

Jacob Veaghn

From: Betty Leland on behalf of Office of Commissioner Graham
Sent: Thursday, February 11, 2021 7:46 AM
To: Commissioner Correspondence
Subject: FW: Correction to evidence document submitted on 2/9/21 Docket 20200139
Attachments: Water Meter Ticket 2-21-20.pdf

Good Morning:

Please place this email in Docket #20200139.

Thanks.

*Betty Leland, Executive Assistant to
Commissioner Art Graham
Florida Public Service Commission
bleland@psc.state.fl.us
(850) 413-6024*

From: Dave Joswick [mailto:dave@newhopeforkids.org]
Sent: Wednesday, February 10, 2021 7:25 PM
To: Office of Chairman Clark
Cc: Office of Commissioner Fay; Office of Commissioner Graham; Gabrielle Milch Milch; Office of Commissioner Brown; Office of Commissioner La Rosa
Subject: Correction to evidence document submitted on 2/9/21 Docket 20200139

Dear Chairman Clark, yesterday, 2/9/21, I submitted three documents for your review. Document 3, Customer Service Ticket was the wrong customer service ticket. I went through all my records last night and found I had made a terrible error in sending you the wrong customer service ticket. Attached is the correct customer ticket for February 21,2020 and Mr. Snow was correct in stating sometime in February in his testimony. In looking at the February ticket, the date 2/21/20 was the day my neighbors water meter was read instead of mine. 2/24/20 is the date I called Utility Inc and relayed the numbers on my water meter 598,650 which had no resemblance to 2,245,500 the number written by the UTI technician on the customer service ticket.

As I'm writing this correspondence I received a call from Mr. Chris Snow of UTI. We discussed some of the content of my email yesterday to you. I told Mr. Snow I was presently composing a correspondence to Mr. Clark at the FPSC and stating I sent in the wrong customer service ticket and was sending the correct one. I'm still a bit confused after speaking with Mr. Snow. Because Mr. Snow told me, there were three water meter readings taken toward the end of February 2020 at my residence. Two meter readings were at my meter and one erroneous reading at my neighbors meter. I told Mr. Snow that I only have one UTI Customer Service Ticket for the date of 2/21/20 and that was for the reading of my neighbors meter, not mine. Mr. Snow said there were two readings at my meter and I told him I have no record of either of them. He went on to tell me the technician does not always leave a customer service ticket. I said that is a contributing factor to my confusion with three meter readings. I suggested that if UTI would require their technician to leave a customer service ticket confusion could probably be avoided. Mr. Snow agreed.

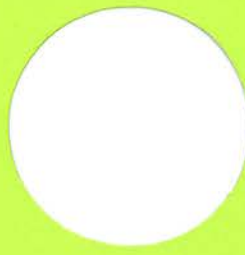
I apologize for any confusion I have caused you and the FPSC.

Respectively, Dave Joswick

600 Magnolia Oak Court

Longwood, FL 32779

407 625 0251



2/24/20
598650



Customer Service: 1-866-842-8432
Conservation Department: 407-403-5506

Our office received notice that you are concerned about higher than normal water use at your property. A technician was at your home today, who read your water meter and then performed a visual inspection of your water meter.
Please see the findings below: 2/24/20

- Current meter reading 2245500
- Current meter reading was in line with previous meter reads.
- The technician observed the meter dial turning indicating a possible leak of about ___ gallons per minute.
- The meter dial was NOT turning, no water use was registering when inspected. Therefore, a continuous leak is not present. However, an intermittent leak associated with household equipment, including an irrigation system or water softener, cannot be ruled out.

The water meter is the device that records the amount of water provided to your home. Therefore, your monthly bill is based on the amount of water recorded on the meter each billing cycle.

Utilities Inc. of Florida can complete a field meter test upon request at no charge. Please be aware that meter accuracy decreases over time as its internal parts wear to the benefit of the customer. On an annual basis, UIF randomly tests meters to assess the rate of wear and thus accuracy of measurement. When worn meters are replaced with new meters, water use readings (and the bill) will go up because of increased meter accuracy unless water use patterns change.

An irrigation audit can be scheduled by contacting the Conservation Department staff at: 407-403-5506