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#### STATE OF FLORIDA



DIVISION OF ENGINEERING TOM BALLINGER DIRECTOR (850) 413-6910

# Public Service Commission

August 11, 2015

## VIA ELECTRONIC MAIL

## **STAFF'S FOURTH DATA REQUEST**

Mrs. Holly Burge Aquarina Utilities, Inc. Post Office Box 308 Jensen Beach, Florida 34958

Re: Docket No. 150010-WS- Application for staff-assisted rate case in Brevard County by Aquarina Utilities, Inc.

Dear Mrs. Burge:

Staff has reviewed the responses to the second and third data requests along with Aquarina's request for additional considerations and we have some follow up questions.

- 1. Meter Replacement. Aquarina states approximately 100 meters have been replaced over the previous four years and 20 meters need to be replaced at the moment. The provided meter records indicate 17 residential water meters were replaced during 2014. The records also indicate that no water meters have been replaced so far in 2015.
  - How many residential water meters does Aquarina plan to test each year going (a) forward?
  - (b) If Aquarina is granted a meter replacement program, how many residential water meters can it reasonably expect to replace per calendar year?
  - Please identify all materials needed to replace a residential water meter and the (c) associated costs of all the materials. For the water meter itself, please provide the manufacturer's name and model.
  - Please identify all materials needed to replace a residential irrigation meter and the (d) associated costs of all the materials. For the irrigation meter itself, please provide the manufacturer's name and model.

#### 8/12/2015

#### aquarinautilities@bellsouth.net - att.net Mail

AT&T Features Mobile U-verse Entertainment att.com More v En Español AT&T V Mal News Sports Finance Weather Search Mail Search Web A Home Kevin Ó Search ~  $\square \vee$ **▲ (▲ →** 🔟 Delete 🚺 Move 🗸 😵 Spani 🗸 🗤 More y 💻 🗙 / Compose Sort by date ~ Yesterday Docket 150010-WS (Aquarina) - Additional qu... (2) Inbox Clayton me Áug 11 Drafts (1) Docket 150010-WS (Aquarina) - Ac **Clayton Lewis** Aug 11 at 1:24 PM Sarit Dear Clayton, Lwitt incluste the an 2 To aquarinautilities@bellsouth.net Spam (13) CC Laura King, Stan Rieger, Charles Murphy, Jeffery Small, Terrí Jones Q Aug 11 Trash (4) Frank Trueblood 150010-WS Aquarina ... Smart Views Mis Purce Attached is the pair Versic Unread Mrs. Burge, last week Starred People C ARClientStatement A @ Aug 6 We inadvertently omitted a follow up question Pace Analytical Services, Inc statem Social concerning the vehicles. Travel Shopping C Gary, me Aug 5 Please explain why the vehicles need to be stored Finance Application for Utilities ✓ Folders Then you was necessarily etca. 2 in Fellsmere instead of at the utility's plant in 2015 SARC (3) Aquarina where they would be utilized? 🗍 Roger, me Aug 4 4H (1) Myers pumps 811 Sunshine State O... sk Turts, 20 colour to 24 A Thank you. Accounting (3) July ACSA C Todd...Todd ê 1d 28 AQ Waterwo... (20) Annual sodium, 3 day sampling Bank (13) We got indiopped in tranks all Clayton K. Lewis Billing (16) Division of Engineering Calg@comcast.net Joi 23 Billing Lipar... (2) 850 413-6578 Camparound in St. Audustine Collections Hey Kevla nere is the companion in Compliance ... (24) Reply, Reply All or Forward | More C Gold Jwaco@msn.c @ Jal 9 Customer Co., (27) DEP (7) WWTF-FLA11(434 Kevin Burge Aug 11 at 4:06 PM ASAP, that is Sentiby Cutlooin for 3 Drafts To Clayton Lewis Employee Co., (1) June Engineering Dear Clayton, @ Am 10 Lucas, Lucas, Equipment Aquarina Plant Improvements I will include the answer to this question in the response to FARM and HOME The reger texin Well patien 10 the data request. Forms 2014 FRWA (1) Sincerely, 🗌 me, Adam @ 05/21/14 Gold Coast U., (1) Shirt Printing Grace and Tr... (2) Holly Burge www.wrginau.co.r \* hilds.co.r = 9 Account Manager; Aquarina UTilities, Inc. Holly only (2) @ 02/21/14 C Anne Traver House Search (6) Insurance (19) Website Information Kev and Todd (96) H Holtz-Here & the information inst Legal (36) Mike Daly > Show original message Notes (4) Other Regul... (3) Reply, Reply All or Forward | More Other Vendor (64) Payroll WC L. (12) Click to reply all PSC Service Area Extension SIWMD (3) Steel Bldg (1) UBMAX (349) ) Recent Send Tt B I A 🗮 🖷 🖷 🕏  $\odot$ (d) abc v /

