

ORIGINAL

MEMORANDUM

February 9, 2006

RECEIVED FPSC
06 FEB -9 PM 3:04

COMMISSION
CLERK

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (GERVASI) *RG*

RE: DOCKET NO. 060074-WU - Initiation of show cause proceedings against Alturas Utilities, L.L.C. for apparent violation of Rule 25-30.251(2), F.A.C., Record and Report of Interruptions.

Please file the attached documents in the above-referenced docket.

DATE DOCUMENTS SENT TO CCA

2/9/06

RG
Attachments

- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- RCA _____
- SCR _____
- SGA _____
- SEC 1
- OTH _____

DOCUMENT NUMBER-DATE

01154 FEB-9 g

FPSC-COMMISSION CLERK

Marshall

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: December 21, 2005

TO: Tim Devlin, Director, Division of Economic Regulation

FROM: Rhonda Hicks, Chief, Bureau of Complaint Resolution, Division of Regulatory Compliance and Consumer Assistance

RE: Case No. 672670W – Frank Hewett

RH

The attached case is being reassigned to:

Division: Economic Regulation

Subject: Water Outages

Reason: Customer has recontacted the PSC regarding ongoing concerns with excessive water outages.

NOTE: **THIS IS A CASE REASSIGNMENT.** The materials attached are ORIGINAL DOCUMENTS associated with this matter.

ORIGINAL

05 DEC 21 PM 3:30
DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE

NOTE: Upon closure of the case, reroute the case originals back to the Division of Regulatory Compliance and Consumer Assistance for filing.

Request No. 672670W

Name HEWETT ,FRANK MR.

Business Name

Consumer Information

Name: FRANK HEWETT

Business Name:

Svc Address: 8110 ALTURAS ROAD SOUTH

County: Polk

Phone: (863)-537-2702

City/Zip: Bartow

/ 33830-

Account Number:

Caller's Name: TRINA HEWETT

Mailing Address: 8110 ALTURAS ROAD SOUTH

City/Zip: BARTOW ,FL 33830-

Can Be Reached: (863)-661-5655

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU871

Company: ALTURAS UTILITIES, L.L.C.

Attn. Mandy Chambers672670W

Response Needed From Company? Y

Date Due: 11/21/2005

Fax:

R

Interim Report Received: / /

Reply Received: 11/14/2005

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: SHIRLEY STOKES

Entered By: SDM

Date: 10/28/2005

Time: 08:25

Via: PHONE

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Preclose type - Outages

What type of outage occurred? low water pressure and extended outages

When did the outage occur? 10/27/05

What is the length of time you were without service?

What are the approximate number of outages in the past 30 days? 1

Has the company provided a reason for the outage? yes, a new pump purchased failed.

Other Comments:

ORIGINAL

Request No. 672670W

Name HEWETT ,FRANK MR.

Business Name

Customer when contacting the company, the company's representatives are extremely rude and use profanity.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Shonna McCray

10/28/05 In addition, the customer wants to know if the company has a back up system in place. Shonna McCray

10/28/05 Complaint mailed to the following address:

Keen Sales, Rentals and Utilities, Inc.

Attn: Ms. Earlene Keen

685 Dyson Road

Haines City, FL 33844-8587

Shonna McCray

11/1/05 10:13 a.m. Returned call to Kristie from Keen Utilities at 863-421-6827. Kristie stated she was the one that returned the calls to the Hewetts. She will also provide a response to the PSC. Shonna McCray

11/07/05 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

to whom it may concern.

Request No. 672670W

Name HEWETT ,FRANK MR.

Business Name _____

I was contacted on nov. the 1st from Earlene at keen utilities, however it was not to discuss the water issure. She wanted to question me on my conversation with one of her managers that I spoke to the night I called to inquire on why we did not have water. When I informed her that the phone conversation was not what I wanted to discuss, she said " thank you and have a nice day". I want to discuss our water issue, I dont want to talk about the conversation that took place because I am still very upset about that. But she has yet to attempt to resolve the real issue at hand which is why we dont have the service that we should get and why we always run out of water. Could you please make her or them give us answers on why, we want to know that our water is safe and want to know that when we were told our rates were going up it was going up to upgrade a system that keeps breaking down, which i belive has been atleast 8 different times this year. I have let the complaints go no further than one call to you, but I dont feel that is enough because these people are not on the same water system as we are and they dont have to worry about not having water but we do. PLease help us out

thankyou Trina Hewett 863-537-2702 or 863-661-5655

11/8/05 Customer correspondence mailed to company. Shonna McCray

11/14/2005 Report received via U.S. mail. /EEstelle

11//05 REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 10/26/05, Alturas Utilities' water system went down; the company dispatched the Tri-Florida Water Treatment Operator out immediately.
- o Christie McCormick was called with a report that the breaker had tripped and everything was back up and running .
- o Around 5:30 p.m. on 10/26/05, Ms. McCormick began receiving more calls that the system was down again.
- o Tri-Florida was dispatched again and reported it was a electrical problem and an electrician was needed on the site
- o Central Electric was called out to the site and advised that a pump was the problem, which could be repaired on 10/27/05.
- o On 10/27/05, Central Electric pulled the pump and then reported to Ms. McCormick that the pump was completely out and a similar pump needed to be located.
- o A pump was located in Tampa.
- o Boil Water notices were delivered to all customers in the area.
- o By 10:30 p.m. on 10/27/05m the system was up and running.
- o Mr. & Mrs. Hewett provide with resolution via mail.

