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Public Service Commission

February 6, 2008

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COMMISSION
CLERK

Mr. Todd Maxwell, President
Angler's Cove West, Ltd.
Post Office Box 5252
Lakeland, Florida 33807-5252

Re: Docket No. 070417-WS; Application for increase in water and wastewater rates in Polk County by Anglers Cove West, Ltd.

Dear Mr. Maxwell:

Staff requests the following information to complete our review of the application. The following items relate to customer's concerns from the January 31, 2008 customer meeting.

(a) It has come to staff's attention that a flash line is leaking potable water into a pond that is located on the east side of Summerwind Drive. In addition, staff was informed this situation has existed for several months. Please confirm the existence of this situation. If so, provide a detailed explanation of what may be the cause of it and any action the utility intends to take to resolve this matter. In addition, state when the utility intends to resolve this situation.

(b) Staff observed a wet spot on the lawn across from the clubhouse on Edgewater Lane. In addition, we observed a meter box adjacent to the Merritt's home that is full of water. Please provide a detailed explanation of what may be the cause of the two incidents and any action the utility intends to take to resolve them. In addition, state when the utility intends to resolve this situation.

(c) What is the chlorine dosage rate for the wastewater treatment plant?

(d) Several customers complained about improper installation of the water meters. Please provide a detailed explanation of what may have been the cause and identify the number of meters installed incorrectly. Also please state if the matter has been corrected? If not, explain what the utility intends to do to resolve this situation and the time frame required to resolve.

(e) Many customers complained that in the event of a line break the entire water system is shut off. Do you have shutoff valves dispersed throughout the water distribution system? If so, do you know the total number of valves and where they are located? If not, please provide a detailed explanation.

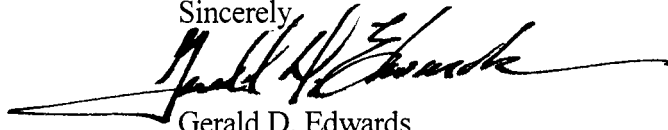
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(f) During the last 3-years, how often has the utility discontinued water service throughout the park? Please provide a detailed explanation of what may have been the cause of the problem and any action taken by the utility to correct it. Did CHC VII post Boil Water Notices after every incident and here were the notices posted?

As this case is scheduled for Agenda on March 4, 2008, it is very important that I receive your response by February 13, 2008. If you have any questions, please contact me by phone at (850) 413-7001 or by e-mail at gedwards@psc.state.fl.us

Sincerely,

A handwritten signature in black ink, appearing to read "Gerald D. Edwards", with a long horizontal flourish extending to the right.

Gerald D. Edwards
Engineering Specialist

cc: Division of Economic Regulation (Revell, Bulecza-Banks, Edwards, Fletcher)
Office of the General Counsel (Bennett)
Division of the Commission Clerk and Administrative Services (070417-WS)
Office of Public Counsel