CFAT H20, Inc. P.O. Box 52297ECEIVED-FPSC Ocala, FI 34478-5220 352-622-494911 JUN -3 AM 9: 03

June 2, 2011

11 COMMISSION CLERK

Ms. Ann Cole Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

> RE: Docket No. 100126-WU Staff Data Request No. 2

Dear Ms. Cole,

The following is CFAT H2o, Inc. response to Staff Data Request No. 2.

Sincerely

Charles deMenzes

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

COMMISSIONERS: ART GRAHAM, CHAIRMAN LISA POLAK EDGAR RONALD A. BRISE EDUARDO E. BALBIS JULIE I. BROWN



OFFICE OF THE GENERAL COUNSEL S. CURTIS KISER GENERAL COUNSEL (850) 413-6199

# Hublic Service Commission

May 26, 2011

# **STAFF'S DATA REQUEST NO. 2**

Charles DeMenzes C.F.A.T. H2O, Inc. P.O. Box 5220 Ocala, FL 34478-5220

### Re: Docket No. 100126-WU - Application for increase in water rates in Marion County by C.F.A.T. H2O, Inc.

Dear Mr. DeMenzes:

Staff received your response to Staff's Data Request No. 1, dated April 20th, 2011. However, the information you provided was not in the format specifically requested by staff. This format assists staff in completing its analysis and preparing the recommendation on this issue. Please provide the requested information, in the following format:

#### Miscellaneous Service Charges

Component	Normal Hours Hourly Pay	<u>Normal Hours</u> Typical Time	<u>Normal Hours</u> <u>Total Cost</u>	Description
Clerical &				
Administrative Labor				
Labor to inspect				
facilities				
Labor to determine				
complaint resolution				. <u>.</u>
Transportation costs				
Computer services				
Overhead				· · · · · · · · · · · · · · · · · · ·
Etc				
Total Costs			1	

These costs should address, in detail, the following components:

COUMERT NUMBERTE Office costs associated with recording and processing a customer request for service 1. including labor, computer service, and postage.

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- 2. Office costs associated with receiving, recording, and processing the subsequent customer request for termination of service and final bill, including labor, computer services, and postage.
- 3. Field costs associated with the inspection of a facility and connection of service including transportation, labor, and meter reading expense.
- 4. Field costs associated with the disconnection of service including transportation, labor, and meter reading expense.
- 5. Overhead costs indirectly related to a specific job including a portion of general office facilities and equipment, supervision, insurance, and small miscellaneous expenses required to support service activities.
- 6. In addition, please provide the number of initial connections, normal reconnections, violation reconnections, and premises visits during the preceding 12 months.
- 7. Provide the above information for after hour rates as well.

Please provide, by meter size, the following information for the Utility's GS class during the 2009 test year.

Meter Size:		
Month	Kgals Sold	Number of Customers
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

Please be advised that per Rule 25-30.110(2), F.A.C., all such data, unless otherwise specified, shall be consistent with and reconcilable with the utility's annual report to the Commission. If the data in this response does not match the corresponding data provided on p. W-3 of the CFAT 2009 Annual Report, for any meter size, please explain why.

Charles DeMenzes Page 3 May 26, 2011

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Please submit the above information to the Office of Commission Clerk by June 6, 2011. If you have any questions, please contact me by phone at (850) 413-6226 or by e-mail at kyoung@psc.state.fl.us.

