

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
ANDREW GILES FAY
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



DIVISION OF
ACCOUNTING AND FINANCE
ANDREW L. MAUREY
DIRECTOR
(850) 413-6900

Public Service Commission

June 1, 2021

Mr. Michael Smallridge
Sunny Shores Utilities, LLC
5911 Trouble Creek Road
New Port Richey, FL 34652-5128
mike@fus1llc.com

STAFF'S FOURTH DATA REQUEST VIA EMAIL

Re: Docket No. 20200230-WU - Application for staff-assisted rate case in Manatee County by Sunny Shores Utilities, LLC

Dear Mr. Smallridge:

Staff requires additional information to ensure accurate treatment of your staff-assisted rate case. Please submit the following information for the period of July 1, 2019, through June 30, 2020, (test year).

1. **Updated Bad Debt Expense** – Please provide all available bad debt information for the period of July 1, 2020, through present day.
2. **Backflow Devices** – Several customers have indicated that their backflow devices were inspected last fall and placed with new tags, which indicate the inspection date. However, the customers recently received shut off notices.
 - a. Please explain the **utility's** process to recognize that a customer has had their backflow device inspected.
 - b. Please explain the **customer's** responsibility once their backflow device has been inspected.
3. **Minimum Water Pressure** – Please explain how the Utility maintains the minimum water pressure of 20 pounds per square inch (psi) throughout the distribution system up to each customer's point of connection as required by FDEP Rules. As part of your response, please specify how this is measured and how frequently monitoring occurs.
 - a. During the Test Year, did the distribution system pressure drop below the minimum 20 psi requirement? If so, please provide the date(s), a detailed description of the circumstance(s), and what steps the Utility took to correct the problem and notify its customers.

- b. What is the average water pressure at the point of interconnection with Manatee County?
4. **Mobile Home Park Distribution** – Does the distribution system for the Mobile Home Park in your service territory have lower water pressure than other areas with your distribution system? If so, please explain why and provide the typical water pressure difference for that portion of the service territory compared to the system as a whole.
5. **Water Pressure Customer Complaints** – Regarding the customer complaints received by the Utility about low or no water pressure, please answer the following questions.
 - a. Please provide a record, if any, of the water pressure measured at the customer’s point of interconnection after the complaint was received.
 - b. What steps, if any, has the Utility taken to address water pressure issues?
 - c. What steps, if any, could the Utility take to increase water pressure in the distribution system? Also, please provide an estimate of costs to implement any steps identified.
 - d. Has the Utility contacted Manatee County with regards to the water pressure issues? If so, please detail those communications. If not, explain why not.
6. **Resolution of Customer Complaints** – For each of the customer comments filed with the Utility during the Test Year, please specify what response, if any, the Utility made to resolve any issue(s) described therein.

Please file your response to Staff’s Third Data request with the Office of Commission Clerk no later than **June 16, 2021**. Please include the docket number (20200230-WU) on all filings with the Commission Clerk.

If you have any questions in reference to number 1, please contact accounting staff, Christopher Richards at 850-413-6742 or email crichard@psc.state.fl.us, or Donna Brown at 850-413-6469 or email ddbrown@psc.state.fl.us.

For any questions in reference to number 2, please contact economics staff, Sonica Bruce at 850-413-6994 or email sbruce@psc.state.fl.us, or Shannon Hudson at 850-413-7021 or email shudson@psc.state.fl.us.

For any questions in reference to numbers 3 through 6, please contact engineering staff, Donald Phillips at 850-413-6974 or email dphillip@psc.state.fl.us, or Phillip Ellis at 850-413-6624 or email pellis@psc.state.fl.us.

Sincerely,

/s/ Christopher R. Richards

Christopher R. Richards
Public Utilities Analyst III

cc: Office of the Commission Clerk (Docket No. 20200230-WU)