

Dorothy Menasco

From: Dana Rudolf [DRudolf@RSBattorneys.com]
Sent: Tuesday, November 08, 2011 2:33 PM
To: Filings@psc.state.fl.us
Cc: Martin Friedman
Subject: Docket No. 110141-WS; Application for staff-assisted rate case in Polk County by Grenelefe Resort Utility, Inc.
Attachments: PSC Clerk 04 (Response to RAI).ltr.pdf

- a) Martin S. Friedman, Esquire
Rose, Sundstrom & Bentley, LLP
766 North Sun Drive, Suite 4030
Lake Mary, FL 32746
Phone: (407) 830-6331
Fax: (407) 830-8522
mfriedman@rsbattorneys.com
- b) Docket No. 110141-WS
Application for staff-assisted rate case in Polk County by Grenelefe Resort Utility, Inc.
- c) Grenelefe Resort Utility, Inc.
- d) 5 pages
- e) Response to Staff's request for additional information dated September 29, 2011.

11/8/2011

DOCUMENT NUMBER-DATE

08261 NOV-8 =

FPSC-COMMISSION CLERK

LAW OFFICES
ROSE, SUNDBSTROM & BENTLEY, LLP

www.rsbattoorneys.com

Please Respond to the Lake Mary Office

November 8, 2011

VIA E-FILING

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Ann Cole, Commission Clerk
 Office of Commission Clerk
 Florida Public Service Commission
 2540 Shumard Oak Boulevard
 Tallahassee, FL 32399-0850

Re: Docket No. 110141; Request for approval of proposed changes to increase miscellaneous service charges, add after hours charge, delinquent payment charge, meter tampering charge in Polk County
Our File No.: 37058.04

Dear Ms. Cole:

Enclosed for filing in the above-referenced docket is the response of Grenelefe Resort Utility, Inc. (the "Utility" or "Grenelefe") to Staff's request for additional information dated September 29, 2011.

(a) <u>Component</u>	(b) <u>Normal Hours Hourly Pay</u>	(c) <u>Normal Hours Typical Time</u>	(d) <u>Normal Hours Total Cost</u>	(e) <u>Description of Work Involved for Each Component in col. (a)</u>
Clerical and administration labor	8.00	.1 hr	.80	Record/process customer request for service
Labor to inspect facilities	20.00	.1 hr	.80	Record/process request for service termination
Labor to resolve customer complaint	20.00	.5 hr	10.00	Labor related to inspection and connection of service
Transportation costs	20.00	.75 hr	15.00	Travel time by employees
Computer services	8.00	.1 hr	.80	Book-keeping for new customer data entry
Overhead	15.00	.1 hr	1.50	Indirect costs for office expenses, rent, insurance, etc.
Etc.				
Total Costs			28.90	

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766 N. SUN DRIVE, SUITE 4030, LAKE MARY, FLORIDA 32746 (407) 830-6331 FAX (407) 830-8522
 2548 BLAIRSTONE PINES DRIVE, TALLAHASSEE, FLORIDA 32301 (850) 877-6555 FAX (850) 656-4029
 950 PENINSULA CORPORATE CIRCLE, SUITE 2020, BOCA RATON, FLORIDA 33487 (561) 982-7114 FAX (561) 982-7116

The Utility is requesting miscellaneous service charges of \$21.00 during business hours and \$42.00 after hours consistent with the majority of the miscellaneous service charges recently approved by the Commission.

As requested by Staff, the costs address the following components:

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

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.

3. Field costs associated with the disconnection 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.

RESPONSE: Initial Connections, 108; Normal Reconnections, 30; Violation Reconnections, 120.

7. Provide the number of special premises visits to determine if a meter has been tampered with during the preceding 12 months.

RESPONSE: The Utility does not keep such records.

8. Provide the above information for after hour rates as well.

Ann Cole, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
November 8, 2011
Page 3

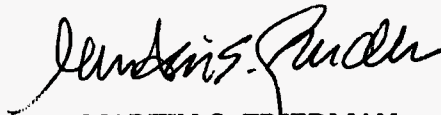
RESPONSE: After hours rates are 1.5 times normal business hours.

9. Please submit tariff sheets to include changes and additions requested by the Utility.

RESPONSE: Revised Tariff Sheets are attached.

If you have any questions, please do not hesitate to contact me.

Very truly yours,



MARTIN S. FRIEDMAN
For the Firm

MSF/der
Enclosures

MISCELLANEOUS SERVICE CHARGES

The Company may charge the following miscellaneous service charges in accordance with the terms stated herein. If both water and wastewater services are provided, only a single charge is appropriate unless circumstances beyond the control of the Company requires multiple actions.

INITIAL CONNECTION – This charge may be levied for service initiation at a location where service did not exist previously.

NORMAL RECONNECTION – This charge may be levied for transfer of service to a new Customer account at a previously served location or reconnection of service subsequent to a Customer requested disconnection.

VIOLATION RECONNECTION – This charge may be levied prior to reconnection of an existing Customer after disconnection of service for cause according to Rule 25-30.320(2), Florida Administrative Code, including a delinquency in bill payment.

PREMISES VISIT CHARGE (IN LIEU 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 collectible bill and does not discontinue service because the Customer pays the service representative or otherwise makes satisfactory arrangements to pay the bill.

Schedule of Miscellaneous Service Charges

	<u>Business Hours</u>	<u>After Hours</u>
Initial Connection Fee	\$ 21.00	\$ 42.00
Normal Reconnection Fee	\$ 21.00	\$ 42.00
Violation Reconnection Fee	\$ 21.00	\$ 42.00
Premises Visit Fee (in lieu of disconnection)	\$ 21.00	\$ 42.00

EFFECTIVE DATE –

TYPE OF FILING – SARC

MARK WALTRIP
ISSUING OFFICER

COO
TITLE

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Schedule of Miscellaneous Service Charges

	<u>Business Hours</u>	<u>After Hours</u>
Initial Connection Fee	\$ 21.00	\$ 42.00
Normal Reconnection Fee	\$ 21.00	\$ 42.00
Violation Reconnection Fee	\$ Actual Cost (1)	\$ Actual Cost (1)
Premises Visit Fee (in lieu of disconnection)	\$ 21.00	\$ 42.00

(1) Actual Cost is equal to the total cost incurred for services.

EFFECTIVE DATE –

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MARK WALTRIP
ISSUING OFFICER

COO
TITLE