

Jumper Creek Utility Company

April 7, 2015

Office of Commission Clerk
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Re: Docket No. 140147-WS - Application of Jumper Creek Utility Company for Staff Assisted Rate Case in Sumter County – Response to Customer Meeting

Dear Commission Clerk,

Jumper Creek Utility Company (Jumper Creek) submits its response to the customer comments received at the April 1, 2014 customer meeting in the above referenced docket.

There were four (4) customers in attendance at the customer meeting. The majority of the comments concerned the rate increase. The customers represented that they were comfortable with the interim rates and agreed that an increase was acceptable. This utility has never had a rate case processed by the Public Service Commission. The original rates were established by the original homeowners association in 2006. See Order No. PSC-11-0377-PAA-WS, issued September 12, 2011.

Two customers offered comments concerning the chlorine smell of the water. Pursuant to Rule 62-555.350(6), Florida Administrative Code:

(6) Suppliers of water shall maintain a minimum free chlorine residual of 0.2 milligram per liter, or a minimum combined chlorine residual of 0.6 milligram per liter or an equivalent chlorine dioxide residual, throughout their drinking water distribution system at all times. If at any time the residual disinfectant concentration in any portion of a distribution system falls below the required minimum level, the supplier of water shall increase the disinfectant dose as necessary and flush said portion of the distribution system until the residual disinfectant concentration is restored to the required minimum level. Suppliers of water shall monitor and record the residual disinfectant concentration in their distribution system as described in paragraphs (a) and (b) below. The residual disinfectant measurements required under paragraph (a) or (b) may be performed by any authorized representative of the supplier of water; but field measurements of chlorine residual shall be performed following the appropriate procedures in the Department of Environmental Protection Standard Operating Procedures for Field Activities, DEP-SOP-001/01, as incorporated into Rule 62-160.800, F.A.C., and all other measurements shall be performed using an appropriate method referenced in subsection 62-550.550(1), F.A.C.

Further, the FDEP has established a maximum chlorine limit in the distribution system of 4.0 mg/L pursuant to 62-550.828, F.A.C. According to the Monthly Operating Reports (MORs) filed by Jumper Creek in this docket, Document No. **05483-14**, the highest chlorine residual recorded at the

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point of entry was 1.9; and the highest chlorine residual recorded at the furthest remote point in the distribution system was 1.4.

Subsequent to the customer meeting, Jumper Creek had the customer's water tested at their homes. All of the customers' chlorine residual tested at 1.0 mg/l. Door tags were left at each customers' residence. Subsequently, the Utility Manager met with one of the individuals on site and was told there were no issues with the water.

One customer proffered comments concerning the odors from the wastewater treatment facilities. The wastewater treatment plant is located directly behind several homes and across the street from this customer. No noticeable odors were detected on the day of the customer meeting. Jumper Creek spoke with the customer after the meeting and discovered there was a sewer clean out which did not have the appropriate cap on the pipe protruding from the ground near the customer's residence. Jumper Creek conducted a site visit and discovered that a sewer cap on a nearby cleanout was missing. The cap was replaced on April 6, 2015. No other odors were present at subsequent site visits.

According the Document No. **00722-15**, there have been no customer complaints received by the Florida Department of Environmental Protection for Jumper Creek.

Rate Case Expense

Please find attached documentation related to rate case expense in conjunction with the travel to the (a) customer meeting; and (b) agenda conference.

Respectfully Submitted,



Troy Rendell
Manager of Regulated Utilities
// for Jumper Creek Utility Company



30301 CORTEZ BLVD, BROOKSVILLE, FL 34602
 PHONE #352-796-1000 FAX #352-796-9170



RENDELL, WILLIAM

name
address

UNITED STATES OF AMERICA

room number: 205/KXTY
 arrival date: 4/1/2015 1:16:00 PM
 departure date: 4/2/2015
 adult/child: 1/0
 room rate: 118.75

Rate Plan: AAA
 HH #
 AL:
 Car:

If the debit/credit card you are using for check-in is attached to a bank or checking account, a hold will be placed on the account for the full anticipated dollar amount to be owed to the hotel, including estimated incidentals, through your date of check-out and such funds will not be released for 72 business hours from the date of check-out or longer at the discretion of your financial institution.

Rates subject to applicable sales, occupancy, or other taxes. Please do not leave any money or items of value unattended in your room. A safety deposit box is available for you in the lobby. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges. In the event of an emergency, I, or someone in my party, require special evacuation due to a physical disability. Please indicate yes by checking here:

signature:

Confirmation Number: 83863553

4/2/2015
GUEST PARKING-USER ASSUMES ALL RISKS
NO PETS ALLOWED

date	reference	description	amount
4/1/2015	628418	GUEST ROOM	\$118.75
4/1/2015	628418	STATE TAX	\$7.13
4/1/2015	628418	OCCUPANCY TAX	\$5.94
		WILL BE SETTLED TO VS*6828	\$131.82
		EFFECTIVE BALANCE OF	\$0.00
EXPENSE REPORT SUMMARY			
		4/1/2015 STAY TOTAL	
		ROOM AND TAX	\$131.82 \$131.82
		DAILY TOTAL	\$131.82 \$131.82

You have earned approximately 2552 Hilton HHonors points and approximately 118 Miles with US Airways for this stay. Hilton HHonors(R) stays are posted within 72 hours of checkout. To check your earnin

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thanks.

account no.	date of charge	folio/check no.
card member name	authorization	initial
establishment no. and location <small>establishment agrees to transmit to card holder for payment</small>	purchases & services	
	taxes	
	tips & misc.	
signature of card member X	total amount	



Beef O'Bradys Ridge Manor
#463
31120 Cortez Blvd
Brooksville, FL 34602
352-345-4819

Server: Michelle DOB: 04/01/2015
08:35 PM 04/01/2015
Troy/1 3/30061

SALE

VISA 3145764
Card #XXXXXXXXXX6828
Magnetic card present: Yes
Card Entry Method: S

Approval: 056466

Amount: \$ 24.40
+ Tip: 5.00
= Total: 29.40

I agree to pay the above
total amount according to the
card issuer agreement.

x Troy Rendell

Thank you for Dining with us
If you have any questions or
concerns, please email us at
westbeefs@msn.com

Customer Copy

Fairfield Inn & Suites Tallahassee Central

2997 Apalachee Parkway

Tallahassee, FL 32301

USA

Phone: +1-850-210-1210

Confirmation Number: [REDACTED]

Thank you for your reservation. Your reservation is guaranteed to your Visa card.
We look forward to greeting you.

Your Stay Monday, June 1, 2015, Tuesday, June 2, 2015, 1 rooms, 1 guests/room.

Room(s) Guest room, 1 King. 1 night at 125.00 USD. 140.62 USD (incl. est. taxes) total.

Room Preferences Not Guaranteed: Extra Towels, Extra Foam Pillows, High Floor Room.
Please Note: Qualifying Rate ID Required.

Guest Information William Rendell

Summary of Charges

Summary of Room Charges

	Cost per night per room (USD)
Monday, June 1, 2015 - Tuesday, June 2, 2015 (1 night , AAA rate, AAA membership card required)	125.00
Estimated government taxes and fees	15.62
Total for stay (per room)	140.62

+ Additional Charges

Rate Rules

AAA rate, AAA membership card required

Additional Information

American Auto Association rate

- Available to AAA members only.
- Limit of two rooms per AAA member per night.
- AAA membership card required at check-in.