

State of Florida



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Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: May 29, 2008

070695-WS

TO: Ruth V. Nettles, Commission Deputy Clerk II, Office of Commission Clerk

FROM: Jared Deason, Regulatory Analyst IV, Division of Economic Regulation

RE: Missing Page

Enclosed is the missing page 4 from DN 04202-08, letter dated 5/20/08, to Rose Law Firm.

DOCUMENT NUMBER-DATE

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These costs above should address, in detail the following components:

- (a) Office costs associated with receiving, recording and processing a customer request or complaint, including labor, and computer service.
- (b) Field costs associated with the inspection of a facility and determination of complaint resolution including transportation and labor. This may include outside services.
- (c) Field costs associated with the disconnection of service including transportation, labor, and meter reading expense.
- (d) Overhead costs indirectly related to a specific job including a portion of general office facilities and equipment, supervision, insurance and small miscellaneous expenses required to support service activities.
- (e) In addition, please provide the number of premises visits during the preceding 12 months.
- (f) Provide the above information for after hours rates as well.

5. The following items are related to the utility's MFR schedules.

- (a) As shown on MFR Schedule E-2, page 1 please explain why the 2" Bulk rate customer was reclassified as a general service customer on a going forward basis.
- (b) During the test year, as shown on MFR Schedule E-2, page 1, the 2" Bulk rate customer was presented as an irrigation customer. Please explain the usage characteristics of this customer.
- (c) Shown on the bottom of MFR Schedule E-2, page 1, the utility has provided a total for consumption over the last 5 years and the 5 year average for consumption. The 5 year average for consumption was used as the proposed adjusted gallons for the previous 2" Bulk rate customer. However, consumption appears to be low for years 1, 2, and 4. Is the average usage appropriate on a going forward basis? Please explain the variation of consumption within the last 5 years.
- (d) The billing analysis contained in Volume II shown on MFR Schedule E-14, pages 2, 3, and 10 for water or wastewater indicates a few customers with consumption over 100,000 gallons.
 - Are the high levels of consumption presented in the billing analysis correct?
 - If this is correct, please provide copies of the customer's consumption for each Month of the test year and explain the significant high level of consumption.
 - If this is not correct, please make the appropriate adjustments to correct consumption and resubmit E-14, pages 2, 3, and 10.

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