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Public Service Commission

October 30, 2009

Ms. Sandra Seyffart
CWS Communities d/b/a Palm Valley Utilities
3700 Palm Valley Circle
Oviedo, Florida 32765

Re: Docket No. 090447-WS, Engineering Field Investigation of CWS Communities d/b/a Palm Valley Utilities in Seminole County.

Dear Ms. Seyffart:

This letter is to confirm my telephone conversation with you regarding my planned engineering field investigation on December 15, 2009. In order to ensure fast, expedient treatment of your rate case, please have the following information for the period of October 1, 2008 to September 30, 2009 (test year) ready and available for my review.

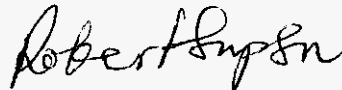
1. A list of all employees, their duties and responsibilities, and salary.
2. A copy of all utility related electricity bills. The bills should include meter numbers, location of meters, kilowatts used, and the total cost.
3. A copy of all bills for chemicals used in the treatment of water and wastewater. The bills should include the type and amount of chemicals purchased and the total cost.
4. A copy of all bills for purchased parts, materials, and supplies used in the operation and maintenance of the water and wastewater systems.
5. A copy of all bills for removal of sludge if such work is performed by persons other than owners, stockholders, and employees of the utility. The bills should include the amount of sludge hauled and the total cost.
6. A copy of all bills for contractual services and a copy of the contract with an explanation of the type of work performed and its associated cost.
7. A copy of all DEP, Seminole County Health Department (SCHD), and Water Management District (WMD) permits.
8. A copy of all correspondence, inspection reports, notices of violation, or consent orders from DEP, the SCHD, and the WMD in the past three years.
9. A copy of all Discharge Monitoring Reports filed with the Department Environmental Protection (DEP).

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10. A copy of all Month Operating Reports filed with the Department of Environmental Protection (DEP).
11. A schedule showing the amount of water sold each month.
12. Are there any commercial customers, such as a clubhouse? Are there any unmetered customers?
13. The utility's 2008 Annual Report indicates that 25,749,000 gallons of water were pumped and 29,930,243 gallons were sold. Explain how the gallons sold exceeded the gallons pumped.
14. A list of all customer complaints received during the past three years and an explanation of how each was resolved.
15. A detailed description of all assets (land, wells, treatment facilities, pumps, storage tanks, water distribution system, collection systems, and lift stations) owned by the utility.
16. A map showing the location and size of the water distribution system throughout the service area.
17. A map showing the location and size of the wastewater collection system throughout the service area.
18. A description of any plant additions or repairs that have been made in the past year, along with the cost and reason for the addition or repair.
19. A description of any plant additions or repairs that are expected to be made in the next year, along with the estimated cost and reason for the addition or repair.

On December 15, 2009, I will inspect the water and wastewater treatment plants, the water distribution system, the collection system, and the general service area. Please have someone (lead operator, chief maintenance person, or an assigned person with access to the plant) available for this tour. If you have any questions, do not hesitate to call me at (850) 413-7001.

Sincerely,



Robert Simpson
Engineering Specialist
Bureau of Certification, Economics & Tariffs

RS:kb

Cc: Division of Economic Regulation (Hudson, Fletcher, Bulecza-Banks, Daniel)
Office of General Counsel (Bennett)
Office of Commission Clerk