(A) by the Nick Page on **Ricke** 

## Aquarina Utilities, Inc.

P.O. Box 1114 Fellsmere, Florida 32948 (772) 708-8350 (mobile billing) (772) 708-7946 (mobile emergency) aquarinautilities@bellsouth.net

13 August 2015

Mr. Clayton Lewis U.S. Engineering Specialist Bureau of Reliability and Resource Planning Division of Engineering Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399

Reference: Staff's Fourth Data Request Aquarina Utilities, Inc. SARC, Docket No. 150010-WS

Dear Mr. Lewis,

A. For the emailed additional question:

Please explain why the vehicles need to be stored in Fellsmere instead of at the utility's plant in Aquarina where they would be utilized?

There is no place to garage the vehicles in Aquarina/ Melbourne Beach. The service truck has already been struck by lightning and required more than \$1,000.00 in repairs as a result of not being garaged. The salt air severely corrodes the paint, hoses, fittings and bodies of all the equipment, generating the need for extensive repairs, which we have been unable to complete due to lack of funding. The combination of the salt air with the challenging summer weather and extreme heat at the plant causes equipment to degrade nearly twice as fast as the usual depreciation rate. (Please review the discussion regarding fire hydrants and paint in the previous data request.) An off-site storage area is necessary, particularly considering there is no shop or garage space at Aquarina.

Alternatively, the utility can research and submit a plan packet for a capital improvement that includes the permit fees, surveying, architectural and engineering costs, and building

construction and material expenses for a new building at the water and wastewater plant that will not only replace the existing "maintenance" building, but also the existing Reverse Osmosis/ Water treatment building. Such a plan would likely cost more than \$500,000 and take more than a year to complete. Replacing both buildings would be necessary due to the small lot size on which the plant is located and the location of underground appurtenances within the compound. We believe that renting a garage space off-site is the least expensive option at \$1,500.00 a month, placing less of a financial burden on the homeowners, yet protecting the equipment and materials of the utility from both damage and theft.

- B. With regard to the questions included in the Staff's Fourth Data Request, dated August 11, 2015:
  - 1. Meter Replacement:
    - (a) We do not plan to test residential water meters at all, going forward, unless specifically requested by the customer in regard to a usage dispute, or unless usage reports for each meter indicate a problem with the meter. The new meters are tested when manufactured and also when they are installed to verify that they are working correctly. They must be replaced in five to ten years, or earlier if required, based on the degradation of serviceability due to the extreme environment in which they operate. Generally, this degradation is identified by the meter stopping when water flows through it or by severely reduced usage numbers. The meter is then field tested and removed if necessary.
    - (b) If the Staff approves the maintenance personnel requested, some 10-20% (roughly 40 to 50) of meters in the system will be replaced each year. Meters in this system, particularly the non-potable meters, degrade very rapidly and need to be replaced in the five to ten year window. We have a few meters that we installed in 2013 that are already in need of replacement due to mineral deposition from the ground water we pump for irrigation. At this rate, utility staff would need to replace roughly two meters per week to complete the projected number of installations each year. This is certainly a manageable number with two maintenance personnel.
    - (c) Please see the attached current price quotes for the range of materials required for meter replacements. I have also included a table outlining the general materials and their costs.
    - (d) Please see the above table. The only difference between an irrigation meter and a potable meter is that a potable meter requires the installation of backflow prevention. Backflow prevention is not necessary for an irrigation meter in our system because our irrigation/ non-potable water system is completely independent of the potable water system and cross-connection is not possible.

