

Dean, Mead, Egerton, Bloodworth, Capouano & Bozarth, P.A.
420 South Orange Avenue, Suite 700
P.O. Box 2346 (ZIP 32802-2346)
Orlando, FL 32801

(407) 841-1200
(407) 423-1831 Fax
www.deanmead.com

Attorneys and Counselors at Law
Orlando
Fort Pierce
Tallahassee
Viera/Melbourne
Vero Beach
Stuart (By Appointment)

MARTIN FRIEDMAN
407-310-2077
mfriedman@deanmead.com

November 11, 2022
via efilng

Adam Teitzman, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20220035-WS – Application for staff-assisted rate case in Polk County by S. V. Utilities, Ltd.

Dear Mr. Teitzman:

On behalf of S. V. Utilities, Ltd. (“Utility”) this letter is the response to Staff’s Fourth Data Request dated November 9, 2022.

1. Several customer comments received in the docket addressed service interruptions. Please respond to the following questions regarding interruptions.
 - a. For the previous 12 month period, please identify each service interruption, the cause of each interruption, the number of customers affected by each interruption, and the date, time, duration, remedy, and steps taken to prevent recurrence. As part of this response, please also indicate whether or not boil water notices were issued for each interruption and, if so, please identify the date the boil water notice was rescinded.
Response: See the attached spreadsheet.
 - b. Please discuss what steps, if any, the Utility has taken to reduce the number and duration of service interruptions.
Response: The Utility has made every effort to replace any isolation valves that are not working when the water was shut off, as well as adding isolation valves to areas that would allow us to isolate more areas (so less customers would be impacted if a repair was needed in certain areas). The utility has also made sure to complete repairs properly with quality parts and materials, so they would not have the particular problem occur again.

- c. Please identify how customers are informed when boil water notices are issued or rescinded (door tag, phone, website, social media, etc.).

Response: The Utility staff delivers paper boil water notices and the rescind notices to each resident (customer) and tapes to the front door and knocks on the door to make sure the notice is seen.

- d. Please indicate whether or not customers are notified in advance of planned service interruptions. If so, please identify how far in advance customers are typically notified of these interruptions, and identify the methods used to notify customers of these interruptions (door tag, phone, website, social media, etc.). If not, please explain why.

Response: When the Utility is able to plan for the improvement or repair causing the water to be shut off, it gives notice to the HOA which posts it on Facebook. The Utility also utilizes informational boards at high traffic areas and sends eblast emails to the residents.

- e. Please identify how often service interruptions are required for routine maintenance, and explain how the Utility determines which service areas will require service interruptions for maintenance.

Response: The Utility typically does not have to shut off water for routine maintenance.

- f. When temporary fixes are used, please identify how soon permanent fixtures are typically put in place.

Response: The Utility tries not to perform temporary fixes, but when the situation requires it, the Utility goes back as soon as possible with the permanent fix. Every situation is different, but if parts are available, the Utility tries to make sure any temporary repair is addressed immediately with a permanent fix.

2. Several customer comments received in the docket addressed the condition or age of the pipes as the cause of unplanned service interruptions. Please indicate whether or not the Utility has considered replacing the pipes or making other improvements to limit service interruptions going forward. If so, please identify the estimated cost of the improvement, if known. If not, please explain why.

Response: The Utility understands that the system is aged, and with an aged system you will encounter line breaks and repairs necessary to operate. The age of the pipes has created some unplanned service interruptions, but the cost to repair these line breaks is substantially more cost effective than replacing all of the water pipes in the system. The Utility has not attempted to get a quote for replacing the water pipes throughout the system, but it believes that replacing the all old water pipes with new would be significantly more expensive – with resulting higher rates - than dealing with the unplanned line breaks.

3. Several customer comments received in the docket addressed water quality issues regarding water odor, color, and taste, specifically as it relates to the chlorine content in the water. Please explain what actions have been or will be taken to resolve these concerns.

Response: The potable water provided by the Utility meets all primary and secondary water quality standards. Specifically, the chlorine is tested daily as required and does not exceed standards. Prior to the filing of this SARC neither the Utility nor the Department of Environmental Protection received any customer complaints regarding water quality. Thus, no action by the Utility is necessary.

November 11, 2022

Page 3

4. Please refer to the Utility's response to Staff's Third Data Request, No. 3(b). Please indicate whether or not this project has been completed. If so, please provide the final invoice.

Response: Due to Hurricane Ian, the upgrade implementation has been pushed back to December 2022. The representative from the company will upgrade the equipment (software) and train the Utility staff on the new system in December (currently scheduled for December 6th).

Should you or Staff have any questions regarding this response please do not hesitate to contact me.

Very truly yours,

/s/ Martin S. Friedman

Martin Friedman

MSF:

Cc: Takira Thompson (via email)

Date	Lot	Location of Break	Comments	Boil Water Notice Issued	Rescind Notice Issued
November					
11/4/2021	SV 129	Service to home	Isolated water to shut off 42 homes (93-133 odd, 52-92 even), approx. 5 hrs.	11/4/2021	11/9/2021
11/22/2021	SV 263	Tee on 6" main	Shutdown of all of SV to replace 6" tee and add two 6" valves, approx. 8 hrs.	11/22/2021	11/26/2021
December					
12/7/2021	SV 105	Service to home	Isolated water to shut off 18 homes (93-109 odd, 76-92 even), approx. 4 hrs.	12/7/2021	10/10/2021
January					
1/7/2022	SV 86	Tee on 2" main	Isolated water to shut off 12 homes to repair (93-103 odd, 82-92 even), approx. 5 hrs	1/7/2022	1/13/2022
1/7/2022	SV 146	Service to home	Isolated water to shut off 18 homes to repair (195-213 odd, 140-158 even), approx. 5 hrs	1/7/2022	1/13/2022
February					
March					
3/1/2022	SV 68	Service to home	Isolated water to shut off 28 homes to repair (93-119 odd, 66-92 even), approx. 4 hrs.	3/1/2022	3/3/2022
3/14/2022	SV 188/228	Replace 2- 2" Ball Valves	Isolated all of SV to replace 2 valves, approx. 7 hrs.	3/14/2022	3/17/2022

April					
May					
5/1/2022	SV 111	Service to home	Isolated water to shut off 28 homes to repair (93-119 odd, 66-92 even), approx. 4 hrs.	5/1/2022	5/5/2022
June					
6/13/2022	SV 364	2" Irrigation Feed	Isolated water to shut off 14 homes (351-364), approx. 6 hrs.	6/13/2022	6/16/2022
July					
August					
8/13/2022	Water Plant	2" main	Repair of 2" pipe, all of SV Util. off for approx. 4 hrs	8/13/2022	8/18/2022
8/31/2022	Water Plant	8" valve	Planned replacement of 8" valve, all of SV Util. off for approx. 6 hrs.	8/31/2022	9/2/2022
September					
October					
November					