

Section 1 - Bureau of Records and Hearings Services Completes

Docket No. 040254-WU Date Docketed: 03/23/2004 Title: Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.

Company: Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: \_\_\_\_\_ Expiration: \_\_\_\_\_

Last Day to Suspend: \_\_\_\_\_

Referred to: \_\_\_\_\_

("C" indicates OPR)

AUS	CAF	CCA	CMP	(ECR)	EXT	GCL	MMS	PIF
X				X		X		

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A1(b)

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
IT IS TENTATIVE AND SUBJECT TO REVISION.  
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff

Staff Counsel

OCRs

	Current CASR revision level	Due Dates	
		Previous	Current
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Recommended assignments for hearing and/or deciding this case:

Full Commission \_\_\_\_\_ Commission Panel \_\_\_\_\_  
Hearing Examiner \_\_\_\_\_ Staff \_\_\_\_\_

Date filed with CCA: \_\_\_\_\_

Initials: OPR \_\_\_\_\_  
Staff Counsel \_\_\_\_\_

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	BZ	DS	JB	BD	DV	Exam	

- Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	DOCUMENT NO.

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: \_\_\_\_\_

Date: \_\_\_\_\_

12494-05

# Case Scheduling/Rescheduling Advice

Last Revised 04/12/2004 at 09:01

Page 1 of 1

Printed on 04/13/2004 at 08:46

**To:**

<input type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input checked="" type="checkbox"/> Economic Regulation Director
<input type="checkbox"/> Commissioner Jaber	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input checked="" type="checkbox"/> Commissioner Bradley	<input checked="" type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
<input type="checkbox"/> Commissioner Davidson	<input checked="" type="checkbox"/> Comm. Clerk & ADM Services	<input type="checkbox"/> Staff Contact
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Markets/Enforcement	
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	

**From:** Office of Chairman Braulio Baez

**Docket Number:** 040254-WU

**Docket Title:** Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.

**1. Schedule Information**

Event	Former Date	New Date	Location	Time
Customer Meeting		09/16/2004	Polk County	6:00 PM - 8:00 PM

**2. Hearing/Prehearing Assignment Information**

**Hearing Officers**

Former Assignments

Commissioners						Hearing Exam.	Staff
ALL	BZ	DS	JB	BD	DV		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	BZ	DS	JB	BD	DV		
							X

**Prehearing Officer**

Commissioners

BZ	DS	JB	BD	DV	ADM

Commissioners

BZ	DS	JB	BD	DV	ADM
			X		

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

**Remarks:**

Section 1 - Bureau of Records and Her g Services Completes

Docket No. 040254-WU Date Docketed: 03/23/2004 Title: Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.

Company: Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: 05/20/2004 Expiration: 08/20/2004  
 Last Day to Suspend: 07/19/2004  
 Referred to: AUS CAF CCA CMP (ECR) FLL GCL MMS PIF  
 ("O") indicates OPR

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program Module A1(b)

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
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 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff T Biggins, S Bruce  
 S Hudson, J Lingo  
 M Massoudi, T Rendell  
 M Willis

Staff Counsel A Vining

OCRs (AUS) D Vandiver, C Winston

	Due Dates	
	Previous	Current
<input type="checkbox"/> 0 Current CASR revision level		
1. *Forms Requesting Assistance Filed	NONE	03/23/2004
2. *AUS Initial Review Report	NONE	04/13/2004
3. SARC Approval/Denial Letter	NONE	04/20/2004
4. Committee Meets to Discuss	NONE	04/20/2004
5. AUS Audit Service Request	NONE	04/20/2004
6. Company Pays Filing Fee	NONE	05/20/2004
7. Audit Report Due	NONE	06/18/2004
8. Engineering Analysis Due to Analyst	NONE	06/25/2004
9. Prlmry Staff Report to ECR for Analysis	NONE	07/16/2004
10. Repression/Conservation Analysis to Staff	NONE	07/23/2004
11. Engineering/Repression Cons. Issues to Analyst	NONE	07/30/2004
12. Prlmry Staff Report to Supervisor	NONE	08/06/2004
13. FAW Notice Filed	NONE	08/13/2004
14. OPR Provides Legal with Customer Notice Data	NONE	08/13/2004
15. Legal Sends Notice and Report to Company	NONE	08/20/2004
16. Customer Meeting	NONE	09/16/2004
17. Staff Recommendation	NONE	10/21/2004
18. Agenda	NONE	11/02/2004
19. PAA Order	NONE	11/22/2004
20. Protest Period Expires	NONE	12/13/2004
21. Consummating Order if No Protest	NONE	12/16/2004
22. Close Docket or Revise CASR	NONE	12/22/2004
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Recommended assignments for hearing and/or deciding this case:

