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Public Service Commission

June 7, 2016

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2016 JUN -7 AM 11:23
COMMISSION
CLERK

STAFF'S FIRST DATA REQUEST

Mr. Larry O'Steen
Neighborhood Utilities, Inc.
4551 Shirley Ave
Jacksonville, FL 32210

Re: Docket No. 150181-WU- Application for staff-assisted rate case in Duval County by Neighborhood Utilities, Inc.

Mr. Larry O'Steen:

By this letter, Commission staff requests that Neighborhood Utilities, Inc. (Neighborhood or utility) provide responses to the following data requests:

1. Please explain in detail how the customers receive the Boil Water Notices. In your response, please include when a Boil Water Notice is issued and what format the notice is in.
2. Is there an emergency contact number for the utility? If so, how are the customers notified of the emergency contact number? If you do not notify customers, please explain why.
3. Is the utility still planning on moving to a new office? Has a new location been found? If so, please provide a copy of the rental agreement.
4. If the utility does move to a new office, will that office be shared with Colt Development Company?
5. Please provide an allocation of how much the 1998 Honda Accord and the 2001 Lexus are used for utility business and personal use. Please provide any records that would support those allocations.
6. Please provide a description for the payment of \$2,411.58 paid to Olathe Subaru/Mitsubishi on May 28, 2015.

Mr. Larry O'Steen

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7. Approximately how many trips per week are made between the Utility's office and the service area?
8. Is the generator used exclusively by the utility? If not, what is the allocation between utility and non-utility use?
9. Please provide copies of the following statements for the Comcast Digital Phone payments made on 12/16/14, 12/18/14, 1/21/15, and 5/11/15.
10. Please provide copies of statements and a justification for the Verizon Wireless bills.
11. Please provide a description and supporting documentation for the following charges:
 - a. 2/12/15 Bank of America Card \$491.00
 - b. 2/18/15 Bank of America Card \$491.00
 - c. 2/19/15 Citibank Credit Card \$460.00
12. Regarding the proposal from US Water Services dated May 23, 2016, does this estimate include any services besides meter reading (i.e. Billing)? If so, please provide a breakdown of the cost for each individual service.
13. Who is responsible mailing out customer bills for the utility?
14. According to staff's audit, there are approximately 200 customer deposits that are being held by the utility. Pursuant to Rule 25-30.311(5) Florida Administrative Code (F.A.C.), all residential customer deposits must be refunded after 23 months if the customer has established a satisfactory payment record. Please provide a reason and verification for why these deposits have yet to be refunded.
15. In staff's review of an individual's customer bills, staff found numerous bills with an "E" beside the total gallons used. Please indicate whether or not the "E" stands for estimated. Further, a representative of the Chaffee Pines Community expressed a concern with estimated bills. Pursuant to Rule 25-30.335(2) F.A.C., a utility should in no event provide an estimated bill to any one customer more than four times in a 12-month period. Rule 25-30.335 F.A.C. also states that if the utility must estimate a bill, the bill statement shall prominently show the word "Estimated" on the face of the bill. Please explain in detail what is causing the estimated bills and what percentage of customer bills are being estimated on a monthly basis.
16. The utility's miscellaneous service charges were last established in 1984. Please provide current cost justification for miscellaneous service charges including administrative labor costs, field labor costs, and transportation costs associated with initial connections, normal reconnections and premise visits.

Mr. Larry O'Steen

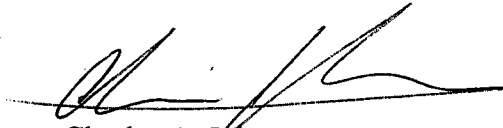
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17. In Neighborhood's bills to customers there are charges for two taxes; a five percent "Right of way tax" and a ten percent "Public service tax." Please provide documentation supporting the assessment of these taxes to the utility's customers.

Please respond to staff's data request by June 21, 2016 to allow this docket to be processed within the statutory time frame. Furthermore, please submit the following information to the Office of Commission Clerk, Docket No. 150181-WU, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, Florida 32399-0850. The information should not be addressed to staff. If you have any questions, please feel free to contact me at chjohnso@psc.state.fl.us or (850) 413-6676.

Sincerely,



Charles A. Johnson
Public Utility Analyst 1

CJ

Cc: Office of Commission Clerk (Docket No. 150181-WU)