Shonna McCray

Request No. 672670W

Name HEWETT ,FRANK MR.

Business Name

11/18/05 Mrs. Hewett called to say the water is out again. Customer states they have not received a boil water notice, will not answer the phones, did not advise the customers the water would be out. The customer states water has been off at least 8 times this year. Advised Ms. Hewett that I would re-send her complaint to the company. Customer states when the company contacted her after filing the complaint, she did not get a call in regards to the complaint, the company called her due to the conversation she had with the company's employee. Also noted the customer's objection. Shonna McCray

11/18/05 ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

- 1) The customer states the water is out again.
 - 2) The company has not contacted the customers to advise of the outage or if a boil water notice should be in effect
 - 3) The customer states the company is not answering the phones when attempting to report outages.
- Please contact the customer in regards to her complaint and provide the PSC with a response by 12/1/05.
Shonna McCray

11/18/05 Complaint being mailed to the company. Shonna McCray

11/21/2005 Report received via e-mail. /EEstelle

11/29/05 Response received via fax. Shonna McCray

11/29/05 Received call from Christie advising this complaint should have been filed against Alturas Utilities (WU871). Christie advised the transfer of this portion of Keen's business was became effective in early 2005, approved by the PSC. Advised Christie I would forward this information to my supervisor and call her back at 863-421-6827. Shonna McCray

11/29/05 10:02 a.m. Called Christie at 863-421-6827 to advised that the company code had been changed to Alturas. Shonna McCray

12/02/05: Reassigned to S. Stokes. RRoland

12/05/2005 Report received via U.S. mail. /EEstelle

12-05-05 Note: The company's report that was received on December 5, 2005, and dated November 28, 2005 states the hydronumatic tank did not drop below 20 PSI. However, the company reported that since Mr. & Mrs. Hewitt are at the end of the line, they may not had any pressure. The company also reported that it has an office phone with voice mail and an emergency cell phone with voice mail. The company stated that it did not receive any calls from Mr. or Mrs. Hewitt on that day. The company stated that if they called and it was on

Request No. 672670W

Name HEWETT ,FRANK MR.

Business Name

the other line, they did not leave a message on either phone. It also responded to the customer's other concerns as noted in previous reports to us. Shirley Stokes

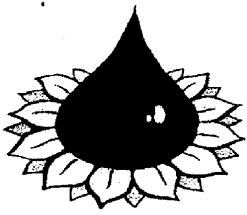
12-06-05 At 9:17 a.m., I called Mrs. Hewett regarding her complaint. I explained that the company reported that the water problems she experienced in October were corrected. I also explained that regarding the water problem that she reported on November 18, 2005, the company reported that the water pressure was not below 20 PSI. I explained that the minimum water pressure is 20 psi. Mrs. Hewett says that she wants to be sure of the water quality. I explained that she could contact the Department of Environmental Protection to get the water quality reports. Mrs. Hewett says that she wants to send us some letters that she received from the company prior to her complaint, so we can see how the company responded to her. I explained that she can send them to us, and we will add them to her file. It appears that the customer may have ongoing concerns with the company's water system. However, I'm closing this file. Shirley Stokes

12-06-05 Closed by the above telephone conversation with the customer. Shirley Stokes

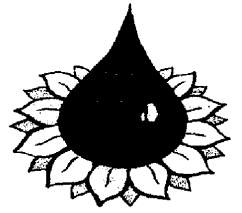
12/21/05: Ms. Hewett called this morning to report another outage. She states that outage occurred yesterday, and she is still without service. Ms. Hewett indicates that she tried to contact company about the latest outage, but has not been able to reach anyone at the company for an explanation/status of outage. She claims to have experienced 4 outages since October 2005. RRoland

12/21/05: Delivered case file to R. Hicks for transfer to ECR. Case reopened. RRoland

12/21/05: Transferred to Marshall Willis for response.



**SUNRISE UTILITIES, LLC
&
ALTURAS UTILITIES, LLC**



685 Dyson Road Haines City, FL 33844 Phone/Fax: (863) 421-6827

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 28, 2005

RE: Hewitt Complaint 67267W

The service in Alturas lost pressure due to a break in the line. With Mr. and Mrs. Hewitt at the end of the line their water may have not had any pressure at all. The hydronumatic tank did not drop below 20 PSI so therefore we do not issue boil water notices.

As far as their concerns about us not answering the phone, we have an office phone with voice mail in case we are on the other line and an emergency cell phone also with voice mail. We did not receive any calls from Mr. or Mrs. Hewitt on that day. If they called we were on the other line and they did not leave a message on either phone.

Also please note that you have this filed under Keen Sales, Rentals, and Utilities Inc. and it should be under Alturas Utilities, LLC.

