

# FLORIDA UTILITY SERVICES 1, LLC

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FILED OCT 29, 2015  
DOCUMENT NO. 06906-15  
FPSC - COMMISSION CLERK

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15 OCT 29 AM 9:15  
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October 26, 2015

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

RE: Docket # 150186- WU.  
Dear Commission Clerk:

Please add the following company response to staff's first data request to the docket file.

On behalf of the utility,

“S/ “*Michael Smalbridge*

Mike Smalridge

Regarding Boiled Water Notices, please answer the following questions:

a. Since December 1, 2014, how many boiled water notices have been issued by the utility?

**Company Response- There have been 2 boiled water notices issued by the utility.**

b. Please describe the utility's methodology for informing customers of boiled water notices.

**Company Response- The utility informs customers of a boil water notice with a DEP approved door hanger, via e-mail to those customers who signed up to be contacted via email.**

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2.Regarding water outages affecting ten percent or more of water customers, please answer the following questions:

A.. Since December 1, 2014, how many outages have occurred that affected ten percent or more of water customers?

**Company response. There have been 2 outages that have affected 10% or more water customers.**

b. Please describe the reasons for these outages, and the estimated number of customers impacted for each outage.

**Company response. Both outages affected 100% of the customers. The first outage was for a repair of a line at the corner of Mockingbird and Morgan road. The second was for a broken pipe at the water plant.**

c. Was advanced notice provided to customers for any of these outages, and if so, for how many?

**Company Response- No advanced notice was given because these where emergency repairs.**

3. Please discuss the water treatment methods used by the utility since December 1, 2014. Please note any changes, if any, from treatment methods utilized by the former owner.

**Company response- There has been no changes to the treatment methods utilized by the former owner. The water is being treated at the well site with chlorine. Please note. With the help of Florida Rural Water Association, the utility is in the process of gaining permission from DEP to use aqua- mag as a sequestering agent. This is not yet been approved. A sequestering agent is used to remove hydrogen sulfide.**

4. Regarding customer complaints, please answer the following:

a. Since December 1, 2014, how many customer complaints have been received by the Utility?

**Company response- Since December 1, 2014 we have received 4 written complaints to the utility.**

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b. Please identify the top 3 reasons for customer complaints.

**Company response.**

- 1. Customer not receiving bills via email.**
- 2. Customer complaints of too much chlorine or bad smell.**
- 3. Customer not receiving bill via mail.**

c. Please explain how records of customer complaints are maintained, and what level of detail is recorded in terms of timing and subject of complaints.

**Company response. Written customer complaints received by the utility office are kept in a folder. Utility staff contacts customers with complaints via telephone call.**

5. Please refer to the customer correspondence identified as Document No. 06349-15 in Docket No. 150186-WU. Please discuss the concern addressed on the second page of the customer correspondence regarding the water line.

**Company response:**

**The leak was repaired by a contractor hired by the utility. The road and ditch were repaired by the utility after the leak was repaired.**