

Case Scheduling/Rescheduling Advice

Last Revised 05/25/2000 at 08:32

Page 1 of 1

Printed on 05/25/2000 at 17:11

To:

<input checked="" type="checkbox"/> Commissioner Deason <input type="checkbox"/> Commissioner Clark <input type="checkbox"/> Commissioner Jacobs <input checked="" type="checkbox"/> Commissioner Jaber <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Executive Director/Tech <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input checked="" type="checkbox"/> Economic Regulation Director <input type="checkbox"/> Competitive Services Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Safety & Electric Reliability Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> PAI Director <input checked="" type="checkbox"/> Regulatory Oversight Director <input checked="" type="checkbox"/> Court Reporter <input type="checkbox"/> Staff Contact
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From: Office of Chairman Joe Garcia

Docket Number: 000580-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference		04/16/2001	Tallahassee, Room 148	1:30 PM - 5:00 PM
Service Hearing		05/10/2001	Polk County	10:00 AM - 12:00 PM
Hearing		05/10/2001	Polk County	12:00 PM - 5:00 PM
Service Hearing		05/10/2001	Polk County	6:00 PM - 8:00 PM
Hearing		05/11/2001	Polk County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Current Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		
	X	X			X		

Prehearing Officer

Commissioners					
GR	DS	CL	JC	JB	ADM

Commissioners					
GR	DS	CL	JC	JB	ADM
X					

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Scheduling/Rescheduling Advice

Last Revised 06/05/2000 at 11:38

Page 1 of 1

Printed on 06/06/2000 at 16:23

To: Commissioner Deason Deputy Executive Director/Tech Safety & Electric Reliability Director
 Commissioner Clark Appeals Director Records & Reporting Director
 Commissioner Jacobs Legal Director PAI Director
 Commissioner Jaber Economic Regulation Director Regulatory Oversight Director
 Executive Director Competitive Services Director Court Reporter
 Public Information Officer Consumer Affairs Director Staff Contact

From: Office of Chairman Joe Garcia

Docket Number: 000580-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	04/16/2001	05/30/2001	Tallahassee, Room 152	12:00 PM - 5:00 PM
Service Hearing	05/10/2001	06/12/2001	Polk County	10:00 AM - 12:00 PM
Hearing	05/10/2001	06/12/2001	Polk County	12:00 PM - 5:00 PM
Service Hearing	05/10/2001	06/12/2001	Polk County	6:00 PM - 8:00 PM
Hearing	05/11/2001	06/13/2001	Polk County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		
	X	X			X		

Prehearing Officer

Commissioners						
GR	DS	CL	JC	JB	ADM	

Commissioners						
GR	DS	CL	JC	JB	ADM	
X						

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Assignment and Scheduling Record

Section 1 - Division of Records and Report (RAR) Completes

Docket No. 000580-WU Date Docketed: 05/12/2000 Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

Company: Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: _____
Last Day to Suspend: _____ 15 MoExpiration: _____

Referred to: _____ ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW
("()") indicates OPR _____ X _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module A1(b)

Staff Assignments

OPR Staff M Chu, B Crouch, L Munroe,
T Rendell, P Stallcup, M Willis

Staff Counsel T VanLeuven

OCRs (RGO) C Winston

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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
Hearing Examiner _____ Staff _____

Date filed with RAR: 06/07/2000

Initials: OPR _____
Staff Counsel _____

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
Current CASR revision level**

0

	Due Dates	
	Previous	Current
1. Forms Requesting Assistance Filed	NONE	05/12/2000
2. Preliminary Audits	NONE	06/02/2000
3. Committee Meets to Discuss	NONE	06/05/2000
4. SARC Approval/Denial Letter	NONE	06/12/2000
5. Audit Request	NONE	06/19/2000
6. Company Pays Filing Fee	NONE	07/12/2000
7. Audit Report Due	NONE	08/11/2000
8. Engineering Report Due	NONE	08/11/2000
9. Preliminary Acctg-Repression/Conservation Analysis	NONE	09/11/2000
10. Repression/Conservation Report to Staff	NONE	09/15/2000
11. Preliminary Accounting Report to Supervisor	NONE	09/22/2000
12. OPR Provides Legal with Customer Notice Data	NONE	09/29/2000
13. Legal Sends Notice and Reports to Company	NONE	10/04/2000
14. Customer Meeting	NONE	11/02/2000
15. Staff Recommendation	NONE	01/04/2001
16. Agenda	NONE	01/16/2001
17. PAA Order	NONE	02/05/2001
18. Consummating Order if No Protest	NONE	03/05/2001
19. Close Docket or Revise CASR	NONE	03/26/2001
20. Prehearing, if PAA Protested	NONE	05/30/2001
21. Hearing, if PAA Protested (6/12-13/01)	NONE	06/12/2001
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Section 3 - Chairman Completes

