

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: September 16, 2010
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Marshall W. Willis, Director, Division of Economic Regulation *MW*
RE: Docket No. 080121-WS - Aqua Utilities Company

Please add the attached correspondence from Jack Lihvarcik dated September 15, 2010 to the above docket. Thank you.

MW:kb

DOCUMENT NUMBER-DATE

07777 SEP 16 2010

FPSC-COMMISSION CLERK



Memorandum

Date: September 15, 2010

To: Florida Public Service Commission Staff

Cc:

From: Jack Lihvarcik

Re: **Summary of Customer Meetings – Secondary Water Quality**

In accordance with the additional 6 month Customer Service Monitoring discussed in Order No. PSC-10-0297(the " Order"), Aqua agreed to conduct two series of meetings with customers of the 7 systems identified for Secondary Water Quality improvements: Lake Josephine/Sebring Lakes, Leisure Lakes, Rosalie Oaks, Zephyr Shores, Tangerine, and Tomoka View. With respect to the first series of meetings, the Order required Aqua to meet with between 2 to 3 customers from each system and the OPC to discuss water quality, and service issues, and to present distribution system improvements to address water quality and reliability. With respect to the second series of meetings, Aqua was required to meet again with 2 to 3 customers from each system to address the costs and impact on rates. The first series of e meetings took place were scheduled from July 7, 2010 to July 9, 2010 for Lake Josephine/Sebring Lakes, Leisure Lakes, Rosalie Oaks, Zephyr Shores, Tangerine, and Tomoka View. In Aattendingance from Aqua were Jack Lihvarcik, Troy Rendell, Tricia Williams;, representing the Office of Public Council were Charles Beck and Earl Poucher.

The commission order required between 2 to 3 customers from each system to meet with the Company and OPC and discuss water quality, service issues, and the Company was to present distribution system improvements to address water quality and reliability. The second meeting is to address the costs and impact or rates.

Below is a summary of the first series of meetings with the 7 systems (there are actually 6 since Lake Josephine and Sebring Lakes are now one system):

1. Lake Josephine/Sebring Lakes:

Mr. Carr attended representing Sebring Lakes. Mr. Denardis could not attend due to medical conditions. Aqua The Company made several attempts to contact customers to represent the Lake Josephine system but those customers declined to participate. was not successful in having a customer represent Lake Josephine.

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Several attempts were made contacting customers but these customers did not want to participate.

Customer's Statements:

- The customer represented that over the last 12 to 18 months, the service and water quality has improved. This has been since the last rate case public hearing.
- The sulfur smell is better in the system. The installation of the blow-off at the end of his street with a timer has improved water quality. Mr. Carr indicated that he had experienced a problem when the timer failed. and immediately Mr. Carr experienced water quality issues.
- There are water complaints on Caravele Street, Some of the customers asked if the water main can be looped in the Caravele Street area. AquaThe company will be looking into the cost to loop the system or other actionsremedies to improve water quality.
- A question was raised as to whether the installation of if the AdEdge system would impact rates.be installed what would it do to rates? This will be discussed at the next meeting.
- Mr. Beck asked "what is the current sulfide situation". Mr. Carr responded he and his wife have not smelled any sulfur.
- Some customers stated that they Still hashad some residue on plumbing fixtures (sink and tub).

2. Leisure Lakes:

Mr. Loomis (HOA Vice President) and Beryll Hansen (Board Member) represented Leisure Lakes.

Customer's Statements:

- Mr. Loomis indicated that he liked his water.
- Mr. Hansen indicated that the water does not taste bad; however he has experienced a black ring in the toilet.
- The water quality in March was perfect. They have seen the quality change in April and May. It was explained that whenith the residents leaving their homes for an extended period, to return home,water stagnates in the lines which presents challenges to maintain water quality. water usage is reduced and water quality is more difficult to maintain.
- CustomersThey commented the sewer plant is working great. Mr. Loomis walks every morning and does not smell any odors from the plant.
- When a customers use the Aqua on-line complaint - the response has improved.
- The HOA indicated that conducted an internal survey and thethe majority of water quality concerns related to response was issues with taste & odor. The residents could not figure out why one block has no water quality issues and another has water quality issues.
- The HOA, as a consensus, would not mind paying more for water if water quality improves because they would not and will eliminate them having to purchase filters or bottled water.

