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# Public Service Commission

December 3, 1996

Mr. Paul LaFond  
J & J Water & Sewer Corp.  
d/b/a Meadows Utilities Co., Inc.  
10374 North Natchez Loop  
Dunnellon, Florida 34434-3741

Re: Docket No. 960523-WS, Application of J & J Water & Sewer Corp., d/b/a Meadows Utilities Co., Inc. for a staff assisted rate case in Citrus County.

Dear Mr. LaFond:

This letter is in response to your question regarding the appropriate method for delivery of customer billing.

Rule 25-30.335(4), Florida Administrative Code, provides that a utility may not consider a customer delinquent in paying his or her bill until the 21st day after the utility has mailed or presented the bill for payment. Therefore, it appears that under the rule the utility may either mail or present bills to the customers. However, the rule does not specifically address what it means to "present" a bill.

Staff understands that the utility normally places bills on the customers' doors. Although nothing in the Commission's rules appears to prohibit such practice, there are associated risks, such as the loss of bills prior to their receipt. Problems may also arise if out of town customers believe that their bills are being forwarded with their mail.

Further, you have indicated that certain customers have prohibited you from entering their property. Therefore, in order to ensure their receipt, you may wish to mail all future bills. If you have any questions, please contact me.

Sincerely,

Tim Vaccaro  
Senior Attorney

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- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
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- OPC \_\_\_\_\_
- RCH \_\_\_\_\_ TV/mw
- SEC   1
- WAS \_\_\_\_\_ cc:
- OTH \_\_\_\_\_

cc: Division of Records and Reporting ✓  
Division of Water and Wastewater (Bethea, Casey, Edwards)

DOCUMENT NUMBER-DATE

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