



FRIEDMAN,
FRIEDMAN & LONG, P.A.
ATTORNEYS & COUNSELORS

February 5, 2014

Ms. Carlotta S. Stauffer, Commission Clerk
Office of Commission Clerk
Public Service Commission
2540 Shumark Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 130211-WS – Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.:
Our File No. 42038.02

Dear Ms. Stauffer:

The following are the responses of S.V. Utilities, Ltd. (SV or Utility) to the Staff's Fourth Data Request dated January 28, 2014.

1. Currently, the Utility bills its customers on a quarterly basis. In the past, where appropriate, the Commission has changed quarterly billing to monthly billing. The change in the frequency of customer billing may result in an increase to the Utility's expenses. Please provide the additional expenses that the Utility will incur if the billing changes from quarterly to monthly.

Response:

-Meter Reader – The Utility will have to hire a new employee to handle the increased demands on reading meters as it changes from quarterly to monthly in frequency. The Utility anticipates that it will take 5 full business days a month for meter reading duties for SV utility customers. At \$12.00 per hour, plus 30% for payroll costs, the monthly payroll expense for this position will be \$624 (the annual cost will be \$7,488).

-Office/Clerical staff – The office and clerical demands will also increase. This is a result of not only increasing the frequency of meter reading/billing from quarterly to monthly, but the fact that there will be no water consumption allowance in the base facility charge and everyone will get a bill. Under the existing structure, the residents are allowed 8,000 gallons of water consumption in the base facility charge. This means most of the customers do not generate a bill. So only a small percentage of the customers use over the monthly allowance and therefore are billed. The new structure dictates that everyone will get billed (no matter how much they use). The Utility anticipates the need to hire additional clerical/office staff to work on the increased billing and collection work. The Utility believes this will require 5 business days a month (40 hours) for the additional demand for SV. At an hourly rate of \$14.00, plus 30% payroll costs, the additional monthly cost would be \$728.00 (an annual cost of \$8,736).

-Postage – The increased frequency in billing from quarterly to monthly, in addition to the additional bills (charging for all usage – with no allowance as described above), will add additional postage expense. We currently send approximately 100 bills each quarter to customers at SV. The Utility anticipates all 750 will get bills going forward on a monthly basis. Thus, postage will increase by \$3,949 annually.

-Software – The increased billing requirements will require the Utility to improve its current software. The current software is very basic and cannot handle the increased demands. The new software will cost \$15,000. This can be allocated between CHC VII and SV Utilities as both utilities are experiencing changes in billing structure from quarterly to monthly. CHC VII serves 869 residential lots and SV utilities services 705 residential lots. Therefore, the portion allocated to SV Utilities will be 45%, or \$6,719.

-Additional card stock for the water bills to be printed on, additional toner and office supplies will total approximately \$1,000 annually.

2. Please identify the general service customers by name and meter size. If any of the general service customers were not billed for the entire 12 month period ending June 30, 2013, please indicate when the Utility started billing the customers and provide all billing data collected to date.

Response: Enclosed is the Billing Detail for all general service customers by name, location and meter size. All customers were billed during the period ending June 30, 2013.

3. Please identify the irrigation customers by name and meter size. If any of the irrigation customers were not billed for the entire 12 month period ending June 30, 2013, please indicate when the Utility started billing the customers and provide all billing data collected to date.

Response: All irrigation customers are shown on the enclosed Billing Detail. All irrigation customers were billed for the period ending June 30, 2013.

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

Very truly yours,



MARTIN S. FRIEDMAN
For the Firm

MSF/der
Enclosure

cc: Brian Altman (via email)
Kelly Thompson (via email)

Swiss Village

Monday, February 03, 2014

S.V. Utilities, LTD.

Billing Detail

4/1/2013 to 6/30/2013

Water/Sewer 5/8

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
SV ACROSS SHUFFLEBOARD	4/5/2013	6120	\$15.71	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
	COMMON AREA				\$0.00		\$0.00		\$0.00		\$15.71		\$15.71
SWISS VILLAGE COMMON AREA 381	4/5/2013	0	\$15.71	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
	COMMON AREA 381				\$0.00		\$0.00		\$0.00		\$15.71		\$15.71
SWISS VILLAGE SEWER PLANT	4/5/2013	5020	\$15.71	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
	SV SEWER PLANT				\$0.00		\$0.00		\$0.00		\$15.71		\$15.71
Total		11140		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Water/Sewer 5/8			\$47.13		\$0.00		\$0.00		\$0.00		\$47.13		\$47.13
# of Customers Billed		3											

Water 5/8

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
SWISS VILLAGE SALES OFFICE	4/5/2013	34550	\$25.23	\$0.00		\$7.86		\$0.00		\$0.00		\$0.00	
	SALES OFFICE				\$0.00		\$0.00		\$0.00		\$33.09		\$33.09
Total		34550		\$0.00		\$7.86		\$0.00		\$0.00		\$0.00	
Water 5/8			\$25.23		\$0.00		\$0.00		\$0.00		\$33.09		\$33.09
# of Customers Billed		1											

Water/Sewer 1-1/2

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
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Swiss Village (cont.)