Respectfully,

Earlene R. Keen
Representative/Manager
Alturas Utilities, LLC

CC: Mr. Frank Hewitt
8110 Alturas Rd South
Barton, FL 33830

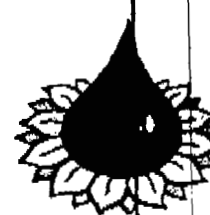
REIVED

DEC 05 2005

Florida Public Service Commission
Division of RRA



SUNRISE UTILITIES, LLC
&
ALTURAS UTILITIES, LLC



685 Dyson Road Haines City, FL 33844 Phone/Fax: (863) 421-6827

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 28, 2003

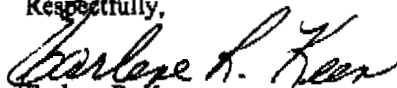
RE: Hewitt Complaint 67267W

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Also please note that you have this filed under Keen Sales, Rentals, and Utilities Inc. and it should be under Alturas Utilities, LLC.

Respectfully,


Earlene R. Keen
Representative/Manager
Alturas Utilities, LLC

CC: Mr. Frank Hewitt
8110 Alturas Rd South
Barton, FL 33830

ALTURAS UTILITIES, LLC
685 DYSON ROAD
HAINES CITY, FL 33844
863-421-6827

November 14, 2005

RE: COMPLAINT DATES OF 10/26/05-10/27/05
TRINA HEWETT
8110 ALTURAS ROAD SOUTH
BARTOW, FLORIDA 33830

To Whom It May Concern:

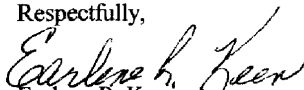
This letter is in response to the complaint made by Trina Hewett to the FSPC on 11/7/05. It is true that I called Mrs. Hewett on November 1, 2005, however I was calling her in regard to the charge she has made against my employee. I had heard Ms. McCormick's side of the conversation but did not hear Mrs. Hewett's side. Mrs. Hewett told Ms. McCormick that their conversation was being recorded and she would have her job. When I identified myself to Mrs. Hewett and told her I had called to ask to hear the tape, she told me that I had called her on her work phone (this is the only number I have for her on her the complaint copy sent to my office by the FPSC). I asked her for another number and time I could call her to discuss the matter of my employee, she replied she did not want to discuss anything because she was too disgusted and upset. I replied, 'then you have a nice day, goodbye'. Never has she tried to speak with me about the interruption in service or the quality of the water. She had inquired about these issues through my other employees and has been told that all interruptions were unavoidable, unless we had posted signs otherwise. She had also been told that she could acquire copies of all tests on the water from Tri-Florida Water Treatment, Inc. I do not know what more we can do to answer Mrs. Hewett's questions.

Mrs. Hewett does have a personality problem with my personnel; however, I have never heard any of my office staff being rude to Mrs. Hewett. If you would like to have copies of the bills we have paid to upgrade this system (at the time it has been necessary) I will be glad to send them to you. However, I do not believe my customers are entitled to see these bills. But I am sending Mrs. Hewett a copy of the bill that I paid 9/1/03, where we installed a new pump, parts, etc. This system was never maintained by the previous owner and the fact that there were "Charcoal Filters" on this system that was suppose to be monitored and maintained by the State. The State did not monitor or maintain the charcoal system properly and that caused the system a lot of break downs. Each time there was an interruption in the system we have answered all questions put to us by the customers.

In response to Mrs. Hewett's statement that we who live in this office are not on their water system, This is true I live in the county and I have my own personal well system which I am sure Mrs. Hewett will be delighted to know went down twice in the last three weeks. Ms. McCormick is with the city of Winter Haven and Ms. Dunnahoe is on a public water system in the community she lives in.

A copy of this letter is being sent to Mrs. Hewett in answer to her complaint to your office.

Respectfully,


Earlene R. Keen
Manager

ERK/cm

cc: Frank and Trina Hewett - 8110 Alturas Road South Bartow, FL 33830

RECEIVED

NOV 21 2005

Florida Public Service Commission
Division of RCA

Xinia Kerr

From: Hewett13@msn.com
Sent: Friday, November 04, 2005 6:55 PM
To: Consumer Contact
Subject: refernce # 672670w

to whom it may concern.

I was contacted on nov. the 1st from Earlene at keen utilities, however it was not to discuss the water issue. She wanted to question me on my conversation with one of her managers that I spoke to the night I called to inquire on why we did not have water. When I informed her that the phone conversation was not what I wanted to discuss, she said " thank you and have a nice day". I want to discuss our water issue, I dont want to talk about the conversation that took place because I am still very upset about that. But she has yet to attempt to resolve the real issue at hand which is why we dont have the service that we should get and why we always run out of water. Could you please make her or them give us answers on why, we want to know that our water is safe and want to know that when we were told our rates were going up it was going up to upgrade a system that keeps breaking down, which i belive has been atleast 8 different times this year. I have let the complaints go no further than one call to you, but I dont feel that is enough because these people are not on the same water system as we are and they dont have to worry about not having water but we do. PLease help us out

thankyou Trina Hewett 863-537-2702 or 863-661-5655

11/7/2005

ALTURAS UTILITIES, LLC
685 DYSON ROAD
HAINES CITY, FL 33844
863-421-6827

November 3, 2005

Frank Hewett
8110 Alturas Road South
Bartow, FL 33830

RE: Letter of Complaint to
Florida Public Service Commission

Attention: Mr. & Mrs. Hewett

Dear Mrs. Hewett:

Since you are the one that made the telephone calls during the down period of October 26th and 27th of 2005 for the Alturas Water System, I called you on November 2, 2005; at the number you furnished to the FPSC for communication with to discuss your complaint against my employee, Ms. McCormick. You told Ms. McCormick you were recording your conversation with her made on October 27, 2005, at 9:42pm and I asked you if I could hear the recording since I only heard Ms. McCormick's side of the conversation. You informed me that I had called you on your work number, when I asked for your home number and a convenient time to call, your response was that you were too disgusted and did not want to discuss the conversation any further. You called back at 3:41 (11/2/05) and left a message giving me your home number and said I could reach you after 7:00pm.


As you were told in the very beginning, the pump had gone out and we were putting in a new one, however, the company was having trouble installing the pump and that was the reason your services were down approximately three (3) hours longer than first anticipated.

In response to your comments about the monthly service increase, a new pump and cable was installed 9/27/2003. As to the reason we only received two years service is not known to this office, or anyone else.

In response to wanting to know if we have a back up system, we are not required to have one. We would be required to have one if we had 150 connections on our system, we only have 76 connections.

My office hours are Monday thru Friday, 8:30am to 5:00pm. If you wish to speak with me please call my office for an appointment. 863-421-6827.

Respectfully,


Earlene R. Keen
Representative/Manager
Alturas Utilities, LLC

ALTURAS UTILITIES, LLC
685 DYSON ROAD
HAINES CITY, FL 33844
(863)421-6827

October 28, 2005

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Request No. 672670W
Attn: Shonna McCray

To Whom It May Concern:

Alturas Utilities, LLC water system went down Wednesday October 26, 2005 around noon time we dispatched our Operator Tri-Florida Water Treatment out immediately, they called me with a report that the ~~breaker had tripped and everything was back up and running.~~ Around 5:30pm I started receiving more calls on our emergency cell phone that they were back down we once again sent Tri-Florida back out. When they arrived this time they called with a report that it was ~~and electrical problem and we need an~~ electrician on site. I called Central Electric out to the site, he told me that it was the pump and he would have the part first thing in the morning and that they would be back up and running by noon on October 27, 2005. On October 27, 2005 Central Electric pulled the pump and called me with yet another report stating that the pump was completely out and that they had to locate a similar pump. They located one in Tampa and had to drive to get it. We delivered boil water notices to all the customers in the area that morning. The system was up and running at 10:30pm on October 27, 2005.

Enclosed is a letter sent to Mr. and Mrs. Frank Hewett in regards to there questions and concerns.

If you have any questions regarding this matter please call me at 863-421-6827.

Respectfully,

Christie McCormick
Christie McCormick

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: December 20, 2005
TO: Tim Devlin, Director, Division of Economic Regulation
FROM: Rhonda Hicks, Chief, Bureau of Complaint Resolution RH
RE: Case No. 674785 – Wesley Howell

The attached case is being reassigned to:

Division: Economic Regulation

Subject: Alturas Utilities, L.L.C.

Reason: Mr. Howell sent a petition signed by many of Alturas' customers. They are requesting the PSC investigate the frequent water outages and the way the company notifies the customers or the outages.

NOTE: **THIS IS A CASE REASSIGNMENT.** The materials attached are ORIGINAL DOCUMENTS associated with this matter. Copies of related information may also be included for reference.

NOTE

Upon closure of the case, return all original documents to the Division of Regulatory Compliance and Consumer Assistance for filing. Thank you.

ORIGINAL

Request No. 674785W

Name HOWELL ,WESLEY MR.

Business Name

Consumer Information

Name: WESLEY HOWELL

Business Name:

Svc Address: 8014 ALTURAS RD SOUTH

County: Polk

Phone: (863)-712-3190

City/Zip: Bartow

/ 33830-

Account Number: 39039

Caller's Name: WESLEY HOWELL

Mailing Address: 8014 ALTURAS RD SOUTH

City/Zip: BARTOW ,FL 33830-

Can Be Reached: (863)-537-9390

E-Tracking Number: 1183

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU871

Company: ALTURAS UTILITIES, L.L.C.

Attn. Mandy Chambers674785W

Response Needed From Company? Y

Date Due: 12/01/2005

Fax:

R

Interim Report Received: / /

Reply Received: 11/22/2005

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: XINIA KERR

Entered By: XMK

Date: 11/07/2005

Time: 11:11

Via: E-FORM

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" From: Consumer Contact
Sent: Sunday, November 06, 2005 11:41 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 1183

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

ORIGINAL

Request No. 674785W

Name HOWELL ,WESLEY MR.

Business Name

Name: wesley howell
Telephone: 863-712-3190 cell 537-9390 home
Email: bartow6@aol
Address: 8014 alturas rd so. bartow 33830

BUSINESS INFORMATION

Business Account Name: wesley howell
Account Number: 39039
Address: 8014 alturas rd so. bartow Florida 33830

COMPLAINT INFORMATION

Complaint: Service Outage against Alturas Utilities, L.L.C.