Assignments are as follows:

CSRA

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JC	JB		
X							

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JC	JB	
X					

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____

Date: 06/07/2000

Case Scheduling/Rescheduling Advice

Last Revised 06/16/2000 at 16:40

Page 1 of 1

Printed on 06/19/2000 at 15:44

To: Commissioner Deason Deputy Executive Director/Tech Safety & Electric Reliability Director
 Commissioner Clark Appeals Director Records & Reporting Director
 Commissioner Jacobs Legal Director PAI Director
 Commissioner Jaber Economic Regulation Director Regulatory Oversight Director
 Executive Director Competitive Services Director Court Reporter
 Public Information Officer Consumer Affairs Director Staff Contact - Min Chu

From: Office of Chairman Joe Garcia

Docket Number: 000580-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	04/16/2001	05/30/2001	Tallahassee, Room 152	1:30 PM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		
	X	X			X		

Prehearing Officer

Commissioners					
GR	DS	CL	JC	JB	ADM

Commissioners					
GR	DS	CL	JC	JB	ADM
X					

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Prehearing beginning time changed from 12pm to 1:30pm.

Case Scheduling/Rescheduling Advice

Last Revised 07/05/2000 at 09:38

Page 1 of 1

Printed on 07/05/2000 at 17:12

To: Commissioner Clark Deputy Executive Director/Tech Safety & Electric Reliability Director
 Commissioner Jacobs Appeals Director Records & Reporting Director
 Commissioner Jaber Legal Director PAI Director
 New Commissioner Economic Regulation Director Regulatory Oversight Director
 Executive Director Competitive Services Director Court Reporter
 Public Information Officer Consumer Affairs Director Staff Contact - Min Chu

From: Office of Chairman Terry Deason

Docket Number: 000580-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		
	X			X	X		

Prehearing Officer

Commissioners						
DS	CL	JC	JB	NC	ADM	

Commissioners						
DS	CL	JC	JB	NC	ADM	
				X		

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: NEW COMMISSIONER REPLACED COM. GARCIA.

Case Assignment and Scheduling Record

Section 1 - Division of Records and Report: (RAR) Completes

Docket No. 000580-WU Date Docketed: 05/12/2000 Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.
 Company: Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: 07/12/2000
 Last Day to Suspend: _____ 15 MoExpiration: 10/12/2001

Referred to: ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW
 ("()") indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module A1(b)

Staff Assignments

OPR Staff J Butts, B Crouch, L Munroe,
 T Rendell, P Stallcup, M Willis

Staff Counsel T VanLeuven

OCRs (RGO) C Winston

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**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

1

Due Dates

Previous Current

1. Audit Report Due	08/11/2000	09/01/2000
2. Engineering Report Due	08/11/2000	09/01/2000
3. Preliminary Acctg-Repression/Conservation Analysis	09/11/2000	09/27/2000
4. Repression/Conservation Report to Staff	09/15/2000	10/04/2000
5. Preliminary Accounting Report to Supervisor	09/22/2000	10/09/2000
6. OPR Provides Legal with Customer Notice Data	09/29/2000	10/19/2000
7. Legal Sends Notice and Reports to Company	10/04/2000	10/23/2000
8. Customer Meeting	11/02/2000	11/30/2000
9. Staff Recommendation	SAME	01/04/2001
10. Agenda	SAME	01/16/2001
11. PAA Order	SAME	02/05/2001
12. Consummating Order if No Protest	SAME	03/05/2001
13. Close Docket or Revise CASR	SAME	03/26/2001
14. Prehearing, if PAA Protested	SAME	05/30/2001
15. Hearing, if PAA Protested (6/19-20/01)	06/12/2001	06/19/2001
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 07/13/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

CSRA

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	DS	JC	JB	NC	XX		
X							

- Prehearing Officer

Commissioners					ADM
DS	JC	JB	NC	XX	
			X		

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: *JD/am*

Date: 07/13/2000

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Case Assignment and Scheduling Record

