

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: June 8, 2018

TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

FROM: Cissy Galloway, Public Utility Analyst, Division of Accounting & Finance *CG*

RE: Docket No. 20170219-WS, Application for a staff assisted rate case in Polk County by River Ranch Water Management, LLC

Attached is staff's third data request in the above-referenced docket. Please place the attached letter in the docket file.

Thank you.

RECEIVED-FPSC
2018 JUN -8 PM 3:24
COMMISSION
CLERK

Attachment

CCG/

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ANDREW GILES FAY

STATE OF FLORIDA



DIVISION OF
ACCOUNTING AND FINANCE
ANDREW L. MAUREY
DIRECTOR
(850) 413-6900

Public Service Commission

June 8, 2018

Mr. Bryan Smith
River Ranch Water Management, LLC
5601 Windhover Drive
Orlando, Florida 38218
bryan_smith@wgresorts.com

STAFF'S THIRD DATA REQUEST

Re: Docket No. 20170219-WS Application for a staff assisted rate case in Polk County by River Ranch Water Management, LLC

Dear Mr. Smith:

By this letter, the Commission staff requests that River Ranch Water Management, LLC (River Ranch or Utility) provide responses to the following data requests.

METERS/ BILLING

1. The table below includes the neighborhood/customer group(s) that are currently customers of River Ranch Water Management, LLC. The table also contains the number of individual meters and the corresponding units associated with each neighborhood/customer group(s). Please review, make any corrections to, and fill in any missing information from the table below.

Neighborhood/Customer	Meters	Units
River Ranch Condo Association	44	192
Long Hammock MH	120	120
River Ranch RV Park		367
RS	65	65
River Ranch Chapel		1
Westgate River Ranch	21	21
Long Hammock Irrigation		
RV Irrigation	not on a meter	
Total	250	

Mr. Bryan Smith

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2. Currently, based on information in the table above, there are a total of 250 meters. Of the 250 meters, how many individual bills are sent out by the Utility each month?
3. According to invoices contained in staff's audit work papers, the Utility has a contract with Severn Trent for billing. Please explain Severn Trent's responsibilities as they pertain to the billing process for the Utility.
4. Please provide the number of meters that are read each month for Utility billing purposes.
5. Please provide an estimation of how much time it takes to read these meters, and an explanation of who is responsible for actually reading the meters.
6. If a mailed notice to the Utility's customers was necessary, how many notices would the Utility prepare?
7. Two associations (River Ranch Condo Association and Long Hammock Mobile Home Park) were identified by the Utility during a conference call with Commission staff on Monday, April 30, 2018. On that call, the Utility indicated that one bill is sent to each association. Is this correct? Please explain this process.
8. For the individual units included for each association, how is Utility information delivered to those individual units?
9. What is the official method used by the Utility to notify customers in case of a Boil Water Notice mandate?

EMPLOYEES

10. Please provide the current status of the Utility Operator position, held by Mark Turner during the test year.
11. Please list the duties and responsibilities associated with the operator position.
12. Does the operator position also include non-utility duties related to the River Ranch Resort or other CFI businesses? If yes, please explain.
13. Does the operator position read meters for the Utility? If yes, what relative percentage of the monthly meter reading is performed by the operator?

CONTRACTUAL SERVICES – PROFESSIONAL

14. The Utility employs an accounting firm for its Annual Report preparation and its General Ledger. Are any other people involved with bookkeeping duties for the Utility?
15. If so, please identify any additional bookkeeping staff, and describe their duties and their primary responsibilities. Also, please estimate the amount of their time (in weekly hours) spent on Utility business.

CONTRACTUAL SERVICES – OTHER

16. During the test year for this docket, Harrison Wastewater Operations performed the required testing for the Utility along with applying chemicals for water and wastewater treatment. Are there any other services or duties that Harrison Wastewater Operations is responsible for with regard to day to day utility operations? If so, please describe any additional work Harrison Wastewater Operations provides for the Utility.

RENT

17. Does the Utility share office space with River Ranch Resorts?
18. Please describe the amount of office space, along with any other shared supplies, and/or office equipment that the Utility utilizes from River Ranch Resort.
19. Is there a physical location that customers of the Utility can go to when they have questions or complaints? If so, please describe and explain.

TRANSPORTATION

20. Please give details surrounding the lease agreement for the Nissan Titan that was included with the PSC staff audit:
- a. Is the lease agreement with the Utility, the Resort, or an individual?
 - b. Is the leased vehicle currently being used for Utility business? If so, please describe.
 - c. Is the leased vehicle also used for non-utility business? If so, please describe.

Please file all responses electronically by Friday, June 29, 2018, through the Commission's website at www.floridapsc.com, by selecting the **Clerk's Office** tab and **Electronic Filing Web Form**. Please feel free to call me if you have any questions at (850) 413-6922 or email at cgallowa@psc.state.fl.us.

Sincerely,



Cecilia Galloway
Public Utilities Analyst

cc: Division of Engineering (Mtenga, Ellis)
Division of AFD (Galloway, Brown)
Division of ECO (Bruce, Hudson)
General Counsel (DuVal, Dziechciarz)