

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: November 17, 2016
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelley F. Corbari, Senior Attorney, Office of the General Counsel *KFC*
RE: **Docket No. 140219-WU** – Application for staff-assisted rate case in Polk County by Alturas Utilities, LLC.

Attached please find a copy of correspondence received from Alturas Utilities, LLC containing the Utility's monthly status report for November 2016, as required by Order No. PSC-16-0128-PAA-WU. Please file the attached document in the documents tab of the above-referenced docket file and reference Document No. 01635-16.

Thank you for your assistance in this matter. Should you have any questions, please do not hesitate to contact me.

KFC

RECEIVED-PPSC
2016 NOV 17 PM 2:47
COMMISSION
CLERK

140219-WU

Kelley Corbari

From: L SZABO <l.szabo@rogers.com>
Sent: Tuesday, November 15, 2016 11:44 PM
To: Kelley Corbari; L. SZABO
Subject: November reports
Attachments: Sunrise November 15 Report to send.docx; Alturas November monthly report answers.docx

Hello Ms. Corbari,

Sending as attachments Sunrise Utilities and Alturas Utilities November reports.

Yours truly,

Leslie Szabo

November 15, 2016

Hello Ms. Corbari,

Please find as attachment our November 2016 report to be in compliance with ORDER NO. PSC-16-0128-PAA-WU

We also must ask you and the PSC please stop encouraging or getting involved with the prosecution of Sunrise and Alturas Utilities LLC by the Polk County Health Department as demonstrated per their latest legal actions.

There were absolutely no help coming forward from the PSC within our rate case application, - and you being in charge to ensure and to protect Sunrise and Alturas customers rights for an uninterrupted and safe water supply was denied.

The PSC and you initiated at my presence the January 14 PCHD Consent order of Alturas 3000 gallon Tank regardless of the facts that was explained to you that there were no health hazard to the consumers.

Alturas Utilities managing to overcome the enormous difficulties to provide their customers with safe drinking water, and we have an unusually high customer satisfaction rate compared to the many other similar operation, - regardless of all the setback we are forced into.

There are no actual current health hazards, but an attempt of the destruction of our business.

I believe it is time to stop pushing us to capitulate to one of the Mega Corporation for somebody own benefit, and forcing our customers to pay 2-to 3 times higher of their current bills in such event.

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In addition, we find that Alturas shall be required to file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of its progress in meeting the requirements of the PCHC Consent Order.

It will be done soon, and we will file the report as requested.

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Alturas shall be required to file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of its progress in meeting the requirements of the PCHC Consent Order.

We have written many letters written besides the above **page 3** explanations, and will file the progress report as requested.

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In addition, Alturas is required to file six monthly status reports, beginning April 15, 2016, to provide the status of its progress to repair, or replace, its master flow meter.

The flow meter only shows the incorrect readings but in reality there are no leaks at the system and we have must full fill our obligations and concentrate on the daily task of operation.

It has not been done not having the access revenue to look after.

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Finally, Alturas shall be required to file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of the correction of the landownership issue.

It has been corrected.

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Alturas is also required to file six monthly status reports, beginning April 15, 2016, to provide the status of its contractual service providers, including the name and position of each contractual service provider currently providing services for the Utility.

There were some changes made since our last report regarding of the monthly billing or other contractual service provider for the Utility, and it will be detailed by November 21 as requested.

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In addition, Alturas is required to provide monthly reports, beginning April 15, 2016, until it has satisfactorily refunded the appropriate amount of rate case expenses it over-collected.

There are no outstanding rate case expenses over collected.

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The Utility is required to provide monthly reports, beginning April 15, 2016, until it has satisfactorily refunded the appropriate amount of customer deposits and applied the appropriate interest on customer deposits.

The interest payment for the customer deposit accounts were completed as of August 2015 .

The refunds are completed.

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Alturas Utilities, L.L.C. is required to file six monthly status reports, beginning April 15, 2016, to provide the status of its progress to repair or replace its master flow meter.

It has not been done not having the access revenue to look after.

The flow meter only shows the incorrect readings but in reality there are no leaks at the system and we have must full fill our obligations and concentrate on the daily task of operation.

There were no rate increase given for repairs and improvements and the PSC should realize this, and bear and share the consequences of their reasoning of stripping Alturas for any possibilities to look after them at the time being.

A progress report will be filed as requested.

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In addition, Alturas Utilities, L.L.C. is required to file six monthly status reports, beginning April 15, 2016, to provide the status of its contractual service providers, including the name and position of each contractual service provider currently providing services for the Utility.

There were some changes made since our last report regarding of the monthly billing or other contractual service provider for the Utility, and it will be detailed by November 21 as requested.

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In addition, Alturas Utilities, L.L.C. is required to provide monthly reports beginning April 15, 2016, until it has satisfactorily refunded the appropriate amount of customer deposits and applied the appropriate interest on customer deposits.

The interest payment for the customer deposit accounts were completed as of August 2015 .

The refunds are completed.

The refund shall be made in accordance with Rule 25-30.360, F.A.C. Alturas Utilities, L.L.C. is required to file monthly reports on the status of the refund by the 20th of the following month, pursuant to Rule 25- 30.311(7) F.A.C. In addition, Alturas Utilities, L.L.C. is required to provide monthly reports, beginning April 20, 2016, until it has satisfactorily refunded the appropriate amount of rate-case expenses it over-collected

We have applied in our June billing then new rate allowed as it become effective,