Section 1 - Division of Records and Report (RAR) Completes

Docket No. 000580-WU Date Docketed: 05/12/2000 Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: 07/12/2000
 Last Day to Suspend: _____ 15 Mo Expiration: 10/12/2001

Referred to: ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW
 ("()") indicates OPR _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module	A1(b)
<u>Staff Assignments</u>	
OPR Staff	M Chu, B Crouch, L Munroe, T Rendell, P Stallcup, M Willis
Staff Counsel	T VanLeuven
OCRs (RGO)	C Winston
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WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Current CASR revision level

1

	Due Dates	
	Previous	Current
1. Forms Requesting Assistance Filed	SAME	05/12/2000
2. Preliminary Audits	SAME	06/02/2000
3. Committee Meets to Discuss	SAME	06/05/2000
4. Audit Request	SAME	06/19/2000
5. Company Pays Filing Fee	SAME	07/12/2000
6. Audit Report Due	08/11/2000	09/01/2000
7. Engineering Report Due	08/11/2000	09/01/2000
8. Preliminary Acctg-Repression/Conservation Analysis	09/11/2000	09/27/2000
9. Repression/Conservation Report to Staff	09/15/2000	10/04/2000
10. Preliminary Accounting Report to Supervisor	09/22/2000	10/09/2000
11. OPR Provides Legal with Customer Notice Data	09/29/2000	10/19/2000
12. Legal Sends Notice and Reports to Company	10/04/2000	10/23/2000
13. Customer Meeting	11/02/2000	11/30/2000
14. Staff Recommendation	SAME	01/04/2001
15. Agenda	SAME	01/16/2001
16. PAA Order	SAME	02/05/2001
17. Consummating Order if No Protest	SAME	03/05/2001
18. Close Docket or Revise CASR	SAME	03/26/2001
19. Prehearing, if PAA Protested	SAME	05/30/2001
20. Hearing, if PAA Protested (6/12-13/01)	SAME	06/12/2001
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 07/13/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	DS	CL	JC	JB	NC		
X							

- Prehearing Officer

Commissioners					ADM
DS	CL	JC	JB	NC	
				X	

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: JD km

Date: 07/13/2000

Case Scheduling/Rescheduling Advice

Last Revised 08/07/2000 at 15:24

Page 1 of 1

Printed on 08/08/2000 at 12:03

To:

<input type="checkbox"/> Commissioner Jacobs	<input checked="" type="checkbox"/> Deputy Executive Director/Tech	<input type="checkbox"/> Safety & Electric Reliability Director
<input checked="" type="checkbox"/> Commissioner Jaber	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input type="checkbox"/> New Commissioner	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> PAI Director
<input type="checkbox"/> New Commissioner-SC	<input checked="" type="checkbox"/> Economic Regulation Director	<input checked="" type="checkbox"/> Regulatory Oversight Director
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Services Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - Min Chu

From: Office of Chairman Terry Deason

Docket Number: 000580-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Service Hearing	06/12/2001	06/19/2001	Polk County	10:00 AM - 12:00 PM
Hearing	06/12/2001	06/19/2001	Polk County	12:00 PM - 5:00 PM
Service Hearing	06/12/2001	06/19/2001	Polk County	6:00 PM - 8:00 PM
Hearing	06/13/2001	06/20/2001	Polk County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	JC	JB	NC	SC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	JC	JB	NC	SC		
	X		X	X			

Prehearing Officer

Commissioners					
DS	JC	JB	NC	SC	ADM

Commissioners					
DS	JC	JB	NC	SC	ADM
			X		

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: PH- 5/30/2001; 1:30-5

Case Scheduling/Rescheduling Advice

Last Revised 03/02/2001 at 11:32

Page 1 of 1

Printed on 03/06/2001 at 15:36

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/Tech	<input type="checkbox"/> Safety & Electric Reliability Director
<input checked="" type="checkbox"/> Commissioner Jaber	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input checked="" type="checkbox"/> Commissioner Baez	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> PAI Director
<input type="checkbox"/> Commissioner Palecki	<input checked="" type="checkbox"/> Economic Regulation Director	<input checked="" type="checkbox"/> Regulatory Oversight Director
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Services Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - Rosanne Gervasi

From: Office of Chairman E. Leon Jacobs

Docket Number: 000580-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Alturas Water Works).

