

WEDGEFIELD UTILITIES, INC.

AN AFFILIATE OF UTILITIES, INC.
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June 30, 2000

Telefaxed; Original by U.S. Mail

Ms. Blanca Bayo
Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

ORIGINAL

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SERVICES DIVISION

RE: Docket No. 991437-WU - Wedgefield Utilities, Inc.
Customer Meeting - May 31, 2000
Utility's Response to Customer Comments

Dear Ms. Bayo:

On Wednesday, May 31, 2000, the Public Service Commission conducted a customer meeting for Docket No. 991437-WU at the Wedgefield Golf and Country Club. Eight customers came forward to express their views. Of those, four expressed views regarding water quality or service. Wedgefield Utilities, Inc., an affiliate of Utilities, Inc., takes great pride in the service provided to our customers. A member of the Utility's staff contacted each of the four individuals to determine the nature of their concerns and to resolve any issues that might be remaining. The following is a summary of our findings:

- 1. Sondra Blair, 2220 Bancroft Boulevard -

Ms. Blair alleged several reasons why she was not satisfied with service. These included brown water 15-20% of the time, an icemaker she cannot use due to the water quality, low water pressure and gray stains on her marble counter from standing water which require the use a pumice stone to clean.

According to the utility's files, no call has been received from this address regarding water quality complaints since Wedgefield assumed operations in 1996. To investigate the complaint fully, Mr. Charlie Forehand, Asst. Area Manager visited Ms. Blair's residence on 6/9/00. No one was home, and a tag was placed on the door requesting Ms. Blair to call the office and set up an appointment at her convenience. On 6/14/00, Mr. Forehand met with Ms. Blair to discuss the concerns she raised at the customer meeting. Mr. Forehand asked her about the overall water quality, but Ms. Blair appeared to be most concerned with the test results for the water system as required by the Florida Department of Environmental Protection and the pressure at her home. Mr. Forehand took a pressure reading at the residence and found it to be 65 psi. Ms. Blair asked to have the water

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pressure checked at other residences, the first thing in the morning. The following day, 6/15/00, between the hours of 6:30 AM and 7:10 AM, our operations personnel checked the pressure at several nearby residences in the Wedgefield subdivision, as requested by Ms. Blair. The pressure readings ranged from 42 psi to 49 psi during that time of the morning. The results of the pressure tests and the water quality analyses were presented to Ms. Blair at 9:00 AM of 6/15/00. Ms. Blair appeared to be satisfied with the information and did not request further investigation into any other issues.

2. Christina Ingram, 2404 Amberly Avenue -

Ms. Ingram's comments regarding the service of Wedgefield Utilities centered on a high bill complaint that she had filed with the Public Service Commission in March, 2000 (Commission File No. 311362W).

An initial field test of the meter was made March 6, 2000 and the meter (meter 1) appeared to be running fast. When the service technician turned in his report, his supervisor questioned the results because the information was entered incorrectly on the form. Although he was trained in performing the test, his employment with us is still fairly new. It was for this reason and because it is very rare to have a meter register as high as the field test indicated, that the supervisor decided to have the meter tested by an independent laboratory. Precision Meters performed the test, at no cost to the customer.

We received the results from Precision, which verified that the meter was running between 14.5% and 18.5% higher than what is accepted. Ms. Ingram was issued a credit adjustment based on the consumption billed during the period of 4/29/99 through 2/28/00. Since the meter was pulled for testing, a new replacement meter (meter 2) had been installed. Ms. Ingram again questioned the accuracy of this new meter due to high consumption. Again the meter (meter 2) was pulled and tested at no cost to the customer, with another new meter installed (meter 3) as a replacement. The second meter tested within the accuracy required by the PSC and therefore was re-installed during the period that the complaint was under investigation by the Commission and while the meter was being tested, Ms. Ingram had not been making payments on her bill. Currently the customer has been notified to pay the remaining bill.

3. Jackie Finley, 2365 Archer Boulevard -

At the customer meeting, Ms. Finley alleged several issues of water quality, including the hardness of the water, a smell in the water, a greenish-white ring in the water bowl, and colored water.

Mr. Forehand met with Ms. Finley on 6/15/00 to discuss the water quality issues. As a result of that meeting, it was determined that the fire hydrant near her residence should be added to the flushing program to address the issues of smell and color. Mr. Forehand indicated that he would follow-up with Ms. Finley in several weeks to determine the effectiveness of the flushing. With regard to hardness, it was explained that the utility, through the use of a water softening treatment process, was reducing the hardness of the water delivered to the distribution system from its natural hardness level between 270 mg/L and 300 mg/L to between 115 mg/L and 135 mg/L when measured as CaCO₃. This compares favorably to acceptable hardness levels in other Utilities, Inc.

systems. Ms. Finley appeared to be satisfied with the utility's efforts. As previously indicated, we will follow-up to determine the effectiveness of the flushing.

4. Sue Powell, 2622 Ardon Avenue -

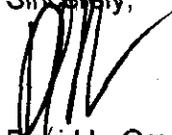
At the customer meeting, Ms. Powell's primary concern was related to high bills. She also mentioned that she sometimes received "dirty" water at her residence. A check of the utility's records indicates that no water quality complaints have been received for this address since Wedgefield assumed operations of the utility in 1996.

Mr. Forehand met with Mr. Powell on 6/9/00. He indicated to Mr. Powell that a fire hydrant located next door to the residence would be added to the flushing program to address the issue of "dirty" water. Mr. Forehand stated that we would flush for several weeks and would follow-up to determine its effectiveness.

As a general comment, such issues as smell, taste, color or "dirty" water are often easily remedied by adjusting the utility's flushing program. But, our ability to make such adjustments relies on input from our customers. In each of the instances brought to the Commission's attention at the customer meeting, the utility did not have the benefit of such input prior to the meeting. Wedgefield was aware that water quality concerns might have existed prior to its assuming operations. Therefore, Wedgefield has made its best effort to have a representative of the utility attend Homeowners Association meetings as often as possible and to actively solicit customer input. When we are made aware of concerns with water quality, we believe we respond quickly and efficiently.

If you have any questions or require additional information, please do not hesitate to contact me at (407) 869-8588, extension 227.

Sincerely,



David L. Orr, EI
Regional Operations Manager

cc: by telefax:
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Erin Nicholas