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COMMISSION
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Public Service Commission

September 29, 2011

Mr. Bryon Smith
 Sr. Development Manager
 Westgate Resorts, Ltd.
 5601 Windhover Drive
 Orlando, FL 32819

Re: Docket No. 110140-WS - Application for staff-assisted rate case in Polk County by River Ranch Water Management, L.L.C.

Dear Mr. Smith:

Staff has received your letter which requests numerous changes and additions to the charges and fees in River Ranch Water Management, L.L.C.'s (Utility's) existing tariff. In order to complete our evaluation, Staff requests additional information, using the table provided below.

(a) <u>Component</u>	(b) <u>Hourly Pay During Normal Working Hours</u>	(c) <u>Typical Time Required for Task During Normal Working Hours</u>	(d) = (b) + (c) <u>Total Cost (Normal Working Hours)</u>	(e) <u>Typical Time Required for Task if Done After Working Hours</u>	(f) <u>Description of Work Involved for Each Component in col. (a)</u>
Clerical and administrative labor					
Labor to inspect facilities					
Labor to resolve customer complaint					
Transportation costs					
Computer services					
Overhead					
Additional components (if any) not listed above					
Sum Total Costs in Column (d)					

DOCUMENT NUMBER: 110140-WS

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The costs referenced in the table should address, in detail, the components listed below:

1. Office costs associated with recording and processing a customer's request for service, including labor, computer services, and postage costs.
2. Office costs associated with receiving, recording, and processing a customer's request for termination of service and final bill, including labor, computer services, and postage costs.
3. Field costs associated with the inspection of a facility and connection of service, including transportation, labor, and meter reading costs.
4. Field costs associated with the disconnection of service, including transportation, labor, and meter reading costs.
5. Overhead costs indirectly related to a specific job, including a portion of general office facilities and equipment, supervision, insurance, and miscellaneous costs required to support provision-of-service activities.

In addition, please provide the following information for the test year April 1, 2010 – March 31, 2011:

1. The number of initial connections, normal connections, violation reconnections, and premises visits made by the Utility.
2. The number of special premises visits made by the Utility to determine whether a meter had been tampered with.

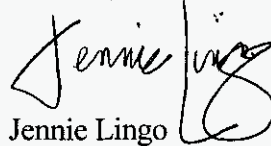
Regarding the Utility's request to convert from flat rate to metered use billing, in Order No. PSC-03-0740-PAA-WS, issued June 23, 2003, in Docket No. 020167-WS, the Commission ordered that: a) it was appropriate to grant the Utility \$106,750 in pro forma plant to install meters; and that b) those meters be installed for all of the Utility's general service customers, plus the homes located within the Countryside subdivision. The list of general service connections that were contemplated to require meters were detailed in my letter dated October 16, 2003, to the Utility's engineer (Mr. George J. McDonald, P.E.). Therefore, please provide the following:

1. Detailed maps indicating the location of all meters, including those that have been installed since June 23, 2003. This map should indicate, for each meter, both the size of the meter (5/8", 3/4", 1", etc.) and the meter identification number, as well as its corresponding physical street address location. (The Staff engineer on this case, Mr. Robert Simpson, will attend the customer meeting scheduled for November 15, 2011. In addition, he will use the detailed map provided in this request to verify all necessary metering information.)

2. To the extent the Utility has not installed all of the meters required by Order No. PSC-03-0740-PAA-WS, please indicate the reason(s) why the meter installation has not been completed.
3. For each meter that was installed to fulfill the requirements of Order No. PSC-03-0740-PAA-WS, please provide a copy of the purchase invoice. Please ensure that each invoice indicates the meter size purchased.

It is important that Commission staff receive the requested information by October 21, 2011. If you have any questions or require assistance regarding this matter, please feel free to contact me at (850) 413-6964.

Sincerely,



Jennie Lingo
Economic Analyst
Bureau of Certification, Economics and Tariffs

Cc: Division of Economic Regulation (Maurey, Kummer, Daniel, Stallcup, Fletcher, Hudson, Simpson)
Office of General Counsel (Crawford, Murphy)
Office of Commission Clerk (docket file)