### 2. Leased Vehicles and Shop Space:

- (a) Yes, the leased vehicles are used solely by Aquarina.
- (b) No records have been kept on how often the lift station truck and van have been used during the test year. The lift station truck was used to lift in at least seven incidences requiring lift station pumps to be pulled and serviced, three occasions where the 60hp and 75hp irrigation pumps needed to be pulled and serviced, and it was used during the pull and service of the north well failure

prior to calling in another well team. It is used to move equipment and materials around the plant and for hauling heavy pumps and equipment such as blowers and compressors. It was recently used to lift and secure a section of sidewalk to repair an irrigation whip. It is also used to service and clean the pumps in the lift stations.

The equipment van is used to house all the tools used around the plant, from channel locks to shovels and valve keys. It is the "go-to" tool for any break (and we have had about eight or ten of those this year) and for picking up and hauling smaller equipment and materials. It is the "tool shed" that accompanies meter installation and service calls to homes.

Yes, a utility the size of Aquarina requires a lift station truck, a van, and a heavy pick-up truck. The Aquarina water and wastewater plants were designed as a regional facility. Regardless of the number of connections, the infrastructure of the plant is large and requires maintenance that can only be accomplished with the proper equipment. Calling for the use of a lift station truck would delay immediately necessary repairs, e.g. the failure of the 75hp irrigation pump that services the golf course: with the lift station truck in-house, we were immediately able to identify the problem, remove and deliver the pump to the service center, and install the new pump in less than a day. This type of rapid service is critical to the golf course as they have immediate irrigation needs every day, especially when they are fertilizing or replacing greens as they did this summer.

The van is critical for repairs and breaks and all other service situations. Many times, it is unclear what tools are needed for a break incident, and the van allows us to be prepared for most situations. We are able to carry our line camera, snakes, and other equipment, protected from the weather, to any job site in the territory.

The pick-up truck is necessary for hauling larger loads and heavier pumps and equipment, such as the 75hp irrigation pump. It is used to trailer lengths of pipe, tractors, backhoes, and other important tools. The combination of the three pieces of equipment keep the time lost to scheduling vendors to a minimum and allow us to be more flexible and less dependent in the care of both the utility and its customers.

(c,d) Aquarina concedes the request for the shop lift. Cost analysis shows it may be cheaper to hire vendors for these jobs and that utility maintenance man hours would be better spent on actual utility issues.

#### 3. Well Drilling:

Aquarina Utilities concedes the well issue. While the utility needs this well, we are unable to supply the requested number of quotes and we are not willing to compromise on the well driller used for the job. It is not in the best interest of our customers to compromise in this case.

### 4. Rewiring- Water and Wastewater Plant:

Aquarina Utilities concedes the wiring of the plant. While this wiring is absolutely critical to avoid issues in treatment, we are unable to provide the requested quotes and simply cannot force vendors to supply these quotes. Understandably, quotes take a great deal of time to compile regardless of the size of the job, and most vendors do not wish to provide quotes for a small system like ours without being guaranteed the work. In this regard, the state system of requiring quotes fails, as small utilities end up alienating their potential vendors with this quote process.

In short, the utility is unable to provide paper quotes because the electricians we called failed to provide one, after repeated attempts to obtain such. This work is absolutely necessary as the power distribution system in both the water plant and sewer plant is extremely inefficient, potentially dangerous, and antiquated to the point that the components of the system, from breakers to clips, are extremely difficult to find and ridiculously expensive if found. We have been reduced to cannibalizing components out of a few dismantled panels to keep things operational. Unfortunately, if the only local electricians we know that can do the job want to be fickle and not provide a written quote, we are forced to take their word that the job will indeed be billed at the amount quoted verbally.

