

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation of quality)	DOCKET NO. 870648-WS
of service as pertains to water)	
quality, water pressure and sewer)	ORDER NO. 21612
system odor of MARCO ISLAND)	
UTILITIES (Deltona) in Collier)	ISSUED: 7-27-89
County.)	
)	

The following Commissioners participated in the disposition of this matter:

MICHAEL McK. WILSON, CHAIRMAN
 BETTY EASLEY
 GERALD L. GUNTER
 JOHN T. HERNDON

ORDER CONCLUDING INVESTIGATION
AND CLOSING DOCKET

BY THE COMMISSION:

On May 26, 1987, we issued Order No. 17600, in Docket No. 850151-WS, entitled "Application of Marco Utilities, a division of Deltona Utilities, Inc., for an increase in water and sewer rates to its customers in Collier County, Florida." That Order found that this utility's quality of service was satisfactory because the customer testimony and the other evidence presented in that proceeding demonstrated that the utility was meeting the water quality standards set out by the Department of Environmental Regulation (DER) and that the utility was diligently working to improve its quality of service. However, because the Office of Public Counsel (OPC) had suggested, in that rate proceeding, that it would be appropriate for this Commission to further examine the utility's water quality, water pressure and wastewater odor problems, we opened this investigation docket, entitled "Investigation of quality of service as pertains to water quality, water pressure and sewer system odor of Marco Island Utilities (Deltona) in Collier County," on June 17, 1987. In addition, we also required, by Order No. 17600, that the utility file customer complaint reports on a monthly basis with this Commission and with the OPC.

Order No. 18155, issued on September 17, 1987,

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FPSC-RECORDS/REPORTING

ORDER NO. 21612
DOCKET NO. 870648-WS
PAGE 2

acknowledged OPC's intervention in this docket. Order No. 20567, issued on January 13, 1989, further states that the customer complaint report requirement imposed in Order No. 17600 is extended up to and including May, 1989.

As required by Orders Nos. 17600 and 20567, the utility has filed monthly customer complaint reports with this Commission and the Office of Public Counsel. The majority of complaints received by the utility during 1989 were water pressure complaints and requests for meter checks. No complaints related to sewer odor were received during 1989. The monthly customer complaint reports do not indicate general dissatisfaction with the quality of water provided by Marco Island Utilities. The utility has taken corrective actions to alleviate problems related to wastewater odor, water quality, and water pressure. Regarding wastewater odor, according to a letter dated May 16, 1989, from Deltona Utilities to DER, the utility has:

. . . received bids from consultants/suppliers for the design and installation of an odor control system at the wastewater treatment plant including the equalization tank. A selection will be made in June for immediate implementation.

The utility has estimated that the odor control system will be completed by December 1, 1989.

As regards water quality and water pressure, the water provided by Marco Island Utilities currently meets all DER standards. The utility has informed this Commission that it has installed an additional storage tank and several high service pumps and booster pumps in its attempts to alleviate pressure problems. In response to a customer complaint, officials from DER recently measured distribution system pressure at numerous locations within the service area and observed that these pressures ranged from a low of 37.5 pounds of pressure per square inch (PSI) to a high of 69.0 PSI. These pressure measurements are all above DER's required minimum pressure of 20 PSI.

The utility is waiting for the results of a joint feasibility study with Collier County which may resolve problems associated with the impending widening of Highway

ORDER NO. 21612
DOCKET NO. 870648-WS
PAGE 3

951. This study will also indicate whether Collier County's system will be able to supplement the utility's raw water source by providing water through an interconnection of the two systems. The County did complete its report on water availability/pressure concerns on Marco Island. A copy of this report was submitted by the utility. This report has four major findings pertinent to our investigation, as follow:

1) It finds that the limiting factor in the utility's capability to produce treated water is the availability of a raw water source.

2) It finds that lawn sprinkling is a serious contributing factor to low pressure problems.

3) It finds that the designated Phase II watering hours of 4:00 a.m. to 8:00 a.m., set by the South Florida Water Management District, are inappropriate because they overlap the peak morning demand period.

4) And, finally, it finds that consumption by Marco customers averages more than three times the current consumption by Collier County's mainland customers.

The report concludes that:

the most expeditious way to address the current pressure problems on Marco is to sharply curtail the high per capita consumption rate, which appears to stem primarily from excessive lawn sprinkling.

The report also includes the recommendation that the South Florida Water Management District be urged to "re-think" the designated sprinkling hours so as to eliminate their overlap with peak morning demand hours. The County's report also recommends that the County/Deltona joint study be expedited in order to quickly identify some long-term solutions to the utility's raw water source problem.

We believe the findings of Collier County's report are very significant. It appears that the South Florida Water Management District has contributed greatly to this utility's pressure problems by setting Phase II sprinkling periods during periods of peak morning demand. Unfortunately, the South Florida Water Management District has refused to revise these sprinkling periods, although both the utility and its customers

ORDER NO. 21612
 DOCKET NO. 870648-WS
 PAGE 4

have made their desire for such revisions known.

We believe that the resolution of the water pressure problems of this utility will require a combination of the following measures: 1) customer conservation; 2) the revision of the South Florida Water Management District's currently designated Phase II sprinkling hours; and 3) obtaining a long-term raw water source. We find, based on our thorough inspection of recent improvements to the water system and our review of monthly customer complaint reports, that this utility has been working aggressively toward the improvement of its water quality, resolution of its water pressure problems and improvement of its wastewater system odor problems. Therefore, we find that this utility shall no longer be required to submit monthly customer complaint reports. Since the requirements of Orders Nos. 17600 and 20567 have been complied with and this investigation is satisfactorily concluded, this docket is hereby closed.

Based upon the foregoing, it is, therefore,

ORDERED by the Florida Public Service Commission that this investigation of the quality of service of Marco Island Utilities (Deltona) in Collier County, including review of its water quality, water pressure and wastewater system odor, is hereby concluded. It is further

ORDERED that Marco Island Utilities (Deltona) is no longer required to submit monthly customer complaint reports to the Florida Public Service Commission and to the Office of Public Counsel as set forth in the body of this Order. It is further

ORDERED that this docket is hereby closed.

By ORDER of the Florida Public Service Commission
 this 27th day of JULY 1989.


 STEVE TRIBBLE Director
 Division of Records and Reporting

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SFS

ORDER NO. 21612
DOCKET NO. 870648-WS
PAGE 5

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or sewer utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.