_\_\_\_\_)

Docket No. 900816-WS  
Filed: June 3, 1991

CITIZENS' RESPONSE TO UTILITY'S MOTION  
TO RETAIN HEARING FOR CUSTOMER ISSUES

The Citizens of the State of Florida ("Citizens"), by and through their undersigned attorney, files this response to the utility's motion to retain customer hearing for customer issues, and state:

1. In its motion the utility restates positions argued by the utility in its objection to Sailfish Point Property Owners Representatives' and Charles R. Buckridge's petition to intervene.

2. The utility suggests that customer testimony portion of the hearing has been traditionally reserved to give individual

customers the opportunity to present testimony about customer service and rate complaints. While it is true that customers frequently testify about the quality of service and their concerns about the amount of any proposed rate increase, they have traditionally been afforded a virtually unrestricted opportunity to say whatever they want to the Commission. This wide range of testimony is permitted so long as it is deemed relevant to the questions before the Commission. Further, when

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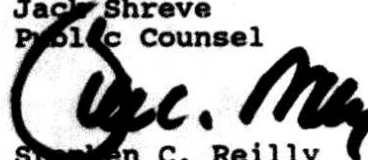
determining relevancy the Commission has historically granted great leeway to individual customers desiring to be heard.

3. While Sailfish Property Owner's Representatives are a group of customers they do not have authority to speak for each individual customer. Each customer should be free to testify at the hearing.

4. In its motion the utility has mischaracterized the Commission's historic practice with reference to customer testimony. The Commission must reject this attempt to limit the information it may receive from individual customers during the customer testimony portion of the hearing. The utility's motion should be denied.

Respectfully submitted,

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**CERTIFICATE OF SERVICE**  
**DOCKET NO. 900816-WS**

I HEREBY CERTIFY that a correct copy of the foregoing has been furnished by U.S. Mail or \*hand-delivery to the following parties this 3rd day of June, 1991.

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