## 5. Reverse Osmosis System:

- (a) The only potable water outage Aquarina has had since Aquarina Utilities took over the plant in 2011 was the interval required by the cleaning, servicing, and inspection of the potable storage tank in 2013. This event became dramatic when we encountered difficulty restarting the plant at the end of the day, causing customers to be without water for more than 12 hours.
- (b) The question to be addressed here is not the number of outages, repairs, and the cost associated with such repairs. The issue is this: when we called to request assistance in troubleshooting the R/O train for restart after the 2013 tank inspection, the service technician literally *laughed* when we identified the type of system we had and made the comment, "Wow! I didn't know any of those old units were even still in service!" The technician was unable to locate a manual to help us troubleshoot the issue and it was only the experience and ingenuity of the operational staff, particularly Kevin Burge, that repaired the issue and restarted production. We need a new system, with a service contract, soon, because when the current system fails, it will very likely be down permanently. We are attempting to be proactive about avoiding a major outage during the visitation season and the inconvenience to our customers such an event would cause. Our clientele do not tolerate outages well and would certainly levy many complaints as a result of an outage. Given the policy established by the Florida Public Service Commission which penalizes water and wastewater systems for complaints and DEP orders, we take the potential failure of our water system very seriously and would prefer to manage the situation before it occurs.
- (c) Repairs to the system have been required for a number of broken seals and plumping issues to date, but these were only temporarily overcome using

ingenuity. There are fragile components of the system that we have "nursed along" but are showing signs of wear leading toward failure.

- (d) No.
- (e) Failure of the current system during winter high demand would result in multitudes of complaints and customer issues. While a portable R/O unit could be leased and brought in to cover an outage, implementation of a portable system would take about 12 to 48 hours, during which time the affluent customers we serve would become irate. In order to keep our service seamless and consistent, a new R/O train is required. An unexpected or emergency outage would not be tolerated by our customers. We must be proactive and prepare for the failure before it happens.
- 6. Accerlerated Depreciation:
  - (a,b) Aquarina Utilities concedes the need for accelerated depreciation. While the need for accelerated depreciation is real, we have not had sufficient funding to affect the repairs and improvements made necessary by the extreme island environment, so there is no paper trail to support our request. The number of pump repairs and replacements that are evident in the annual report and the recent replacement of the well pumping system that services our non-potable system, having been previously replaced only 3 years ago, are evidence of this need. Complaints about the condition of our fire hydrants and the already declining condition of the paint on our storage tanks, painted in 2012, are also evidence. We respectfully leave this "call" in the hands of the Commission.

#### 7. System Mapping:

No additional quotes can be provided. The utility attempted to obtain quotes from Briel & Associates, the company that did most of the plans/ surveys for the development, on two separate occasions; however, they failed to follow through with quotes of even a general nature. The quote provided is from an engineering firm familiar with the area and utilized by Brevard County for various projects. We felt these two groups were the most qualified and least expensive options. Commissioning an outside firm would likely entail extremely expensive ground verification of features and detection of service lines and equipment.

#### 8. Safety Equipment:

- (a) Traffic cones are used for various purposes. They are left onsite to identify an ongoing excavation in conjunction with caution tape. They are used to mark hidden valves and appurtenances at the plant for general safety and during mowing. They are used to mark off a service vehicle during a repair. Ten is a reasonable number to provide adequate safety markers for all of these purposes which may well be occurring all at the same time. As the quality of the cones do not degrade significantly with proper care, these items are likely a one-time purchase for the utility, barring damage from unforeseen circumstances.
- (b) A ten-post pedestrian barrier is needed to encircle open excavations. Occasionally, a break will occur that requires materials that the utility does not have on hand, and the site must be made visibly remarkable to ensure the

safety of our customers and their associates while the crew obtains the necessary materials. This barrier clearly marks dangerous areas and encourages pedestrians to keep a safe distance.

- (c) The \$1,800 protective gear allowance is necessary, as it represents a safety allowance of \$600 per year for three employees. These employees include the two maintenance personnel and the Utility Director who will directly supervise all maintenance and operational activities. The equipment needed for each employee includes safety boots (which run around \$150 per pair), a pith helmet or safety helmet (We are often bombarded with golf balls from the golf course surrounding the plant. \$30-\$50), uniform shirts (3 sets, \$150), uniform pants (3 sets, \$200), hearing protection (\$25/ pr 34 DB), and safety gloves (chemical/ biological/ general work \$45). While it may be true that a single employee might not need to replace his helmet or his hearing protection each year, it is also true that these items tend to be lost and will need to be replaced. Clothing tends to take a horrific beating in the course of the work day and must be appropriate to handle the punishment. Properly fitted, heavy-duty safety boots are a must.
- (d) The eye wash would need to be replaced every few years depending upon usage and degradation from the chlorine used in water treatment. The first aid kit materials and medications expire every two years or so and would need to be replaced at that interval to ensure the safety, sterility, and efficacy of its contents. The respirators will need to be replaced when they have been damaged or destroyed by regular use.

