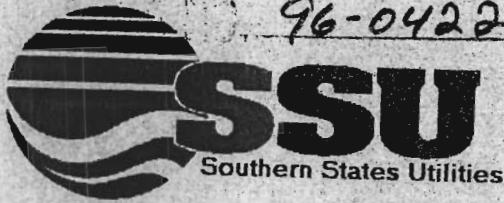


DOCKET 950495-WS

EXHIBIT NO. 67

NO. 96-04227



ORIGINAL
FILE COPY

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 950495 - WS
APPLICATION FOR A GENERAL RATE INCREASE

VOLUME I
BOOK 19 OF 22

MINIMUM FILING REQUIREMENTS
PREFILED DIRECT TESTIMONY

Containing
WILLIAM (DAVE) DENNY

DOCUMENT NUMBER-DATE

06030 JUN 28 88

FPSC-RECORDS/REPORTING

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23

DIRECT TESTIMONY OF WILLIAM (DAVE) DENNY
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
ON BEHALF OF
SOUTHERN STATES UTILITIES, INC.
DOCKET NO. 950495-WS

1 Q. WHAT IS YOUR NAME AND BUSINESS ADDRESS?

2 A. My name is William (Dave) Denny and my business address is 1000
3 Color Place, Apopka, Florida 32703.

4 Q. BY WHOM ARE YOU EMPLOYED AND WHAT IS YOUR
5 POSITION?

6 A. I am employed by Southern States Utilities, Inc. (Southern States) as
7 General Manager - Operations. As General Manager - Operations, I am
8 a member of the Operations Team which participates on the capital
9 budget evaluation team and establishes Company operations' procedures
10 and policies for implementation at all of our facilities. I formerly was
11 employed by Deltona Utilities, Inc., which I will refer to as Deltona, at
12 the time it was acquired by Southern States. Therefore, I am familiar
13 with Company-wide operations decision-making and procedures both
14 prior to and since Southern States began operating the facilities formerly
15 owned by Deltona Utilities, Inc.

16 Q. WHAT IS YOUR EDUCATIONAL BACKGROUND AND WORK
17 EXPERIENCE?

18 A. I received an Associate in Arts degree from Clinch Valley College. I
19 have been involved in the water and wastewater industry since 1969. I
20 began in the industry with Deltona where I worked for 20 years,
21 ultimately as General Manager of Marco Island operations. From
22 March of 1991 to 1995, I was Regional Manager of operations for

1 Southern States' South Region. In 1995, I was promoted to my current
2 position as General Manager-Operations.

3 **Q. DO YOU BELONG TO ANY PROFESSIONAL**
4 **ORGANIZATIONS?**

5 A. Yes. I am a member of the South Florida Water Management District
6 Water Utility Advisory Committee, Florida Water Pollution Control
7 Operators Association, American Water Works Association, the South
8 Florida Water Management District Advisory Board on the Lower West
9 Coast Water Supply Plan and the Collier County Disaster Recovery
10 Team.

11 **Q. HAVE YOU EVER TESTIFIED BEFORE A REGULATORY**
12 **AGENCY?**

13 A. Yes. I have testified before the Florida Public Service Commission in
14 the past on behalf of Deltona Utilities, Inc., Lehigh Utilities, Inc. and
15 Southern States.

16 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**
17 **PROCEEDING?**

18 A. I will identify certain activities performed by or for field personnel
19 which indicate the functional interrelationship of SSU's facilities
20 statewide so as to provide safe, efficient and cost-effective service to
21 our customers. I also will provide information concerning customer
22 complaints to the Commission. I will identify certain portions of SSU's

1 plant in service additions budgeted for 1995 and projected for 1996.
2 Finally, I will describe a number of the reasons why Southern States'
3 operating costs have increased since rates last were authorized by the
4 Commission including additional costs relating to environmental laws
5 and rules changes, chemical cost increases and other reasons.

6 **Q. COULD YOU PROVIDE INFORMATION WHICH YOU**
7 **BELIEVE DEMONSTRATES THE FUNCTIONAL**
8 **RELATIONSHIP BETWEEN SOUTHERN STATES' LAND AND**
9 **FACILITIES THROUGHOUT FLORIDA?**

10 A. The first significant fact is that at least one of every 8 hours worked by
11 field personnel is attributable to work across county boundaries. This
12 fact is demonstrated in Exhibit ____ (WDD-1). The types of work
13 performed at facilities in multiple counties include regular operations,
14 maintenance and testing as well as responding to emergencies such as
15 line breaks, sinkholes, etc. with labor and required equipment. As
16 Exhibit ____ (WDD-1) demonstrates, SSU services facilities in counties
17 where no field personnel at all are based. In these situations, SSU takes
18 full advantage of our economies of scale by having all operations,
19 maintenance and testing performed by personnel based in other counties.

