

COUNTRY WALK UTILITIES, INC.

May 21, 2018

FILED 5/21/2018
DOCUMENT NO. 03795-2018
FPSC - COMMISSION CLERK

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

Re: Docket No. 20180021-WU - Application of Country Walk Utilities, Inc. for Staff Assisted Rate Case in Highlands County – Response to Staff's Third Data Request

Dear Commission Clerk,

Please find attached Country Walk Utilities, Inc.'s (Country Walk) response to Staff's Third Data Request.

1. Please refer to the document titled "Country Walk Unaccounted For Water Report –Mar 2018.xls."
 - a. Please provide a detailed account of the water used for flushing or maintenance purposes for the year 2017. Include how the flushing or maintenance gallons are measured.
 - b. Does Country Walk Utilities, Inc. (Country Walk) have protocols that incorporate flushing? If so, please provide these protocols. If not, please explain.
- Response:** a. The distribution system flushing is accomplished regularly by 4 automatic flushing devices installed throughout the distribution system. Each auto flusher is set at certain a time of day, for certain days per week and amount of time the device operates. The operator checks the flow rate at the meter and calculates the flow from the auto flushers.

b. When the utility receives a call from a customer about water quality, the technician flushes the area of concern until the water quality improves. This is in conjunction with the existing auto flushers.
2. Please refer to the response to question 13 of staff's first data request.
 - a. In your February 23, 2018, email to Mr. Chuck Totten, you stated that the independent meter test results of his old water meter indicated that it was over registering by an average of 15.57 percent. After this was discovered, was the calibration of other customer's meters tested? If not, why not?

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- b. Please detail the cause of the high pressure event experienced by the system in September 2017.
- c. Has the finished water meter at the water treatment plant been inspected and tested for calibration since the high pressure event experienced by the system in September 2017? If so, please provide the results of the inspection and testing. If not, why not?

Response:

- a. No. Bench tests are performed pursuant to Rule 25-30.266(1)(a), Florida Administrative Code . These are requested by customers. These test are performed by an independent testing facility at a cost of approximately \$45 - \$50 per test, not including the shipping and labor. The old meter has to be removed and another new meter installed in order to send the meter to the testing facility.
 - b. The high pressure event was caused by the pressure switch for the new high service pumps malfunctioning and the air release valve was not installed at that time for the new system. The appropriate pressure relief valve was installed next day.
 - c. The daily flows are not by a finished water flow meter but from the well flow meter which is upstream of the treatment system, so it would not have been affected by the high pressure.
3. What is the inspection and testing schedule of the finished water meter at the water treatment plant? Please provide the most recent results of the inspection and testing of the finished water meter.
- Response:** The flow meter is calibrated every 3-5 years according to water management rules and regulations. This facility does not have a Consumptive Use Permit (CUP). The last calibration was in 2015. (See Attached)
4. Please refer to Rule 25-30.265, Florida Administrative Code, Periodic Meter Tests. When was the last time a representative sample of meters in service were inspected and tested? Please provide the results from the last inspection and testing.

Response: All of the water meters were checked by the utility when the technicians did the survey for unclogging the service lines. Meters were flow checked and pressure checked. (See attached) In addition, residential water meters of 5/8 X ¾" size are typically replaced at the ten (10) year mark instead of tested.

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5. Please provide a detailed description of the pro forma item to "unclog the service connections (saddles)" throughout Country Walk's service territory. Include a description of what a "service connection (saddle)" is, a description of any labor involved, and an inventory of any hardware replaced or added to the distribution system as part of this project.

Response: The service and water meter is checked for flow and pressure. If the flow is found to be less than 10 gpm the service line is cleared and or replaced if it cannot be cleared. To clear the service line, it must first be dug up back to the main. Then the existing service connection corp is core drilled. The service connection saddle is the wrap around saddle clamp that is placed on the main line and tapped to supply water to the service line.

If you have any questions, please do not hesitate to contact me at (727) 848-8292, ext. 245.

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
//for Country Walk Utilities, Inc.



UNIVERSAL CONTROLS
INSTRUMENT SERVICE COMPANY, INC.
Auburndale, FL Ph: 863-965-2053

Comparative Flow Measurement Sheet

Client: US Water Services Corp.
Location: Country Walk WTP
Description: Influent Flow
Make: Hersey
Model: 572
Serial No.: 600681

Date: 4/14/2015
Technician: Frank O'Quinn
Test Equipment: Fuji FSCS Transit Time
S/N: A2H7889T
Pipe: 2 inch PVC Sch. 40
Tag #: N/A

Your Flow Meter was compared to an NIST clamp-on transit time meter with a known accuracy. The meters were both run for a time and the total flows compared to assess your meter's accuracy.