#### 9. Meter Lock-Off Charge:

- (a) The utility rarely has issues with theft of water from the utility itself. The theft and other issues that have occurred, prompting us to request this charge, generally occur in other ways. Please review the following list of a few instances which have resulted in unwanted water loss for a customer, causing them to desire a lock on their water meter in their absence:
  - (i) Customer was in the hospital in New England and the water heater in their garage exploded and resulted in a >250,000 gallon water usage
  - (ii) Customer was away and was unaware that her neighbor was routinely hooking up a hose to her hose bib (by mistake?) and washing his fishing equipment, car, golf cart, etc. with her water
  - (iii) Customer was unaware that the landscape people hooked a hose to his house to water new plantings in the common area
  - (iv) Customer was unaware that pool care person was hooking a hose to his house to service water needs of neighbor's pool
  - (v) Customer had three toilets stuck in open position and used \$800 in water in less than a month
  - (vi) Customer was unaware that neighbor's pool person was washing his equipment with her water
  - (vii) Customer went away and left hose dribbling on new plant for three weeks, amassing a large water bill

(viii) Customer was unaware that the homeowner's association hired a team of pressure washers who hooked a hose to his house to wash three other homes

The examples are endless. We get calls every week for some situation regarding unwanted water loss. We have been providing a free lock-off service for two years now for those desperate to keep their bill predictable during their absence; however, as the number of people interested in the service increases, we find that the time invested in locking and unlocking the meters and the cost of the locks, which are quickly degraded in the wet conditions of the meter boxes, are mounting. We respectfully request the addition of this fee to our tariff, so that we can recover the expense of providing this invaluable service.

- (b) The utility did not experience any unrecovered water theft during the test year.
- (c) Large water losses experienced by customers are dealt with in the following manner: The customer is offered the option of a one-time only half-off the portion of the water bill that exceeds their normal usage. Should the customer elect to use this option, it is recorded in the account notes and the credit is applied to the account. In situations in which evidence clearly shows that the water was lost in a leak situation on the customer's side of the meter, we credit the sewer charge for the water usage outside the regular usage. In cases that are less clearly defined such as those with no clear evidence of leakage, both water and sewer charges apply, with the one-time half-billing an option. Rarely will the customer take advantage of the onetime half-billing, as most water losses are small, and they would prefer to save that option for a catastrophic loss. There have been situations in which this diplomatic approach has not been an option; however, most customers are receptive to this grace.
- (d) Legally, the customer is not allowed to tamper with the water meter or their valve to prevent water loss. The utility had a situation in which the water was cut off, but not locked off, to a unit that had recently been sold. This was to ensure proper application for service by the new owner, which is often an issue, and to protect the property from accidental water loss or damage. The new owner took it upon himself to turn his water on without applying for service or contacting us, and he broke the valve and snapped the end of the water meter off, making replacement immediately necessary (at night, on a weekend). The new owner refused to accept responsibility for the damage. Subsequently, Aquarina Utilities does not allow the customers to handle the valves or the meters beyond maintaining the clean interior of their meter boxes.

#### 10. Meter Box Maintenance Charge:

As the Aquarina community is heavily irrigated and experiences torrential rain in the summers, a significant amount of dirt and debris infiltrates the meter boxes. Additionally, the meter boxes are often used as convenient dumping pits for landscaping debris. The high level of ground water on the island keeps the interior of boxes wet and, in some cases, flooded with water. The residents and associations of Aquarina, in their efforts to obscure unsightly meter boxes from view, plant trees and shrubs on top of and around the meter boxes, seemingly without consideration for the person who must access the box each month.

