

# COUNTRY WALK UTILITIES, INC.

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

May 21, 2018

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?

- 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 3/4" size are typically replaced at the ten (10) year mark instead of tested.

Country Walk Utilities  
Response to Staff's Second Data Request  
May 21, 2018

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

<b>Client:</b>	US Water Services Corp.	<b>Date:</b>	4/14/2015
<b>Location:</b>	Country Walk WTP	<b>Technician:</b>	Frank O'Quinn
<b>Description:</b>	Influent Flow	<b>Test Equipment:</b>	Fuji FSCS Transit Time
<b>Make:</b>	Hersey	<b>S/N:</b>	A2H7889T
<b>Model:</b>	572	<b>Pipe:</b>	2 inch PVC Sch. 40
<b>Serial No.:</b>	600681	<b>Tag #:</b>	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
	<b>Hersey</b>	<b>Fuji</b>
	End Total 85254	End Total 501
	Begin Total 85249	Begin Total 0
	Difference 500	Difference 501
<b>Results:</b>	-0.200%	

Run 2	Customer's Flowmeter	Comparative Flowmeter
		<b>Fuji</b>
	End Total	End Total
	Begin Total	Begin Total
	Difference	Difference
<b>Results:</b>		

<b>Comments:</b>

<b>Technician:</b> Frank O'Quinn
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FARMER, FRED	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
BURDE, WENDY AND PETER	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
KENDRICK, MARGIE	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
FRONZELLE, CAROL	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
EMMER, WILLIAM	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
MILNER, LAWRENCE	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
KAPRIS, WENDY	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
BLANCHARD, SCOTT AND JENNIFER	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
MILLER, EDWARD	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
MURPHY, TERRY PATRICK	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
BAKER, MICHELLE	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
HENSEL	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
BARNWELL, TIM	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
TYTEN, CHARLES	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
YOUNG	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
WOODRILL, ROBERT and CHRIS	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
WISE, HOWARD	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
LARADA, LINDA	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
SHILLADY, SUE	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
FERGUSON, ELISE	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
BARRETT, REBECCA & PATRICK	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
CIBROSKI, RICHARD	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
WISE, DANIEL	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
BRAND, PAUL	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
LADER, RON AND PHAMA	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
MORE, GEORGE	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
RICMOND, ROBERT	28 LAKESIDE TRAIL	9760171	901-10	PSI-	37
MICARELLE, S.E.	3155 BLUEBIRD AVENUE	97601719	901-3	PSI-	30
ENNETT, STANLEY / SALLY	3155 BLUEBIRD AVENUE	97601719	901-5	PSI-	32
LUBHOUSE	3143 BLUEBIRD AVENUE	X312162	901-11 1/2	PSI-	35
ARTMAN, LARRY AND SANDRA	32 LAKESIDE TRAIL	97601722	901-8	PSI-	38
RARD, ROBERT	24 LAKESIDE TRAIL	69826260	901-12	PSI-	40
RIGHT, KENT / GAYLE	3151 BLUEBIRD AVENUE	R221876	901-10	PSI-	32

88869	NEVSON, MATT	36 QUAIL ROOST	18813516	991-11	PSI-48
88874	SWEET, CHRISTINE AND MARK	40 QUAIL ROOST	43237148	991-11	PSI-42
88878	ROYER, RICHARD	48 QUAIL ROOST	4060196	991-10	PSI-40
88879	LUNT, WILLIAM / PAULA	56 QUAIL ROOST	U422234	991-9	PSI-40
88882	LACAMMA, LORI	55 QUAIL ROOST	U422159	991-9	PSI-45
88875	WITTHUN, BARRY AND BARBARA	41 QUAIL ROOST	U422160	991-10	PSI-45
88859	CAS/WCHERO, ALEXANDRA/PA	40 QUAIL ROOST	V304825	991-9 1/2	PSI-45
88243	BURKELL, RON / LINDA	43 QUAIL ROOST	68836122	991-6	PSI-43
88890	ROGERS, CATHERINE	39 QUAIL ROOST	69826258	991-10	PSI-41
88920	BALLARD, SANDRA	35 QUAIL ROOST	R221877	991-13	PSI-58
85274	PIXLEY, MARGARET	31 QUAIL ROOST	18813510	991-11	PSI-59
89495	APPEL, DONNA	27 QUAIL ROOST	O510382	991-4	PSI-40
7828	TOTTEN, CHRISTINA / CHARLES	23 QUAIL ROOST	35774859	991-5	PSI-51
86164	KLINE, PHIL	19 QUAIL ROOST	3346890	991-10	PSI-60
85271	CRONIN, J.	15 QUAIL ROOST	Y332144	991-11	PSI-55
85267	HERINGA, DONNA	11 QUAIL ROOST	Y315507	991-12	PSI-46
85256	MAXSON, RITA	7 QUAIL ROOST	U422232	991-11	PSI-43
85272	COY, ROBERT	3 QUAIL ROOST	Z307882	991-11	PSI-42
85265	SHEETS, C.D.	4 QUAIL ROOST	Y304631	991-10	PSI-40
8039	SCHRAMM, MARY	28 QUAIL ROOST	T517803	991-9	PSI-40
830	PAUL, JAMES	40 LAKESIDE TRAIL	68836114	991-9	PSI-39
8259	RUFFO, SUSAN	48 LAKESIDE TRAIL	V304823	991-13	PSI-57
8280	SYLVESTER, DAVID	52 LAKESIDE TRAIL	1078226	991-13	PSI-50
8250	KNOX, DENNIS	56 LAKESIDE TRAIL	T526912	991-11	PSI-46
8266	BAIDORF, MARY ANN	55 LAKESIDE TRAIL	Y3124812	991-11	PSI-46
8073	MATTU, JOSEPH	47 LAKESIDE TRAIL	X312157	991-9	PSI-43
8044	EWEN, JOHN	39 LAKESIDE TRAIL	T5178000	991-4	PSI-40
8080	MEYER, DEBRA	31 LAKESIDE TRAIL	R221878	991-10	PSI-45
8039	SMITH, MELVIN / EVELYN	27 LAKESIDE TRAIL	P526908	991-11	PSI-50
8048	PITCHFORD, BARBARA	23 LAKESIDE TRAIL	T526909	991-	PSI-meter
8039	SOPER, PHILIP	19 LAKESIDE TRAIL	T517801	991-7	PSI-44
8017	GUY, VIRGINIA	15 LAKESIDE TRAIL	T517805	991-7	PSI-44
8018	FROST, DAVID	11 LAKESIDE TRAIL	463781	991-10	PSI-42
8018	WALTER, TERRY / JAMES	7 LAKESIDE TRAIL	510379	991-6	PSI-40
8019	DAVIS, WILLIAM/VIRGINIA	3 LAKESIDE TRAIL	T526911-B	991-6	PSI-40