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STATE OF FLORIDA



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

Public Service Commission

ORIGINAL

August 3, 2007

F. Marshall Deterding
 Rose, Sundstrom & Bentley, LLP
 2548 Blairstone Pines Drive
 Tallahassee, FL 32301

Re: Docket No. 070377-WS - Request for approval of change in customer deposits tariff and proposed changes in miscellaneous service charges by Windstream Utilities Company

Dear Mr. Deterding:

In order to further review the application, Windstream Utilities Company will need to provide the following:

Initial Connection and Normal Reconnection

<u>Component</u>	<u>Normal Hours</u> <u>Hourly Rate</u>	<u>Normal Hours</u> <u>Typical Time</u>	<u>Normal Hours</u> <u>Total Cost</u>	<u>Description</u>
Clerical & Administrative Labor				
Labor to inspect facilities				
Labor to determine complaint resolution				
Transportation costs				
Computer services				
Overhead				
Etc...				
Total Costs				

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 FPSC-COMMISSION CLERK

<u>Component</u>	<u>After Hours Hourly Rate</u>	<u>After Hours Typical Time</u>	<u>AfterHours Total Cost</u>	<u>Description</u>
Clerical & Administrative Labor				
Labor to inspect facilities				
Labor to determine complaint resolution				
Transportation costs				
Computer services				
Overhead				
Etc...				
Total Costs				

These costs should address, in detail the following components:

1. Office costs associated with recording and processing a customer request for service, including labor, computer service, and postage.
2. Office costs associated with receiving, recording and processing the subsequent customer request for termination of service and final bill, including labor, computer services and postage.
3. Field costs associated with the inspection of a facility and connection of service including transportation, labor and meter reading expense.
4. Field costs associated with the disconnection of service including transportation, labor, and meter reading expense.
5. Overhead costs indirectly related to a specific job including a portion of general office facilities and equipment, supervision, insurance and small miscellaneous expenses required to support service activities.
6. In addition, please provide the number of initial connections and reconnections for normal hours during the preceding 12 months.
7. Provide the number of initial connections and reconnections for after hours calls during the preceding 12 months as well.

Premise Visit

<u>Component</u>	<u>Normal Hours</u> <u>Hourly Rate</u>	<u>Normal Hours</u> <u>Typical Time</u>	<u>Normal Hours</u> <u>Total Cost</u>	<u>Description</u>
Clerical & Administrative Labor				
Labor to inspect facilities				
Labor to determine complaint resolution				
Transportation costs				
Computer services				
Overhead				
Etc...				
Total Costs				

<u>Component</u>	<u>After Hours</u> <u>Hourly Rate</u>	<u>After Hours</u> <u>Typical Time</u>	<u>AfterHours</u> <u>Total Cost</u>	<u>Description</u>
Clerical & Administrative Labor				
Labor to inspect facilities				
Labor to determine complaint resolution				
Transportation costs				
Computer services				
Overhead				
Etc...				
Total Costs				

These costs should address, in detail the following components:

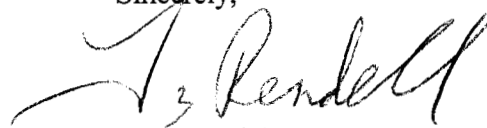
1. Office costs associated with receiving, recording and processing a customer request or complaint, including labor, and computer service.
2. Field costs associated with the inspection of a facility and determination of complaint resolution including transportation and labor. This may include outside services.
3. Field costs associated with the collection of delinquent bill amount including transportation, labor, and meter reading expense.
4. Overhead costs indirectly related to a specific job including a portion of general office facilities and equipment, supervision, insurance and miscellaneous expenses required to support service activities.

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5. In addition, please provide the number of premises visits during normal hours for the preceding 12 months.
6. Provide the the number of premises visits during after hours for the preceding 12 months.

In order to process this tariff filing within the statutory timeframe, please submit this information by August 24, 2007. If you have any questions or require further assistance regarding this matter, please contact me at (850) 413-6934, or Jared Deason at (850) 413-6844 .

Sincerely,

A handwritten signature in black ink, appearing to read "T. Rendell", written in a cursive style.

Troy Rendell
Public Utilities Supervisor

cc: Division of Economic Regulation (Deason, Bulecza-Banks)
Office of General Counsel (Jaeger)
Office of Commission Clerk (Dkt. 070377)