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OFFICE OF THE GENERAL COUNSEL  
S. CURTIS KISER  
GENERAL COUNSEL  
(850) 413-6199

# Public Service Commission

November 12, 2010

D. Bruce May, Jr.  
Holland & Knight, LLP  
Post Office Drawer 810  
Tallahassee, FL 32302-0810

STAFF'S FOURTH DATA REQUEST

**Re: Docket No. 100330-WS - Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.**

Dear Mr. May:

By this letter, the Commission staff requests that Aqua Utilities Florida, Inc. (Aqua or Company) provide responses to the following data requests.

1. Please provide a list of all wholesale water and wastewater service providers, the rates currently charged to AUF, and any rate changes that have occurred since January 1, 2008.
2. Please detail the average amount of bad debt expense incurred by AUF from May 1, 2007 to April 30, 2008, May 1, 2008 to April 30, 2009, May 1, 2009 to April 30, 2010, and the bad debt expense to date. Please provide the details broken down by bands and stand alone systems. Also, provide a detailed description of the bad debt collection process and bad debt expense write-off process.
3. Please explain or describe all Third Party consulting and management services provided to AUF and its subsidiaries. As part of this response, please explain or describe whether these costs are charged directly or allocated.
4. Please provide the current customer counts for all AAI companies that are used to allocate costs.
5. Please list any and all incentive and bonus program costs incurred by AAI and its subsidiaries, and whether these costs are charged directly or allocated.
6. Please detail any and all policies and procedures for AAI and its subsidiaries that are focused on achieving operational efficiencies.

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DOCUMENT NUMBER DATE

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7. Please list any and all travel expense for AUF employees, including: the name of the employee, destination, dates of travel, reason for travel, and allocation method used to allocate the travel costs.
8. Please provide the status of the server migration – VMware corporate IT project, including: invoices for the project, a list off all hardware retirements, and a detailed breakdown of all cost savings (i.e. reduced purchased power and associated overhead costs) including all increases in operational efficiencies.
9. Please provide a list of any and all AUF customers which receive separate bills for different classes of service that they receive, including the type of services they receive and the number of separate bills they are sent, for the test year and prior 24 month period. Also, please explain why the Utility has chosen to issue separate monthly bills instead of a single, combined monthly bill.

Please file the original and five copies of the requested information by December 2, 2010, with Ms. Ann Cole, Commission Clerk, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850. Please feel free to call me at (850) 413-6218 if you have any questions.

Sincerely,



Katherine E. Fleming  
Senior Attorney  
Office of the General Counsel

KEF/sh

cc: Office of Commission Clerk  
Charlie Beck