20 As the Commission is aware, in March 1995 the Company
21 received Commission approval to provide water and wastewater service
22 in the Lakeside (Citrus County), Valencia Terrace (Lake County) and

1 Spring Gardens (Citrus County) service areas. Southern States did not
2 hire any additional personnel to operate the facilities serving these areas
3 and no employees came with the acquisitions. The Company could
4 only accomplish this by using Southern States' existing equipment,
5 materials, supplies and personnel to operate these facilities - thus
6 creating additional economies of scale for our customers. In a similar
7 fashion, during emergencies both personnel and equipment are
8 dispatched from areas all over the state to resolve the situation as
9 quickly and effectively as possible, as confirmed in the testimony of
10 SSU Vice President - Operations, Raymond Gagnon. A recent example
11 occurred on Thursday night, March 9, 1995, when the 30 inch raw
12 water supply line located under the Marco River ruptured. This
13 presented us with a very serious situation. Only one of the island's two
14 water treatment plants remained operational, creating a service strain on
15 stored and accessible water supplies. By 7:00 a.m. on March 10 a
16 contractor was on site in addition to our personnel. Divers went into
17 the water to determine the exact cause and extent of the rupture.
18 Concurrently, contact was being made with personnel in Apopka to
19 advise them of the situation as well as having other personnel around
20 the state made ready to expedite shipment of materials or equipment to
21 Marco. SSU's operations personnel optimized remaining water plant
22 flow and assisted with the repairs. The environmental permitting staff

1 in Apopka notified regulatory authorities and obtained necessary
2 permits. Following door-to-door contacts by Marco employees, plus
3 radio and TV alerts, water consumption on the island dropped
4 dramatically, averting potential depletion of the system. Broadcast
5 messages and SSU Customer Service personnel kept the customers
6 informed until normal service was restored within 24 hours. Scott
7 Vierima (SSU's Interim President) and Tracy Smith (Manager of
8 Government Relations) also came to Marco Island during the repairs to
9 be of assistance and to maintain on-going communication with the
10 media.

11 Another example of the benefits of the functional relationships
12 between SSU facilities is the services provided by Mr. George Hildreth,
13 a welder based at our Spring Hill office in Hernando County. When an
14 acid leak was discovered in a sulfuric acid storage tank located at our
15 Lehigh plant in Lee County, Mr. Hildreth responded immediately to
16 assist in the containment and correction of the problem. Our customer
17 service and customer relations staff at Lehigh and in Apopka also were
18 informed of the event and took immediate steps to inform customers of
19 the facts and provide the necessary temporary relocation of some
20 customers until their complete safety was assured. Due to the
21 soundness of our leak containment facilities and the prompt and
22 effective response of these and other employees, the emergency was

1 handled without further incident. But for SSU's size and the ready
2 availability of experienced personnel in the various departments from
3 across the state to provide the necessary assistance, it is doubtful that
4 SSU's response to emergencies like these could have been so prompt or
5 effective.

6 Similarly, when our Lehigh water system experienced high
7 trihalomethane levels, SSU was able to respond with personnel
8 experienced in the methods of handling this problem. We also were
9 able to resolve the problem in the quickest manner possible by
10 transporting ammoniation equipment from the Marco Island plant in
11 Collier County to Lehigh in Lee County. Thus, SSU did not have to
12 wait until the equipment could be ordered and delivered by a
13 manufacturer.

14 I would like to be clear that operations (field) personnel perform
15 duties across county boundaries on a daily basis. For example, I
16 currently am performing the duties of the central region manager as
17 well as serving as General Manager-Operations. Together with the area
18 supervisors, I coordinate various assignments and projects involving
19 facilities located in different counties. Since corporate headquarters and
20 the central region office are both located in Apopka, Apopka is the hub
21 of a great deal of activity for service areas in Orange, Lake, Osceola,
22 Martin, St. Lucie, Volusia, Brevard and Seminole Counties. Some 16

1 central region maintenance personnel are based in Apopka and provide
2 service to all central region service areas. Operations personnel
3 including operators and maintenance technicians in Lake, Orange,
4 Osceola, and Seminole Counties are all within radio contact from the
5 dispatch station in the Apopka customer service office. The
6 backflow/cross-connection prevention program for all central region
7 service areas is administered by one person based in Apopka. Meetings
8 and training sessions for central region operations personnel are often
9 held in Apopka. These cross-county activities are typical of the
10 activities carried out in SSU's other regions.

11 In addition to the cross county labor activities within regions,
12 SSU operations personnel also provide services and share equipment
13 between regions, thus, also being shared across county boundaries. This
14 inter-region labor and equipment sharing includes sharing necessary to
15 install new services which require a jack and bore; install electrical
16 equipment and repair such equipment; haul effluent to contracted
17 disposal sites with tanker trucks; maximize use of pump trucks for
18 various needs; maximize use of employees with specialized skills such
19 as welding; and other sharing of equipment and personnel as may be
20 necessary to ensure high quality service to our customers.

