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Public Service Commission

May 12, 2011

Mr. Christian Marcelli
Rose, Sundstrom & Bentley, LLP
766 North Sun Drive, Suite 4030
Lake Mary, FL 32746

Staff's Fifth Data Request

Re: Docket No. Docket No. 100426-WS - Application for increase in water and wastewater rates in Lake County by Lake Utility Services, Inc.

Dear Mr. Marcelli:

Based on comments received at the customer meeting held on April 27, 2011, staff needs the following information to complete our review of the application filed by Lake Utility Services, Inc. (Utility or LUSI).

1. Several customers inquired about the availability of reclaimed water for irrigation use. Please provide more information regarding the Utility's plan for providing reclaimed water for irrigation use. In the response, please include:
 - a. Original completion dates and associated costs for wastewater treatment facilities associated with the provision of reclaimed water;
 - b. Original schedule and plans for providing reclaimed water;
 - c. The cause of any and all delays/complications associated with providing reclaimed water and expected resolutions; and
 - d. The Utility's current schedule and plan for providing reclaimed water.
2. Several customers, particularly "snow bird" customers, questioned the assessment of wastewater gallonage charges associated with irrigation water not returned to the wastewater system for treatment. Please respond to the customers' concerns in this regard.
3. Some customers expressed concerns with LUSI's metering and billing practices. Please outline the Utility's procedure for meter reading, how the Utility handles estimated meter readings, and if the Utility has an active meter replacement program.

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4. In addition, three customers spoke about specific billing issues.
 - a. Brian Walker (16417 Citrus Parkway) requested a meter accuracy test be performed on his water meter because of questions related to water usage. Please arrange a meter test with this customer, and present those results, as well as a review of Mr. Walker's billing history for the previous 14 months, to the Commission.
 - b. Ian Riley-Green (13236 Via Roma Circle) questioned an estimated meter reading within the past year, and whether his estimated meter readings are corrected to reflect actual usage. Please review and submit Mr. Riley-Green's billing history for the past 14 months, and address any bills based on estimated meter readings.
 - c. Mark Matheis (15916 Autumn Glen Ave) spoke of a water bill within the past year that was out of line with his average monthly bill, that he attributed to his neighbor's usage being incorrectly applied to his account without the proper credits and adjustments being made. Please review and submit Mr. Matheis' billing history for the past 14 months, and address this billing discrepancy.
5. Pam Bee (10514 Vista Del Sol Circle) spoke of a leak in a pipe near her home that she alerted the utility of, but was not timely repaired. Please verify if there was a leak in the vicinity, and if so, how the Utility addressed it.

Please file the requested information by June 3, 2011, with Ms. Ann Cole, Commission Clerk, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850. Please feel free to call me at (850) 413-6536 if you have any questions.

Sincerely,



Dale R. Buys
Regulatory Analyst IV

cc: Division of Economic Regulation (Maurey, Daniel, Fletcher, Lingo, Stallcup, Williams, Thompson)
Office of the General Counsel (Young)
Office of Commission Clerk
Office of Public Counsel