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	05/30/2001	Cancelled	Tallahassee, Room 152	1:30 PM - 5:00 PM
Service Hearing	06/19/2001	Cancelled	Polk County	10:00 AM - 12:00 PM
Hearing	06/19/2001	Cancelled	Polk County	12:00 PM - 5:00 PM
Service Hearing	06/19/2001	Cancelled	Polk County	6:00 PM - 8:00 PM
Hearing	06/20/2001	Cancelled	Polk County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JC	DS	JB	BZ	PL		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JC	DS	JB	BZ	PL		
		X	X	X			

Prehearing Officer

Commissioners					
JC	DS	JB	BZ	PL	ADM

Commissioners					
JC	DS	JB	BZ	PL	ADM
			X		

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Th protest period expired 2/26/01.

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF RECORDS & REPORTING
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770

Public Service Commission

May 12, 2000

J. Ray Keen, President
Keen Sales, Rentals and Utilities, Inc.
685 Dyson Road
Haines City, Florida 33844

Re: Docket No. 000580-WU

Dear Mr. Keen:

This will acknowledge receipt of an application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc., which was filed in this office on May 12, 2000 and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Division of Records and Reporting
Florida Public Service Commission

DOCUMENT NO.

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



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

RECEIVED-FPSC
00 DEC 19 PM 4:08
RECORDS AND
REPORTING

Public Service Commission

December 19, 2000

Ms. Karen Bramble
2605 Oak Drive
P.O. Box 121
Alturas, Florida 33820

Re: Docket No. 000580-WU, Application for a Staff Assisted Rate Case by Keen Sales, Rentals and Utilities, Inc. (Keen or utility) for its Alturas Water Works system in Polk County.

Dear Ms. Bramble:

In response to your letter received by the Commission on December 12, 2000, I would like to take this opportunity to address your concerns. On November 30, 2000, the Commission's staff held a customer meeting at the Bartow Civic Center. At that meeting, it was discussed how staff initiated its preliminary recommendation for this rate case. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some of the factors affecting the cost of providing service include the size and age of the utility system, the quality of the water at its source, the number of customers, and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by companies as part of a rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. Recovery of any costs found by the Commission to be imprudent or unreasonable is not allowed. Once the revenue requirement is set, the Commission must then establish service rates which will afford the utility the opportunity to earn the approved revenue requirement.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0865

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Karen Bramble

Page 2

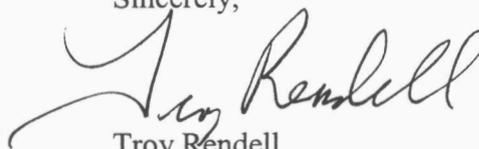
December 19, 2000

Regarding the quality of service of the Alturas water system, the Commission's engineer on this rate proceeding determined with the assistance of Department of Environmental Protection (DEP) that the inconsistent of quality and air in the lines were caused by a faulty EDB filter at the water plant. In addition, the water outages that you referenced in your letter were primarily caused by ruptures in the water tank and this required outside maintenance to be called in for repairs. As a result, this extended the duration of the outages.

Currently, staff is working with the utility to replace the tank, and the DEP has stated that it is working on repairing the filter. Staff is scheduled to submit a formal recommendation to the Commission on January 4, 2001, and the Commission vote on this matter is scheduled for January 16, 2001.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Munroe, Lingo)
Division of Legal Services (Van Leuven)
Division of Records and Reporting (000580-WU)

ECR/Tuder

Keen Sales, Rentals and Utilities, Inc.

DOCKET NO. 000580-WU

Name Karen S. Bramble
Address 2605 OAK Dr. / PO Box 121
Alturas, FL 33820

RECEIVED-FPSC
00 DEC 11 AM 10:12
RECORDS AND REPORTING

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION

00 DEC 02 AM 10:51

DEPARTMENT OF
ECONOMIC REGULATION

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

I just wanted to let you know about the water service I HAVE DELT with since Keen Utilities took over our water system. I have experienced numerous times with absolutely NO water AT all. Also the water pressure seems to be ever changing. From barely a drizzle to extreme pressure that blew apart pipe fittings underneath my home. (IN the middle of the night is when the pipes blew, which ruined my whole nights sleep) I don't mind a slight payment increase, but with our poor service I just do not feel they have the right to ask for such an increase. I'm especially concerned about the level of usage where after a certain amount used the price goes up so very much. I raise plants for a living, and I use more water than an average home, the cost increase will Hurt Me tremendously!!

