

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 12, 2017

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

FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering ^{PK} _{PKS}

RE: Docket No. 20130265-WU - Application for staff-assisted rate case in Charlotte County by Little Gasparilla Water Utility, Inc.

Please place the following email from Little Gasparilla Water Utility to staff regarding a customer comment about a water main break.

Thank you.

Attachment

Penny Buys

Subject: FW: Docket No. 20130265 Little Gasparilla Water Utility, Inc.

From: John Boyer [<mailto:lgwu7777@yahoo.com>]
Sent: Monday, December 11, 2017 5:48 PM
To: Penny Buys
Cc: Sonica Bruce; Martin S. Friedman
Subject: Re: Docket No. 20130265 Little Gasparilla Water Utility, Inc.

Hi Ms. Buys,

All my customers know that if they have any problem with there service that my phone is available 24/7. If LGWU is experiencing a problem first we evaluate and isolate. Then we inform our customers and keep them informed. First I record and informative message on my cell that everyone knows to call if there is an emergency. It includes the problem, with instructions, such as a" boil water notice" along with an estimated time for repairs to be complete.

January 26th I remember very well! It was a 3" loop feeding Hideaway beach club and making a really large hole. Need to isolate immediately to limit further damage. I then called the manager of Hideaway Beach Club that then informed all unit owners, along with my wife going door to door. Repair took a few hours and a boil water notice was issued.

February 29th again was an isolated area and we followed a similar process.

If you will give me the customers contact information I will be gad to contact then to make sure this never happens again. Every customer has my contact information and I have never had a complaint of not being able to contact myself or my son in my absence in a time of an emergency.

Thank You and if I can be of further assistance?
Jack

On Monday, December 11, 2017 10:42:11 AM CST, Penny Buys <PBuys@PSC.STATE.FL.US> wrote:

Mr. Boyer,

In the docket file there is a customer comment dated March 18, 2016, document number 01463-16. The comment references two main water breaks, one on January 26 and one on February 29, 2016. The comment also notes that customers were not notified of these water breaks. Please provide details of the breaks and proved an explanation of why the customers were not notified of the breaks. Please contact me if you have any questions.

Thank you,

Penelope Buys

Engineering Specialist