Details:

to whom it may concern,

I wesley a howell am writing this complaint on behalf of the people that are serviced by alturas water utilities llc. we have real concerns over our service and quality. just in the last year our water has been out of service, broken or down for repairs at least seven to ten times. that does'nt include the times the system was down since they have taken it over at least five to seven years ago. basically, we are tired of poor service ie; water being off for 1hr to several days. we have not been compensated for our inconvenience whether it be credited on our account or being brought water to drink. our rates have been increased supposedly to upgrade the system and give us more water pressure and better quality water this has not happened to where we can tell a difference. we would like to know why sometimes there is an 8 percent svc. tax and then a ten percent svc. tax? we would also like to know why there is'nt a back up system as it is a well that was installed when the town of Alturas was established!? we feel that sometimes the meter reading and book keeping is not being done accurately. we are also tired of the boil water notices that come after the fact, we are fed up with smelly water, water that is "satisfactory" satisfactory to whom, the state or someone else? we also realize that it is a business and that things beyond thier control can and do happen, but at the same time they have to understand that this is a water system that is vital to our needs, we HAVE to have water at all times excluding natural occurences, as the system is electrically powered should there be a back-up power source? should there be a back-up well installed just for emergencies? in closing we would like to have this complaint fowarded to the proper department or person(s) who can please help the people of Alturas.

sincerely,

Wesley A Howell
and the people of Alturas

Request No. 674785W

Name HOWELL ,WESLEY MR.

Business Name

PAGE NO: 2

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Xinia Kerr

11/22/2005 Report received via U.S. mail. /EEstelle

11/23/2005, Reviewed company's report:

- Company reports that the water system went down Wednesday Oct 26, 2005 around noon time.
- Operator Tri-Florida Water Treatment was immediately dispatched, they called with a report that the breaker had tripped and everything was back up and running. Around 5:30 pm they started receiving calls on the emergency cell phone stating that they were back down.
- Once again Tri-Florida was dispatched, this time they reported that it was an Electrical problem and they

Request No. 674785W Name HOWELL ,WESLEY MR. Business Name _____

needed an electrician.

- Central Electric service were called out to the site. They reported that it was the Pump and that they needed a part which they couldn't get until the next day and would have service back up by noon on 10/27.
- On 10/27, Central Electric called and reported that the Pump needed to be replaced and they needed to get one from Tampa.
- Boil water notices were delivered to all customer in the area.
- All systems were up and running by 10:30 pm on 10/27/2005.
- A letter was sent to customer. Copy included with response.

11/28/05 - Customer correspondence received via e-mail; forwarded to XKerr. /ewe

Select County: POLK
CUSTOMER INFORMATION

Name: wesley howell
Telephone: 863-537-9390hm/712-3190cell
Email: bartow6@aol.com
Address: 8014 alturas rd so, bartow 33830

BUSINESS INFORMATION

Business Account Name: wesley howell
Account Number: 39039
Address: 8014 alturas rd so, bartow Florida 33830

COMPLAINT INFORMATION

Complaint: Other Complaint against Alturas Utilities, L.L.C.

Details:

to whom it may concern,

in reference to case no. 674785w, alturas utilities llc has contacted me by letter and has only adressed some of the problems with the water system. by their calculations the system was down only 6 times three of which were because of maintenance and the other three were because of system breakdown. feb,2 05, feb14, feb19, feb20 mar1, memorial day wknd, oct 26-27, nov18 all of these dates were with no water at all or with some type of interuption. we were notified of some of the times when the work on the system was to be done by a sign on the side of the road. but when it comes to a breakdown, it usually takes approx. 24 hrs. to notify us about the problem, sometimes. for example nov.18 an interuption occured for aprox.6 hrs. now, we did not recieve any letters stating anything regarding the status of the system, ie; a boil water notice, which it seems that we get a lot of. in the letter i recieved it stated that it was down to replace an edb filter, what is an edb filter, and how often should it be replaced? it was also stated that the

Request No. 674785W Name HOWELL ,WESLEY MR. Business Name _____

system could not support a back-up system because that there are not enough customers,76, to warrant a back-up also state statutes do not require them to do so. it seems to us that alturas utilities llc does not want to keep thier customers satisfied with their service. we would like to know if their is any persons or sensors to check on system daily or weekly to prevent such break downs from occuring. we were satisfied with the previous ownership,rates were substantially lower, interuptions were fewer and farther between and maintenance was done daily. granted their office is aprox. 30 mi, away from the system so it is very hard for them to know if the system is down unless someone calls to complain, and even then it takes some time to get it back on line. we do understand that things can and do happen, but we were led to believe that when the rates were raised we were going to get a new system. it is our understanding that a new system is a new system, which should include well, pump,and or pipes whatever was making for poor service that was what we were told some years ago. as far as we can see the only parts that were replaced other than a new pump in oct. has been the holding tank. as i have stated before the well is aprox. 100 yrs. old.where do you find parts for something that old? we feel that it should be updated to comparable systems in the area, and it should not matter that their is only 76 customers on the system we are people that need to know that we are drinking good clean water and not have to worry when the water is going to be down. please forward to appropriate persons regarding this matter.

sincerely,
wesley a howell

PSC was contacted previously

11/29/2005- 10/12/05 - *****ATTENTION ALTURAS UTILITIES - SUPPLEMENTAL REPORT REQUESTED*****

- It appears there is not sufficient information to provide closure to this inquiry.