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CAF
CMP
COM
STR
CR
EG
PC
AI
GO
EC
ER
TH

Fold and tape - see back for address

Please do ALL that you can to help us obtain a water works that we can count on. Thank you!

Keen Sales, Rentals and Utilities, Inc.

DOCKET NO. 000580-WU

Name Karen S. Bramble
Address 2605 OAK Dr. / PO Box 12
Alturas, FL 33820

RECORDS AND
REPORTING

00 DEC 11 AM 10:12

RECEIVED-FPSC

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

I just wanted to let you know about the water service I have dealt with since Keen Utilities took over our water system. I have experienced numerous times with absolutely no water at all. Also the water pressure seems to be ever changing. From barely a drizzle to extreme pressure that blew apart pipe fittings underneath my home. (In the middle of the night is when the pipes blew, which ruined my whole night's sleep) I don't mind a slight payment increase, but with our poor service I just do not feel they have the right to ask for such an increase. I'm especially concerned about the level of usage where after a certain amount used the price goes up so very much. I raise plants for a living, and I use more water than an average home, the cost increase will hurt me tremendously!!

- APP
- GAF
- CMP
- COM
- CTR
- ECR
- LEG
- OPC
- PAI
- RGD
- SEC
- SER
- OTH

Fold and tape -- see back for address

Please do all that you can to help us obtain a water works that we can count on. Thank you! Karen



Public Service Commission

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

RECEIVED-FPSC
01 JAN -5 PM 3:41
RECORDS AND REPORTING

DATE: January 5, 2001
TO: Division of Records and Reporting
FROM: Division of Legal Services (Van Leuven) *DTV*
RE: Docket No. 000580-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Alturas Water Works).

Please add the following names as interested persons in the above-referenced docket:

Mr. Terry L. Langford
Post Office Box 232
2640 Central E. Ave.
Alturas, Florida 33820-0232
(863) 537-5716

Chris Hendrix & Edward F. Hendrix
P.O. Box 2
315 E. Central Ave.
Alturas, FL 33820
(863) 537-4417

Annette V. Hastings
P.O. Box 323
320 Oak Dr.
Alturas, FL 33820
(863) 537-2812

Karen S. Bramble
P.O. Box 121
Alturas, FL 33820
(863) 537-1923

Mike Mull
P.O. Box 375
2595 Oak Dr.
Alturas, FL 33820
(863) 537-9397
(863) 537-1266

DTV/lw

cc: Division of Economic Regulation (Butts, Crouch, Munroe, Rendell, Stallcup, Willis)

i:\000580an.dtv

Done 01/08/01



Public Service Commission

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

RECEIVED-FPSC
01 JAN -5 PM 3:14
RECORDS AND REPORTING

DATE: January 5, 2001
TO: Division of Records and Reporting
FROM: Division of Legal Services (Van Leuven) *DTV*
RE: Docket No. 000580-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Alturas Water Works).

Please add the following names as interested persons in the above-referenced docket:

Mr. Terry L. Langford
Post Office Box 232
2640 Central E. Ave.
Alturas, Florida 33820-0232
(863) 537-5716

Chris Hendrix & Edward F. Hendrix
P.O. Box 2
315 E. Central Ave.
Alturas, FL 33820
(863) 537-4417

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P.O. Box 323
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Karen S. Bramble
P.O. Box 121
Alturas, FL 33820
(863) 537-1923

Mike Mull
P.O. Box 375
2595 Oak Dr.
Alturas, FL 33820
(863) 537-9397
(863) 537-1266

DTV/lw

cc: Division of Economic Regulation (Butts, Crouch, Munroe, Rendell, Stallcup, Willis)

i:\000580an.dtv

Done 01/08/00

State of Florida



Public Service Commission

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

RECEIVED-PPSC
01 JAN -9 PM 2:20
RECORDS AND
REPORTING

DATE: January 5, 2001
TO: Division of Records and Reporting *DTV*
FROM: Division of Legal Services (Van Leuven)
RE: Docket No. 000580-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Alturas Water Works).