Sincerel Keino Young Senior Attorney Office of the General Counsel

cc: Division of Economic Regulation (Fletcher, Daniel, Maurey, Simpson, Stallcup, Thompson) Office of Commission Clerk (Docket No. 100126-WU) Office of Public Counsel

# CFAT Miscellaneous Service Charges

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Clerical & Admin Labor   30.00   .30 Minutes   15.00   New Account Application     Labor to Inspect Meter   30.00   .30 Minutes   15.00   Initial Meter Reading     Transportation Cost   6.00   Fuel & Depreciation   2.00   Application Copies & Postage     Overhead   8.00   56.00   10 Minutes   5.00   Premises Visit - Non-payment     Labor to Collect Pmt   30.00   .30 Minutes   5.00   Premises Visit - Non-payment     Labor to Collect Pmt   30.00   .30 Minutes   5.00   Premises Visit - Non-payment     Tansportation Cost   2.00   Overhead   8.00   16.00     Computer Services   2.00   Overhead   8.00     Total Premises Visit   46.00   10 Minutes   5.00   Disconnect/Reconnect Visit     Labor to Disc/Reconn   30.00   .10 Minutes   5.00   Disconnect/Reconnect Visit     Clerical & Admin Labor   30.00   .10 Minutes   5.00   Disconnect/Reconnect Visit     Clerical & Admin Labor   30.00   .30 Minutes   15.00   Transportation Cost   2.00     Computer Services   2.00   0.00   .3	Component	Normal Hourly Pay	Time	Total Cost	Description
Labor to Inspect Meter   30.00   .30 Minutes   15.00   Initial Meter Reading     Transportation Cost   2.00   Application Copies & Postage     Overhead   50.00   Services   2.00     Total New Account Costs   56.00     Clerical & Admin Labor   30.00   .10 Minutes   5.00   Premises Visit - Non-payment     Labor to Collect Pmt   30.00   .30 Minutes   16.00     Computer Services   2.00   Overhead   8.00     Total Premises Visit   46.00   46.00     Clerical & Admin Labor   30.00   .10 Minutes   5.00   Disconnect/Reconnect Visit     Labor to Disc/Reconn   30.00   .30 Minutes   15.00   Ison   Computer Services     Computer Services   2.00   Overhead   8.00   Ison   Computer Services   2.00     Overhead   30.00   .30 Minutes   15.00   Ison   Ison   Ison     Clerical & Admin Labor   30.00   .30 Minutes   15.00   Ison   Ison   Ison     Computer Services   2.00   .00   .30 Minutes   15.00   Ison   Ison	Clerical & Admin Labor	30.00	30 Minutes	15.00	New Account Application
Transportation Cost   16.00   Fuel & Depreciation     Computer Services   2.00   Application Copies & Postage     Overhead   8.00     Total New Account Costs   56.00     Clerical & Admin Labor   30.00   .10 Minutes   5.00     Labor to Collect Pmt   30.00   .30 Minutes   15.00     Total New Account Costs   16.00   Computer Services   2.00     Overhead   8.00   16.00   Computer Services   2.00     Overhead   8.00   16.00   Computer Services   2.00     Overhead   8.00   16.00   Computer Services   2.00     Overhead   30.00   .10 Minutes   5.00   Disconnect/Reconnect Visit     Labor to Disc/Reconn   30.00   .30 Minutes   15.00   Transportation Cost     Computer Services   2.00   Overhead   8.00   Computer Services   2.00     Overhead   8.00   30.00   .30 Minutes   15.00   Transportation Cost   2.00     Computer Services   2.00   .00   .30 Minutes   15.00   Computer Services   2.00					
Computer Services   2.00   Application Copies & Postage     Overhead   8.00     Total New Account Costs   56.00     Clerical & Admin Labor   30.00   10 Minutes   5.00     Labor to Collect Pmt   30.00   30 Minutes   15.00     Transportation Cost   16.00   00   00     Computer Services   2.00   00     Overhead   8.00   15.00     Total Premises Visit   46.00     Clerical & Admin Labor   30.00   .10 Minutes     Labor to Disc/Reconn   30.00   .30 Minutes   15.00     Transportation Cost   16.00   00   00     Computer Services   2.00   00   00     Overhead   8.00   15.00   16.00     Computer Services   2.00   00   00     Overhead   8.00   16.00   10 Minutes   15.00     Total Disc/Reconn Visit   46.00   46.00   10 Minutes   15.00     Clerical & Admin Labor   30.00   .30 Minutes   15.00   16.00   10 Minutes   16.00   10 Minutes   16.00 <td></td> <td>00.00</td> <td></td> <td></td> <td>-</td>		00.00			-
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Labor to Remove Meter   30.00   .30 Minutes   15.00     Transportation Cost   16.00     Computer Services   2.00     Overhead   8.00     Total Disconnect Visit   46.00     Component   Non-Normal Hrs     Labor to Reconnect   45.00   .60 Minutes     Labor to Reconnect   45.00   .60 Minutes     Computer Services   2.00     Overhead   8.00					
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Computer Services2.00Overhead8.00	Labor to Reconnect	45.00	.60 Minutes	45.00	Reconnect Visit - Install Meter
Overhead 8.00	Transportation Cost			16.00	
Overhead 8.00	· · ·			2.00	
Total Reconnect Visit 71.00				8.00	
	Total Reconnect Visit		,	71.00	

