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DIVISION OF WATER & WASTEWATER
DANIEL M. HOPPE, DIRECTOR
(850) 413-6900

Public Service Commission

April 19, 2000

Mr. J. Ray Keen
Keen Sales, Rentals and Utilities, Inc.
685 Dyson Road
Haines City, Florida 33844

RE: Docket No. 970201-WU, Application for transfer of facilities of Lake Region Paradise Island and amendment of Certificate No. 582-W in Polk County by Keen Sales, Rentals and Utilities, Inc.

Dear Mr. Keen:

The above referenced docket was considered at the Public Service Commission's agenda conference held on Tuesday, April 18, 2000. An order conveying the official determination made at that conference will be issued within the next 20 days. As you are aware, the order will include the requirement that Keen Sales, Rentals and Utilities, Inc., refund overcharges to the customers of the Lake Region Paradise Island system. You will have one year to complete the issuance of refunds or credits on accounts.

The refund is based upon the overcharge information provided by your office. The actual rates and charges that were over collected totals \$9,612.61. We have applied a monthly interest factor to that total to calculate the total refund amount of \$10,583.77. You must calculate the total over charge for each customer and multiply that amount by the Interest Multiplier of 1.1010293 to determine the total due to each customer. For example, if a customer was overcharged a total of \$24.60, multiplied by the Interest Multiplier of 1.1010293 would result in a total refund of \$27.09.

You must provide verification of the refunds being made. This verification must include calculations of the actual overcharge per customer name; copies of utility billings showing the credits applied to current customers; canceled checks for refunds paid to previous customers; and attempts to contact previous customers if checks are returned. Verification of the refunds must be submitted to staff within 30 days of the date of the refund. After staff's verification and review of the refund process, any unclaimed refunds will be treated as contributions-in-aid-of-construction.

- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- MAS _____
- OPC _____
- RRR _____
- SEC _____
- WAW _____
- CTH _____

DOCUMENT NUMBER DATE

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FPSC-RECORDS/REPORTING

Mr. J. Ray Keen
Page 2
April 19, 2000

Should you have any questions regarding these refunds, please contact Ms. Stephanie Clapp at (850) 413-6997.

Sincerely,



John D. Williams
Chief, Policy Development
and Industry Structure

JDW/sc

cc: Division of Water and Wastewater (Iowe, Messer, Clapp, Redemann)
Division of Legal Services (Gervasi, Crosby)
Division of Records and Reporting