21 Additional economies from our cross-county service include
22 dispensation received by SSU from the Department of Environmental

1 Protection to satisfy certain equipment/safety requirements, which would
2 require equipment at each facility, to be satisfied by maintaining the
3 equipment in SSU's trucks which service numerous systems.

4 All of the activities I have described are similar to the activities
5 which are performed and which are required for the proper operation
6 and maintenance of SSU's facilities in all of SSU's four regions so as
7 to save SSU and our customers money. We believe these facts reflect
8 how SSU's water and wastewater services are functionally related so as
9 to cross county boundaries.

10 **Q. COULD YOU BRIEFLY DESCRIBE THE ORGANIZATION**
11 **STRUCTURE OF THE OPERATIONS DEPARTMENT?**

12 **A.** Yes. The Operations Department is led by the operations team
13 consisting of SSU's Vice President - Operations, three Regional
14 Managers and the General Manager of Operations.

15 The "operations team," which meets monthly in Apopka,
16 coordinates the following operations activities for all SSU regions:
17 backflow-cross connection prevention, meter change-out programs, lab
18 procedures, capital budgets, operations and maintenance budgets,
19 operator training, compliance with and changes to regulatory rules and
20 regulations, customer complaints, company policies and procedures,
21 plant inspections, and regulatory permit compliance. Also, members of
22 the team will accompany key personnel from other areas of the

1 company to meet with the various Water Management Districts, the
2 Department of Environmental Protection, County Health Departments,
3 County officials, and other regulatory bodies to discuss plant
4 inspections, budgets, environmental issues, etc.

5 Every regional manager is responsible for water and wastewater
6 service areas located in more than one county. Thirteen area
7 supervisors assist the regional managers in supervising SSU's
8 approximately 150 service areas (regardless of whether a service area
9 currently is regulated by the Florida Public Service Commission). I
10 have attached listings of the area supervisors who serve under each
11 regional manager (as well as the areas which they supervise) and the
12 base of operations and service areas served by plant operators and
13 maintenance technicians as Exhibit ____ (WDD-2). This exhibit shows
14 that 9 out of the 13 area supervisors are responsible for water and
15 wastewater facilities located in more than one county.

16 **Q. COULD YOU GENERALLY DESCRIBE THE DUTIES AND**
17 **ACTIVITIES OF THE REGIONAL MANAGERS AND AREA**
18 **SUPERVISORS?**

19 **A.** Yes. The Regional Manager's office provides both administrative and
20 operational support services for all facilities in the region including, but
21 not limited to the coordination and distribution of equipment, labor and
22 supplies and the collection of data for the preparation of various reports

1 to SSU's headquarters in Apopka as well as to regulatory and
2 governmental agencies. In order to properly fulfill their responsibilities,
3 each regional manager regularly travels to the various service areas
4 within the region for meetings, site inspections, problem solving, etc.,
5 and to Apopka for meetings of the operations team, budget evaluation
6 team and other activities.

7 Generally, area supervisors are responsible for the following: (1)
8 ensuring the proper operation and maintenance of the area's land and
9 facilities on a day to day basis; (2) acting as immediate supervisor of
10 the operations personnel (i.e., ensuring compliance with SSU policies
11 and procedures, communicating to employees those policies and
12 procedures, etc.); (3) ensuring that the operations personnel properly
13 operate SSU facilities and fulfill their other duties; (4) accompanying
14 operations personnel on regular plant inspections; and (5) ensuring the
15 proper distribution of labor, equipment and supplies. Like regional
16 managers, in order to properly fulfill their duties, area supervisors
17 regularly must travel to each of the service areas for which they are
18 responsible.

19 **Q. COULD YOU GENERALLY DESCRIBE THE DUTIES AND**
20 **ACTIVITIES OF THE OTHER MEMBERS OF WHAT YOU**
21 **HAVE CALLED THE OPERATIONS TEAM?**

22 **A.** As General Manager of Operations, I act as a sort of trouble-shooter on

1 a statewide basis. At times, I can be found in a different county each
2 day of the week. I provide support in areas such as meter programs,
3 control systems, backflow/cross-connection control, etc. Budgets and
4 cost control is the responsibility of the entire team. As General
5 Manager, I also am a member of the capital budget evaluation team.
6 My staff and I are located in Apopka in Orange County.

7 As explained by SSU witness Raphael A. Terrero, the regional
8 managers and area supervisors also receive technical and support
9 services necessary for operating and maintaining SSU's water and
10 wastewater facilities statewide from various other Apopka-based groups,
11 i.e., the Engineering and Planning Department, the Permitting and
12 Environmental Compliance Department, and several senior operations
13 personnel based in Apopka.

