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MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

December 22, 2011

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COMMISSION  
CLERK

Ms. Virginia L. Gadsden  
Pine Ridge Management Corporation  
P. O. Box 307  
Lake Placid, Florida 33862

**Re: Docket No. 110042-WS; Quality of Service Concerns Regarding the Customer Meeting of November 9, 2011.**

Dear Ms. Gadsden:

At the November 9, 2011 customer meeting, customers expressed dissatisfaction with poor quality of service for Pine Ridge. Staff has the following questions for which responses are required by January 17, 2012.

1. The customers complained about numerous water interruptions. Pursuant to Rule 25-30.251, Florida Administrative Code, Pine Ridge shall maintain a record of all interruptions in service which affect 10 percent or more of its customers. Please describe the number of water interruptions that have occurred in the last three years and indicate the date and time of these interruptions, how long it took to restore the service, how many customers were affected, and whether boil water notices were issued to the customers and DEP.
2. Pursuant to your wastewater permit regarding the percolation pond, please describe how many emergency discharges occurred in the last three years and indicate whether DEP was informed of that occurrence.
3. The customers indicated that the water system does not have isolation valves, and therefore, when water is shut off, all customers are without water service. Has the company done anything to address this problem?
4. Staff made an inspection of the service area after the customer meeting and noted uncapped sewer lines on vacant lots. Have they been capped now, and if so, when?
5. Staff took note of the efforts Pine Ridge has made regarding the replacement of the hydropneumatic tank. Please state whether the replacement has been completed and include the date of completion.

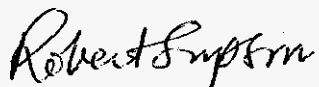
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6. You have requested that the cost of the effluent flow meter for the wastewater treatment plant be included in this rate case. Please describe the efforts you have done to install the meter?

Please submit the information on or before January 17, 2011, to the Office of Commission Clerk, Docket No. 110042-WS, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. If you have any questions, do not hesitate to contact me at (850) 413-7001.

Sincerely,



Robert Simpson  
Engineering Specialist  
Bureau of Certification, Economics & Tariff.

RS:lr

cc: Division of Economic Regulation (Smith, Hudson, Fletcher, Maurey, Daniel)  
Office of the General Counsel (Murphy)  
Office of Commission Clerk (Docket No. 110042-WS)