

Ruth Nettles

090402-WS

From: Trina Collins [TCollins@RSBattorneys.com]
Sent: Friday, February 05, 2010 11:44 AM
To: Filings@psc.state.fl.us
Cc: smlubertozi@uiwater.com; keweeks@uiwater.com; pcflynn@uiwater.com; Tonya Linn; Lisa Bennett; Martin Friedman; Christian W. Marcelli; Trina Collins
Subject: Filing in Docket No. 090402-WS; Application for Increase in Water and Wastewater Rates in Seminole County by Sanlando Utilities Corporation
Importance: High
Attachments: PSC Clerk 13 (Response to Customer Complaint).ltr.pdf

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- b. Docket No.: 090402-WS; Application for Increase in Water and Wastewater Rates in Seminole County, Florida by Sanlando Utilities Corporation - Filing the Utility's response to the written complaint submitted by Ronald Stein dated January 19, 2010.
- c. Sanlando Utilities Corporation
- d. 3 Pages.
- e. Letter to Commission Clerk - 3 pages.

DOCUMENT NUMBER-DATE

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February 5, 2010

E-FILING

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

Re: Docket No. 090402-WS; Application for Increase in Water and Wastewater Rates
in Seminole County by Sanlando Utilities Corporation.
Our File No.: 30057.183

Dear Ms. Cole:

Staff has requested that the Utility respond to the written complaint submitted by
Ronald Stein dated January 19, 2010.

Mr. Stein questions the efficiency and cost of three different maintenance and
repair calls:

The first claim concerns Mr. Stein's home located at 1374 N. Marcy Drive. A bill
complaint by the customer in 2008 led to the determination that his meter was not
working properly. It was eventually replaced at no cost to the customer. Unfortunately,
the two field technicians who performed the work had some difficulty when installing
the new meter. A second visit was necessary to replace a solvent weld fitting that failed,
again, at no cost to the customer. Ultimately, the service line was repaired and the work
area was properly restored. It is an uncommon occurrence for field technicians to return
to a work site a second time. The two technicians who performed this repair were
adequately trained to execute the assigned task. However, on occasion, replacing meters
that have been in place for many years can present challenges to field staff. Mr. Stein's
home was built in 1984.

The second claim concerns the property located at 1338 N. Marcy Drive. The
Sanlando field crew responded to a report of a possible water leak. The field crew

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determined that water standing at this address was due to the subsurface storm drainage system not working properly and not caused by any water leaking from the water service at this address. The homeowner at this address then reported standing water was again present and requested that the Utility investigate further. The second excavation apparently cured a blockage in the subservice drainage pipe by allowing storm water to adequately percolate through the excavated soil to the drainage system. The Utility then restored the work area. No problems were found with the Utility's infrastructure and the area now appears to drain properly during wet weather. Mr. Stein alleges that the Utility made two excavations when one should have been sufficient. In fact, the Utility acted promptly in responding to a customer's two requests, and at the same time, protected the Utility's facilities from damage.

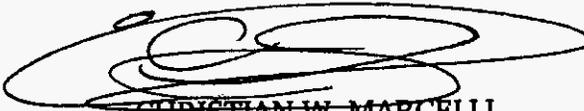
The third claim concerns the gate valve located near the intersection of N. Marcy Drive and E.E. Williamson Road. An eight-inch gate valve has had a slight leak at this location for some time. Repairs were delayed while Utility staff attempted to locate repair parts in lieu of replacing the complete valve at a much higher cost. If repair parts for this valve are no longer available, the Utility will soon schedule its replacement, which will necessarily cause a planned water outage that will impact some customers temporarily. The Utility agrees that it would have been best to attend to this leak sooner. However, the leak was not significant in terms of lost water volume and the leaking water did not measurably impact the nearby stormwater system during the interim period. Additionally, by making an effort to locate repair parts instead of replacing the valve outright, the Utility took prudent steps to minimize the cost of repairs as well as the impact of repairs on the affected customers. If the contractor who installed utility lines in the new Bella Tuscan community was at fault, the repair cost would be borne by the developer, not the rate payer.

Mr. Stein attempts to turn a small number of maintenance and repair difficulties into a narrative in which the Utility is wasting money and sending untrained personnel into the field to do "shoddy" work. Water and wastewater systems are complicated pieces of infrastructure that require both routine and emergency maintenance and repair activities. The Utility is diligent in ensuring that its maintenance and repair crews have the training, equipment, tools and resources needed to investigate and remedy problems as they arise in the most efficient manner possible. The Utility believes that Mr. Stein's complaint does not accurately reflect the maintenance and repair record of the Utility.

Ann Cole, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
February 5, 2010
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Should you or the Staff have any questions regarding this filing, please do not hesitate to give me a call.

Very truly yours,



CHRISTIAN W. MARCELLI
For the Firm

CWM

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