

LAKE IDLEWILD UTILITY COMPANY

June 20, 2016

FILED JUN 20, 2016
DOCUMENT NO. 03838-16
FPSC - COMMISSION CLERK

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

Re: Docket No. 150236-WU - Application of Lake Idlewild Utility Company for Staff Assisted Rate Case in Lake County – Supplemental Information

Dear Commission Clerk,

Lake Idlewild Utility Company (Lake Idlewild) submits supplemental information for consideration in the above referenced docket.

Customer Meeting & Customer Complaints

At the request of the FPSC staff, Lake Idlewild submits the additional requested information concerning the customer meeting and customer complaint listing:

Jason Letsinger – 36839 Woods Dr. – The customer further indicated that he experienced a “rotten egg” smell in his water in the past. Lake Idlewild spoke with Mr. Letsinger, as well as the other customers in attendance at the customer meeting. Mr. Letsinger indicated that this was a one-time event that occurred in the past and he has not experienced it since. In addition, the other customers spoken with after the meeting indicated that they have not had any issues with water quality. The customers indicated that the water quality was good.

In addition, the operator tested both the chlorine residual the next day and the chlorine residual was also recorded at .6 mg/l, which is above the FDEP requirement of .2 mg/l in the distribution system. There was no smell present and the water was clear at the time of the on-site visit. A door tag was left at the residence informing them of the results since no one was at home.

The FPSC staff requested additional information on customer complaints received by the utility. Below is the requested information:

Account Ending in -----268

-Customer was billed from read of 4083 to 4145 from Aug to Sept 2015. The customer called and the utility sent the technical out. The Tech provided a new read of 4120. The reading was adjusted resulting in a credit issued toward the account balance. The customer stated that he was satisfied with the utility’s actions.

-Customer was billed from read of 4120 to 4186 from Sept to Oct 2015. Customer called and the utility sent the Tech out. The Tech provided a new read of 4161. The reading was adjusted resulting in a credit issued toward the account balance. The customer was informed of the re-

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reads and also that the Tech would inspect the meter box and ERT. The customer indicated that he was satisfied with the actions taken by Lake Idlewild.

-There have been no additional complaints from this customer since 10/19/2015.

Account Ending in -----286

-Customer was billed from read of 2012 to 2037 from March to April 2015. The customer called and the utility sent the Tech out. The Tech provided a new read of 2019. The reading was adjusted resulting in a credit issued toward the account balance.

- There have been no additional complaints from this customer since 4/15/2015.

Account Ending in -----316

-Customer was billed from read of 1758 to 1782 from Aug to Sept 2015. The customer called and the utility sent the Tech out. The Tech provided a new read of 1736. The reading was adjusted resulting in a credit issued toward the account balance.

- There have been no additional complaints from this customer since 9/17/2015.

Account Ending in -----267

Customer called concerning no water. The utility attempted to call the customer back but received a busy dial tone all three times. The utility was unable to leave a message. The customer called on August 11, 2015. There was a 6" main break that occurred on that day and the utility issued precautionary boil water notices. The water line was repaired and water service was restored.

Account Ending in -----278

The customer called concerning the water quality. The customer stated that the water had a strong "swamp water" smell and wanted a technician dispatched to check it out. The utility dispatched a Tech. There was no smell in the water when the Tech arrived and the chlorine residual was 1.2 mg/l at the time of the on-site visit. A door tag was left at the residence explain the Tech's findings.

Account Ending in -----296

The customer called several times during the period Aug 19 – 20th. The customer's water was disconnected for non-payment. The water was reconnected after payment was received; however, she indicated that there was a water leak at the meter. The Tech was dispatched again and indicated that there was a leak on the customer's side of the meter. The customer scheduled for a leak repair and requested a leak adjustment. A leak adjustment was made and the repair was made. The customer stated that she was satisfied with the service and was happy that the utility contacted her after hours.

Account Ending in -----302

The customer called and stated that he had called in June 2015 to set up service back in June 2014 because he was not advised by his landlord until he received a disconnect notice. He called so he can start receiving monthly bills to pay for the water and doesn't have to worry about being disconnected. The customer was advised that he must provide a lease on the property so the utility can set the account up in his name (tenant). He stated that he will just talk to his landlord

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because she didn't inform him and would call back if needed. A new tenant subsequently moved in the residence in August 2015.

Account Ending in -----055

There were several calls on this account. On October 19, 2015, there was a call for a move-out and disconnection due to the house being sold on September 29, 2015. There was a second call made on October 19th from the new owners indicating that there was no water at the residence due to the previously requested disconnection. A service order was created to reconnect the water. The water was reconnected and the new account was set up. Subsequently, the owners called on October 26, 2015 and requested the water be disconnected and the account to be moved out and closed.

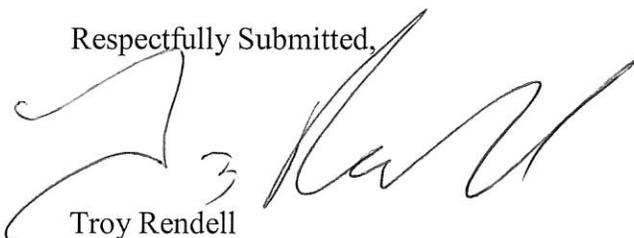
There were several more calls received in relation to the main break which occurred on August 11, 2015. As previously indicated, the main break was repaired and the service was restored. In addition there were also calls related to water pressure issues. Lake Idlewild has previously addressed these concerns in its June 10th letter, as well below.