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
SWISS VILLAGE COMMON AREA IRRIGATION	4/5/2013 SV WATER PLANT	26400	\$18.85	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$18.85	\$0.00	\$18.85
Total		26400		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Water/Sewer 1-1/2			\$18.85		\$0.00		\$0.00		\$0.00		\$18.85		\$18.85
# of Customers Billed	1												

Water/Sewer 2

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
SV IRRIGATION ENTRANCE EAST SIDE	4/5/2013 EAST SIDE	20120	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
SV IRRIGATION ENTRANCE WEST SIDE	4/5/2013 WEST SIDE	10860	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
SWISS VILLAGE STP IRRIGATION	4/5/2013 SV STP IRRIGATION	3460	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
Total		34440		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Water/Sewer 2			\$47.13		\$0.00		\$0.00		\$0.00		\$47.13		\$47.13
# of Customers Billed	3												

Water 2

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
SWISS VILLAGE CLUBHOUSE	4/5/2013 SV CLUBHOUSE	33800	\$23.66	\$0.00	\$0.00	\$7.86	\$0.00	\$0.00	\$0.00	\$0.00	\$31.52	\$0.00	\$31.52
Total		33800		\$0.00		\$7.86		\$0.00		\$0.00		\$0.00	
Water 2			\$23.66		\$0.00		\$0.00		\$0.00		\$31.52		\$31.52
# of Customers Billed	1												

Swiss Village (cont.)

	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Report Totals	140330		\$0.00		\$15.72		\$0.00		\$0.00		\$0.00	
		\$162.00		\$0.00		\$0.00		\$0.00		\$177.72		\$177.72
	# of Cust / Billed Category	9	0	0	2				0			

Hidden Cove West

S.V. Utilities, LTD.

Wednesday, September 18, 2013

Billing Detail

4/1/2013 to 6/30/2013

Water/Sewer 5/8

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
HCW PELICAN DR	6/7/2013 CUL DE SAC	3500	\$15.71	\$0.00		\$0.00		\$0.00		\$0.00	\$15.71	\$0.00	\$15.71
HCW SEAGULL DR	6/7/2013 CUL DE SAC	7070	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
HIDDEN COVE WEST ALLIGATOR DR	6/7/2013 CUL DE SAC	3570	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
HIDDEN COVE WEST CLUBHOUSE	6/7/2013 E POOL & IRRIGATION	9680	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
HIDDEN COVE WEST CORAL DR	6/7/2013 CUL DE SAC	8750	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
HIDDEN COVE WEST DOLPHIN DR	6/7/2013 CUL DE SAC	21830	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
HIDDEN COVE WEST EGRET DR	6/7/2013 CUL DE SAC	5190	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
Total		59590		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Water/Sewer 5/8			\$109.97		\$0.00		\$0.00		\$0.00		\$109.97		\$109.97
# of Customers Billed	7												

Water/Sewer 2

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
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Hidden Cove West (cont.)

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
HIDDEN COVE WEST COMMON AREA NEW	6/7/2013	13680	\$15.71	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
	RV ROAD				\$0.00		\$0.00		\$0.00		\$15.71		\$15.71
HIDDEN COVE WEST ENTRANCE	6/7/2013	49600	\$64.53	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
	W SIDE INSIDE GATE				\$0.00		\$0.00		\$0.00		\$64.53		\$64.53
HIDDEN COVE WEST ENTRANCE	6/7/2013	0	\$15.71	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
	E SIDE INSIDE GATE				\$0.00		\$0.00		\$0.00		\$15.71		\$15.71
Total		63280		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Water/Sewer 2			\$95.95		\$0.00		\$0.00		\$0.00		\$95.95		\$95.95
# of Customers Billed	3												

Water/ 2

		Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
HIDDEN COVE WEST CLUBHOUSE	6/7/2013	8670	\$7.86	\$0.00		\$7.86		\$0.00		\$0.00		\$0.00	
	E SIDE OPP FIRST DOOR				\$0.00		\$0.00		\$0.00		\$15.72		\$15.72
Total		8670		\$0.00		\$7.86		\$0.00		\$0.00		\$0.00	
Water/ 2			\$7.86		\$0.00		\$0.00		\$0.00		\$15.72		\$15.72
# of Customers Billed	1												

Report Totals		131540		\$0.00		\$7.86		\$0.00		\$0.00		\$0.00	
			\$213.78		\$0.00		\$0.00		\$0.00		\$221.64		\$221.64
# of Cust / Billed Category			11	0	0	1				0			

Hidden Cove East

S.V. Utilities, LTD.

Wednesday, September 18, 2013

Billing Detail

4/1/2013 to 6/30/2013

Water/Sewer 1

	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
HIDDEN COVE EAST CLUBHOUSE	4/5/2013 12000	\$15.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.71	\$0.00	\$15.71
HIDDEN COVE EAST ENTRANCE	4/5/2013 47410	\$59.96	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.96	\$0.00	\$59.96
HIDDEN COVE EAST ENTRANCE	4/5/2013 52350	\$70.28	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$70.28	\$0.00	\$70.28
Total	111760		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Water/Sewer 1		\$145.95		\$0.00		\$0.00		\$0.00		\$145.95		\$145.95
# of Customers Billed	3											

Water 2

	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
HIDDEN COVE EAST CLUBHOUSE	4/5/2013 126700	\$217.82	\$0.00	\$0.00	\$7.86	\$0.00	\$0.00	\$0.00	\$0.00	\$225.68	\$0.00	\$225.68
Total	126700		\$0.00		\$7.86		\$0.00		\$0.00		\$0.00	
Water 2		\$217.82		\$0.00		\$0.00		\$0.00		\$225.68		\$225.68
# of Customers Billed	1											

Report Totals	238460		\$0.00		\$7.86		\$0.00		\$0.00		\$0.00	
		\$363.77		\$0.00		\$0.00		\$0.00		\$371.63		\$371.63
# of Cust / Billed Category		4	0	0	1				0			