

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-

DATE: December 9, 2015

TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering *REG PDB*

RE: Docket No. 150181-WU – Application for staff-assisted rate case in Duval County by Neighborhood Utilities, Inc.

Please place the following documents in the docket file. These documents are additional answers to staff's first data request.

Penny Buys

From: Penny Buys
Sent: Wednesday, December 09, 2015 11:12 AM
To: 'wlarryo@hotmail.com'
Cc: Kelly Thompson; Shannon Hudson; Robert Graves
Subject: Docket No. 150181-WU - Neighborhood Utilities, Inc.

Mr. O'Steen,

Thank you for your response to Staff's first data request. To verify, you are waiting for a response from US Waters for the lists of chemicals (3) and contractual services – testing (4).

For the following, you did not provide an answer or any documentation.

- 6) Transportation Expenses – no answer or documentation provided.
- 8) Copy of monthly totals of meters water sold for each month of the test year – no documentation
- 9) A written summary of all FDEP, WMD, and/or County Health department permits – no answer or documentation
- 11) A list of all service complaints received during the test year and four years prior – no answer or documentation
- 15) Pro forma – no answer or documentation
- 16) 2014 FDEP sanitary survey
 - A) Have the deficiencies been correct? The answer was all but one because insufficient revenues. You listed the action taken to correct the deficiencies. When were these deficiencies correct?
 - B) There was no answer as to why Neighborhood's system needs sanding and painting after four years of completing the painting and repair from the last rate case.

Please provide a response by December 18, 2015. If you have any questions, please contact Ms. Kelly Thompson or me.

Thank you,

Penelope Buys
Engineering Specialist
Division of Engineering
Florida Public Service Commission
(850) 413-6518
Fax – (850) 413-6519
pbuys@psc.state.fl.us

From: Larry O'Steen [<mailto:wlarryo@hotmail.com>]
Sent: Tuesday, December 08, 2015 3:16 PM
To: Penny Buys
Subject: 150181 #1 , #2

#1 none
#2 attached JEA bills
#3 Still waiting for info from USWATER
#4 Still waiting for info from USWATER
#5 USW contract

#7 MORs

#8 metered water sales

#10 no additions

Larry O'Steen
Neighborhood Utilities. Inc.

Penny Buys

From: Larry O'Steen <wlarryo@hotmail.com>
Sent: Wednesday, December 09, 2015 12:04 PM
To: Penny Buys
Subject: 150181 #3, #4, #6, #9, #11

#3 Info is held by US Water Services Corporation. They declined to provide the info.

#6 Vehicle used by company:

1998 Honda Accord 1HGCG5652WA101182

Title in name of Dorothy J O'Steen

No lease payments

All gas, oil and maintenance responsibility of NUI

Tools, equipment, meters for minor repair and maintenance (used in lieu of truck)

#9 Permits

FDEP PWSID: 2164279

SJRWMD CUP: 756

#11 Service Complaints

Current: Daniel Meyer PSC CATS NO.1198572W: meter accuracy complaint.current case not yet resolved

Test Year (7/1/2014 - 6/30/2015): None

2014- none

2013- Sheila Stroud Case No 1127857W- meter reading complaint. meter was replaced with new accurate one.

2012- Daquesha Picket Case No. 1086200W illegal connection and billing complaint. Customer moved out without paying. No forwarding address.

back Maricella De Villar Case no. 1078296W- billing complaint. not our customer. referred to PSC

Sheila Stroud Case no. 1060657W- odor and billing complaint. No health issues.

Meter replaced

for 2011 Kelly Gonzalez Case no 0999738W complaint over termination of service nonpayment of bill and payment of fees

with 2010 Lepoleon Spikes Case no. 0592394 Disput over illegal connectin and tampering meter. Customer moved out without paying. No forwarding address.

Larry O'Steen

Neighborhood Utilities, Inc.

Penny Buys

From: Penny Buys
Sent: Wednesday, December 09, 2015 12:54 PM
To: 'wlarryo@hotmail.com'
Cc: Kelly Thompson; Robert Graves
Subject: RE: 150181 #3, #4, #6, #9, #11

Thank you. The complaints we are requesting are the in-house complaints that you received not the PSC complaints.

Thank you,

Penelope Buys
Engineering Specialist
Division of Engineering
Florida Public Service Commission
(850) 413-6518
Fax – (850) 413-6519
[*pbuys@psc.state.fl.us*](mailto:pbuys@psc.state.fl.us)

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Larry O'Steen
Neighborhood Utilities, Inc.

