

**Diamond Williams**

100426-WS

**From:** Dana Rudolf [DRudolf@RSBattorneys.com]  
**Sent:** Friday, June 03, 2011 4:56 PM  
**To:** Filings@psc.state.fl.us  
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**Subject:** Docket No. 100426-WS; Application for increase in water and wastewater rates in Lake County by Lake Utility Services, Inc.  
**Attachments:** PSC Clerk 22 (Response to Staff's 6th Data Request).ltr.pdf

- a) Christian W. Marcelli, Esquire  
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- b) Docket No. 100426-WS  
Application for increase in water and wastewater rates in Lake County by Lake Utility Services, Inc.
- c) Lake Utility Services, Inc.
- d) 3 pages
- e) Response to Staff's Sixth Data Request dated May 12, 2011

DOCUMENT NUMBER-DATE

03894 JUN-3 =

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6/3/2011

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June 3, 2011

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Ann Cole, Commission Clerk  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

Re: Docket No. 100426-WS; Application for increase in water and wastewater rates in  
Lake County by Lake Utility Services, Inc.  
Our File No.: 30057.194

Dear Ms. Cole:

Enclosed for filing in the above-referenced docket is the response of Lake Utility Services, Inc. (the "Utility" or "LUSI") to Staff's sixth data request dated May 12, 2011. Staff has requested the following information in order to complete its analysis in the above-referenced docket.

Staff's audit of LUSI, Audit Control No. 11-004-4-1, Audit Finding 9, related to the over-billing of revenues for wastewater accounts that had gallonage usage in excess of 10,000 gallons. The Utility did not object to staff's finding in its response to the audit report. Please provide a detailed report that includes the following:

1. The number of bills affected per month from May 2009 until present;

RESPONSE: Please see the chart below.

2. The total amount of the overcharges;

RESPONSE: Please see the chart below.

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**SUMMARY OF 2009 BILLS AFFECTED BY MONTH**

<b>Month</b>	<b>Total Bills Affected by Month</b>	<b>Total Amount of Overcharge</b>
6	2624	\$ (439.50)
7	1224	\$ (500.66)
8	1309	\$ (524.08)
9	1160	\$ (462.95)
10	1567	\$ (626.59)
11	1845	\$ (9.83)
<b>Grand Total</b>	<b>9729</b>	<b>\$ (2,563.61)</b>

3. The actions the Utility took to refund the affected customer; and

**RESPONSE:** The affected customers will be issued a credit adjustment on their upcoming June 2011 bill for overcharges incurred on their bills issued from June 2009 to November 2009. This credit is based on information contained in a spreadsheet that the company will forward under separate cover. This spreadsheet will be submitted on disc because it is too voluminous to print or e-file.

4. The actions the Utility took to correct the apparent billing error.

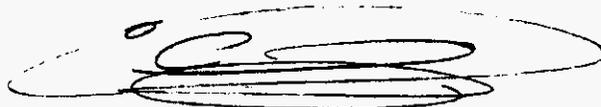
**RESPONSE:** The affected customers will be issued a credit adjustment on their upcoming June 2011 bill for overcharges incurred on their bills issued from June 2009 to November 2009. This credit is based on information contained in a spreadsheet that the company will forward under separate cover. This spreadsheet will be submitted on disc because it is too voluminous to print or e-file. The rates in effect from May 25, 2009 until November 4, 2009 were set up incorrectly in the billing system. When the November 4, 2009 rates were entered, they were correctly input resulting in proper billing after that point. To avoid this problem in the future, the company has placed additional verification and testing steps in the rate entry process to ensure all rate changes are confirmed and signed off by three different company personnel.

Ann Cole, Commission Clerk  
Office of Commission Clerk  
Florida Public Service Commission  
June 3, 2011  
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Should you or the Staff have any questions regarding this filing, please do not hesitate to give me a call.

Very truly yours,



CHRISTIAN W. MARCELLI  
For the Firm

CWM/der  
Enclosures

cc: Steven M. Lubertozi, Executive Dir. of Regulatory Accounting & Affairs (w/enclosures) (via e-mail)  
John Stover, Vice President and Secretary (w/enclosures) (via e-mail)  
Kirsten Weeks, Manager of Regulatory Accounting (w/enclosures) (via e-mail)  
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