Full Commission  Commission Panel \_\_\_\_\_  
 Hearing Examiner \_\_\_\_\_ Staff \_\_\_\_\_

Date filed with CCA: 04/14/2004

Initials: OPR \_\_\_\_\_  
 Staff Counsel \_\_\_\_\_

Section 3 - Chairman Completes Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	BZ	DS	JB	BD	DV	Exam	
X							

- Prehearing Officer

CSRA

Commissioners					ADM
BZ	DS	JB	BD	DV	
			X		

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BB/Am  
 Date: 04/14/2004

# Case Scheduling/Rescheduling Advice

Last Revised 07/20/2004 at 15:29

Page 1 of 1

Printed on 07/21/2004 at 11:35

**To:**

<input type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input checked="" type="checkbox"/> Economic Regulation Director
<input type="checkbox"/> Commissioner Jaber	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input checked="" type="checkbox"/> Commissioner Bradley	<input checked="" type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
<input type="checkbox"/> Commissioner Davidson	<input checked="" type="checkbox"/> Comm. Clerk & ADM Services	<input checked="" type="checkbox"/> Staff Contact - Troy Rendell
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Markets/Enforcement	<input type="checkbox"/>
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/>

**From:** Office of Chairman Braulio Baez

**Docket Number:** 040254-WU

**Docket Title:** Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.

**1. Schedule Information**

Event	Former Date	New Date	Location	Time
Customer Meeting	09/16/2004	11/17/2004	Polk County	6:00 PM - 8:00 PM

**2. Hearing/Prehearing Assignment Information**

Former Assignments

**Hearing Officers**

Commissioners						Hearing Exam.	Staff
ALL	BZ	DS	JB	BD	DV		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	BZ	DS	JB	BD	DV		
							X

**Prehearing Officer**

Commissioners						
BZ	DS	JB	BD	DV	ADM	

Commissioners						
BZ	DS	JB	BD	DV	ADM	
			X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

**Remarks:**

Section 1 - Bureau of Records Complete

Docket No. 040254-WU Date Docketed: 03/23/2004 Title: Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.

Company: Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: 05/20/2004

Expiration: 08/20/2005

Last Day to Suspend: 07/19/2004

Referred to:

("O") indicates OPR

CCA	CMP	(ECR)	FLL	GCL	MMS	PIF	RCA	SCR
		X		X			X	

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A1(b)

Staff Assignments

OPR Staff	T Biggins, S Bruce
	S Hudson, J Lingo
	M Massoudi, T Rendell
	M Willis
Staff Counsel	A Vining
OCRs (RCA)	D Vandiver, C Winston

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

1	Current CASR revision level	Due Dates	
		Previous	Current
1.	PrImnry Staff Report to ECR for Analysis	07/16/2004	09/13/2004
2.	Repression/Conservation Analysis to Staff	07/23/2004	09/20/2004
3.	Engineering/Repression Cons. Issues to Analyst	07/30/2004	09/27/2004
4.	PrImnry Staff Report to Supervisor	08/06/2004	10/04/2004
5.	FAW Notice Filed	08/10/2004	10/05/2004
6.	OPR Provides Legal with Customer Notice Data	08/13/2004	10/11/2004
7.	Legal Sends Notice and Report to Company	08/20/2004	10/18/2004
8.	Customer Meeting	09/16/2004	11/17/2004
9.	Staff Recommendation	10/21/2004	01/20/2005
10.	Agenda	11/02/2004	02/01/2005
11.	PAA Order	11/22/2004	02/21/2005
12.	Protest Period Expires	12/13/2004	03/14/2005
13.	Consummating Order if No Protest	12/16/2004	03/21/2005
14.	Close Docket or Revise CASR	12/22/2004	03/23/2005
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel       
Hearing Examiner      Staff     

Date filed with CCA: 07/28/2004

Initials: OPR       
Staff Counsel     

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	BZ	DS	JB	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	
			X		

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BB/ks

Date: Pending 8/02/04

Section 1 - Bureau of Records Complete:

Docket No. 040254-WU Date Docketed: 03/23/2004 Title: Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.

