

ORIGINAL

KSRU

Keen Sales, Rentals and Utilities, Inc.

685 Dyson Road  
Haines City, FL 33844  
Business Phone 863-421-6827

COPY

August 26, 2004

Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Attention: Troy Rendell  
Public Utilities Supervisor

RE: Docket No. 040254-WU  
Keen Sales, Rentals and Utilities, Inc.  
Application for Staff-Assisted Rate Case  
Corrected and/or Additional information

Dear Mr. Rendell:

Please accept my apology for the lateness of this reply. However, I am sure you heard about "CHARLEY". My office was without electric for ten (10) days; however, prior to that I had requests from the State in regard to the transfer of Alturas and Sunrise systems that also had to be answered. Enclosed you will now find the information you have requested. Hopefully this enclosed information will clear up any questions you have had.

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SEC   1
- OTH \_\_\_\_\_

1. Christie McCormick is assuming the position of Water Manager for Keen Sales, Rentals and Utilities, Inc.
  - A. Mrs. McCormick's duties as Water Manager will include reading the customers meters monthly and accounts payable and receivable. She will be responsible for all County and State reports that must be filed. She will also be responsible for following up with the Contract companies we have engaged to help with the running of the water systems. When Mrs. Keen is not available for manning the emergency equipment (cellular phone and beeper) Mrs. McCormick will have command of the emergency equipment. Mrs. McCormick has the duties of taking deposits for the new customers and refunding the deposits when the time is correct. Mrs. McCormick also mails the past due courtesy reminders to late paying customers. She also has duties of disconnection and connecting all new customers and customers for non-payment of bills.
  - B. Mrs. McCormick is paid \$500.00 weekly. Enclosed are check stubs for Mrs. McCormick's weekly pay.
  - C. Mrs. McCormick will work forty (40) hours per week for Keen Sales, Rentals and Utilities, Inc. Her office hours (with the exception when she is reading the meters) are

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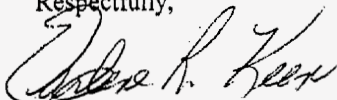
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from 8:00 a.m. to 5:00 p.m. with a one hour lunch break. If she has any overtime hours, she takes them in time off.

2. At this time I do not intend to hire a full time maintenance employee. I have contracted with Tri-Florida Water Treatment, Inc. of Auburndale, Florida. I also have spoken and engaged the part time services of J.D. Johnson, an independent person, for back up maintenance of the Paradise Island and Keen Subdivisions. Enclosed are Bills that have been paid. Also a service call is \$45.00 per hour plus parts and labor, to install or replace a meter \$30.00, the system has to be flushed once a month and it takes two (2) hours each flushing at \$45.00 an hour (per Tri-Florida Water Treatment, Inc.) You already have the costs of testing, chlorine and normal monthly bills in the audit.
3. Since the buyer for Sunrise and Alturas water systems have engaged his own employee(s) to operate these systems, I have no need for extra meter readers and at this time Mrs. McCormick reads my two (2) systems of Keen Subdivision and Paradise Island.
4. The utility van is used when the meters are being read, used when any calls are made in regard to checking the water systems. It is also used when a customer requests a second reading or to have their meter checked. The van is used for trips to the post office and/or to office supply stores and/or places of businesses if we must pick up repair or replacement supplies. This van is a must and is used strictly for Keen Utilities purpose.
5. In regards to the transfer of the Alturas and Sunrise systems:
  - A. It is true that the transferred systems will continue operating in the Keen Sales office building. The new owner will be billed \$100.00 per month for this minimal usage. The new owner will furnish his own supplies, therefore, not paying Keen Sales, Rentals and Utilities, Inc. any money.
  - B. Mrs. McCormick will have no duties to perform for the new buyer. He has engaged his own personnel.
  - C. Yes Mrs. McCormick will take "EMERGENCY" calls only for the transferred systems. But this is only a courtesy act. No pay is involved. Also, this keeps the customers from becoming confused. This is a temporary service until the sale is completed by the state.

Respectfully,



Karlene R. Keen  
President

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