

State of Florida



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COMMISSION
CLERK

DATE: March 1, 2006

TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director

FROM: Gerald D. ~~Edwards~~ ^{MS} Engineering Specialist III, Division of Economic Regulation

RE: Docket No. 060074-WU-Initiation of show cause proceedings against Alturas Utilities, LLC for apparent violation of Rule 25-30.251(2), F.A.C. Record and Reporting interruptions

Enclosed is faxed materials received from Alturas Utilities, LLC addressing staff's February 17, 2006 letter. Please include this material in the above listed docket file.

- CMP _____
- COM _____
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- RCA _____
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- SEC 1
- OTH _____

DOCUMENT NUMBER-DATE
01834 MAR-28
FPSC-COMMISSION CLERK

685 DYSON ROAD
HAINES CITY, FL 33844



Fax

To: TROY RENDELL **From:** CHRISTIE MCCORMICK

Fax: 850-413-6935 **Pages:** 2

Phone: 850-413-6934 **Date:** 3/1/06

Re: PARADISE ISLAND **CC:** RON STAUDLBACHER

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

*KSRU**Keen Sales, Rentals and Utilities, Inc.*

685 Dyson Road
Haines City, FL 33844
Business Phone 863-421-6827

FEBRUARY 27, 2006

TO WHOM IT MAY CONCERN:

KEEN SALES, RENTALS AND UTILITIES, INC. POSTED A SIGN FRIDAY FEBRUARY 24, 2006 TO NOTIFY THE CUSTOMERS IN PARADISE ISLAND THAT WE WERE GOING TO INTERRUPT SERVICE ON FEBRUARY 27, 2006 BETWEEN THE HOURS OF 10:00AM AND 1:00PM TO FIX TWO SERVICE CONNECTIONS. BOIL WATER NOTICES WERE ISSUED MONDAY FEBRUARY 27, 2006 AT 12:00PM. THE CONNECTIONS WERE FIXED AND WATER SAMPLES WERE PULLED FOR TESTING. IF THERE ARE ANY FURTHER QUESTIONS REGARDING THIS MATTER PLEASE CONTACT CHRISTIE MCCORMICK AT 863-421-6827.

THANK YOU,



CHRISTIE MCCORMICK
KEEN SALES, RENTALS AND UTILITIES, INC.

685 DYSON ROAD
HAINES CITY, FL 33844

ALTURAS UTILITIES, LLC

Fax

To: TROY RENDELL	From: EARLENE KEEN
Fax: 850-413-6935	Pages: 7
Phone: 850-413-6934	Date: 3/1/06
Re: DOCKET NO. 060074-WJ	CC:
<input type="checkbox"/> Urgent <input type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input type="checkbox"/> Please Reply <input type="checkbox"/> Please Recycle	



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



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

February 27, 2006

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

RE: Docket No. 060074-WU

To Whom It May Concern:

Due to Staff changes at Alturas Utilities, LLC we were not aware of any violation due to Rule 25-30.251. We have always reported any outages to Ron Stadlebacher at Polk County/State Health Department. We do apologize for the misunderstanding on our part. I have spoken to our circuit rider with Florida Rural Water Association and our Licensed Operator, who has handled privately owned utilities for over 30 years and neither have ever heard of the Rule 25-30.251. Nor have we ever been notified of this rule on any previous complaints. However now that it has been brought to our attention we will make sure that any future outages will be reported. The following attachment enclosed are to answer the questions in the letter dated February 19, 2006. If there are any further questions regarding this matter please contact me at 863-421-6827.