Penny Buys

From: Larry O'Steen <wlarryo@hotmail.com>
Sent: Wednesday, December 09, 2015 1:16 PM
To: Penny Buys
Subject: FW: Citizen Complaint Neighborhood Utilities
Attachments: Deposits on clean rag.jpg; sand deposits on clean towel.jpg; water in tub.jpg

Larry O'Steen

From: Shane.Tierney@dep.state.fl.us
To: wlarryo@hotmail.com
CC: sgreen@uswatercorp.net; rlayne@uswatercorp.net
Subject: FW: Citizen Complaint Neighborhood Utilities
Date: Wed, 25 Nov 2015 19:04:31 +0000

Hey Larry,

I just wanted to forward you what I got from the complainant the other week. It looks like some of the sediment from the hydrant trap got mixed into the water column when the hydrant was flushed. In the future, I think it would be prudent to notify the residents when a similar situation arises. We may need to talk a bit more about installing a flushing valve downstream of the residents household as well.

With regards to the low chlorine level you do need to notify the Department in the case of a low chlorine event, but a BWN is not required per our rules. I've informed the complainant to that effect.

If the complainant requests a visit I will let you know so we can coordinate.

Thanks,

Shane Tierney
x1642

From: Ronnie Stroud [<mailto:rwstroud@att.net>]
Sent: Tuesday, November 17, 2015 12:16 PM
To: Tierney, Shane
Subject: RE: Citizen Complaint Neighborhood Utilities

Shane;

Thank you for your time yesterday. Attached are the three photos my wife took on 10/29/2015, the day of the incident.

One shows mineral deposits on a clean rag, another shows mineral deposits from the bottom of a clean sink, and water in the tub. We also lost aerators in the home due to minerals coming in the water lines. Also included below is a response from NU on 8-21-15 complaint about our water smelling strongly of sulphur. They had low chlorine for almost a week and did not send out any boil water notices. This is an ongoing issue.

Best regards,

Ron Stroud

Office 904.672.7395

Fax 904-800-1218

From: accounts@nuijax.com [mailto:accounts@nuijax.com]

Sent: Monday, August 24, 2015 9:17 AM

To: Ronnie Stroud

Subject: RE: Water Quality

We had low chlorine level for two or three days. Replaced feed equipment last Thursday. That solved the problem.

Our office closes at noon on Fridays, so nobody is available to answer the phone except emergency service.

We are sorry for the temporary inconvenience.

Neighborhood Utilities, Inc.

----- Original Message -----

Subject: Water Quality

From: Ronnie Stroud <rwstroud@att.net>

Date: Fri, August 21, 2015 1:05 pm

To: accounts@nuijax.com

From: Ronnie Stroud <rwstroud@att.net>

Subject: Water Quality

Phone Number:

9047818048

Message Body:

10407 Rothbury Dr S

32221

Our water has smelled strongly of sulfur for the past three days. For some reason your 904-387-0487 line is not answering.

--

This mail is sent via contact form on Neighborhood Utilities <http://nuijax.com>

From: Tierney, Shane [<mailto:Shane.Tierney@dep.state.fl.us>]
Sent: Monday, November 16, 2015 4:23 PM
To: rwstroud@att.net
Subject: Citizen Complaint

Hi Mr. Stroud,

Please forward me any pictures you have in relation to your complaint.