14 **Q. DO YOU HAVE ANY ADDITIONAL COMMENTS REGARDING**
15 **SOUTHERN STATES' OPERATION OF ONE UTILITY**
16 **"SYSTEM"?**

17 **A.** In Docket No. 930945-WS, County witnesses suggested that the service
18 provided by SSU's land and facilities which lie exclusively within a
19 particular county's boundaries do not cross county boundaries and that
20 such service is rendered "independent" of SSU's other land and
21 facilities. Although the physical assets may not cross county
22 boundaries, it is necessary to point out that the physical assets, standing

1 alone, are incapable of providing utility service to SSU's customers.
2 There are many services and activities of an operational as well as
3 administrative nature which occur between SSU's land and facilities
4 located outside of Apopka. These services include the actual operation
5 and maintenance of facilities in multiple counties by the same field
6 personnel, the use of chemicals at various facilities which are bought in
7 bulk through Apopka and may be stored at designated sites for
8 distribution to multiple facilities, the installation of meters and lines by
9 personnel who perform this function in multiple counties, etc. These
10 activities are in addition to the managerial, administrative and training
11 services provided by each of the operations team members, such as
12 myself, which in every instance are provided to land and facilities in
13 more than one county.

14 In addition to regional managers, SSU has thirteen (13) area
15 supervisors who are the front line managers, administrators and trainers
16 of SSU's field personnel. Nine (9) of SSU's thirteen (13) area
17 supervisors provide these services to systems in more than one county.

18 Plant operations included as "cross county" labor include, but are
19 not limited to, maintenance and repair, line replacements and extensions,
20 backflow and cross connection prevention and corrections, meter
21 installations and change outs, fire hydrant flushing and maintenance,
22 electrical work, welding, equipment and site maintenance, installation of

1 chlorine loss alarms, lift station maintenance and emergency assistance.

2 In addition to these labor related facts, it should be understood
3 that SSU shares equipment between plants located across county
4 boundaries ranging from the wrench to repair the pumps, lawn mowers
5 to cut the lawns, sampling equipment for quality testing, breathing
6 apparatus for employee safety right up to major pieces of treatment
7 equipment such as ammoniation equipment and the cars and trucks to
8 transport all personnel and equipment.

9 Also, SSU not only purchases materials and supplies such as
10 chemicals in bulk, but supplies like chemicals, meters and parts are
11 delivered to and/or stored and distributed from designated drop-off
12 plants. For example, all chemicals used for SSU's Hillsborough and
13 Pasco County facilities are delivered, stored and distributed from the
14 Seaboard plant located in Hillsborough County. Similarly, the Lake
15 Gibson Estates (Polk County) facilities serve as the storage facility for
16 sampling equipment, supplies and forms for our Zephyr Shores (Pasco
17 County) facility. These activities are all operational in character.

18 Additional activities which occur between facilities outside of
19 Apopka include: (1) the monthly meetings between the regional
20 managers and SSU's Vice President-Operations in which every facet of
21 operations and management are discussed; (2) an additional monthly
22 meeting held among the regional managers (without SSU's Vice-

1 President-Operations) for information sharing (such as new or unique
2 permit requirements, or new solutions discovered to old problems, etc.),
3 budget consideration and other operations and management related
4 discussions; (3) bi-weekly meetings between regional managers and
5 their respective area supervisors; (4) quarterly managers meetings
6 attended by all SSU managers to discuss all topics relating to utility
7 service, periodic safety, permit familiarization and (5) training meetings,
8 as discussed further by SSU witness Terrero, which may include
9 Apopka personnel from the Environmental Compliance and Permitting
10 ("ECPD"), legal and engineering departments, regional managers, area
11 supervisors, operators and maintenance personnel. No SSU facility
12 could operate without these activities and services which take place
13 between our facilities and the managers and other personnel necessary
14 to permit, design, operate and maintain them.

15 **Q. COULD YOU EXPLAIN WHAT IS PRESENTED IN EXHIBIT ____**
16 **(WDD-3)?**

17 **A.** Exhibit ____ (WDD-3) contains a copy of a schedule issued by the
18 Commission which identifies the complaints received by the
19 Commission from customers served by the utilities regulated by the
20 Commission during 1994. This schedule indicates that during 1994, the
21 Commission received 77 complaints from Southern States' customers, of
22 which only 25% were justified. I also note that (1) only 36 of the total

1 77 complaints were related to quality of service as opposed to billing,
2 etc. and (2) the number of complaints made to the Commission in 1994
3 was 11% lower than the complaints made to the Commission in 1993.

4 Also, through April of 1995, Southern States has reduced the
5 number of complaints we have received directly from our customers by
6 more than 11% from the same period in 1994. We believe these are
7 valid representations of the fact that Southern States is providing high
8 quality service to our customers.