Company: Keen Sales, Rentals and Utilities, I

Official Filing Date: 05/20/2004

Expiration: 08/20/2005

Last Day to Suspend: 07/19/2004

Referred to:

CCA	CMP	(ECR)	EXE	FLL	GCL	MMS	RCA	SCR
		X			X		X	

("C") indicates OPR)

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A1(b)

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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff

T Biggins, S Bruce  
S Hudson, J Lingo  
M Massoudi, T Rendell  
M Willis

2 Current CASR revision level

Due Dates

Previous Current

Staff Counsel

A Vining

OCRs (RCA)

D Vandiver, C Winston

1.	PrImnry Staff Report to ECR for Analysis	07/16/2004	09/13/2004
2.	Repression/Conservation Analysis to Staff	07/23/2004	09/20/2004
3.	Engineering/Repression Cons. Issues to Analyst	07/30/2004	09/27/2004
4.	PrImnry Staff Report to Supervisor	08/06/2004	10/04/2004
5.	OPR Provides Legal with Customer Notice Data	08/13/2004	10/11/2004
6.	Legal Sends Notice and Report to Company	08/20/2004	10/18/2004
7.	Staff Recommendation	01/20/2005	02/17/2005
8.	Agenda	02/01/2005	03/01/2005
9.	PAA Order	02/21/2005	03/21/2005
10.	Protest Period Expires	03/14/2005	04/11/2005
11.	Consummating Order if No Protest	03/21/2005	04/14/2005
12.	Close Docket or Revise CASR	03/23/2005	04/20/2005
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Recommended assignments for hearing and/or deciding this case:

Full Commission  Commission Panel   
Hearing  Staff

Date filed with CCA: 12/13/2004

Initials OPR \_\_\_\_\_  
Staff Counsel \_\_\_\_\_

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BZ	DS	BD	DV	ED		
X							

Prehearing Officer

Commissioners					ADM
BZ	DS	BD	DV	ED	
		X			

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BB/aw  
Date: ~~Pending~~ 12/23/04

Section 1 - Bureau of Records Completes

Docket No. 040254-WU Date Docketed: 03/23/2004 Title: Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.

Company: Keen Sales, Rentals and Utilities, I

Official Filing Date: 05/20/2004

Expiration: 08/20/2005

Last Day to Suspend: 07/19/2004

Referred to:

Table with columns: CCA, CMP, (ECR), FLL, GCL, MMS, PIF, RCA, SCR. Values: X, X, X.

("C" indicates OPR)

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program Module A1(b)

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

Main table with columns: Staff Assignments, Due Dates (Previous, Current), and numbered rows (1-40). Includes entries for OPR Staff, Staff Counsel, and OCRs (RCA).

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel \_\_\_ Hearing \_\_\_ Staff \_\_\_

Date filed with CCA: 01/26/2005

Initials OPR

Staff Counsel

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Table for Hearing Officer(s) with columns: Commissioners (ALL, BZ, DS, BD, DV, ED), Hrg Exam, Staff.

Prehearing Officer

Table for Prehearing Officer with columns: Commissioners (BZ, DS, BD, DV, ED), ADM.

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved:

Date:

Handwritten signature

-Pending 1/31/05

Section 1 - Bureau of Records Complete:

Docket No. 040254-WU Date Docketed: 03/23/2004 Title: Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.