- 1) Please provide a complete outage History for the past 12 months.
- 2) Address 6 hr outage interruption on November 18, 2005.
- 3) Indicate if a boil water notice was to customers.

Please provide a supplemental report which addresses the above matter by 12/07/2005. If you have made contact with the customer via correspondence, please provide a copy of the resolution correspondence sent./
Xinia Kerr

12/02/05 - Customer correspondence received via U.S. mail; forwarded to XKerr. /ewe

Request No. 674785W

Name HOWELL ,WESLEY MR.

Business Name

12/05/2005- Reviewed of customer correspondence:

-Customer sent a petition letter which was signed by several people in the subdivision that is being served by Alturas Utilities.//xk

12/12/2005 Report received via e-mail. /EEstelle

PLEASE NOTE: The above response was received via U.S. mail. /ewe

12/14/2005- Review of Supplemental Response:

-On 11/18/2005, Alturas System went down due to a break in the line at the Well Site. Operator Tri-Florida Water Treatment, Inc. was dispatched to repair line.

-The Hydronumatic tank did not Drop below 20 PSI therefore, no boil water notice was issued.

-Company provided a 12 month outage history:

- 1) 12/06/2004, Main Break at location where houses are being torn down @ Alturas Road South
- 2) 02/02/2005, Main Break 2.25 hrs @ 3148 Second Street
- 3) 03/01/2005, Bad cable, did away with Air Compressor, added Air Shot to System, changed direction of Back Flow Preventer.

07/27/2005, Replaced Well Seal

08-24/2005, EDB filter disconnected

09/01/2005, Line blockage @ 2580 Oak Drive

10/26/2005, pump went out, replaced pump

11/18/2005, Line Break at System

-12/01/2005, company sent a letter to customer addressing his concerns and provided customer with 12 month outage History. In addition, company is asking customer if he is not satisfied to contact them and make an appointment to speak with Mrs. Keen.

12/19/2005 - Case forwarded to Rhonda Hicks to be reassinged to ECR. rmchargue

Request No. 674785W

Name HOWELL ,WESLEY MR.

Business Name

Attachment to E-mail sent 11-26-05

Dear Ms. Here,

Enclosed in envelope is our "petition"
as you can see. more than a few of us
are pretty tired of the service.

Thank you,
Wesley A. Howell

RECEIVED

DEC 02 2005

Florida Public Service Commission
Division of FICA

ORIGINAL

Customers!

I, and many others have made Complaints to Both Tallahassee and the Polk County Health Dept Environmental Service About Our Water Service or Lack of. And did you know something can be done About it if more Complaints were made I am Sick of being without water, Going to work with no Shower, not being able to fix dinner etc. Once our water is back on then we go about our daily routine, until the water is off. Again. We Its not going to stop if you dont take the time but I make your formal Complaint, which is so desperately needed to solve this issue. Please, Take the time out I either write your Complaint down on the following sheet and or Call both of these numbers, you have to Call both.

Tallahassee 1-800-342-3553

~~or~~

Sincerely 519-8330 ext 1153

Keen Utility
Customers

Sincerely
Your Neighbor

Comments/Concerns

<p>3640 Central Ave.</p>	<p>Don't get stuck around when you don't know a street system because they raised rates to buy or upgrade the system (remember?) Have you noticed 8's that + 10's takes what's the difference?</p>	<p>2710 Gulfco Rd</p>	<p>Indy Kings</p>
<p>814 Alton Road</p>	<p>Don't get stuck around when you don't know a street system because they raised rates to buy or upgrade the system (remember?) Have you noticed 8's that + 10's takes what's the difference?</p>	<p>9832 Harrison Rd</p>	<p>Robert Richardson</p>
<p>8170 Oak Drive</p>	<p>Tried of coming home & finding no water!! Water smells like bleach</p>	<p>8170 Alton Rd</p>	<p>Wade</p>
<p>2610 Oak Drive</p>	<p>Tried of NO water Higher prices no service</p>	<p>2610 Oak Drive</p>	<p>Blaine</p>
<p>3158 Guthrie Ave</p>	<p>I have small children - a grandchild that can't possibly come without water but we're not good. The worst part is we can't even contact about pricing</p>	<p>3158 Guthrie Ave</p>	<p>Maria</p>
<p>2012 Alton Rd</p>	<p>It was never true this when Alton water was turned the was serviced not nearly as much as it is now more than triple</p>	<p>2012 Alton Rd</p>	<p>Andrew Paul</p>
<p>#1 Hesse Rd</p>	<p>Water is off at the most inconvenient time. No warning!!</p>	<p>#1 Hesse Rd</p>	<p>Jimmy Kings</p>
<p>318 Oak Dr.</p>	<p>Water has a high chlorine content.</p>	<p>318 Oak Dr.</p>	<p>Michelle Miller</p>