Each meter box must be excavated by hand. It is not possible to accomplish the task any other way. Digging out 2-3 square feet of material by hand takes about 30-45 minutes per box, depending on the number of roots that have also invaded the box. The entire meter, including the water lines, curb stop, and underside must be exposed to prevent damage to the meter. The vegetation, shrubs, and other landscape items, including statuary, sod, mulch, and other debris must be removed from the top of the meter. Often, the associations and homeowners have mulched so deeply that the meters are completely hidden and must be first located and then excavated. All debris must be picked up and removed, since the customers are likely to complain or simply shove all the debris right back into the box if the mess is left unattended to. A conservative estimate of the time required to complete one box, including finding the meter, clearing it, and clean-up is about 1.5 hours in this community. For a maintenance person at \$20.00 per hour, that means \$30.00 per box to clear. Unskilled labor or day labor could potentially be hired to do the work at \$15.00 per hour, making this total about \$22.50 per box. Sadly, the boxes generally refill every year, regardless of how many times they are cleared. Vegetation regrows every year and must be re-cleared.

It is the utility's belief that a \$25 meter clearing fee could place the choice of responsibility on the customer. It gives them the option to have their meter cleared by a certain date or to pay the fee to have it cleared. The utility will issue a notice, indicating that the fee has been placed in effect and that it will be charged for any box that does not meet the criteria of cleared space 3ft high and 3 ft in diameter around the box and the interior of the box being completely clear of debris. Municipal systems do not clear meter boxes. They simply estimate the bills for three months and then discontinue service if the box has not been properly cleared for the meter reader. We could implement the same program; however, we respect the age and station of our customers and have requested that we be allowed to handle it in a less threatening manner.

#### 11. \$2.00 Direct Debit Charge:

The justification for the \$2.00 direct debit charge was supplied in the BB&T bank estimate provided with the 3<sup>rd</sup> Data request. Please refer to that estimate. It states that, depending on the number of customers that elect to use direct debit for the payment of their bills, the cost of the service, which has been repeatedly requested by many of our customers, is between \$1.50 and \$2.00 each account, each month.

Sincerely,

Holly B. Burge

Account Manager; Aquarina Utilities, Inc.

## **Meter Replacement Materials**

(per USA Blue Book, August 2015)

Approximate Number of these in System>	375	4	25	5	3	4
Meter Size	5/8" x 3/4"	1"	2"	2"	3"	4"
Item	meter	meter	meter threaded	meter flanged	meter	meter
Price	\$62.95	\$165.95	\$379.95	\$549.95	\$1,179.95	\$1,659.95
Item	gaskets	gaskets (2)	gaskets (2)	flange kit	gaskets (2)	gaskets (2)
Price	\$0.20	\$0.50	\$2.78	\$195.95	\$1.78	\$2.38
Item	backflow	backflow	couplings		flange kit	flange kit
Price	\$23.95	\$25.95	\$79.95		\$107.95	\$142.95
Item	couplings	couplings			strainer	
Price	\$14.99	\$23.95			\$674.95	
Shipping & Tax per meter	\$23.72	\$33.52	\$77.65	\$82.97	\$189.37	\$156.38
Approximate Material Cost	Set					
per Meter	\$125.81	\$249.87	\$540.33	\$828.87	\$2,154.00	\$1,961.66

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Wilkins 705 Dual Check Valve 3/4"UFNPT x 3/4"FNPT Item: 50397	1	\$23.95
Straight Meter Installation Coupling for 5/8 x 3/4" & 3/4" Meters, 433T04LF Item: 73192	1	\$14.99
Meter Gasket, Rubber 3/4" (1/8" Thick) 100/pk Item: 17656	1	\$19.99

Sub Total: \$121.88 Estimated Shipping: (UPS Ground) \$15.48 \_\_Estimated\_Tax: \_\_\$8.24 Estimated Total: \$145.60

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Flange Kit For 3" Meter, Cast Iron Item: 62290		1		\$107.95
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3" Z-Plate Meter Strainer, Low Lead, PMSB03 Item: 17886		1	1	\$674.95
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Flange Kit for 4" Meter, Cast Iron Item: 62291		1		\$142.95
Flange Gasket, Ring 4" Red Rubber, 1/16" 125 Item: 16280	i-150#	1		\$1.19
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