Company: Keen Sales, Rentals and Utilities, I

Official Filing Date: 05/20/2004 Expiration: 08/20/2005

Last Day to Suspend: 07/19/2004

Referred to:

CCA	CMP	(ECR)	FLL	GCL	MMS	PIF	RCA	SCR
		X		X			X	

("C") indicates OPR

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program Module A1(b)

Staff Assignments

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

OPR Staff	Staff Assignments	4	Current CASR revision level	Due Dates	
				Previous	Current
	<u>T Biggins, S Bruce</u>				
	<u>S Hudson, J Lingo</u>				
	<u>M Massoudi, T Rendell</u>	1.	<u>Prlmry Staff Report to ECR for Analysis</u>	<u>07/16/2004</u>	<u>09/13/2004</u>
	<u>M Willis</u>	2.	<u>Repression/Conservation Analysis to Staff</u>	<u>07/23/2004</u>	<u>09/20/2004</u>
		3.	<u>Engineering/Repression Cons. Issues to Analyst</u>	<u>07/30/2004</u>	<u>09/27/2004</u>
		4.	<u>Prlmry Staff Report to Supervisor</u>	<u>08/06/2004</u>	<u>10/04/2004</u>
		5.	<u>OPR Provides Legal with Customer Notice Data</u>	<u>08/13/2004</u>	<u>10/11/2004</u>
		6.	<u>Legal Sends Notice and Report to Company</u>	<u>08/20/2004</u>	<u>10/18/2004</u>
		7.	<u>Staff Recommendation</u>	<u>03/17/2005</u>	<u>03/24/2005</u>
		8.	<u>Agenda</u>	<u>03/29/2005</u>	<u>04/05/2005</u>
		9.	<u>PAA Order</u>	<u>04/18/2005</u>	<u>04/25/2005</u>
		10.	<u>Protest Period Expires</u>	<u>05/09/2005</u>	<u>05/16/2005</u>
		11.	<u>Consummating Order if No Protest</u>	<u>05/12/2005</u>	<u>05/19/2005</u>
		12.	<u>Close Docket or Revise CASR</u>	<u>05/18/2005</u>	<u>05/25/2005</u>
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Staff Counsel A Vining

OCRs (RCA) D Vandiver, C Winston

Recommended assignments for hearing and/or deciding this case:

Full Commission  Commission Panel   
Hearing  Staff

Date filed with CCA: 03/10/2005

Initials OPR \_\_\_\_\_  
Staff Counsel \_\_\_\_\_

Section 3 - Chairman Completes Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BZ	DS	BD	DV	ED		
X							

Prehearing Officer

Commissioners					ADM
BZ	DS	BD	DV	ED	
		X			

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: 1313/Rms  
Date: Pending 3/14/05



Section 1 - Bureau of Records Complete

Docket No. 020254-SU Date Docketed: 03/19/2002 Title: Application for increase in service availability charges for wastewater customers in Pasco County by Hudson Utilities, Inc.  
 Company: Hudson Utilities, Inc.

Official Filing Date: 03/19/2002 Expiration: 11/19/2002  
 Last Day to Suspend: 05/18/2002  
 Referred to: \_\_\_\_\_  
 ("()") indicates OPR

CCA	CMP	(ECR)	FLL	GCL	MMS	PIF	RCA	SCR
		X		X				

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A4(a)

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
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 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff J Revell, T Merchant

Staff Counsel R Gervasi

OCRs

**4** Current CASR revision level

Due Dates  
 Previous Current

1.	Staff Recommendation	NONE	06/17/2004
2.	Agenda	NONE	06/29/2004
3.	Standard Order	06/21/2004	07/19/2004
4.	Close Docket or Revise CASR	SAME	07/23/2004
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel \_\_\_\_\_  
 Hearing Examiner \_\_\_\_\_ Staff \_\_\_\_\_

Date filed with CCA: 06/10/2004

Initials: OPR \_\_\_\_\_  
 Staff Counsel \_\_\_\_\_

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	BZ	DS	JB	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	
				X	

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BBB  
 Date: Pending 6/21/04

N

STATE OF FLORIDA

COMMISSIONERS:  
BRAULIO L. BAEZ, CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON



DIVISION OF THE COMMISSION  
CLERK & ADMINISTRATIVE  
SERVICES  
BLANCA S. BAYÓ  
DIRECTOR  
(850) 413-6770 (CLERK)  
(850) 413-6330 (ADMIN)

## Public Service Commission

March 24, 2004

Amanda Chambers, Water Manager  
Keen Sales, Rentals and Utilities, Inc.  
685 Dyson Road  
Haines City, Florida 33844