Put Address here

Name	Over phone please put address here	Comments/Complaints
John Langford INC		Tried of no water. Fix it NOW!
EE'S JUNTAY STORE	3540 CENTRAL Ave	SINCE KEEN UTILITIES IS THE OWNER we have ALL these problems. We need better service
	Fire Station 2 ALTURAS	We have problems That need to be fixed
Mrs E. King	3584 Central.	Water off too often has high chlorine at times
Hancio & Sylvia Ramirez	8010 Alturas Rd	Water is off too often. Problems with contaminated water. Problems with our bill being over \$100 a month until recently. Something needs to be done.
Roy Franklin	8190 Alturas Rd S. 863-232-0142	Water bills are too high is always off too much and for long times and during the time people need it the most. water smells like chlorine very strong sometimes it can time knock my wife out and took her breathe away
LOUIS IRETON	PO BOX 283 8130	
Levin James	8015 Alturas Rd	Water OFF all the time - low water pressure if any.
Eric Sowell	8000 Alturas Rd S 863 537-2126	15 yrs of no water problems and a lot of non-storm related problems since Keen took over. Please Stop this
Michael Phillips	7570 Alturas Rd	Tired of no water for days

Wilnic Marc

From: Consumer Contact
Sent: Saturday, November 26, 2005 10:59 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 1686

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: wesley howell
Telephone: 863-537-9390hm/712-3190cell
Email: bartow6@aol.com
Address: 8014 alturas rd so, bartow 33830

BUSINESS INFORMATION

Business Account Name: wesley howell
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COMPLAINT INFORMATION

Complaint: Other Complaint against Alturas Utilities, L.L.C.
Details:

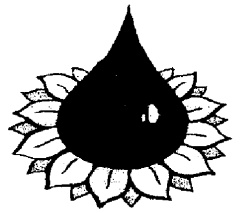
to whom it may concern,

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sincerely,
wesley a howell



**SUNRISE UTILITIES, LLC
&
ALTURAS UTILITIES, LLC**



685 Dyson Road Haines City, FL 33844 Phone/Fax: (863) 421-6827

To Whom It May Concern:

On November 18, 2005 our Alturas System went down due to a break in the line at the well site. Our operator Tri-Florida Water Treatment, Inc. was sent out and the line was repaired. The hydronumatic tank did not drop below 20 PSI therefore a boil water notice was not issued. If you have any further questions of this matter you may call Christie McCormick at 863-421-6827.

Alturas Utilities, LLC



SUNRISE UTILITIES, LLC & ALTURAS UTILITIES, LLC



685 Dyson Road Haines City, FL 33844 Phone/Fax: (863) 421-6827

December 1, 2005

Mr. Howell,

We would like to address any problems or concerns that you have. If you are not getting satisfaction from the answering of your letter we would like you to make an appointment to speak with Mrs. Keen.

To address the outage situation I have enclosed our outage history for the last twelve months.

When it comes to break downs we have no notice therefore we can not give you notice. We have two phone lines to answer customers question due to the outage. When an emergency situation occurs we have one person answering the customers and the other staff members rectifying the situation. Unless it is after hours then the situation lies on the staff member with the emergency cell phone.

On November 18, 2005 there was a break in the line and from the first phone call to the time it was fixed was a little over two hours.

The hydronumatic tank did not drop below 20 PSI therefore a boil water notice was not issued.

We removed the EDB from the system. This filter was placed some 20 years ago by the State. The groves used sprays on their land which had EDB in it. We have had nothing but problems with that filter, it is State maintained and unless an emergency occurred we were not allowed to bother with the filters. When we could not get the State to maintain the filters properly and the charcoal from the filters began clogging up the meters and main lines, causing discolored water we spent many man hours and thousands of dollars repairing the problems so we checked in to having them removed. We had to clear two years testing of EDB through Polk County Health Department which we did so the filters were removed.

Your statement about the back up system is true. But, as for as our staff not caring about our customers satisfaction that is not true,
we do care and we take things very serious and personal here.

Tri-Florida Water Treatment Inc. maintains our system they pull test twice a week from the well site. We do our best by checking the well site for any future problems to get them repaired so we can let you all know however in some cases it's just not possible.

We never meant for you to be mislead about the rate increase. The rate increase was not meant for a new system, it had to do with the cost of maintaining this system. The Florida Public Service Commission sets these rates not us. And as far as updating the system a new water tank has been put in, and as far as how old the well is has no bearing as long as it does not go dry we will not dig a new well, the pump that pulls the water from the ground was replaced two years ago and then again in October of 2005. Why we only got two years service from the other pump is not known. However new cables have been replaced to the pump. We are doing all we can do to get this system upgraded but it does take time and until things start going wrong with a certain piece of equipment we do not know when to replace it.

Your water is safe for use if any test ever showed up otherwise all of the customers would be notified not only by Alturas Utilities, LLC but also by the Polk County Health Department.

