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Public Service Commission

April 15, 2013

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COMMISSION CLERK

Pinecrest Utilities, LLC
Mike Smallridge
Post Office Box 1798
Eaton Park, FL 33840
Facsimile (863) 229-5991

STAFF'S FIRST DATA REQUEST

Re: Docket No. 120269-WU- Application for staff-assisted rate case in Polk County by Pinecrest Utilities, LLC.

Dear Mr. Smallridge:

By this letter, the Commission staff requests that Pinecrest Utilities, LLC. (Utility) provide responses to the following questions regarding its requested increase in customer monthly billing expense.

1. On April 10, 2013, the Utility filed a document with the Commission Clerk requesting a \$204 annual increase in customer billing expense in order to mail monthly customer invoices in an envelope, rather than via the Utility's current practice of sending a post card. Since you have owned this Utility, how many times have customers called to report that they have not received a monthly invoice (i.e., post card)?
2. In the Commission staff's audit report and work papers, a portion of the expense for salaries was identified as billing. An employee named Natalie was identified as the person who performs billing for the Utility. Does Natalie prepare and send the monthly customer invoices?
3. If monthly customer invoices are sent in an envelope rather than sending the invoice as a post card, will a return envelope be provided?
4. Please describe how putting monthly customer invoices in an envelope, rather than on a post card, will reduce or eliminate the number of customers who are not receiving bills.

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Please file the original and five copies of the requested information by Monday, April 22, 2013, 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) 413-6191 if you have any questions.

Respectfully,

A handwritten signature in black ink, appearing to read 'C. W. Murphy', with a long, sweeping flourish extending to the right.

Charles W. Murphy
Senior Attorney

CWM/dmw

cc: Office of Commission Clerk