**Re: Docket No. 040254-WU**

Dear Ms. Chambers:

This will acknowledge receipt of an application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc., which was filed in this office on March 23, 2004, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Bureau of Records

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DOCUMENT NO

12494-05

STATE OF FLORIDA

COMMISSIONERS:  
BRAULIO L. BAEZ, CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON



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

SEP 21 PM 3:46

COMMISSION  
CLERK

## Public Service Commission

September 20, 2004

Ms. April Bumgardner, Recreation Supervisor  
The City of Haines City  
Parks and Recreation Department  
219 South 5<sup>th</sup> Street  
Haines City, FL 33844-5599

**Re: Docket No. 040254-WU - Application for a Staff Assisted Rate Case by Keen Sales, Rentals and Utilities, Inc. in Polk County**

Dear Ms. Bumgardner:

This letter is to confirm our reservation of the Lake Eva Civic Center for Wednesday, November 17, 2004 from 2:00 p.m. to 10:00 p.m. We are planning to hold afternoon meetings from 2:00 p.m. to 5:00 p.m., followed-up by a general customer meeting beginning at 6:00 p.m. However, if no afternoon meetings are scheduled, we will arrive around 5 p.m. We may finish the general customer meeting before 10:00 p.m. depending on the number of attendees and the number of comments received.

I understand that the Lake Eva Civic Center seats approximately 100 people and an audio system will be available for our use. If you have any questions, please contact Tracey Biggins at (850) 413-6844 or Shannon Hudson at (850) 413-7021. Thank You.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell".

Troy Rendell  
Public Utilities Supervisor

TR/sh  
Enclosure

cc: Division of Economic Regulation (Willis, Rendell, Biggins, Hudson, Massoudi, Bruce, Lingo)  
Office of General Counsel Services (Vining)  
Division of Commission Clerk and Administrative Services (040254-WU)

STATE OF FLORIDA

COMMISSIONERS:  
BRAULIO L. BAEZ, CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON



GENERAL COUNSEL  
RICHARD D. MELSON  
(850) 413-6248

Public Service Commission

October 12, 2004

RECEIVED-PPSC  
04 OCT 15 AM 10:39  
COMMISSION  
CLERK

Ms. Earlene Keen  
Keen Sales Rentals, and Utilities, Inc.  
685 Dyson Road  
Haines City, FL 33844-8587

**Re: Docket No. 040254-WU Staff Assisted Rate Case for Keen Sales, Rentals, and Utilities, Inc., in Polk County**

Dear Ms. Keen:

This will confirm that Commission Staff will hold a customer meeting at the Lake Eva Civic Center on Wednesday, November 17, 2004. We ask that, if at all possible, you or another knowledgeable representative of the utility attend the meeting in order to answer customer questions. The location of the meeting will be the:

Lake Eva Civic Center  
305 Ledwith Avenue  
Haines City, Florida 33844-5599

The original customer meeting notice is enclosed. Please note the date has been left blank so that you can fill in the date that the notice is sent to the customers. The customers must have at least 14 calendar days' notice of the meeting, calculated from the day that they receive the notice as required by Rule 25-22.0407(9)(b), Florida Administrative Code (F.A.C.). Please furnish me with a copy of the notice, as reproduced at the time it is distributed to your customers, together with a cover letter indicating the exact date(s) on which the notice was mailed or otherwise delivered to the customers.

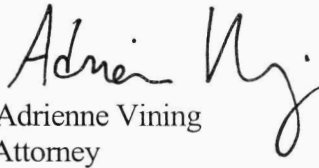
Two copies of the staff report dated October 11, 2004 are enclosed. When you receive the staff report, please ensure that a copy of the completed Application for Staff Assistance and the Staff Report are available for review, pursuant to Rule 25-22.0407 (9)(b), F.A.C., by all interested persons at the following location:

Keen Sales Rentals and Utilities, Inc.  
685 Dyson Road  
Haines City, FL 33844

For your convenience, I have also enclosed a copy of Rule 25-22.407, F.A.C.

Should you have any questions about any of the matters contained herein, please do not hesitate to contact me at (850) 413-6183. In addition, you may contact Tracey Biggins at (850) 413-6844, or Shannon Hudson (850) 413-7021 with any questions.

