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Public Service Commission

April 20, 2004

RECEIVED FPSC  
APR 20 PM 4:43  
COMMISSION  
CLERK

Mr. Earlene Keen, President  
Keen Sales Rental and Utilities, Inc.  
685 Dyson Road  
Haines City, FL 33844

Re: Docket No. 040254-WU; Engineering Field Audit of Keen Sales Rental - Lake Region Paradise Island

Dear Mrs. Keen:

This letter is to confirm my telephone conversation with you regarding my engineering field investigation at your plant on Thursday, April 29-30, 2004. For the engineering portion of this case, staff requires that several items be completed prior to my field audit. Please have the following information available for period of January 1, 2003 to March 31, 2004 (test year) plus all costs related to any changes, additions, improvements that is made to the water plant after January 01, 2004 for my investigation.

1- Employees Salaries and Wages

List of all the field employees, their duties and responsibilities, certificate(s) held, salary and explanation of how allocated to utility. A short personal interview with the available employees will help expedite the investigation.

2- Purchased Power

- AUS \_\_\_\_\_ All utility related electricity bills from the beginning of the test year to present which include meter
- CAF \_\_\_\_\_ number and location, kilowatts used, dollars paid, and electric company's account numbers.
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_ 3- Chemicals
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_ A list of all chemicals used in the treatment of water, amount purchased, quantity purchased, unit
- MMS \_\_\_\_\_ prices paid and dosage rates utilized.
- SEC \_\_\_\_\_
- OTH \_\_\_\_\_

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4- Sludge removal Expenses

Total cost and total of quantity of removal of sludge if such work is performed by persons other than owners, stockholder, and employees of the utility during the test year.

5- Material and Supplies

Total cost along with copy of invoices for purchased parts, materials and supplies used in the operation and maintenance of the water/wastewater system during the test year.

6- Contractual Services - Billing / Reading the Meter

The monthly costs associated with billing customers or reading the meters if such work is not performed by employees of the utility.

7- Contractual Services - Professional

The cost of accounting, legal and engineering if such work is not performed by employees of the utility.

8- Contractual Services - Testing

A list of tests along with costs paid to outside laboratories for testing the water during the test year.

9- Contractual Services - Other

The costs of operation and maintenance work not performed by utility employees. These costs include the operator's fee, mowing and ground keeping and contracted repair for water.

10- Transportation Expenses

The schedule of all vehicles by serial number and description, owned or leased by the utility, original cost or lease documents, who assigned to, and an explanation of how allocated to the utility, or a copy of log book showing miles on personal vehicle associated with utility business. All vehicles are to be available for inspection.

11- Copies of monthly operation reports for water from January 01, 2003 to March 31, 2004 (test year) which includes:

FOR WATER - Total raw pumped, total wash water, total water treated leaving plant, total of each chemical in points, chemical dosage rates (average)

Mr. Earlene Keen, President  
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- 12- Copy of monthly totals of meter water sold for each month of the test year.
- 13- A written summary, by permit number, of all Department of Environmental Protection, Water Management District, and/or County Health Department permits.
- 14- If any plant addition has been or will be made due to a written order from a governmental agency, please provide a copy of that order.
- 15- A schedule of additions to the plant, by year, since inception or since the last rate case explaining each item, how it was acquired (CIAC, Investment) and the dollar value for each.
- 16- A summary and description of all plant and system construction since the last rate case. If there is no rate case history, please provide all the cost associated with construction, past and current work in progress, whether interest bearing or not, the date completed and the date booked. Summary to indicate if revenue producing or non revenue producing.
- 17- A list of all service complaints received during test year and an explanation of how each was resolved.
- 18- A listing (engineering plans) of all assets owned by the utility.

EXAMPLE: 200' - 8" PVC (Sewer)  
250' - 6" PVC Pipe (Water)  
50' - 6" Fire Hydrants (Water)

- 19- Number of customers classified as to meter size and class (commercial or residential) for the following points in time:
  - A) A minimum of 4 years prior to the beginning of the test (or calendar last) year.
  - B) The beginning of the last calendar year.
  - C) The end of the last calendar year.
  - D) Present

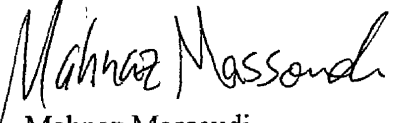
- 20- Please provide a copy of the Utility's engineering maps for water and/or wastewater showing location and size of water/wastewater mains throughout the service area.

On April 29-30, 2004, I will inspect the water plant, the distribution system, and the general service area. Please have someone (lead operator, chief maintenance person, or an assigned person with access to the plant) available for this tour. I appreciate it if you make the above information or documents ready for me when I come for site investigation. Commission practices dictate that this docket is processed within the statutory time frame, therefore, your full cooperation would be appreciated.

Mr. Earlene Keen, President  
Keen Sales Rental and Utilities, Inc.

If you have any questions, do not hesitate to call me at (850) 413- 6946.

Sincerely,



Mahnaz Massoudi

Engineer IV

MM/mm

cc: Division of Economic Regulation (Rendell, Biggins, Hudson)  
Office of the General Counsel (Vining)

~~Division of Commission Clerk and Administrator Services (DKT. No. 040254-WU)~~