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TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

August 31, 2007

F. Marshall Deterding
Rose, Sundstrom & Bentley, LLP
2548 Blairstone Pines Drive
Tallahassee, FL 32301

Re: Docket No. 070377 - Request for approval of change in customer deposits tariff and proposed changes in miscellaneous service charges by Windstream Utilities Company

Dear Mr. Deterding:

Commission staff has reviewed your letter dated August 28, 2007, regarding the above referenced docket. Please respond to the following requests regarding your letter:

Initial Connection and Normal Reconnection

1. On the Initial Connection and Normal Reconnection cost justification spreadsheet for Normal Hours and After Hours under the heading Clerical & Administrative Labor; please provide a detailed explanation of the duties and responsibilities performed by the Administrative Manager that would justify the inclusion of the labor cost of \$799.47 a week.
2. On the Initial Connection and Normal Reconnection cost justification spreadsheet for Normal Hours and After Hours under the heading Labor to Inspect Facilities and Connect; please provide a detailed explanation of the duties and responsibilities performed by the Manager that would justify the inclusion of the labor cost of \$380 a week.
3. On the Initial Connection and Normal Reconnection cost justification spreadsheet for After Hours under the heading Clerical & Administrative Labor; please provide a detailed explanation of the clerical labor performed that would justify the labor cost multiplied by 1.5.

DOCUMENT NUMBER-DATE

07914 AUG 31 5

FPSC-COMMISSION CLERK

Premises Visit

4. Staff suggests the following revision to the the Premises Visit Charge portion of the First Revised Sheet No. 17.0 to the following:

PREMISES VISIT CHARGE – This charge is levied when a service representative visits a premises at a customer's request for a complaint resolution or for other purposes and the problem is found to be the customer's responsibility.

PREMISES VISIT CHARGE (IN LIE OF DISCONNECTION) – This charge may be levied when a service representative visits a premises for the purpose of discontinuing service for nonpayment of a due and collectable bill and does not discontinue service because the Customer pays the service representative of otherwise makes satisfactory arrangements to pay the bill.

5. On the Premises Visit cost justification spreadsheet for Normal Hours and After Hours under the heading Clerical & Administrative Labor; please provide a detailed explanation of the duties and responsibilities performed by the Administrative Manager that would justify the inclusion of the labor cost of \$799.47 a week.
6. On the Premises Visit cost justification spreadsheet for Normal Hours and After Hours under the heading Labor to Inspect Facilities and Connect; please provide a detailed explanation of the duties and responsibilities performed by the Manager that would justify the inclusion of the labor cost of \$380 a week.
7. On the Premises Visit cost justification spreadsheet for After Hours under the heading Clerical & Administrative Labor; please provide a detailed explanation of the clerical labor performed that would justify the labor cost multiplied by 1.5.
8. Your August 28, 2007 letter states that Windstream Utilities had 132 premises visits during normal hours for the preceding 12 months. Please provide a breakdown of those visits to include the following:
 - (a) Of the 132 visits during normal hours, how many visits resulted in the problem being found to be the customer's responsibility?
 - (b) Of the 132 visits during normal hours, how many visits resulted in the problem being found to be the utility's responsibility?
 - (c) Of the 132 visits during normal hours, how many visits were for the purpose of disconnecting service for nonpayment of a due bill?
9. Your August 28, 2007 letter states that Windstream Utilities had 12 premises visits during after hours for the preceding 12 months. Please provide a breakdown of those visits to include the following:

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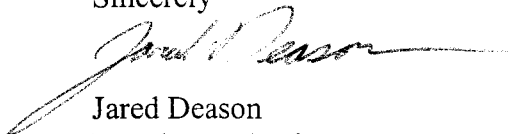
- (a) Of the 12 visits during after hours, how many visits resulted in the problem being found to be the customer's responsibility?
- (b) Of the 12 visits during after hours, how many visits resulted in the problem being found to be the utility's responsibility?
- (c) Of the 12 visits during after hours, how many visits were for the purpose of disconnecting service for nonpayment of a due bill?

Late Payment Charge

10. On the Late Payments cost justification spreadsheet under the heading Clerical & Administrative Labor, please provide a detailed explanation of the duties and responsibilities performed by the Administrative Manager that would justify the inclusion of the labor cost of \$799.47 a week.

In order to process this tariff filing within the statutory timeframe, please submit this information by September 21, 2007. If you have any questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely



Jared Deason
Regulatory Analyst

cc: **Office of Commission Clerk (Dkt. 070377)**
Division of Economic Regulation (Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Jaeger)