- The HOA They indicated they would like Aqua to proceed with improvements.

3. Rosalie Oaks

Ms. Schmidt and Mr. Bessett represented Rosalie Oaks.

Customer's Statements:

- Ms. Schmidt does not have any issues or problems with water quality or service. She drinks the water, tells everyone to drink the water. The water is clear and the customer uses it for preparing food, coffee etc.
- Mr. Bessett has issues with an orange/pink or black ring in his toilet, and chlorine smell that at times is present in the water. The customer stated however that the chlorine smell is not there all the time.
- Mr. Bessett has water quality issues and checks with his neighbors across the street or next to him and they do not have issues with the water.
- Mr. Bessett mentioned his neighbor does not drink the water or allows his dog drink the water. After the meeting Troy, Tricia and myself personally met with Mr. Bessett's neighbor to discuss his water quality issues. The neighbor could not quantify or give specific issues with the water only he would not drink it nor give to his dog. I asked if the water had a chlorine smell, rotten egg smell or discoloration and his answer was no, he just doesn't drink the water.
- Both customers stated there are no rotten egg or sulfur issues with the water.

4. Zephyr Shores

There were approximately 55 customers who attended. Approximately 16 customers gave comments.

Customer's Statements:

- Discussed the installation of the sequestering system to improve the water quality, iron and hardness of the water.
- The new sequestering system worked in March when it was first installed. Customers stated that the water quality appeared to have degraded in April when the residents moved back home.
- One customer stated that Denny:he did have good water in May and June but d. Does see a residue in his denture case
- The majority of the complaints were based around rates. Customers stated that they would not have a problem paying the rates if the water quality is good.
- The attendees discussed the installation of additional flushing hydrants and looping dead end lines and interconnecting water mains. The cost of these improvements will be addressed at the next meeting.
- American Condo representatives stated that : They do not have any odor issues, but notice "white ring build up" after they finish . When the washing their cars. white rings build up when the water dries.
- Some customers stated there is some rust in the water but not all the time.

- Some customers stated that they do not drink the water because it does not taste good.
- Aqua representatives went to a customer's home to examine the water from his faucet and to discuss the meeting. The water from the kitchen tap looked clear and tasted good. All representatives of Aqua tasted the water and discussed with the customer.
- Customers discussed the possibility of interconnecting with the county or city. The differences in disinfection methodologies were discussed.

5. Tangerine

Representing Tangerine:; Grace Culler, Mary Pezzo and Tony Vanderburg

Customer's Statements:

- Mr. Vanderburg mentioned that he does smell some chlorine in the morning but . Ddoes not have rust in his water.
- Customers residing on Oak Street indicated that they do experience does have some smell and taste issues with in the water.
- They suggested Aqua send letters to the customers when any major construction projects are taking place in their community.
- Discussed the distribution system improvement project, looping of dead end water lines, elimination of cast iron, and galvanized water mains to improve water quality.
- Aqua representatives noted that Tthe distribution system project was on-going at the time of the meeting.
- Discussed the installation of the sequestering system to improve the water quality, iron and hardness of the water.
- Overall the customers were satisfied with the water quality and service.

6. Tomoka View

Representing Tomoka View: Harley Hoffman, Alan Gilbert, and Rock Hartley.

Customer's Statements:

- Discussed the distribution system improvements, the replacement of cast iron mains, installation of critical valves and flushing hydrants to improve water quality.
- The installation of the chloramination system to reduce the Tthm violation. Rock Hartley commented on bringing the system back into compliance and had the test results from the Volusia County Health Dept. which confirmed compliance.
- Aqua representatives Iinformed the customers m of the future capital improvements involving the by lining the storage tank. This will eliminate the tank from leaking.
- Mr. Hartley wanted to discusspursue the customer billing complaints that were submitted to Mr. Devlin at the PSC. Information on these customers' bills were previously sent to the PSC for review during the last rate case.
- Mr. Hoffman commented the water quality from February to July was excellent. He did have an issue recently and it was explained with a

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chloramination system you periodically had to chlorinate burn out the system to return it bring it back into balance.

