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September 8, 1995

Marshall Willis  
Division of Water & Wastewater  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**HAND DELIVERY**

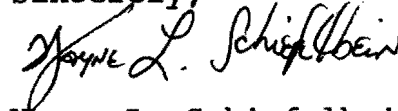
Re: Docket No. 950387-SU  
Application for Increased Wastewater Rates by FLORIDA CITIES  
WATER COMPANY - N. Ft. Myers Division in Lee County.

Dear Mr. Willis:

Enclosed herewith is Florida Cities Water Company's responses  
to customer testimony regarding water service.

Thank you for your attention.

Sincerely,



Wayne L. Schiefelbein

WLS/lav  
Enclosures

cc:w/encl.: Ralph R. Jaeger, Esq.,  
Division of Legal Services  
Division of Records & Reporting

DOCUMENT NUMBER-DATE

**08876** SEP-8 82

FPSC-RECORDS/REPORTING

00405

The following are FCWC's responses to statements made during the FPSC Customer Meeting regarding water service. These items are unrelated to FCWC's application for an increase in wastewater rates and capacity fees.

1. Water Pressure

<u>Statement(s) From:</u>	<u>FPSC Customer Meeting Transcript Page No.:</u>
Mr. Artis	105
Mr. Mutchler	114

**FCWC Response:**

FCWC contacted Mr. Artis on 8/31/95. Mr. Artis stated he had a momentary water pressure problem the night of the PSC Customer Meeting only. In addition, FCWC has not received water pressure complaints from any of Mr. Artis' neighbors.

Water pressure changes within the Company's facilities will generally affect all services connected to a specific main. Water use in the home also has a direct relationship to the amount of water pressure at each water tap. For example: if a washing machine is running there may be a reduction in water pressure at the kitchen tap, etc. This is directly related to the size and condition of the plumbing within the home and not related to FCWC's facilities or service.

FCWC thoroughly checked the customer records and they do not indicate that Mr. Mutchler is a customer. FCWC personnel did go to the address that Mr. Mutchler provided and were met by the customer of record. The customer allowed FCWC to perform a pressure test. FCWC is required per the Florida Administrative Code (FAC) to provide a minimum of 20 pounds per square inch (PSI) at the farthest point in its distribution system. The pressure at 4312 South Gulf Circle measured 64 PSI, well above the minimum FAC standard.

2. Billing Questions

<u>Statement(s) From:</u>	<u>FPSC Customer Meeting Transcript Page No.:</u>
Ms. Hartzell	129
Mr. Mutchler	114
Ms. Coward	72

**FCWC Response:**

FCWC contacted Ms. Hartzell in reference to her statements about her father's water/wasterwater bill. Ms. Hartzell stated that her father, Ernest Vernon, had a leak in his service line, on the customer's side of the water meter, while he was away on vacation in June and July 1993. He contacted FCWC in July and a credit of \$22.75 was issued for wastewater only on July 23, 1993.

FCWC thoroughly checked the customer records and they do not indicate that Mr. Mutchler is a customer. Service at the address provided is registered to another individual. For the period 9/94 to 8/95 bills at that address range from \$46 to \$86 per month.

Ms. Coward's water meter was read incorrectly in June (unrelated to the meter reading estimates as previously described in Item 1 of FCWC Responses to Customer Statements regarding wastewater service at the FPSC customer meeting). FCWC personnel reread the meter and issued a credit to her account. The credit was posted after the July billing cycle had occurred; therefore the account indicated a balance due. Ms. Coward's account in August was billed correctly and the account no longer carries a balance due. Ms. Coward maintains her account in a timely and accurate manner and FCWC has forwarded a letter of apology to her. (Copy of letter attached)

**3. Water Quality**

<u>Statement(s) From:</u>	<u>FPSC Customer Meeting Transcript Page No.:</u>
Ms. Hartzell	128
Mr. Reiber	167
Ms. Stanford	192
Ms. DeNigris	156

**FCWC Response:**

*Ms. Hartzell - pg. 128 and Mr. Reiber - pg. 167:* FCWC performs water quality tests for particulates several times a day, 365 days a year. Test results indicate that the quality of the water provided by FCWC is within the FDEP established standard for turbidity. Home treatment devices can produce particulates when improperly installed or maintained.

In addition, FCWC completed water quality analyses at both homes on 8/31/95. The test result at Mr. Hartzell's home was 0.61 Nephelometric Turbidity Units (NTU) and Mr. Reiber's home measured 0.52 NTU.

*Ms. Stanford - pg. 192:* FCWC completed a water quality analyses at Ms. Stanford's home on 8/31/95. Test results indicated that chlorine content was 4.4 milligrams per liter. Chlorine concentration may be detectable as an odor in the water. A chlorine residual is necessary in order to maintain the proper disinfection of the water.

*Ms. DeNigris - pg. 156:* FCWC cannot comment on the cause of the deterioration of a dishwasher component.

**4. Hydrant Flushings**

Statement(s) From:  
Mr. Niccum

FPSC Customer Meeting  
Transcript Page No.:  
132

**FCWC Response:**

FCWC has an ongoing hydrant flushing program. Flushings are routinely performed during evening and weekend hours and may not be apparent to customers.

**5. Deposit Policy**

Statement(s) From:  
Ms. Meteley (sic)  
(Alice Netzley)

FPSC Customer Meeting  
Transcript Page No.:  
160

**FCWC Response:**

FCWC's tariff gives the Company the authority to require an additional deposit when customer payments are not made in a timely manner.

FCWC has had discussions with Ms. Netzley and her husband about their delinquent payment history. FCWC agreed to wave the deposit requirement for one year on April 11, 1995. Mr. and Ms. Netzley now have the opportunity to improve their credit history with the company.

# FLORIDA CITIES WATER COMPANY

September 5, 1995

Ms. Dawn Coward  
951 Topical Palm Avenue  
North Fort Myers, FL 33903-4262

RE: Account #1-1-06-1325-8-0

Dear Ms. Coward:

Please accept my apology on behalf of Florida Cities Water Company and it's service staff for any inconvenience or aggravation caused by the error made on your bill of June 8th.

The credit memo to coincide with the correction was not punched until after the July billing cycle, this caused the notice and the balance to show on your July bill. Your account now accurately shows a zero balance and your history indicates all payments were made in a timely manner.

Again, please accept my apology and if I can be of service to you in the future, please do not hesitate to call on me.

Sincerely,

FLORIDA CITIES WATER COMPANY



Verna Russell  
Customer Service Manager