Run 1	Customer's Flowmeter	Comparative Flowmeter
	Hersey	Fuji
	End Total	85254
	Begin Total	85249
	Difference	500
Results:	-0.200%	

Run 2	Customer's Flowmeter	Comparative Flowmeter
		Fuji
	End Total	End Total
	Begin Total	Begin Total
	Difference	Difference
Results:		

Comments:

Technician: Frank O'Quinn

88888	N. NIN. MATT	36 QUAIL ROOST	18813516	GQI-11	PSI-43
88888	SWEET CHRISTINE AND MARK	40 QUAIL ROOST	18813518	GQI-11	PSI-41
88888	ROYER, RICHARD	48 QUAIL ROOST	10660196	GQI-10	PSI-40
88888	LUND, WILLIAM / PAULA	56 QUAIL ROOST	1422134	GQI-9	PSI-40
88888	LAGAMMA, LORI	55 QUAIL ROOST	1422159	GQI-9	PSI-45
78875	WILTHUN, BARRY AND BARBARA QUAIL ROOST	1422160		GQI-10	PSI-45
80889	CASIWCHERO, ALEXANDRA / PAUL QUAIL ROOST	V304825		GQI-9	PSI-45
88243	BURKELL, RON / LINDA	43 QUAIL ROOST	68836122	GQI-6	PSI-43
88888	ROGERS, CATHERINE	39 QUAIL ROOST	69826258	GQI-10	PSI-41
88888	BALLARD, SANDRA	35 QUAIL ROOST	R221877	GQI-13	PSI-58
95274	PIXLEY, MARGARET	31 QUAIL ROOST	18813510	GQI-11	PSI-59
99495	APPEL, DONNA	27 QUAIL ROOST	0510382	GQI-4	PSI-40
7828	TOTTEN, CHRISTINA / CHARLES	23 QUAIL ROOST	35774859	GQI-5	PSI-51
6164	KLINE, PHIL	19 QUAIL ROOST	3346890	GQI-10	PSI-60
5271	CRONIN, J.	15 QUAIL ROOST	Y332144	GQI-11	PSI-55
5267	HERINGA, DONNA	11 QUAIL ROOST	Y315507	GQI-12	PSI-46
5256	MAXSON, RITA	7 QUAIL ROOST	U422232	GQI-11	PSI-43
5272	COY, ROBERT	3 QUAIL ROOST	Z307882	GQI-11	PSI-42
5265	SHEETS, C.D.	4 QUAIL ROOST	Y304631	GQI-10	PSI-40
9039	SCHRAMM, MARY	28 QUAIL ROOST	T517803	GQI-9	PSI-40
30	PAUL, JAMES	40 LAKESIDE TRAIL	68836114	GQI-9	PSI-39
259	RUFFO, SUSAN	48 LAKESIDE TRAIL	V304823	GQI-13	PSI-57
280	SYLVESTER, DAVID	52 LAKESIDE TRAIL	1078226	GQI-13	PSI-50
250	KNOX, DENNIS	56 LAKESIDE TRAIL	T526912	GQI-11	PSI-46
266	BATDORF, MARY ANN	55 LAKESIDE TRAIL	Y3124812	GQI-11	PSI-46
073	MATTU, JOSEPH	47 LAKESIDE TRAIL	X312157	GQI-9	PSI-43
44	EWEN, JOHN	39 LAKESIDE TRAIL	T5178000	GQI-4	PSI-40
80	MEYER, DEBRA	31 LAKESIDE TRAIL	R221878	GQI-10	PSI-45
39	SMITH, MELVIN / EVELYN	27 LAKESIDE TRAIL	P526908	GQI-11	PSI-50
48	PITCHFORD, BARBARA	23 LAKESIDE TRAIL	T526909	GQI-	PSI- mete n
99	SOPER, PHILIP	19 LAKESIDE TRAIL	T517801	GQI-7	PSI-44
17	GUY, VIRGINIA	15 LAKESIDE TRAIL	T517805	GQI-7	PSI-44
	FROST, DAVID	11 LAKESIDE TRAIL	463781	GQI-10	PSI-42
8	WALTER, TERRY / JAMES	7 LAKESIDE TRAIL	510379	GQI-6	PSI-40
9	DAVIS, WILLIAM/VIRGINIA	31 LAKESIDE TRAIL	T526911-B	GQI-6	PSI-410