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

Public Service Commission

October 13, 2009

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COMMISSION
CLERK

R. Norman Duncan
Pinecrest Ranches, Inc.
6115 Highway 60 East
Bartow, FL 33830

Re: Docket No. 090414-WU, Engineering Field Investigation of Pinecrest Ranches in Polk County.

Dear Mr. Duncan:

This letter is to confirm my telephone conversation with you regarding my planned engineering field investigation on November 18, 2009. In order to ensure fast, expedient treatment of your rate case, please have the following information for the period of July 1, 2008 to June 30, 2009 (test year) ready and available for my review.

1. A list of all employees, their duties and responsibilities, and salary.
2. A copy of all utility related electricity bills. The bills should include meter numbers, location of meters, kilowatts used, and the total cost.
3. A copy of all bills for chemicals used in the treatment of wastewater. The bills should include the type and amount of chemicals purchased and the total cost.
4. A copy of all bills for purchased parts, materials, and supplies used in the operation and maintenance of the system.
5. A copy of all bills for contractual services and a copy of the contract with an explanation of the type of work performed and its associated cost.
6. A copy of all DEP, Polk County Health Department (PCHD), and Water Management District (WMD) permits.
7. A copy of all correspondence, inspection reports, notices of violation, or consent orders from DEP, the PCHD, and the WMD in the past three years.
8. Describe steps taken to correct the deficiencies outlined in the PCHD sanitary survey conducted on August 13, 2009.
9. A copy of all Month Operating Reports filed with the Department of Environmental Protection (DEP).
10. A schedule showing the amount of water sold each month.
11. Are there any commercial customers, such as a clubhouse? Are there any unmetered customers?

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12. The utility's 2008 Annual Report indicates that 9,137,000 gallons of water were pumped, 6,923,000 (76%) gallons were sold, and 2,211,000 (24%) gallons were lost through line flushing, etc. Provide a log or other documentation supporting the amount of water used for line flushing and lost through line breaks.
13. A list of all customer complaints received during the past three years and an explanation of how each was resolved.
14. A detailed description of all assets (land, wells, treatment facilities, pumps, storage tanks, and distribution system) owned by the utility.
15. A map showing the location and size of the water distribution system throughout the service area.
16. A description of any plant additions or repairs that have been made in the past year, along with the cost and reason for the addition or repair.
17. A description of any plant additions or repairs that are expected to be made in the next year, along with the estimated cost and reason for the addition or repair.
18. There appears to be a decline in the number of customers over the past three years. Please describe

On November 18, 2009, I will inspect the water treatment plant, the collection system, and the general service area. Please have someone (lead operator, chief maintenance person, or an assigned person with access to the plant) available for this tour. If you have any questions, do not hesitate to call me at (850) 413-7001.

Sincerely,



Robert Simpson
Engineering Specialist
Bureau of Certification, Economics & Tariffs

RS:kb

Cc: Division of Economic Regulation (Roberts, Hudson, Fletcher, Bulecza-Banks, Daniel)
Office of General Counsel (Jaeger)
Office of Commission Clerk
Mike Smallridge