Respectfully,

Earlene R. Keen
Alturas Utilities, LLC/Representative

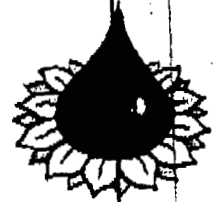
cc: Stewart Sheldon/President
Alturas Utilities, LLC

Stephen Baker
Attorney at Law

Clay Shurm
Florida Rural Water Association



SUNRISE UTILITIES, LLC & ALTURAS UTILITIES, LLC

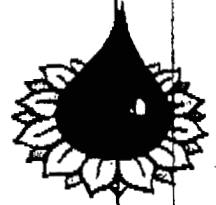


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February 14, 2005 – System down completely. Dispatched maintenance at 9:00pm system back up at 11:30pm. Apparent cause Air tank going bad. Boil water notice issued. Contact Central Electric concerning the Air Tank on the electrical end. Mr. Danny Chandler responded on February 15, 2005 and noted that he would have to order parts (168' cable) and until then he would have to shut the system down periodically to bleed air from tank manually. Alturas will remain under a boil water notice until parts come in and problem is resolved completely.



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



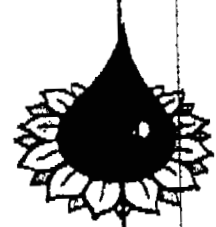
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On the following dates Alturas Utilities, LLC was taken down to bleed air out of tank manually due to air tank going out.

February 19, 2005
February 20, 2005



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



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

March 2, 2005

Alturas Utilities, LLC was taken down for repairs to do the following:
Replace Bad Cable, Did away with Air Compressor, Added Air Shot to System, Changed Direction of
Back Flow Preventer.



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



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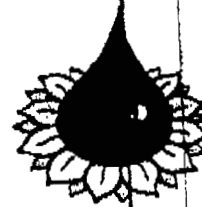
October 28, 2005

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.



SUNRISE UTILITIES, LLC & ALTURAS UTILITIES, LLC



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2. The Utility did keep records of each incident.
3. We did not furnish the PSC due to lack of knowledge in staff change. However we always notified Polk County Health Department.
4. Incident reports enclosed.
5. Yes, the outage did effect more than 10% of the customers.
6. N/A
7. N/A
8. Each outage listed on your February 17, 2006 letter were not reported due to lack of knowledge because of staff change.
9. The Utility did send out Boil Water Notices.
10. The Boil Water Notices are always delivered while the system is being worked on.
11. Due to the size of this system most problems that occur due involve service interruption. When the system goes down we notify Ron Staudlebacher at Polk County Health Department and our Operator who responds to the location. After finding the cause they fix the problem. If they can not fix the problem they contact the proper company that can. We have 24 hour Operators and Electricians contracted. Office staff delivers boil water notices and as soon as the system is back up the proper test are pulled and sent to be analyzed. Our Operators contact us when satisfied results are back and we issue a rescind on the boil water notice and then follow up with closure with the Polk County Health Department.

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863-421-6827

ALTURAS UTILITIES, LLC

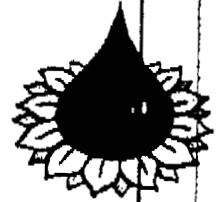
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To: TROY RENDELL	From: EARLENE KEEN
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Re: ALTURAS UTILITIES, LLC	CC: RON STAUELBACHER

Urgent For Review Please Comment Please Reply Please Recycle



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&
ALTURAS UTILITIES, LLC**



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

MARCH 1, 2006

ALTURAS UTILITIES, LLC POSTED A SIGN FEBRUARY 28, 2006 TO NOTIFY CUSTOMERS THAT THERE WOULD BE A SERVICE INTERRUPTION IN THEIR AREA MARCH 1, 2006 DUE TO REPAIRS THAT HAD TO BE MADE ON A MAIN LINE. THE SERVICE WAS SCHEDULED TO TAKE PLACE AT 2:00PM AND WAS UP AND RUNNING AT 2:24PM. BOIL WATER NOTICES WERE ISSUED AT 2:00PM AND SAMPLES WERE PULLED FOR TESTING MARCH 1, 2006. IF THERE ARE ANY FURTHER QUESTIONS REGARDING THIS MATTER PLEASE CONTACT EARLENE KEEN AT 863-421-6827.

THANK YOU,

EARLENE R. KEEN
ALTURAS UTILITIES, LLC/REPRESENTATIVE