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DIVISION OF LEGAL SERVICES
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Public Service Commission

April 27, 2000

David B. Erwin, Esquire
127 Riversink Road
Crawfordville, Florida 32327

STAFF'S FIRST DATA REQUEST

RE: Docket No. 000248-WS - Tariff Revision for Payment of Charges for Reconnection, Reimbursement for Extra Expenses, and Payment of Charges for Off-Hour Service Connection in Martin County by Indiantown Company, Inc.

Dear Mr. Erwin:

By this letter, the Commission staff requests that Indiantown Company, Inc. (Indiantown or utility) provide responses to the following data requests. Please provide actual figures, if available. Otherwise, please provide an estimate and the basis for the estimate. Data requests 1 through 3 refer to payment of bills at the homes of utility personnel.

1. How many utility water and wastewater service customer payments were made at the utility personnel's home? Please indicate the numbers for each month and year since January 1997 for which data is available.
2. Please state the total monthly and annual amounts of the payments made at the homes of utility personnel.
3. Please state what percentage of payments made at the homes of utility personnel were made in cash (legal tender not checks).

Data requests 4 through 9 refer to disconnection fees.

4. Please state how many water and wastewater service payments customers made to utility personnel at the time of disconnection (in lieu of disconnection), thereby preventing disconnection from happening. Please indicate the numbers by month and year since January 1997.

AFA _____
 APP _____
 CAF _____
 CMU _____
 CTR _____
 EAG _____
 LEG _____
 MAS _____
 OFC _____
 PRR _____
 SEC _____
 WAW _____
 OTH _____

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5. Please indicate the total monthly and annual amount of the payments made during the premise visits described in question 4. Please provide a break down by service area (water or wastewater) and fee type (past due bill, premise visit charge, etc.).
6. Please state the percentage of the payments made in lieu of being disconnected that were made in cash (legal tender not checks).
7. Please indicate how many Violation Reconnection payments were received by the utility for water and wastewater service. Please provide numbers for each month and year since January 1997.
8. Please provide the number of customers who paid Violation Reconnection fees due to delinquent water and/or wastewater bills.
9. Please indicate the Bad Debt Expense (losses from uncollectible utility revenues) amounts for water and wastewater operations by class and in total for the years 1997, 1998, and 1999.

Data requests 10 through 11 refer to customer payment options.

10. Please describe what payment options are currently in place that allow customers to pay their water and wastewater bills in cash at a location other than the business office.
 - a. When did these methods become available?
 - b. Since becoming available, have these options ever been discontinued?
11. Please state whether the utility has payment options in place currently or in the past that allow customers to pay their water and wastewater bills in cash during hours other than the business office's regular business hours.
 - a. If such options exist or existed, please state when this method first became available, if it has ever been discontinued and why.
 - b. If such options do/did not exist, please explain why not.

Data requests 13 through 17 refer to possible barriers in customer service.

13. Please indicate what percentage of the utility's customer base does not speak English.

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14. Please describe how the utility has addressed possible language barriers for customers who contact the business office and speak a language other than English.
15. Please indicate the language(s) in which the water and wastewater customer disconnection notices are written.
 - a. If notices are provided in a language other than English, please indicate which language and when the utility first began providing the notice in such language.
 - b. Please indicate whether the information is provided in a separate notice or in the same notice.
16. Please state how many, if any, water and wastewater customers who call the business office do not have their concerns adequately addressed due to a language barrier between themselves and the customer service personnel.
17. Please indicate the approximate driving distance in miles between the utility's business office and the general location where most of the homes/businesses generating water and wastewater premise visit charges are located, if this can be so typified. If it cannot be so typified, please explain why not.

Please file the original and five copies of the requested information by May 18, 2000, with Ms. Blanca Bayó, Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850. Please feel free to call me at (850) 413-6220 if you have any questions.

Sincerely,



Patricia A. Christensen
Senior Attorney

PAC/dm

cc: Division of Records and Reporting
Division of Water and Wastewater (McNulty, Kaproth, Merchant)