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July 27, 2006

STAFF'S SECOND DATA REQUEST

Mr. Dirk Leeward
County-Wide Utility Company, Inc.
P.O. Box 1476
Ocala, Florida 34478-1467

Re: Docket No. 050862-WU - Application for staff-assisted rate case in Marion County by County-Wide Utility Company, Inc.

Dear Mr. Leeward:

As a result of the customer meeting, and in order to complete the analysis for the final recommendation, staff is requesting that you provide responses to the following data requests:

7. What was the primary reason for County-Wide Utility Company, Inc. (County-Wide) to take its existing wells off line and connect its distribution system to the City of Ocala (Ocala)?

8. Did the utility interconnect with Ocala to be able to provide adequate water service to future customers, located in Phases 4 & 5 of the service territory?

AMP _____
DOM _____
JTR _____
ECR _____
GCL _____
OPC _____
RCA _____
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SEC _____
OTH _____

9. Could County-Wide have been able to continue to provide water service to its existing customers from its wells and purchase water for just its anticipated future customers? If not, why not?

10. Did County-Wide perform a cost/benefit analysis regarding the discontinuation of the water treatment plant vs. purchasing water from Ocala?

a. If so, please provide a copy of this cost/benefit analysis.

b. If not, why not?

11. Provide copies of all bids related to the interconnection with Ocala's water system.

12. Provide a copy of the executed contractual bulk service agreement between County-Wide and Ocala.

13. Provide copies of all notices of scheduled service interruptions from January, 2005 to present.

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14. How were the current water customers notified that their water service would be interrupted while County-Wide switched to the newly constructed water main?

15. In response to Data Request No. 13 above, provide a copy of the service interruption notice which was sent to the customers prior to switching to the new mains.

16. Please provide a table showing the dates of all service switchovers from the old lines to the new lines.

17. During these switchovers, did the utility experience interruptions that would require "Boil Water" noticing?

a. If so, were boil water notices issued and what procedures were used to deliver the notifications?

b. Provide copies of any "Boil Water" notices that were issued as a result of this switchover of existing customers.

18. What are DEP's requirements for well retirements and is the utility in compliance with these requirements?

19. Prior to the retirement of the utility's water wells, was the utility in compliance with its Water Use Permit (WUP) issued by the Water Management District?

The following questions are regarding customer concerns which were expressed at the customer meeting on July 19, 2006. Please respond in writing to the customers concerns listed below:

20. Numerous customers stated they were told the new water line would not affect them. Did you or anyone representing the utility inform any customer the interconnection with Ocala and/or the installation of the new water main would not affect them? Please explain.

21. Many customers stated the previous two water wells and treatment plants were in good operating condition and should not have been retired. Further, they stated that the existing wells could continue to supply the necessary water for the existing customers. Is this correct? If not, please explain.

22. Several customers complained about billing errors. For instance, Mr. Robert Brady stated that his bill read 1,777,000 gallons in one month and 1,771,000 for the following month. Is this correct? Has this issue been resolved? Please explain.

23. Does the utility continue to have customer billing disputes? Please explain.

24. Are all the water meters in Bahia Oak Park 39 years old? Does County-Wide have a meter change out program?

25. Several customers complained that their meters are not being read. Are all of the customers' meters read on a monthly basis? What days of the month are the meters read? Who reads the meters?

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26. Many customers gave comments concerning high water pressure since being switched over to the Ocala water. Several customers complained that this high water pressure has damaged plumbing fixtures and/or piping.

a. Has the utility received complaints regarding high water pressure in the Bahia Oak system? Does the utility have high pressure problems in its water distribution system? If so, please explain.

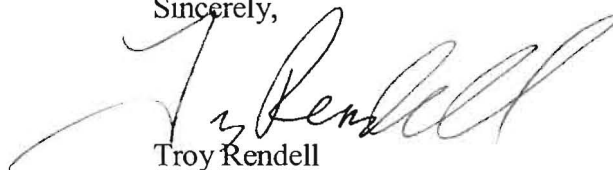
b. Has the current distribution system been pressure tested? If so, when and what were the results? If not, please explain why not.

27. One of the customers located in Bahia Oak complained of yellow and brown water. In addition, she stated she was not notified of the transfer to the Ocala water system. Has the utility received any complaints of this nature? Please explain.

28. Did the utility remove Ms. O'lecuona's fence to install a fire hydrant? If so, has this fence been repaired and/or replaced? If not, please explain why not?

Please provide the above information by August 18, 2006. If you have any questions, please contact Shannon Hudson at (850) 413-7021, or Gerald Edwards at (850) 413-7001.

Sincerely,



Troy Rendell

Public Utilities Supervisor

cc: Division of Economic Regulation (Edwards, Lingo, Hudson)
Office of the General Counsel (Gervasi)
Division of the Commission Clerk and Administration Services (050862-WU)