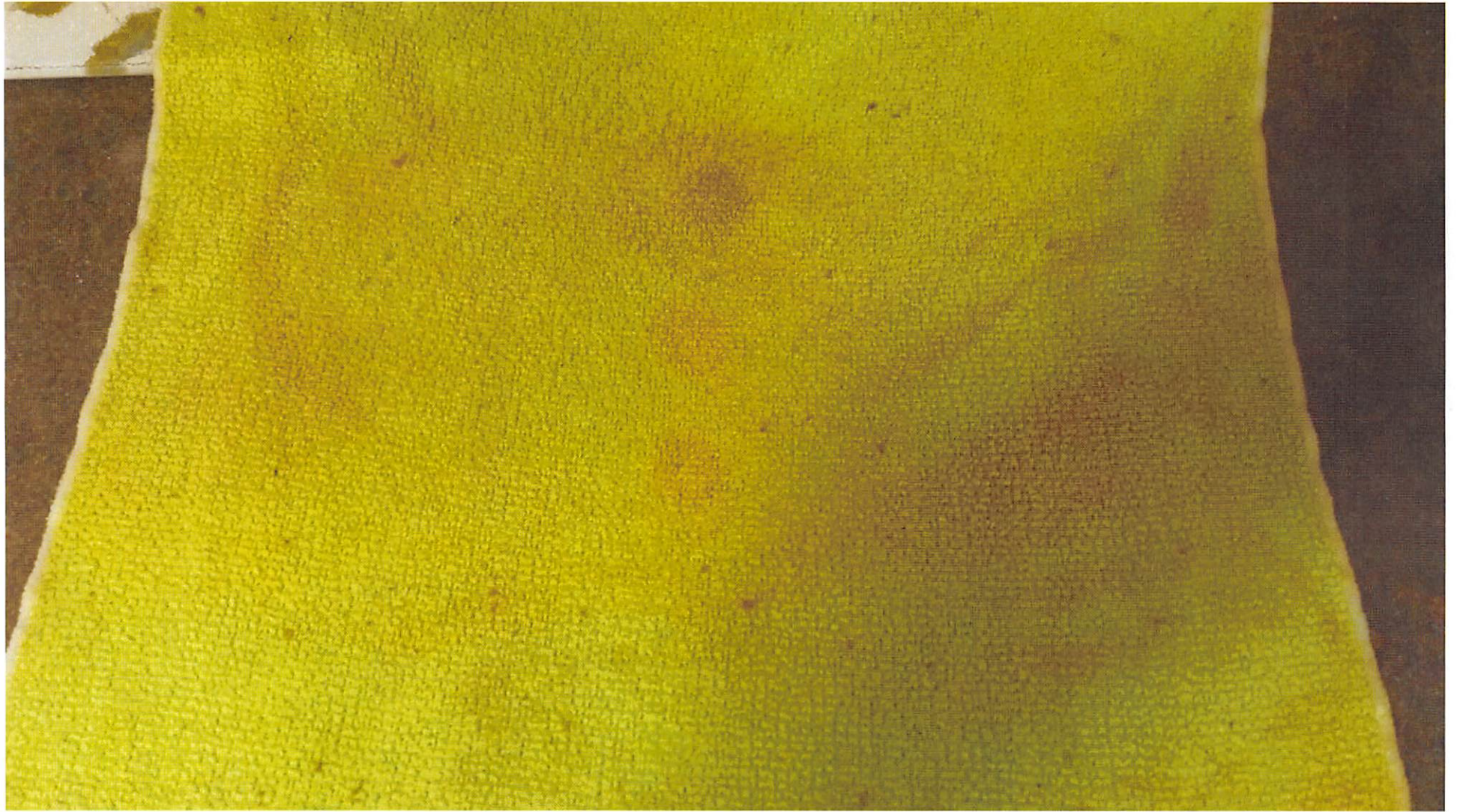
Thanks,



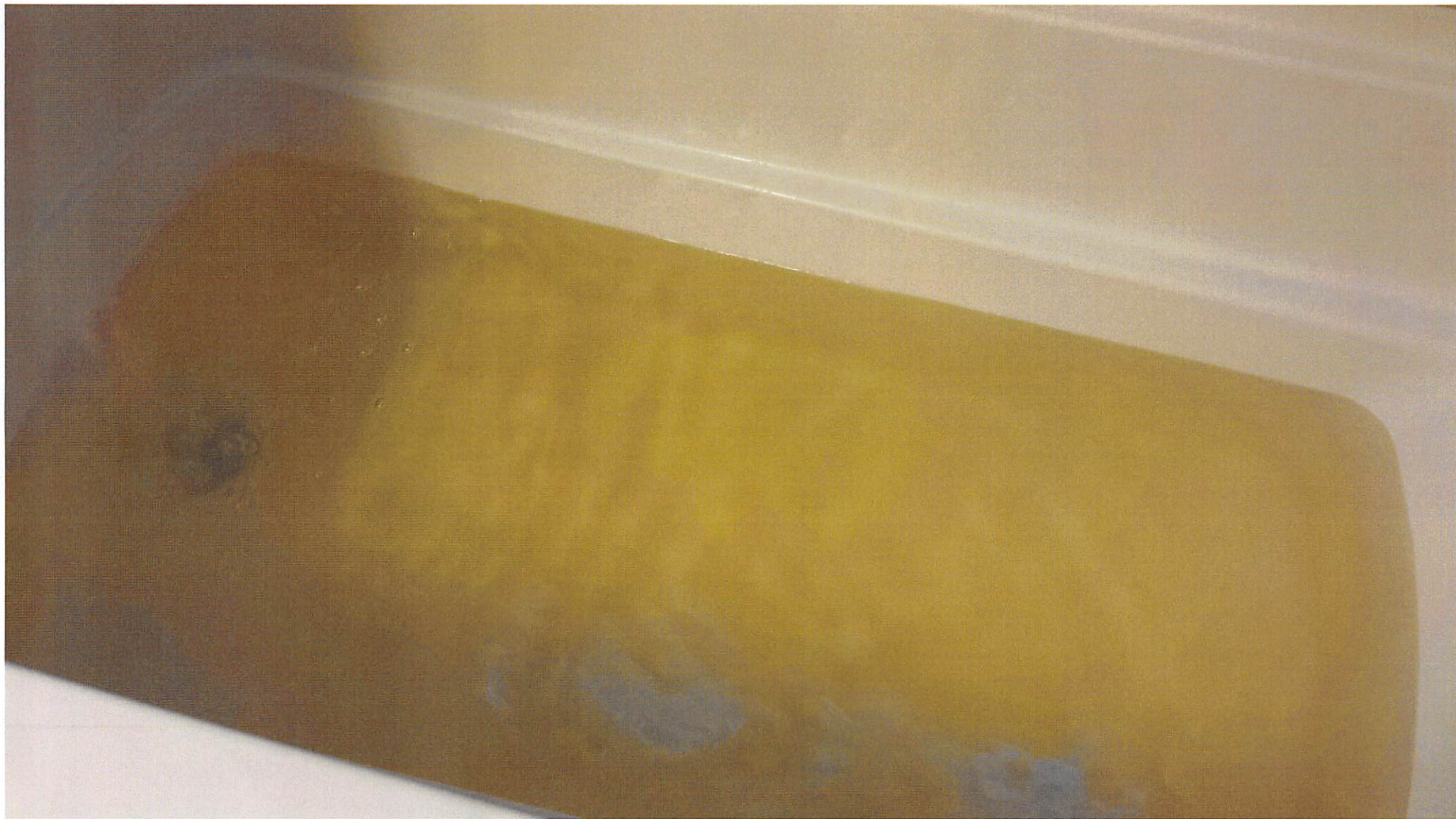
Northeast District

SHANE TIERNEY
Environmental Specialist II
Florida Department of Environmental Protection
Northeast District - Potable Water
904-256-1642 | Shane.Tierney@dep.state.fl.us









Penny Buys

From: Larry O'Steen <wlarryo@hotmail.com>
Sent: Wednesday, December 09, 2015 2:05 PM
To: Penny Buys
Subject: RE: Docket No. 150181-WU - Neighborhood Utilities, Inc.

Items #6 and #8 Donna Brown has info which may answer these questions.

Item #11 I will forward any additional DEP complaint info as discussed.

Item #15 will have preliminary list later today.

Item #16 Deficiencies were all corrected between May and August 2014, except for tank inspection.

Paint and rust problem on ground storage tank is beneath aerator which has liquid chlorine overspray. We are regularly treating any new rust with a rust sealer, and will continue until enough sealer is applied to stop any new rust from coming through.

Larry O'Steen

From: PBuys@PSC.STATE.FL.US
To: wlarryo@hotmail.com
CC: KTHOMPSO@PSC.STATE.FL.US; SHudson@PSC.STATE.FL.US; RGRAVES@PSC.STATE.FL.US
