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## Public Service Commission

June 22, 2017

Mr. Troy Rendell  
Lakeside Waterworks, Inc.  
4939 Cross Bayou Blvd.  
New Port Richey FL 34652-3434  
[trendell@uswatercorp.net](mailto:trendell@uswatercorp.net)

### STAFF'S THIRD DATA REQUEST VIA EMAIL & US MAIL

**Re: Docket 160195-WS-Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.**

Dear Mr. Rendell:

Commission staff has reviewed the transcript of the customer meeting held on June 1, 2017, at the Shangri-La by the Lakes Country Club and Lakeside Waterworks, Inc.'s (Lakeside) response to the comments of its customers filed on June 12, 2017. Please provide this information to the Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, by **July 11, 2017**.

#### 1. Erroneous Meter readings.

Several customers stated that meters were not being read regularly or not at all and that erroneous meter readings were causing higher monthly bills.

- A. How many employees have handled meter reading at Shangri-La by Lakeside from January 1, 2015, to the present?
- B. Have any of these employees been fired, in part or entirely, due to "fudging" meter readings? (See Ms. Righter's comments on page 77 of transcript.) If Yes, when did this occur?
- C. Has Lakeside instituted procedures to monitor the accuracy of its meter reading personnel?

## 2. Lift Stations Rehabilitation

Lakeside's June 12, 2017, filing describes plans to repair and upgrade the lift station adjacent to the clubhouse.

- A. Has Lakeside met with Shangri-La residents to discuss this option previously? If yes, when did this meeting occur?
- B. The comments refer to a single quote. Did Lakeside obtain additional quotes for the work? If yes, please provide all of the quotes for the work proposed.

## 3. Chemical Analysis of Water

During the customer meeting it came to light that the Utility exceeded the limits for TTHMs and HAA5s in the third quarter of 2015. Lakeside provided the DEP notification in its June 12, 2017, response. (Please see page 14). The DEP notice states that testing for or TTHMs and HAA5s would be conducted quarterly beginning in 2017. Please provide the results of the second quarter 2017 testing results as soon as they are available.

## 4. Flushing of Distribution System

As stated on pages 3 and 43 of its June 12, 2017, response, Lakeside has a flushing program. Furthermore, Lakeside states *"Lakeside is also considering the installation of automatic flushing on the flushing valves so the flushing will occur at scheduled times and not rely on manual operation."*

- A. Please provide the monthly flushing data for the period of January 1, 2015, through the present. The data should include the amount of flushing in gallons and the methodology used to obtain the usage.
- B. What would be the cost to install automatic flushers in the distribution system?

## 5. Water Pressure and Quality Improvements

Lakeside was experiencing water pressure problems on the day of the customer meeting which has been an ongoing issue for several years. Lakeside's June 12, 2017, response lists several components in Lakeside's plan to remedy the pressure fluctuations and treat the high sulfide content of the raw water. (See page 4) Please provide a general timeline in months to accomplish the installation and upgrades listed.

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Please contact me by phone at (850) 413-6578 or by email at [clewis@psc.state.fl.us](mailto:clewis@psc.state.fl.us) if you have any questions.

Sincerely,



Clayton Lewis  
U.S. Engineering Specialist  
Division of Engineering  
Public Service Commission

CKL:tj

cc: Office of Commission Clerk (Docket No. 160195-WS)