9 **Q. COULD YOU PLEASE IDENTIFY SOUTHERN STATES'**
10 **BUDGETED 1995 AND PROJECTED 1996 RENEWAL AND**
11 **REPLACEMENT PLANT IN SERVICE ADDITIONS FOR**
12 **WATER AND WASTEWATER FACILITIES?**

13 **A.** The 1995 budget includes approximately \$540,000 in water and
14 wastewater renewal and replacement facilities. The purpose for these
15 investments are to provide a source of funds for unanticipated
16 emergency repairs and/or equipment/facility replacements or additions.
17 Historically, unanticipated expenditures are experienced during the
18 course of the year due to various reasons such as: (1) aged equipment
19 wearing out (pumps, motors, blowers, etc.); (2) failures due to power
20 interruptions, lightning, wind damage, etc.; (3) regulatory agencies
21 (FDEP, county governmental unit, etc.) requesting system modifications;
22 and (4) internally generated requirements resulting from loss

1 prevention/risk management inspections and technical service evaluation
2 reports.

3 Failure to provide funds to handle unanticipated requirements
4 can result in one or more of the following: (1) operating permit
5 violation; (2) regulatory consent order, notice of violation, warning
6 letter and/or fines; (3) disruption of service resulting in poor customer
7 relations; (4) placing employees and possibly general public safety at
8 risk; and (5) environmental compliance at risk.

9 I believe that these projections for such unanticipated additions
10 are reasonable based on current needs and past experience. The 1992,
11 1993 and 1994 renewal and replacement facilities budgets were
12 - \$714,056, \$494,098 and \$467,624, respectively. For 1996, we projected
13 \$535,500 of renewal and replacement facilities also based on an
14 assessment of these past experiences and current needs.

15 **Q. COULD YOU PLEASE IDENTIFY SOUTHERN STATES'**
16 **BUDGETED 1995 AND PROJECTED 1996 INVESTMENT IN**
17 **METER INSTALLATIONS AND REPLACEMENTS AND THE**
18 **BASIS FOR THE COMPANY'S PROJECTIONS?**

19 **A.** Yes. For 1995, we budgeted \$698,973 based on our meter replacement
20 program which provides for 7% of meters to be replaced and 3.5%
21 increase in meters for growth. For 1996, our projected budget for
22 meters is \$699,720 which provides for 8% of meters to be replaced and

1 for growth. An additional \$238,000 was projected in 1996 to
2 accommodate our large meter retrofit program. The meter replacement
3 and large meter retrofit programs are designed to improve meter
4 accuracy and thus reduce customer complaints as well as unaccounted
5 for water situations.

6 **Q. COULD YOU PLEASE IDENTIFY SOUTHERN STATES'**
7 **BUDGETED 1995 AND PROJECTED 1996 INVESTMENT IN**
8 **WATER SERVICE INSTALLATIONS?**

9 A. Yes. For 1995, we budgeted \$485,935 for water service installations.
10 This includes materials needed to provide the service line from the
11 water main up to, but not including, the meter. The 1995 budget is
12 based on an anticipated growth rate of 3.5% in those areas where
13 service line installations are required. For 1996, we projected \$499,800
14 for the water service installations in a similar manner.

15 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

16 A. Yes, it does.

DOCKET 950495-MS
 EXHIBIT NO. 73
 CASE NO. 96-04227

EXHIBIT (CDD-1)
 PAGE 1 OF 1

Southern States Utilities, Inc.
 Analysis of In-County and Cross-County Labor
 Year-Ended December 31, 1994

County	Hours:			% Outside County	Dollars:			% Outside County
	In- County	Outside County	Totals		In- County	Outside County	Totals	
Bradford	-	1,036	1,036	100.0%	-	10,635	10,635	100.0%
Brevard	-	263	263	100.0%	-	3,430	3,430	100.0%
Charlotte	12,390	2,465	14,854	16.6%	136,021	34,149	170,171	20.1%
Citrus	22,028	1,630	23,658	6.9%	22,069	22,069	44,138	50.0%
Clay	2,962	326	3,288	9.9%	31,366	4,521	35,887	12.6%
Collier	60,250	3,247	63,497	5.1%	687,015	46,690	733,705	6.4%
Duval	23,845	1,384	25,229	5.5%	266,496	21,301	287,797	7.4%
Hernando	34,593	655	35,248	1.9%	366,507	10,287	376,794	2.7%
Highlands	-	564	564	100.0%	-	5,916	5,916	100.0%
Hillsborough	6,544	1,617	8,161	19.8%	72,283	23,429	95,712	24.5%
Lake	7,456	7,915	15,371	51.5%	79,189	77,800	156,989	49.6%
Lee	38,213	3,722	41,934	8.9%	417,637	48,263	465,900	10.4%
Marion	17,892	296	18,188	1.6%	183,264	3,874	187,138	2.1%
Martin	5,095	366	5,461	6.7%	58,324	5,409	63,733	8.5%
Nassau	11,492	104	11,596	0.9%	132,842	1,617	134,459	1.2%
Orange	21,318	1,069	22,387	4.8%	232,364	14,472	246,836	5.9%
Osceola	4,222	3,856	8,077	47.7%	48,962	38,636	87,598	44.1%
Pasco	3,691	2,370	6,061	39.1%	44,137	26,908	71,045	37.9%
Polk	4,732	248	4,979	5.0%	47,631	3,168	50,799	6.2%
Putnam	7,442	260	7,702	3.4%	77,918	3,715	81,634	4.6%
Seminole	7,384	10,049	17,433	57.6%	92,943	103,494	196,437	52.7%
St. Johns	-	657	657	100.0%	-	9,271	9,271	100.0%
St. Lucie	-	1,041	1,041	100.0%	-	11,760	11,760	100.0%
Volusia	61,706	3,952	65,657	6.0%	662,764	56,615	719,379	7.9%
Washington	3,756	-	3,756	0.0%	43,928	-	43,928	0.0%
Totals	357,009	49,087	406,096	12.1%	3,703,661	587,429	4,291,090	13.7%

