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Public Service Commission

July 24, 2012

STAFF'S SECOND DATA REQUEST

Mr. Martin S. Friedman
Rose, Sundstrom & Bentley, LLP
776 N. Sun Drive, Suite 4030
Lake Mary, FL 32746

Re: Docket No. 120037-WS – Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke.

Dear Mr. Friedman:

The following information is needed for staff to complete its review of quality of service:

1. The majority of the comments received at the June 18, 2012 customer meeting dealt with the customers' dissatisfaction over iron residue found in the water, high amounts of chlorine, and low water pressure primarily within the area known as "the Hill." Please respond to these concerns by explaining the following:
 - (a) what is causing these problems;
 - (b) is the Utility meeting DEP standards regarding these problems;
 - (c) what is the Utility currently doing to control these problems;
 - (d) can anything else be done to improve upon or eliminate these customer concerns;
 - (e) has the Utility independently checked the pressure in the area known as "the Hill," and if so how often and what was the pressure? If not does the Utility intend to check the pressure at "the Hill" based on these customer complaints?
2. Describe any meetings that may have occurred with the customers in the past three years regarding plans to address their concerns related to iron residue found in the water, high amounts of chlorine, and low water pressure. In addition, discuss any meetings that are planned to address the customers concerns.
3. Provide the documentation supporting the pro forma plant improvement for the replacement of Well #1. In its June 8, 2012 response to staff's first data request, the Utility indicated that a quote for the project is pending and will be provided within a week. To date, the Commission has not received any updated information concerning this project.

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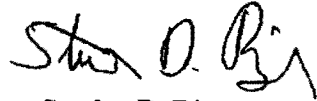
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Mr. Martin S. Friedman
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Please submit the requested information to the Office of Commission Clerk by August 7, 2012. If you have any questions, please contact me by phone at (850) 413-6970 or by email at srieger@psc.state.fl.us.

Sincerely,



Stanley D. Rieger
US Engineering Specialist
Division of Engineering

SDR/

cc: Division of Engineering (Trapp, Ballinger)
Division of Accounting and Finance (Maurey, Fletcher, Brown)
Division of Auditing and Performance Analysis (Daniel)
Office of General Counsel (Jaeger)
Office of Commission Clerk (Docket No. 120037-WS)
Office of Public Counsel