In closing of this letter we would like to apologize for any inconvenience this may have caused you. And as the last letter I wrote you a copy will be forwarded to the Florida Public Service Commission. I hope this clarifies all the questions in your letter if not I will be happy to meet with you by appointment in person.

Respectfully,


Earlene R. Keen

cm/ERK

cc: Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Alturas Utilities, LLC
Complaint file



SUNRISE UTILITIES, LLC & ALTURAS UTILITIES, LLC



685 Dyson Road Haines City, FL 33844 Phone/Fax: (863) 421-6827

12/6/04 – Main break at location where houses are being torn down == Alturas Road South

2/2/05 – 2.25 hours – broken main – 3148 Second Street

3/1/05 – Bad Cable, did away with Air Compressor, added Air Shot to system, changed direction of Back Flow Preventer.

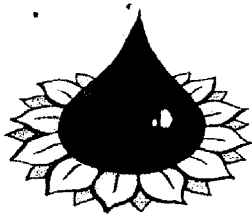
7/27/05 – replaced well seal

9/1/05 – line blockage – 2580 Oak Dr.

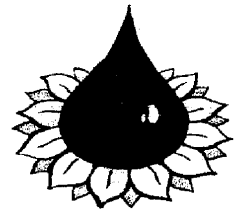
8/24/05 – EDB filter disconnected

10/26/05 – 10/27/05 – pump went out, replaced pump.

11/18/05 – line break at system.



**SUNRISE UTILITIES, LLC
&
ALTURAS UTILITIES, LLC**



685 Dyson Road Haines City, FL 33844 Phone/Fax: (863) 421-6827

November 16, 2005

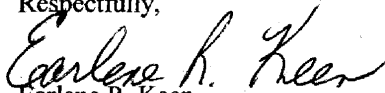
RE: 674785W

Mr. Wesley Howell
8014 Alturas Road S.
Bartow, FL 33844

To Whom It May Concern:

In regards to Mr. Howell's complaint, I would like to state we at Alturas Utilities, LLC do apologize for any inconvenience this has caused all of the residence in Alturas. The water system in Alturas has been down six times in the last year and we do realize that this is an inconvenience for the customer's however 3 out of the 6 times were beyond our control from main line clog's, to pump cable's breaking to the pump going out. The other three times the customers were notified with a sign at the entrance of Alturas these times were to update the system first time was to remove the EDB filters that have caused a lot of our problems in Alturas. The second time was to place a bypass on the system per Polk County Health Department. And the third time was to open the tanks to inspect the inside per Polk County Health Department. So as you can see there are things that we must do in order to stay in compliance. In regards to the boil water notices we are required by the Polk County Health Department to deliver notices to our customers to boil the water if the hydronumatic tank drop's below 20 PSI, and we are not allowed to deliver these notice's before hand they must be delivered after the fact. As far as the back up power source and the back up well we are not required by the State of Florida nor can the system afford such a source, there is not enough customers on this system. In regards to the Utility tax that is charged to the customers once again we have no control over this, Polk County charges this tax and in the last year it has changed from 2% to 8% and now as of October 1, 2005 it is at 10%. Our meter readings and all booking keeping is in our office available for review at any time, and we do have records for all accounts since we have taken over this system. Mr. Howell states in his letter that the water is smelly and is not satisfactory. We have not received any complaints on the smell of the water until this letter. Our water is tested twice a week by Tri-Florida Water Treatment, Inc. and all of our results are submitted to Polk County Health Department where they stay on file and can be reviewed at anytime. We at Alturas Utilities, LLC once again would like to apologize for any inconvenience that this has caused the customers in Alturas and we are doing everything possible to rectify all the situations and concerns they may have.

Respectfully,


Earlene R. Keen
Management

ERK/cm

cc: Wesley A. Howell
8014 Alturas Road South
Bartow, FL 33830

NOV 27 2005
FLORIDA

ALTURAS UTILITIES, LLC
685 DYSON ROAD
HAINES CITY, FL 33844
(863)421-6827

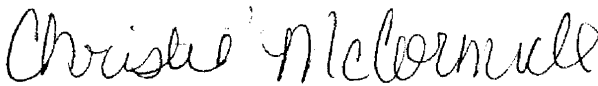
October 28, 2005

To Whom It May Concern:

Alturas Utilities, LLC water system went down Wednesday October 26, 2005 around noon time we dispatched our Operator Tri-Florida Water Treatment out immediately, they called me with a report that the breaker had tripped and everything was back up and running. Around 5:30pm I started receiving more calls on our emergency cell phone that they were back down we once again sent Tri-Florida back out. When they arrived this time they called with a report that it was an electrical problem and we need an electrician on site. I called Central Electric out to the site, he told me that it was the pump and he would have the part first thing in the morning and that they would be back up and running by noon on October 27, 2005. On October 27, 2005 Central Electric pulled the pump and called me with yet another report stating that the pump was completely out and that they had to locate a similar pump. They located one in Tampa and had to drive to get it. We delivered boil water notices to all the customers in the area that morning. The system was up and running at 10:30pm on October 27, 2005.

If you have any questions regarding this matter please call me at 863-421-6827.

Respectfully,



Christie McCormick