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 950495-MS EXHIBIT NO. 73
 COMPANY/ WITNESS: SSU Penny
 DATE: 4/29/95

DOCUMENT NUMBER-DATE
06030 JUN 28 94
 FPSC-RECORDS/REPORTING

Morris Bencini

CNTY_PR.XLS

6/6/95

<u>Area Supervisor</u>	<u>Service Areas Responsible For</u>	<u>Region</u>
Rick Eck	All Orange County service areas except Holiday Heights and Westmont; Chuluota (Seminole County); all Martin, St. Lucie, and Osceola County service areas	Central
Donald Corder	All Seminole County service areas except Chuluota, Holiday Heights & Westmont (Orange County)	Central
Brian Heath	All Lake County service areas except Holiday Haven	Central
Douglas Lovell	All Volusia County service areas except Jungle Den and all Brevard County service areas	Central
Gene Manning	All St. Johns and Duval County service areas	North
Jerry Wright	Amelia Island (Nassau County)	North
Joe Roberts ¹	All Putnam, Bradford, and Clay County service areas	North
Michael Quigley	Marco Island & Marco Shores (Collier County)	South
Wayne Vowell	Brunt Store (Charlotte/Lee Counties), Deep Creek (Charlotte County), Leisure Lakes (Highlands County)	South
Tom Pound	Lehigh (Lee County)	South
Frank Sanderson ²	All Citrus County service areas except Sugarmill Woods	West
William Yocum	All Marion County service areas, Holiday Haven (Lake County), and Jungle Den (Volusia County)	West
Dennis Fuller	Zephyr Shores (Pasco County), all Polk and Hillsborough County service areas	West
Joe Mack	Spring Hill (Hernando County), Palm Terrace (Pasco County), Sugarmill Woods (Citrus County)	West
Harold Register	Sunny Hills (Washington County)	West

¹ Joe Roberts is north region manager. In the north region, there is no area supervisor for the Putnam, Clay, and Bradford County service areas, so the lead operators for those service areas report directly to the regional manager.

² Frank Sanderson is west region manager and acts as area supervisor as indicated.

Operations Personnel And Areas Of Responsibility - General

Non-supervisory operations personnel fall into two basic categories: plant operators and maintenance technicians. Depending on where a plant operator is based, he or she may have to do more than just operate and maintain the water or wastewater plant(s). Some plant operators perform tasks normally performed by maintenance technicians in other service areas, e.g. hook-ups, fixing line breaks, line flushing, lift station maintenance, meter reading, collections visits, etc.

Generally, the operations personnel in each region have responsibility for one or more designated service locations. One operator or a group of operations personnel may be responsible for one service area or more than a dozen service areas, depending on factors such as the number of customers, type of facilities, and distance between service areas. The following charges illustrate this arrangement.

<u>Operator/Maint. Tech.'s</u>	<u>Service Area(s) Covered</u>
<u>Base of Operations</u>	
Central Region	
University Shores (Orange County)	University Shores, Chuluota (Seminole County)
Leilani Heights	All Martin County service areas and Tropical Isles (St. Lucie County)
The Fountains (Osceola County)	All Osceola County service areas, Daetwyler Shores & Lake Conway (Orange County)
Apopka ³ (Orange County)	Holiday Heights & Westmont (Orange County), all Seminole County service areas except Chuluota
Sunshine Parkway (Lake County)	All Lake County service areas except Holiday Haven
Deltona (Volusia County)	Deltona
Sugar Mill (Volusia County)	Sugar Mill, Oakwood & Kingswood (Brevard County)
North Region	
Woodmere (Duval County)	Woodmere
Keystone Heights (Clay County)	All Clay and Bradford County service areas
Satsuma ⁴ (Putnam County)	All Putnam County service areas

³ The operators who run the plants in the service areas designated are based in Apopka. However, Apopka is also the base of operations for some 16 maintenance personnel who provide service in all central region service areas, although in Orange, Osceola, Lake, and Seminole Counties predominately.

