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STATE OF FLORIDA



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

Public Service Commission

October 13, 2009

RECEIVED-FPSC  
 09 OCT 14 PM 3:30  
 COMMISSION  
 CLERK

Sandra Wesson  
 Pine Harbour Water Utilities, LLC  
 P.O. Box 447  
 Fruitland Park, FL 34731

**Re: Docket No. 090429-WU - Request for approval of imposition of miscellaneous service charges, delinquent payment charge and meter tampering charge in Lake County, by Pine Harbour Water Utilities, LLC.**

Dear Ms. Wesson:

In order to further review the application, Pine Harbour Water Utilities, LLC 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				

These costs should address, in detail the following components:

**Initial Connection and Normal Reconnection**

- Office costs associated with recording and processing a customer request for service including labor, computer service, and postage.
- 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.

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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 during the preceding 12 months.
7. Provide the above information for after hours rates as well.

<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				

**Premise Visit**

<u>Component</u>	<u>Normal Hours Hourly Rate</u>	<u>Normal Hours Typical Time</u>	<u>Normal Hours 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				

**Premise Visit**

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 disconnection of service 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 small miscellaneous expenses required to support service activities.
5. In addition, please provide the number of premises visits during the preceding 12 months.
6. Provide the above information for after hours rates as well.

<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				

**Meter Tampering**


1. Office costs associated with receiving, recording and processing meter tampering service, including labor, and computer service.
2. Field costs associated with the inspection of a meter and determination if a meter has been tampered with including transportation and labor. This may include outside services.
3. Field costs associated with the meter tampering service including transportation, labor, and meter reading expense.

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4. Overhead costs indirectly related to a specific meter tampering job including a portion of general office facilities and equipment, supervision, insurance and small miscellaneous expenses required to support meter tampering service activities.
5. In addition, please provide the number of premises visits during the preceding 12 months resulting from meter tampering.
6. What constitutes meter tampering, and what evidence has the Utility collected in the past, to prove the customer of record actually committed the meter tampering?
7. Does the Utility encase its meters with a box?
  - (A) If yes, does the Utility lock the meter box?
  - (B) If no, please explain why not.

If you have any questions or require further assistance regarding this matter, please contact me at (850) 413-6844.

Sincerely



Jared Deason

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of General Counsel (Klancke)  
Office of Commission Clerk (090429-WU)