

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** October 30, 2014  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Penelope D. Buys, Engineering Specialist III, Division of Engineering *POB PV*  
**RE:** Docket No. 140135-WS - Application for increase in water/wastewater rates in Pasco County by Labrador Utilities, Inc.

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Please incorporate the attached e-mail into the docket file. Thank you.

## Penny Buys

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**From:** Lawson, Jeffrey <Jeffrey.Lawson@dep.state.fl.us>  
**Sent:** Thursday, October 30, 2014 9:06 AM  
**To:** Penny Buys  
**Cc:** Noble, Trevor  
**Subject:** PSC Docket No. 140135-WS  
**Attachments:** Summary of BWN Notices Dec 2012 - Jan 2013.pdf; Jan 2013 DEP Meeting Resposne.pdf; Notification of transformer installation.pdf

I am in receipt of your letter regarding customer complaints received related to Labrador Utilities, Inc. (Docket No. 140135-WS) dated October 22, 2014. After reviewing our records, we have had 1 situation that resulted in a meeting between our district staff and the utility during the timeframe given. The system installed VFD drives which records indicate had a power issue after their installation. This power issue resulted in numerous boilwater incidents. The Department requested a meeting with the utility pursuant to 62-555.350(7) for requiring 20 psi except during highly unusual and nonrecurring instances. This situation was resolved through compliance assistance. The Department records of this event are attached. Please let me know if you need any additional information.

Jeffrey G Lawson  
Source and Drinking Water Program  
FL Dept of Environmental Protection  
2600 Blair Stone Rd, MS 3520  
Tallahassee, FL 32399-2400  
(850)245-8599  
[jeffrey.lawson@dep.state.fl.us](mailto:jeffrey.lawson@dep.state.fl.us)





6514842

Below is a list of events that describe what has taken place at Labrador WTP over the period of 12/11/2013 leading up to 1/14/2013.

- 1) Boil Water Notice 1:  
On Tuesday evening 12/11/12 (see attached letter) we had a scheduled maintenance outage to remove the old high service pumps and control panel and replace it with a new pump skid (see attached skid plan). We completed the install as scheduled.
- 2) Boil Water Notice 2:  
On Wednesday 12/19/12 after the system had operated as designed for 7 days we had a problem with an Over Voltage on the electronic drives (VFD's). I contacted the contractor and they made several adjustments to the controls.  
Boil Water Notice 3:  
The following day Thursday 12/20/12 we had another fault (same code) on the VFD's that resulted in the pump skid failing again. I contacted Withlacoochee Power and asked if they could install a line recorder to monitor incoming line power, as we believed they had a power spike issue on the incoming power side. This conclusion was based on the drives faulting on Over Voltage.
- 3) (Withlacoochee did not provide data, times or dates to me for this synopsis) On or about 12/20/12 Withlacoochee installed a line recorder. After they had collected recording data, they changed out the transformers on the pole at the water treatment facility and reinstalled a line recorder.
- 4) Boil Water Notice 4:  
On 12/31/12 at approximately 6:00pm we received word that the drives had failed again on OV (Over Voltage) the system was reset at approximately 7:00pm.  
(I was also informed by Forest Lake Estates maintenance) that this spike on 12/31/12 damaged 2 of their motors on within the community.
- 5) Shortly after this 3<sup>rd</sup> unscheduled equipment failure, Withlacoochee Power informed our contractor "Environmental Equipment Sales, Inc." that the sub-station was very close to our facility and they were going to try and make some adjustments to their equipment to reduce the power spikes at our facility.
- 6) 1/7/2013 I contacted our contractor to install an Isolation transformer on our side that will have taps so that we can adjust and buffer the incoming Withlacoochee voltage in front of our equipment to resolve this issue. Estimated delivery 4 to 5 weeks.
- 7) 1/9/2013 Electrical equipment at our wastewater treatment plant began tripping the thermal overloads, and our soft start equipment on the effluent pumps at the plant began faulting out as a "Phase Fault" after investigation we found that our 3 phase power was extremely out of balance. We contacted Withlacoochee Power and they responded on 1/10/2013.

- 8) 1/10/2013 Withlacoochee spent approximately 6 hours on site making numerous changes to the incoming power and transformers, ending their work late in the evening by replacing both on site transformers. This did not solve the problem as they could not get the power in a balanced state. We ran all night on the generator.
- 9) 1/11/2013 Withlacoochee returned to the site with approximately 4 supervisors/engineers and 4 field personnel. After lengthy discussion and a couple of attempts to redirect electric to resolve the phase imbalance the engineers decided to install a third transformer and connect it up in a Y or star configuration. These changes will take place on or about 1/15 Tuesday or Wednesday 16 of this week.
- 10) 1/12/2013 At approximately 4:30am Labrador water treatment plant experienced another 0 pressure problem as a result of overvoltage faults on all 4 drives at approximately 5:45am our on-call tech reached the site and returned the system pressure to normal.
- 11) 1/14/2013 A meeting is being scheduled to evaluate the capability of operating our water treatment plant equipment on 208V 3 phase Y or star power. This meeting will involve generator specialist, Withlacoochee power and the utility. If this will improve the system operation and not damage the older existing equipment the utility will move forward with this possible improvement.
- 12) 1/16/2013 Withlacoochee Power installs a third transformer and rewires for true 3 phase power. This change will balance voltage and reduce amperage to all on-site electrical equipment. This change should result in resolution to the existing voltage spike problems and provide cleaner electrical power.
- 13) The utility will also be installing an isolation transformer an approximately 2/18/2013, or as soon it is built and delivered by the vendor. This transformer will further help in conditioning and providing cleaner power to the equipment installed.

