

ORIGINAL

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DIVISION OF ECONOMIC REGULATION  
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Public Service Commission

July 21, 2004

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COMMISSION  
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Mrs. Earlene Keen, President  
Keen Sales, Rentals and Utilities, Inc.  
685 Dyson Road  
Haines City, FL 33844-8587

**Re: Docket No. 040254-WU - Keen Sales, Rentals and Utilities, Inc. - Application for Staff-Assisted Rate Case**

Dear Mrs. Keen:

Based on our conversation on July 15, 2004, the following is a request for additional information needed to proceed with the processing of your staff-assisted rate case:

1. It is staff's understanding that Amanda Chambers is no longer working for Keen Sales and Christie McCormick is assuming her position as Water Manager. In regards to the Water Manager's position, please respond to the following:
  - a. Please describe Ms. McCormick's duties as the Water Manager.
  - b. What is Ms. McCormick's salary as the Water Manager? Please provide copies of check stubs for verification of salary.
  - c. How many hours per week will she work as the Water Manager? What are her office hours?
2. You have requested recovery of the salary for a maintenance man, but this request can not be considered unless you have hired a maintenance man. You indicated that an outside contractor is currently being used as a replacement for the maintenance man. Please provide copies of all invoices paid to the outside contractor.
3. According to the staff's audit, you requested recovery of the salary for two meter readers (Melinda Dunnahoe and Christie McCormick). Will the meter reading duty be a part of the Water Manager's duties, and thus be included in the salary requested for the Water Manager, which is to be assumed by Christie McCormick?
4. If an outside contractor is used for maintenance purposes, what would be the utility's use of the van?

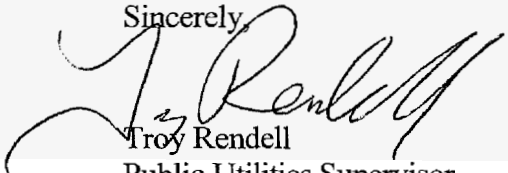
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5. Please respond to the following questions in regard to the transfer of the Alturas and Sunrise systems.
  - a. It is our understanding that the transferred systems' operations will continue in the Keen Sales office building. What will the transferred systems' operational expenses (i.e. rent, utilities, etc.) be for the transferred systems?
  - b. You indicated to staff that Ms. McCormick will handle the billing for the transferred systems. Will she also read the meters for the transferred systems? How many hours will she work for the transferred systems per week?
  - c. Will Ms. McCormick take any customer service calls for the transferred systems? If so, what are the office hours for the transferred systems?

Please respond to the above questions by August 20, 2004. If you have any additional questions with regard to this matter, please feel free to contact Tracey Biggins at (850) 413-6844 or Shannon J. Hudson at (850) 413-7021.

Sincerely,  
  
Troy Rendell  
Public Utilities Supervisor

TR/sh

cc: Division of Economic Regulation (Willis, Biggins, Hudson)  
Office of General Counsel (Vining)  
Commission Clerk and Administrative Services (Docket No. 040254-WU)