<u>Operator/Maint. Tech.'s</u> <u>Base of Operations</u>	<u>Service Area(s) Covered</u>
South Region	
Marco Island (Collier County)	Marco Island & Marco Shores
Lehigh (Lee County)	Lehigh, Leisure Lakes (Highlands County) ⁵
Burnt Store (Charlotte/Lee Counties)	Burnt Store
Deep Creek (Charlotte County)	Deep Creek
West Region	
Citrus Springs (Citrus County)	All Citrus County service areas except Sugarmill Woods
Lake Gibson Estates (Polk County)	All Polk county service areas and Zephyr Shores (Pasco County)
Marion Oaks (Marion County)	All Marion County service areas, Holiday Haven (Lake County), and Jungle Den (Volusia County)
Palm Terrace (Pasco County)	Palm Terrace
Seaboard (Hillsborough County)	All Hillsborough County service areas
Spring Hill (Hernando County)	Spring Hill
Sunny Hills (Washington County)	Sunny Hills
Sugarmill Woods (Citrus County)	Sugarmill Woods

Note: The above charts show operations personnel based in SSU field offices.

⁴ Satsuma is a town a few miles south of Palatka in Putnam County. SSU does not have any service areas in Satsuma, but has several service areas near it.

⁵ A contract operator runs the Leisure Lakes plant. However, operations personnel travel from Lehigh and Burnt Store to Leisure Lakes regularly, and the area supervisor based in Burnt Store is responsible for operations in Leisure Lakes.

DIVISION OF CONSUMER AFFAIRS COMPLAINT ACTIVITY

Water & Wastewater Industry

Company	Service	Billing	Total	% Change From 1993	Major Type	Justification For Cases Received and Closed				
						Yes	No	Some	Percent Justified	% Late Responses
A. P. Utilities	1	1	2	100%	Miscellaneous (2)	0	2	0	0%	50%
Airport Road Development	1	1	2	100%	Miscellaneous (2)	1	0	1	50%	0%
Aloha Utilities, Inc	0	18	28	43%	High Bill (8)	3	19	2	13%	42%
Beaulieu Utilities	3	0	3		Sewage (3)	2	0	1	67%	33%
Belmont Utilities	2	0	2	100%	Miscellaneous Billing (2)	1	2	0	0%	50%
Broadview Park Water	1	3	4	-56%	High Bill (2)	0	2	1	0%	33%
C.S. Water Company	1	0	1		Business Office Problem	0	1	0	0%	0%
Decca Utilities	1	0	1		Estimated Bills	0	0	1	0%	0%
Econ Utility Corp	1	0	1	0%	Sewage	0	1	0	0%	0%
Ferncrest Utilities	3	1	4	0%	Miscellaneous Service (3)	1	2	1	25%	50%
FIMC Hideaway	1	0	1	0%	Water Quality	0	0	1	0%	0%
Floralino Properties	4	0	4	300%	Water Quality (2)	1	1	1	33%	33%
Florida Cities Water	6	13	19	6%	High Bill (3)	7	7	5	37%	26%
Forest Hills Utilities	5	4	9	200%	Service Refused (2)	2	3	1	33%	33%
Forest Shores Utilities	0	1	1		Payment Not Credited	0	1	0	0%	0%
Forest Utilities	0	1	1		Miscellaneous Service	1	0	0	100%	0%
Gulf Utility Company	1	2	3	50%	Miscellaneous Billing (2)	0	1	0	0%	0%
Heartland Utilities	1	0	1	-50%	Delay Repair	0	0	1	0%	0%
Highlands Utilities	0	1	1	-67%	Miscellaneous Billing	0	1	0	0%	0%
Hobe Sound Water	2	0	2		Water Quality (2)	0	2	0	0%	0%
Holiday Out at St. Lucis	1	0	1		Sewage	0	1	0	0%	100%
Holiday Pines Service	0	3	3	-25%	Miscellaneous Billing (3)	1	2	0	33%	0%
Hudson Bay Company	3	4	7	60%	Miscellaneous Billing (4)	1	4	2	14%	43%
Hydratech Utilities	2	0	2	-50%	Miscellaneous Service (2)	0	1	1	0%	0%

86

EXHIBIT
PAGE 1 OF 3
(10003)