I have spoke to the Forest Lake Estates Co-Op President "Beverly Culliford" and informed her of our situation and the plan of action to resolve it.

This power problem could not have been foreseen prior to installation, as it is an intermittent issue with the incoming power.

Please let me know if I can be of further assistance.

Thank you,  
Mike



*Michael A. Wilson*  
*Utilities, Inc.*

*Regional Manager*

*[mawilson@uivwater.com](mailto:mawilson@uivwater.com)*

*Phone: 407-869-1919 Ext: 1374*

*Fax: 407-869-6961*

*Cell: 407-468-3268*

**From:** Defoe, Catherine on behalf of Foster, Gerald  
**Sent:** Thursday, January 31, 2013 12:23 PM  
**To:** 'pcflynn@uiwater.com'  
**Cc:** Foster, Gerald  
**Subject:** 6514842 Meeting Ltr 01-31-2013 Forest Lakes Estates - Pasco County  
**Attachments:** Utilities Inc. Ltr 01-31-2013 Forest Lake Estates - Pasco Co..pdf

Good Afternoon,

Attached please find the subject letter. This is the only copy that you will receive.

Acrobat Reader 6.0 or greater is required to read this document. It is available for downloading at: <http://www.adobe.com/products/acrobat/readstep.html>.

If you have any questions concerning the contents of this letter, please contact Gerald Foster at [Gerald.Foster@dep.state.fl.us](mailto:Gerald.Foster@dep.state.fl.us). If you have any difficulty reading and/or printing the document, please contact me.

Thanks,  
Catherine

Catherine Defoe  
Industrial Wastewater  
Department of Environmental Protection  
13051 North Telecom Parkway  
Temple Terrace, FL 33637-0926

*The Department of Environmental Protection values your feedback as a customer. DEP Secretary Herschel T. Vinyard Jr. is committed to continuously assessing and improving the level and quality of services provided to you. Please take a few minutes to comment on the quality of service you received. Simply click on this link to the DEP Customer Survey. Thank you in advance for completing the survey.*



# Florida Department of Environmental Protection

Southwest District Office  
13051 North Telecom Parkway  
Temple Terrace, Florida 33637-0926

Rick Scott  
Governor

Jennifer Carroll  
Lt. Governor

Herschel T. Vinyard Jr.  
Secretary

January 31, 2013

Mr. Patrick Flynn  
Utilities, Inc.  
200 Weathersfield Ave.  
Altamonte Springs, FL 32714-4027  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Forest Lake Estates  
PWS-ID No. 651-4842  
Pasco County

Dear Mr. Flynn:

Thank you for allowing your representatives, Michael Wilson and Lee Neal to attend the Florida Department of Environmental Protection's January 22, 2013 meeting at the Southwest District Office. The Department acknowledges Mr. Wilson's submittal of the summary of events that have occurred since the December 11, 2012 installation of Variable Frequency Drives (VFDs) at your Forest Lake Estate water treatment plant and the four subsequent precautionary boil water notices.

We understand that the required precautionary boil water notices have been an inconvenience to you and your customers, but please know that our goal is to ensure safe drinking water and to avoid future outages. As we move forward, the Department is hopeful that the recent electrical modifications performed by Withlacoochee Power on January 16, 2013, will eliminate the shut-down of the VFDs.

This letter confirms Utilities, Inc's intent to install an isolation transformer that is designed to provide a more steady power supply to your VFDs with an estimated completion date of February 28, 2013. The Department expects regular updates on the progress of the isolation transformer. We ask that you notify the Department when the device is received and of the date you will place it in operation so an inspector can verify the installation and use of the device.

Additionally, please provide regular updates on installation of the backup pump to your well. As discussed in our meeting, the Department also appreciates any efforts which can be made to improve communications with the Forest Lake Estates Community.

Please understand that should another water system failure occur the Department may require a consent agreement between the Department and Utilities, Inc. to be in place to resolve this situation.

The Department again acknowledges your efforts to ensure that your customers receive quality water and service. All compliance related matters should continue to be forwarded to Gerald Foster, [Gerald.Foster@DEP.state.fl.us](mailto:Gerald.Foster@DEP.state.fl.us). Thank you for your efforts to maintain a compliant water system.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian J. Armstrong".

Brian J. Armstrong, PG  
Assistant Director  
Southwest District

## Brock, James

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**From:** Lee Neal <wlineal@uiwater.com>  
**Sent:** Thursday, February 14, 2013 3:19 PM  
**To:** Foster, Gerald  
**Subject:** Labrador WTP transformer

Gerald,

Just a follow up from yesterdays conversation, the isolation transformer has been installed at the Labrador WTP. We did not lose pressure at any time during this install of the transformer itself. However, the pressure did drop to 38 psi for approximately 15 seconds while rewiring the low level float.

We are currently back to normal operations.

If you have any questions, let me know.

Thanks,

Lee



*W. Lee Neal*

*West Coast Area Manager*

*Utilities, Inc. of Florida and Affiliated Companies*

*11633 Paradise Point Way*

*New Port Richey, Fl. 34654*

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