As previously indicated in its June 10th letter, Lake Idlewild placed water pressure data loggers in the distribution system. There were also data loggers placed at the two residences who spoke at the customer meeting. The attached graphs show the pressure at these two residences (4037 Bergen Hall Dr. & 36839 Woods Dr.) for the period June 8th through June 14th. The graphs indicate that the water pressure at these two residences stayed above the minimum FDEP required pressure of 20 psi during this period.

Monthly Billing

The customers have raised concerns over costs for the change from quarterly billing to monthly billing. The monthly cost included in the U.S. Water contract for meter reading and billing equals \$185 per month. The difference from quarterly billing (\$185) to monthly billing (\$555) equals \$370 per quarter or \$1,480/year. Due to the staff's recommendation of conservation rates, Lake Idlewild agrees with the Commission's previous decision that this is beneficial to the customers in order to educate the customers on water usage in a timely manner.

Respectfully Submitted,

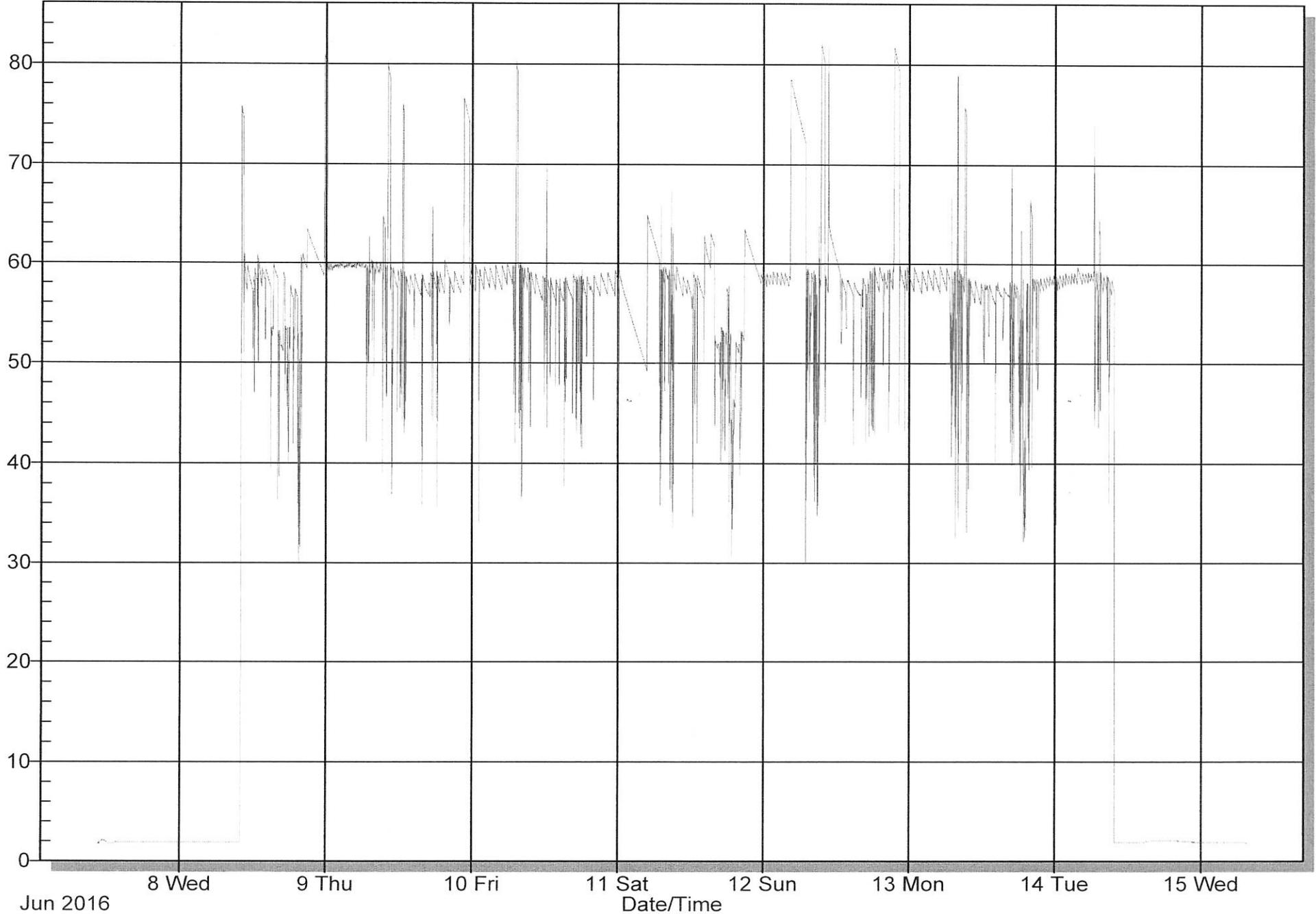


Troy Rendell
Manager of Regulated Utilities
// for Lake Idlewild Utility Company

Downloaded Data - Wednesday, June 15, 2016

4037 Bergen Hall Dr.

(PR325 15204073)-Pressure/psig



Downloaded Data - Wednesday, June 15, 2016

36839 Woods Drive

(PR325 15209015)-Pressure/psig