Sincerely,

  
Adrienne Vining  
Attorney

Enclosures

AV:tb

cc: Division of Economic Regulations (Willis, Rendell, Biggins, Hudson)  
**Division of Commission Clerk and Administrative Services (040254-WU)**  
Office of Public Counsel

Kay Flynn

040254-WLL

**From:** Denise Karnes

**Sent:** Wednesday, November 03, 2004 11:26 AM

**To:** Alina Dieguez; Allen Mortham; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Bridget Hoyle; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Eileen Patrick; Hurd Reeves; J. Terry Deason; Jane Faurot; Janet Brunson; Janet Harrison; JoAnn Chase; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Larry Harris; Lila Jaber; Manuel Arisso; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Rick Melson; Roberta Bass; Rudy Bradley; Sandy Moses; Sharon Allbritton; Steven Stolting; Susan Howard; Tarik Noriega; Tim Devlin; Veronica Washington

**Subject:** Application for a SARC in Polk County by Keen Sales, Rentals and Utilities, Inc.

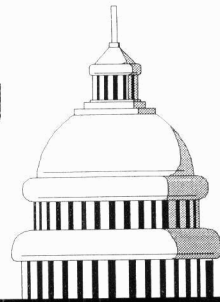
The attached bulletin has been mailed to legislators representing Polk County, as well as to members of the Polk County Commission and Haines City Commission.

11/3/2004

NOVEMBER 3, 2004

FLORIDA PUBLIC SERVICE COMMISSION

# BULLETIN



PROVIDED TO GOVERNMENT OFFICIALS

Application for a Staff-Assisted Rate Case in Polk County by  
**Keen Sales, Rentals and Utilities, Inc.**

DOCKET NO. 040254-WU

On May 20, 2004, Keen Sales, Rentals and Utilities, Inc. – Lake Region Paradise Island (Keen or utility) filed an application for a staff-assisted rate case with the Florida Public Service Commission (PSC). Keen, a water utility operating in Polk County, provides service to approximately 100 customers located within Keen's Lake Region Paradise Island system. The utility's service area is located by Little Lake Hamilton, east of U.S. Highway 27 (State Road 25) in Polk County.

The current rate case is being processed under the PSC's "Proposed Agency Action" (PAA) procedure. Under the PAA process, the case will not be set for a formal hearing unless a timely protest to the Commission's proposed agency action is filed.

As part of the process of evaluating Keen's request, the PSC staff conducts a customer meeting to allow customers the opportunity to provide input into the rate setting process. Customer comments are an integral part of the process and will assist the Commissioners in reaching their decision. The utility's records have been audited by PSC staff for compliance with the applicable rules and orders. In addition, a PSC staff engineer has conducted a field investigation

of the utility's plant and service area. In accordance with Florida Statutes, the Commissioners will consider the utility's quality of service and other matters in this case.

According to PSC staff's preliminary analysis, average residential consumption is 8,475 gallons. At present, the average monthly bill is \$14.71 for residential customers. The average monthly bill using staff's preliminary proposed rates would be \$36.96 (base facility charge plus gallonage charge). Information obtained at the customer meeting will be incorporated into staff's recommendation to the Commission.

PSC staff is scheduled to make a recommendation to the Commission on January 20, 2005. The Commissioners are expected to vote on this matter at the February 1, 2005, Agenda Conference.

## Customer Meeting

**Wednesday, November 17, 2004**

6:00 p.m.

Lake Eva Civic Center  
305 Ledwith Avenue  
Haines City, Florida

# CONSUMER ASSISTANCE

Application for a Staff-Assisted Rate Case in Polk County by  
**Keen Sales, Rentals and Utilities, Inc.**

DOCKET NO. 040254-WU

Any person who wishes to comment or  
provide information to the PSC staff  
may do so at the meeting, orally or in writing.

*Written comments may be sent to:*

**Florida Public Service Commission  
Division of the Commission Clerk and Administrative Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850**

Your letter will be placed in the correspondence  
file of this docket (Docket No. 040254-WU).