Charles DeMenzes Page 2 May 26, 2011

- 2. Office costs associated with receiving, recording, and processing the subsequent customer request for termination of service and final bill, including labor, computer services, and postage.
- 3. Field costs associated with the inspection of a facility and connection of service including transportation, labor, and meter reading expense.
- 4. Field costs associated with the disconnection of service including transportation, labor, and meter reading expense.
- 5. Overhead costs indirectly related to a specific job including a portion of general office facilities and equipment, supervision, insurance, and small miscellaneous expenses required to support service activities.
- 6. In addition, please provide the number of initial connections, normal reconnections, violation reconnections, and premises visits during the preceding 12 months.
- 7. Provide the above information for after hour rates as well.

Please provide, by meter size, the following information for the Utility's GS class during the 2009 test year.

Meter Size: 5/8 X 3/4		
Month	Kgals Sold	Number of Customers
January	1,182,725	219
February	1,174,544	219
March	1,246,239	222
April	1,129,239	221
May	1,257,110	221
June	1,480,943	219
July	1,085,024	217
August	1,383,988	219
September	1,363,025	221
October	1,460,431	221
November	1,173,966	221
December	1,119,923	221

Please be advised that per Rule 25-30.110(2), F.A.C., all such data, unless otherwise specified, shall be consistent with and reconcilable with the utility's annual report to the Commission. If the data in this response does not match the corresponding data provided on p. W-3 of the CFAT 2009 Annual Report, for any meter size, please explain why.

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- 2. Office costs associated with receiving, recording, and processing the subsequent customer request for termination of service and final bill, including labor, computer services, and postage.
- 3. Field costs associated with the inspection of a facility and connection of service including transportation, labor, and meter reading expense.
- 4. Field costs associated with the disconnection of service including transportation, labor, and meter reading expense.
- 5. Overhead costs indirectly related to a specific job including a portion of general office facilities and equipment, supervision, insurance, and small miscellaneous expenses required to support service activities.
- 6. In addition, please provide the number of initial connections, normal reconnections, violation reconnections, and premises visits during the preceding 12 months.
- 7. Provide the above information for after hour rates as well.

Please provide, by meter size, the following information for the Utility's GS class during the 2009 test year.

Meter Size: 1" Laundry Rooms		
Month	Kgals Sold	Number of Customers
January	10,258	2
February	9,224	2
March	9,032	2
April	4,647	2
May	4,968	2
June	6,802	2
July	3,503	2
August	30,998	2
September	8,268	2
October	6,427	2
November	6,108	2
December	4,619	2

Please be advised that per Rule 25-30.110(2), F.A.C., all such data, unless otherwise specified, shall be consistent with and reconcilable with the utility's annual report to the Commission. If the data in this response does not match the corresponding data provided on p. W-3 of the CFAT 2009 Annual Report, for any meter size, please explain why.

Charles deMenzes PO BOX 4230 OCALA, FL 34478



Anne Cole Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-085

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