Please add the following name as an interested person in the above-referenced docket:

Mr. Michael Balsler
Southwest Florida Water
Management District
170 Century Boulevard
Bartow, Florida 33830
(863) 534-1448

DTV/lw

cc: Division of Economic Regulation (Butts, Crouch, Munroe, Rendell, Stallcup, Willis)

i:\000580a2.dtv

Jane 01/09/01

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

January 5, 2001

RECEIVED - FPSC
01 JAN -9 PM 3:28
RECORDS AND
REPORTING

Mr. J. Ray Keen
Keen Sales, Rentals and Utilities, Inc.
685 Dyson Road
Haines City, Florida 33844-8587

Re: Docket No. 000580-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Alturas Water Works).

Dear Mr. Keen:

Enclosed is a copy of the Staff Recommendation filed in this matter on January 4, 2001. The Commission is expected to consider this Recommendation at its January 16, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this item. If you have any questions, please feel free to call me at (850) 413-6199.

Sincerely,

D. Tyler Van Leuven
Staff Attorney

DTV/lw

Enclosure

cc: Division of Economic Regulation (Butts, Crouch, Munroe, Rendell, Stallcup, Willis)
Division of Records and Reporting

i:\00058016.dtv

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

January 5, 2001

RECEIVED-FPSC
01 JAN -9 PM 3:28
RECORDS AND
REPORTING

Mr. Michael Balsler
Southwest Florida Water
Management District
170 Century Boulevard
Bartow, Florida 33830

Re: Docket No. 000580-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Alturas Water Works).

Dear Mr. Balsler:

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If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this item. If you have any questions, please feel free to call me at (850) 413-6199.

Sincerely,

D. Tyler Van Leuven
Staff Attorney

DTV/lw
Enclosure

cc: Division of Economic Regulation (Butts, Crouch, Munroe, Rendell, Stallcup, Willis)
Division of Records and Reporting

i:\00058017.dtv

RAR Official Filing:

2/5/01*****3:34 PM*****Matilda Sanders*****1

Matilda Sanders

0323 - PAA

46

From: Dorothy Menasco
Sent: Monday, February 05, 2001 3:30 PM
To: RAR - Orders-Notices
Cc: June Ariola; Janet Harrison
Subject: Docket No. 000580-WU

Sensitivity: Private

The order in the above-referenced docket has been copied to GCOrders for issuance.

File name: 000580or.rg

attach's online

S

7m

4:10

FLORIDA PUBLIC SERVICE COMMISSION - RECORDS AND REPORTING

Requestion for Photocopying and Mailing

Date 2 / 5 / 01
Number of Originals 46 Copies Per Original 11
Requested By Monte Perdomo

Item Presented

Agenda For (Date) _____ Order No. 01-0323 In Docket No. 000580-WB
Notice of _____ For (Date) _____ In Docket No. _____
Other _____

Special Handling Instructions

Distribution/Mailing

Number	Distributed/ Mailed To	Number	Distribution/Mailed To
<u>4</u>	<u>Commission Offices</u>	_____	_____
<u>7</u>	<u>Docket Mailing List - Mailed</u>	_____	_____
<u>0</u>	<u>Docket Mailing List - Faxed</u>	_____	_____

Note: Items must be mailed and/or returned within one working day after issue unless specified here:

Print Shop Verification

Job Number 8 Verified By W.S.
Date and Time Completed 2-6 Job Checked For Correctness and Quality (Initial) _____

Mail Room Verification

Date Mailed 02-06-01 Verified By SbCah

RAR Official Filing:

3/2/01*** 12:49 PM*****Linda Williams*****1**

Linda Williams

0502- CD

From: Dorothy Menasco
Sent: Friday, March 02, 2001 12:46 PM
To: RAR - Orders-Notices
Cc: Janet Harrison
Subject: Docket No. 000580-WU

Sensitivity: Private

The Consummating Order in the above-referenced docket has been transferred to GCOrders for issuance.

File name 000580-co.rg

Attorney: Rosanne

S

If
6m

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



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

Public Service Commission

August 1, 2001

Mr. J. Ray Keen, President
Keen Sales, Rentals and Utilities, Inc.
685 Dyson Road
Haines City, FL 33844-8587

RECEIVED-FPSC
01 AUG - 2 PM 12:31
COMMISSION
CLERK

In Re: Docket No. 000580-WU, Application for Keen Sales, Rentals and Utilities, Inc. (Keen) - Alturas Division for a Staff-Assisted Rate Case in Polk County

In Re: Docket No. 001182-WU, Application for Keen Sales, Rentals and Utilities, Inc. (Keen) - Sunrise Division for a Staff-Assisted Rate Case in Polk County