You may also call the Commission's toll-free number at:

**1-800-342-3552**, or dial

**1-800-511-0809** to fax.

Internet E-mail: *contact@psc.state.fl.us*

Internet Home Page: <http://www.floridapsc.com>

## **For more information, contact:**

**For technical questions:** Tracey Biggins (850) 413-6844

Shannon Hudson (850) 413-7021

Troy Rendell (850) 413-6934

**For legal questions:** Adrienne Vining (850) 413-6183



Kay Flynn

040254-WU

**From:** Denise Karnes

**Sent:** Monday, November 15, 2004 9:44 AM

**To:** Alina Dieguez; Allen Mortham; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Bridget Hoyle; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Eileen Patrick; Hurd Reeves; J. Terry Deason; Jane Faurot; Janet Brunson; Janet Harrison; JoAnn Chase; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Larry Harris; Lila Jaber; Manuel Arisso; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Rick Melson; Roberta Bass; Rudy Bradley; Sandy Moses; Sharon Allbritton; Steven Stolting; Susan Howard; Tarik Noriega; Tim Devlin; Veronica Washington

**Subject:** Customer Mtg. Scheduled to Discuss App. for a Rate Increase by Keen Sales, Rentals and Utilities, Inc.

A news release was faxed to media in Polk County this morning, 11/15/04, and can be viewed on the PSC web site:  
<http://www.psc.state.fl.us/general/news/pressrelease.cfm?release=-2147483331>

11/15/2004



State of Florida  
**Public Service Commission**  
**NEWS RELEASE**

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November 15, 2004

Contact: 850-413-6482

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**Customer Meeting Scheduled To Discuss Application For A Rate Increase In Polk County By Keen Sales, Rentals and Utilities, Inc.**

**TALLAHASSEE** — The staff of the Florida Public Service Commission (PSC or Commission) will conduct a customer meeting on Wednesday, November 17, 2004, to accept comments from consumers and other interested parties about a proposed rate increase submitted by Keen Sales, Rentals and Utilities, Inc. – Lake Region Paradise Island (Keen or utility). In addition, this meeting will provide those in attendance with an opportunity to comment about service quality issues and other matters relevant to Keen.

Keen is a water utility that provides service to approximately 100 customers located within Keen's Lake Region Paradise Island system in Polk County. The utility's service area is located by Little Lake Hamilton, east of U.S. Highway 27 (State Road 25).

All customers of Keen are invited to attend the meeting, which will be held at the following time and location:

**Wednesday, November 17, 2004**

6:00 p.m.

Lake Eva Civic Center  
305 Ledwith Avenue  
Haines City, Florida

PSC staff is currently scheduled to file a recommendation to the Commission concerning this proposed rate increase on January 20, 2005. The Commission is currently scheduled to consider the staff's recommendation and vote on this matter on February 1, 2005.

###

Website - <http://www.floridapsc.com>  
Kevin Bloom, Director, Office of Public Information  
Additional Press Contact: Tarik Noriega  
2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850

ORIGINAL

Director, Division of Commission Clerk & Administration Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee FL 32399- 0850

RECEIVED - FPSC

04 NOV 15 AM 10:04

COMMISSION  
CLERK

11 Nov. 2004

Docket No 040254-WU, Keen Sale, Rentals & Utilities, Inc.

Customer meeting Public Service Commission, 17Nov. 18:00  
Lake Eva Civic Center  
305 Ledwith Avenue  
Haines City FL 33844-5599

I have lived in Paradise Island since 1974(30 years). Only occasionally have we lost water, when a new house was being connected etc.

We were without water during Hurricane Charlie for 8 days and Jeanne for 3 days.not bad for 30 years. This Was an event that will probably not happen for another 30 years, with Gods help and the lake don't rise.

If Keen is required to purchase a generator that may only be used once in 30 years, and will increase the water rates, just because of the very high cost of the generator, I believe the rate increase should not be tied to a generator.

This is a very professional, and concerned Utility, As a customer, I am very satisfied with their service and to make sure they do not leave Paradise Island, I would hope that they are given a rate increase that will ensure, they don't have to operate at a loss.