Subject: Docket No. 150181-WU - Neighborhood Utilities, Inc.
Date: Wed, 9 Dec 2015 16:11:47 +0000

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Larry O'Steen

Neighborhood Utilities. Inc.

Penny Buys

From: Larry O'Steen <wlarryo@hotmail.com>
Sent: Wednesday, December 09, 2015 2:49 PM
To: Penny Buys
Subject: 150181 #15
Attachments: Water system improvements pro forma 12082015.xls

preliminary list

Larry O'Steen
Neighborhood Utilities, Inc.

Neighborhood Utilities, Inc

Preliminary proforma projects 12/8/2015

- 1 Tank inspection - \$6,500.00**
- 2 Meter replacements 5 per month at est \$175.00 per meter. meter and installation**
- 3 New meter boxes, lids and installation 50 at est \$180.00**
- 4 Generator switch gear Diagnosis and repair est \$1500.00**
- 5 Electric panel repairs est \$5000.00**
- 6 Water level controls replacement \$3,500.00**
- 7 High service pump #1 upgrade to 450 gal per minute est \$4,000.00**
- 8 Pumphouse roof replacement \$900.00**
- 9 Fire hydrant service 1 per month at \$250.00 (26 total)**
- 10 Valves- clean out boxes and service 5 per month at \$75,00 each - total 80 (+/-)**
- 11 Flushing valve- install at Rothbury and Blair est \$7,500.00**