

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:  
LISA POLAK EDGAR, CHAIRMAN  
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ISILIO ARRIAGA  
MATTHEW M. CARTER II  
KATRINA J. TEW



OFFICE OF THE GENERAL COUNSEL  
RICHARD D. MELSON  
GENERAL COUNSEL  
(850) 413-6199  
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COMMISSION  
CLERK

Public Service Commission

February 21, 2006

Ms. Earlene R. Keen  
Alturas Utilities, LLC  
685 Dyson Road  
Haines City, FL 33844

Re: Docket No. 060074-WU – Initiation of show cause proceedings against Alturas Utilities, LLC for apparent violation of Rule 25-30.251(2), F.A.C., Record and Report of Interruptions.

Dear Ms. Keen:

The Florida Public Service Commission staff has opened Docket No. 060074-WU to initiate show cause proceedings against Alturas Utilities, LLC (Alturas or utility) because it appears that on at least five occasions in 2005, Alturas failed to notify the Commission of interruptions in service which affected 10% or more of its customers, in violation of Rule 25-30.251(2), Florida Administrative Code.

In addition to providing a response to the questions posed in a staff letter dated February 17, 2006, regarding the interruptions in service, please also advise why, in the utility's opinion, it believes that it should not be fined for this apparent rule violation. Please be as specific as possible by providing an explanation of all of the reasons why the utility failed to follow this rule, and the steps the utility followed to restore service in each instance. A copy of the February 17, 2006 staff letter is attached for your ready reference.

As instructed in the February 17, 2006 staff letter, please provide all of the requested data no later than March 1, 2006 to Gerald D. Edwards, at 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. If you have any further questions about this letter, please feel free to contact me at (850) 413-6224.

Sincerely,

*Rosanne Gervasi*  
Rosanne Gervasi, Staff Attorney

Enc.  
cc.: Division of the Commission Clerk and Administrative Services  
Division of Economic Regulation (Edwards)

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STATE OF FLORIDA

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TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

# Public Service Commission

February 17, 2006

Ms. Earlene R. Keen  
Alturas Utilities, LLC  
685 Dyson Road  
Haines City, Florida 33844

**Re: Complaints Case Nos. 674785W-Wesley Howell and 672670W-Frank Hewett**

Dear Ms. Keen:

The Public Service Commission (PSC) received two complaints against Alturas Utilities, LLC (utility) regarding the numerous outages in the service area during 2005. In order to investigate these complaints, staff requests that you provide responses to the following questions:

1. Provide a detailed explanation of the water service outage for the following dates:

February 14, 2005

February 19, 2005

February 19, 2005

February 20, 2005

March 01, 2005

October 26-27, 2005

Please state the cause and the reason for each interruption listed above. In addition, address questions 2 thru 10 for each outage listed above.

2. Did the utility keep records of each incident, pursuant to Rule 25-30.245(1), Florida Administrative Code (F.A.C.)?
3. Did the utility furnish its incident reports to the PSC?
4. If not, provide the incident reports to the PSC, pursuant to Rule 25-30.245(2), F.A.C.

Ms. Earlene R. Keen

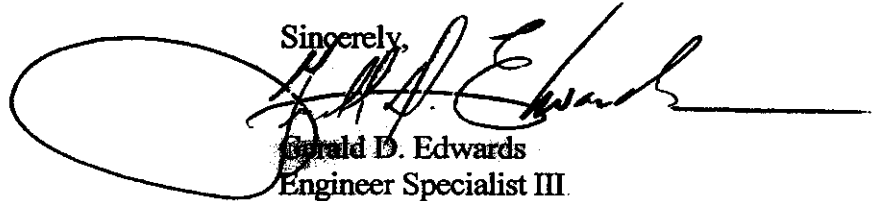
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February 17, 2006

5. Did the service interruptions affect ten percent (10%) or more of the utilities customers?
6. If so, did the utility notify the Commission within one work day of each interruption, pursuant to Rule 25-60.251(2), F.A.C.?
7. If so, provide the dates these notifications were made, and the name of the staff member who was contacted.
8. If no notifications were made, provide an explanation (for each outage) as to why no such notifications were made.
9. Did the utility send boil water advisories out?
10. If yes, what time did the utility send the boil water advisories out?
11. Also, provide a detailed written explanation of the utility's procedures when a major service interruption is required.

Please provide the requested data no later than March 1, 2006 to Gerald D. Edwards at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. If you have any further questions, please contact Gerald D. Edwards at (850) 413-7001 or Troy Rendell at (850) 413-6934.

Sincerely,



Gerald D. Edwards  
Engineer Specialist III

cc: Division of Economic Regulation (Rendell, Willis)  
Division of Regulatory Compliance and Consumer Assistance (Hicks)  
Office of Strategic Analysis and Governmental Affairs (Williams)