Dear Mr. Keen:

By Order No. PSC-01-0323-PAA-WU, issued February 5, 2001, the Commission granted an increase in rates and charges for Keen's Alturas Division. This Order was made final and effective by Consummating Order No. PSC-01-0502-CO-WU, issued on March 2, 2001. By Order No. PSC-01-1162-PAA-WU, issued May 22, 2001, the Commission granted an increase in rates and charges for Keen's Sunrise Division. This Order was made final and effective by Consummating Order No. PSC-01-1299-CO-WU, issued June 14, 2001. As discussed in both of the aforementioned PAA Orders, the Commission finds a need to evaluate the effects of the utility's rate proceedings on consumption for the Alturas and Sunrise Divisions. To that end, the utility was ordered to prepare, for each respective system, monthly reports detailing the number of customer bills rendered, the consumption billed (by usage block for the residential class) and the revenues billed. These reports shall be provided, by customer class and meter size, on a quarterly basis for a period of two years, commencing on the first billing cycle the revised rates go into effect for each system.

Mr. J. Ray Keen, President
Page 2
August 1, 2001

According to the utility's tariff sheets on file at the Commission, the revised rates for the Alturas Division's monthly water service were effective March 26, 2001. Therefore, the reports should be provided according to the following schedule:

<u>Billing Period</u>	<u>Reports Due</u>
April 2001 - June 2001	July 31, 2001
July 2001 - September 2001	October 31, 2001
October 2001 - December 2001	January 31, 2002
January 2002 - March 2002	April 30, 2002
April 2002 - June 2002	July 31, 2002
July 2002 - September 2002	October 31, 2002
October 2002 - December 2002	January 31, 2003
January 2003 - March 2003	April 30, 2003

According to the utility's tariff sheets on file at the Commission, the revised rates for the Sunrise Division's monthly water service were effective June 14, 2001. Therefore, the reports should be provided according to the following schedule:

<u>Billing Period</u>	<u>Reports Due</u>
July 2001 - September 2001	October 31, 2001
October 2001 - December 2001	January 31, 2002
January 2002 - March 2002	April 30, 2002
April 2002 - June 2002	July 31, 2002
July 2002 - September 2002	October 31, 2002
October 2002 - December 2002	January 31, 2003
January 2003 - March 2003	April 30, 2003
April 2003 - June 2003	July 31, 2003

Please send the reports to:

Ms. Jennie Lingo
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

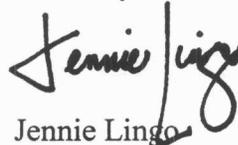
Mr. J. Ray Keen, President

Page 3

August 1, 2001

I have included attachments which illustrate the suggested format of the reports. Please forward this letter and the attachments to the appropriate staff personnel who will be responsible for submitting these reports. If you have any questions, please do not hesitate to contact me at (850) 413-6964.

Sincerely,

A handwritten signature in black ink that reads "Jennie Lingo". The signature is written in a cursive style with a large, looped "L" and "G".

Jennie Lingo
Economic Analyst

Bureau of Economics, Rates and Forecasting

\FJL

Attch: reporting format for billing data for each system

cc w/o attch: Division of Economic Regulation (Rendell)
Division of Legal Services (Jaeger)
Division of Records and Reporting (docket files)

NAME OF UTILITY: KEEN SALES, RENTALS AND UTILITIES, INC. - ALTURAS
MONTH/YEAR OF REPORTING PERIOD: April 2001

CUSTOMER CLASS: Residential

<u>METER SIZE</u>	<u>NUMBER OF BILLS</u>	<u>GALLONS SOLD</u>	<u>REVENUES BILLED</u>	<u>TOTALS</u>
5/8" x 3/4"				
3/4"				
1"				
etc.				

NAME OF UTILITY: KEEN SALES, RENTALS AND UTILITIES, INC. - SUNRISE

MONTH/YEAR OF REPORTING PERIOD: July 2001

CUSTOMER CLASS: Residential

<u>METER SIZE</u>	<u>NUMBER OF BILLS</u>	<u>GALLONS SOLD 0 - 5 KGAL</u>	<u>GALLONS SOLD 5 - 10 KGAL</u>	<u>GALLONS SOLD 10 + KGAL</u>	<u>REVENUES BILLED</u>	<u>TOTALS</u>
5/8" x 3/4"						
3/4"						
1"						
etc.						