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 DIVISION OF ECONOMIC REGULATION  
 (850) 413-6900

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COMMISSION  
 CLERK

Public Service Commission

September 29, 2011

Bryon Smith  
 Sr. Development Manager  
 Westgate Resorts, Ltd.  
 5601 Windhover Dr.  
 Orlando, FL 32819

**Re: Docket No. 110141 - Request for approval of proposed changes to increase miscellaneous service charges, add after hours charge, delinquent payment charge, meter tampering charge in Polk County**

Dear Mr. Smith:

Commission staff has received your letter regarding the above-referenced docket. Staff requires additional information to complete our review. Using the table provided below, please respond to the requests as detailed in your letter dated August 2, 2011 regarding Grenelefe Resort Utility, Inc.

<u>Component</u>	<u>Normal Hours</u> <u>Hourly Pay</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:

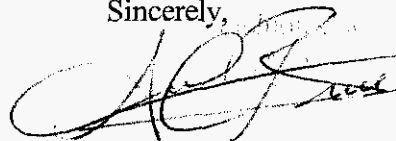
- Office costs associated with recording and processing a customer request for service, including labor, computer service, and postage.

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2. Office costs associated with receiving, recording, and processing a customer's request for termination of service and final bill, including labor, computer services, and postage.
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, normal reconnections, violation reconnections, and premises visits during the preceding 12 months.
7. Provide the number of special premises visits to determine if a meter has been tampered with during the preceding 12 months.
8. Provide the above information for after hour rates as well.
9. Please submit tariff sheets to include changes and additions requested by the Utility.

It is imperative that Commission staff receive the requested information by October 7, 2011. If you have any questions or require further assistance regarding this matter, please feel free to contact me at (850) 413-6994.

Sincerely,



Sonica Bruce  
Regulatory Analyst

SB:lr

cc: Office of Commission Clerk (Dkt. 110141-WS)  
Division of Economic Regulation (Kummer, Stallcup)  
Office of the General Counsel (Tan)