Company	Service	Billing	Total	% Change From 1993	Major Type	Justification For Cases Received and Closed				
						Yes	No	Some	Percent Justified	% Late Responses
J. Swiderski Utilities	1	2	3	50%	High Bill (2)	1	2	0	33%	0%
Jacksonville Suburban	14	1	15	-25%	Improper Disconnect (4)	4	7	3	29%	7%
Jasmine Lakes Utilities	5	2	7	40%	High Bill (2)	0	5	2	0%	14%
JJ's Mobile Homes	1	0	1		Service Refused	0	1	0	0%	0%
K.W. Resort Utilities	1	0	1		Business Office Problem	0	1	0	0%	100%
Lake Josephine Water	1	0	1		Service Refused	1	0	0	100%	0%
Lake Osborne Utilities	1	0	1		Business Office Problem	1	0	0	100%	100%
Lake Suzy Utilities	1	0	1		Delay Connect	-	-	-		
Lake Yale Utility	0	3	3		Miscellaneous Billing (3)	2	0	1	67%	0%
Landis Enterprises	1	0	1		Water Leak	0	0	1	0%	0%
Lighthouse Utilities	0	1	1		High Bill	0	1	0	0%	0%
Lindale Water Company	0	3	3		High Bill (2)	0	1	0	0%	0%
Lindrick Service Corp.	5	2	7	250%	Miscellaneous Service (5)	2	2	2	4%	43%
Longwood Utilities	0	1	1	-50%	Reconnect Charge	0	1	0	0%	0%
Mad Hatter Utility	2	1	3	0%	Miscellaneous Service (2)	0	3	0	0%	67%
Magnolia Manor Water	0	1	1		High Bill	1	0	0	100%	0%
Marion Utilities	0	2	2	100%	Miscellaneous Billing (2)	0	1	1	0%	100%
Miles Grant Water	1	0	1		Business Office Problem	0	1	0	0%	100%
Notalgate Properties	1	0	1		Service Outage	0	1	0	0%	0%
Ocean City Utilities	3	0	3		Service Outage (3)	1	1	1	33%	33%
Orange-Osceola Utilities	2	1	3	-63%	Miscellaneous Service (2)	0	1	2	0%	33%
Ortega Utility Co.	2	1	3	200%	Miscellaneous Service (2)	0	2	0	0%	0%
Palm Coast Utility Corp.	1	7	8	0%	Billing Wrong Customer (2)	0	7	1	0%	0%
Park Manor Waterworks	1	2	3	200%	High Bill (2)	0	2	0	0%	0%
Pasco Utilities	0	2	2	100%	High Bill (2)	0	2	0	0%	0%
Pine Island Utility	2	0	2	0%	Miscellaneous Service (2)	2	0	0	100%	100%
Pine Lake Mobile Home	1	1	2		Miscellaneous (2)	0	2	0	0%	0%
Placid Lakes Utilities	1	0	1		Business Office Problem	1	0	0	100%	0%

87

PAGE 2 OF 3
EXHIBIT (1000-3)

Company	Service	Billing	Total	% Change From 1993	Major Type	Justification For Cases Received and Closed				
						Yes	No	Some	Percent Justified	% Late Responses
Placid Utilities	0	1	1		Miscellaneous	0	1	0	0%	0%
Poinciana Utilities	2	2	4		Miscellaneous (4)	0	0	0	0%	0%
Ranch Mobile WWTP	0	1	1		Additional Deposit	3	1	0	75%	0%
Residential Water Systems	4	0	4		Water Pressure (2)	0	5	0	0%	40%
Rolling Oaks Utilities	1	5	6	500%	High Bill (4)	0	1	0	0%	0%
Rotonda West Utility	0	1	1		Billing Wrong Customer	0	1	0	0%	0%
S.H. Utilities	1	0	1		Delay Reconnect	0	1	0	0%	0%
Sandal Haven Utility	1	0	1		Sewage	-	-	-	-	-
Sandalhaven Water Co.	1	0	1		Incomplete Outside Work	0	2	0	0%	0%
Sanlando Utilities	0	2	2	0%	Miscellaneous Billing (2)	1	0	0	100%	100%
Seven Rivers Utilities	1	0	1		Water Leak	3	2	1	50%	33%
Shadowrock Utilities	2	4	6	100%	High Bill (2)	2	2	0	25%	25%
Stady Oaks Mobile	8	0	8	100%	Service Outage (3)	1	0	0	100%	0%
South Broward Utility	0	1	1	0%	Miscellaneous Billing	1	3	2	25%	13%
Southern States	36	41	77	-1%	High Bill (17)	2	0	0	100%	0%
St. George Island	0	2	2	0%	Miscellaneous Billing (2)	1	1	1	33%	33%
Sunshine Utilities	3	1	4	100%	Miscellaneous Service (2)	1	10	0	9%	9%
The Peoples Water Service	5	9	14	-13%	High Bill (3)	0	1	0	0%	100%
The Resolution Trust	1	0	1		Water Quality	0	0	1	0%	0%
Tradewinds Utilities	1	0	1	0%	Sewage	1	0	1	50%	0%
Tymbor Creek Utilities	2	0	2		Frequent Outage (2)	1	2	1	25%	50%
University Oaks Water	1	3	4		Miscellaneous Billing (3)	0	4	1	0%	20%
Utilities, Inc.	4	2	6	-25%	Miscellaneous Service (4)	0	1	0	0%	100%
Venture Associates	1	0	1		Service Outage	0	1	0	0%	0%
Weeki Wachee Woodlands	1	0	1	-67%	Payment Not Credited	0	1	0	0%	0%
Windstream Utilities	1	0	1		Incomplete Outside Work	1	0	0	100%	100%
INDUSTRY TOTALS	175	61	336	2%	High Bill (63)	173	268	89	33%	13%

88

PAGE 3 OF 3

EXHIBIT

(WDD-3)