John T happy  
9 East Lake Dr  
Haines City FL 33844-0320  
Paradise Island (Lake Region)  
<[jthappy@juno.com](mailto:jthappy@juno.com)>



- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- EGR   1
- GCL   1
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SEC \_\_\_\_\_
- OTH \_\_\_\_\_

John T Happy  
9 East Lake Dr  
Haines City FL 33844-9320

04 NOV 15 AM 8:46

RECEIVED - FPSC

ORIGINAL

Application for a Staff-Assisted Rate Case in Polk County by  
**Keen Sales, Rentals and Utilities, Inc.**

RECEIVED - FPSC

DOCKET NO. 040254-WU

NOV 22 AM 9:29

COMMISSION  
CLERK

Name M. J. Bagarella

Address 75 E. Paradise Dr.

Haines City, FL 33844

If you want to let the Public Service Commission know how you feel about this case,  
you may fill out this comment form and return it by mail, or send by fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I know they have not had an increase for some time but if it is allowed I do believe they should be made to keep a more accurate chlorine count. Sometimes it is so strong to be very annoying and then they let it go where it is very unsavory to smell let alone taste or drink.

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR 1
- GCL 1
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SEC \_\_\_\_\_
- OTH \_\_\_\_\_

Fold and tape -- see back for address

ORIGINAL

Application for Staff-Assisted Rate Case in Polk County by

**Keen Sales, Rentals and Utilities, Inc.**

RECEIVED FPSC

DOCKET NO. 040254-WU

NOV 22 AM 9:33

COMMISSION  
CLERK

Name 27 DISCOUNT BEVERAGE

Address 31799 US Hwy. 27

HAINES CITY FL 33844

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send by fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

There is no question to  
 Increase the rate like that  
 If it's little bit may be I  
 Approve. But that much  
 Percentage I say NO way  
 we didn't get anymore  
 feeility from Keen. Every  
 thing is same from last  
 three year. If power cost  
 go up then you ~~to~~ increase  
 the rate. But Depend on  
 Power bill. There is no  
 Regular maintenance person on  
 duty, and ~~to~~ last three year  
 I didn't see any major  
 problem in water line like break  
 or Damage or New line  
 (Therms)

- CMP
- COM
- CTR
- ECR 1
- GCL 1
- OPC
- MMS
- RCA
- SCR
- SEC
- OTH

Fold and tape - see back for address

**Marguerite Lockard**

PSC-05-0442-PAA-WU

**From:** Janice Banka  
**Sent:** Monday, April 25, 2005 2:39 PM  
**To:** CCA - Orders / Notices  
**Subject:** Order / Notice Submitted

**Date and Time:** 4/25/2005 2:35:00 PM  
**Docket Number:** 040254-WU  
**Filename / Path:** 2004/040254or.aev.doc

ORDER GRANTING TEMPORARY RATES ON THE EVENT OF A PROTEST AND NOTICE OF PROPOSED AGENCY ACTION APPROVING INCREASE IN RATES AND CHARGES, AUTHORIZING THE COLLECTION OF MISCELLANEOUS CHARGES, LATE PAYMENT FEES, AND SERVICE AVAILABILITY CHARGES AND REQUIRING PERIODIC REPORTS ON THE NEW RATE STRUCTURE WITH ATTACHMENTS.

IF AT ALL POSSIBLE THIS ORDER NEEDS TO BE ISSUED TODAY. KAY, THIS IS THE ONE THAT I LEFT YOU A MESSAGE ABOUT. THANKS.

NUMBER OF PAGES IN ORDER 41.

THANKS "j"

*att's are on-line*

Janice R. Banka  
Deputy Clerk  
Florida Public Service Commission  
Office of the General Counsel  
Economic Regulation Section  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
850-413-6210 (voice)  
850-413-6211 (fax)  
jbanka@psc.state.fl.us

*1 mailed.*

*+ 1 folk Co.*

Matilda Sanders

0545-CD

From: Patti Zellner  
Sent: Tuesday, May 17, 2005 11:43 AM  
To: CCA - Orders / Notices  
Subject: Order / Notice Submitted

2

Date and Time: 5/17/2005 11:42:00 AM  
Docket Number: 040254-WU  
Filename / Path: 040254co.aev.doc

CONSUMMATING ORDER

0/1

Clerk in Polk Co.