

Ashley Quick

From: Angela Charles on behalf of Records Clerk
Sent: Monday, May 16, 2016 3:00 PM
To: 'Chris Christiansen'
Subject: FW: Docket Number 150236-WU
Attachments: RateCaseIssues.pdf

Good afternoon Mr. Christiansen,

We will be placing your comments below in consumer correspondence in Docket No. 150236-WU and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Angela M. Charles
Commission Deputy Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850
850-413-6826

From: Chris Christiansen [mailto:chrise_2@comcast.net]
Sent: Monday, May 16, 2016 2:47 PM
To: Records Clerk
Subject: Docket Number 150236-WU

Good Afternoon,

I hope this input (attached) for the subject rate case review for Lake Idlewild Utility Company makes it to you in time for the staff to consider prior to making their final ruling in the matter. I apologize for the delay, but I was held back from attending the meeting in Lady Lake because of a potentially broken femur. Thankfully, testing results on Friday proved otherwise.

If there should be any questions or additional information required, I may be reached at my home phone (352) 728-3890.

Thanks so much,

Bruce W. Christiansen
Homeowner, Lake Idlewild Estates
Fruitland Park, FL 34731

16 May 2016

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Subject: Staff Assisted Rate Case Proceedings
Lake Idlewild Utility Co.
Docket Number 150236-WU

This letter is written on behalf of homeowners who have expressed a similar concern because of the inconvenience caused by the existing water supply piping arrangements, and proposed rate increase.

Issue 1:

The issue of low water pressure has been a concern for quite some time. The issue was raised at the Lady Lake meeting on 12 May 2016. There exists a condition of the water main distribution design that was poorly thought out when the second section of Lake Idlewild Estates was developed and called "The First Addition". Specifically, each tap from the main feeds two adjacent homes as shown on the photo below. This is the under road crossing chase for a TWO HOME water supply for lots 42 & 43 on Bergen Hall Road as is typical.



The present piping layout of a main tap being shared by two adjacent homes causes low pressure/flow conditions when certain combined activities take place. Even for one single home, the $\frac{3}{4}$ " supply line size is marginal. Combining that $\frac{3}{4}$ " size with a tee splitting service to two adjacent homes with $\frac{5}{8}$ " tubing makes for very unfriendly water service operational problems. Two adjacent homes cannot irrigate the lawns properly at the same time as the common water piping limits the flow. It should be noted that this near choked flow condition is on the supply side of the meter NOT the demand side. The various builders have provided the proper demand side piping (1"). This common water supply causes problems for the homeowner. For instance, take a typical sprinkler zone which uses approximately 12 gpm of water. This will take a pressure drop in 100 feet of pipe of about 15 psig.

Combine that with two home irrigation operations and the line takes a pressure drop of over 30 psig. Considering the typical supply pressure of about 40 psig at the faucet, one can see that there is very little if any pressure left for proper operation of water appliances. Test pressure gauge readings confirm this situation. Many times, the house water pressure is such that the kitchen sink sprayer will not activate because of low pressure. Perhaps this condition can be made more livable if US Water could raise the pressure in the main as well as monitoring main pump performance to ensure that when system head capability decreases, maintenance can take place. Although there are two water pumps, they are of different capacities since the smaller of the two was sized for the original development. When the development was expanded as mentioned above, the second LARGER CAPACITY pump was added. Of course, whenever the large pump is down for whatever reason there is a supply problem. That is because the capacity of the smaller pump is incapable of supplying the entire development and residents are told not to irrigate their lawns.

Issue #2:

The requested change in rates by Lake Idlewild Utility Company seems exceedingly high. In my case 57% based upon a comparison of my latest bill to the staff suggested rate increase. This amount of increase, for a company which does not maximize efficiency, seems unwarranted. That issue was also brought up at the referenced rate case hearing, namely taking meter readings on a monthly basis and billing on a monthly basis. What would be the savings of doing it quarterly? That savings may help them not lose so much money. I do not like having to subsidize a company which does not streamline their administrative end and just wants to pass the increased cost of their waste off on the consumer.

Recommendations:

Issue 1: Adjust the system pressure controller to raise the upper and lower system pressure limits to better the supply pressure that the homes see, if the undersized piping does not limit that as an option. If it does, then consideration should be given to adding an addition main tap for each home that is presently paired on a single main tap and then providing individual supply lines to each homes meter. That way, water service would be what it is supposed to be, namely unaffected by whatever your neighbor is doing with his laundry, toilet, irrigation or shower etc.

Issue 2: The staff should review administrative practices to make sure that a cost efficient method of billing is utilized. The suggestion that was raised at the meeting would result in a 60% savings in billing costs.

Respectfully submitted,

BW Christiansen
Resident of Lake Idlewild Estates
4103 Bergen Hall Road
Fruitland Park, FL 34731
Home phone: (352) 728-3890