- Mr. Hoffman suggested the installation of posts around the flushing hydrant at the entrance to the shopping center to protect it from being hit.
- Mr. Hoffman very little complaints or water quality issues. In the June news letter Mr. Hoffman informed everyone of the meeting to let him know of any issues. He had no complaints. In July he had 2 complaints.

Leisure Lakes Tuesday, Sept. 21, 2010 10:00 a.m.

Clubhouse 101 Parkview Cir S, Lake Placid, FL 33852

Joan Terrell Board Prez, 172 Woodside Drive, Lake Placid, FL 33852 412.999.7197 or 863.699.0430
Richard Loomis VP of Board, 2 Pine Tree Ct, Lake Placid, FL 33852 863-699-6625
Bill Allis, 56 Venetian Way, Lake Placid, FL 33852

Lake Josephine / Sebring Lakes Tuesday, Sept. 21, 2010 1:00 p.m.

Holiday Inn (Meeting Room) 601 South Lakeview Road, Lake Placid, FL 33852 863-465-9916

Mr. Mark Denardis, 5402 Sebring Lakes Blvd, Sebring, FL 33875 863-655-0220 Sebring Lakes
Roy & Pat Carr, 4349 Sebring Lakes Blvd, Sebring, FL 33871 863-655-0352 Sebring Lakes

Rosalie Oaks Wednesday, Sept. 22, 2010 9:00 a.m.

Perkins, 503 Hamlin Street, Lake Wales, FL 33853 863-676-0991

Helen Schmidt, 46 Rosalie Oaks Blvd, Lake Wales, FL 33898 863-696-3831
Ken Bessette, 11 Rosalie Oaks Blvd, Lake Wales, FL 33898 863-696-1495 or 813-417-1693

Zephyr Shores Wednesday, Sept. 22, 2010 3:00 p.m.

Club House 35112 Ada Ave, Zephyrhills, FL 33541

Gus Alexakos, 4625 Windy Lane, Zephyrhills, FL 33541 813-780-2810
Bob Ellis, 4600 Clarice Ave, Zephyrhills, FL 33541 813-779-9996

Tangerine Thursday, Sept. 23, 2010 9:30 a.m.

Tangerine Community Center, 7101 Wright Ave., Tangerine, FL 32777

Grace Culler 5700 Huron St, Tangerine, FL 32777 352-383-8219 Mailing: PO Box 553
Mary Pezzo 7177 Scott Ave, Tangerine, FL 32777 352-383-9629 Mailing: PO Box 397

Tony Vanderburg 7072 Earlwood Ave, Mount Dora, FL 32757 352-383-2410 Mailing: PO Box 314

Tomoka View Thursday, Sept. 23, 2010 2:00 p.m.

Hampton Inn 155 Interchange Blvd., Ormond Bch, FL 32714 (Sm Meeting Room) 386-677-9999

Harley Hoffman, 108 Seminole Drive, Ormond Beach, FL 32174 386-677-6306 or 386-295-7873
Richard Hartley (Rock), 307 Water Oak Ln, Ormond Beach, FL 32174 386-672-4423
Alan Gilbert, 109 Seminole Drive, Ormond Beach, FL 32174 386-672-5078

		Zephyr Shores	Rosalie Oaks	Lake Josephine	Sebring Lakes	Leisure Lakes	Tomoka View	Tangerine
System Stats	Number of Customers	468	89	538	75	273	263	269
	Current Type Of Treatment	Chlorination	Chlorination	Aeration & Chlorination	Aeration & Chlorination	Aeration & Chlorination	Aeration & Chlorination	Chlorination
	Capacity (GPD)	200,000	100,000	300,000	280,000	72,000	193,000	360,000
	Age of System	~1975	~ 1977	2008 WTP - Distribution ~ 30yr old	~ 1981	Built 1974	Built 1965	Built 1945
	Aqua Supervisor	Gene DeMayo	Gene DeMayo	Gene DeMayo	Gene DeMayo	Gene DeMayo	Paul Thompson	Will Fontaine
	Aqua System Facility Operator	Steve Fuller	Steve Fuller	Eddie Christmas	Eddie Christmas	Eddie Christmas	David Haring	Terry McCarthy
Water Quality Complaints	# of Complaints 6/1/09-3/22/10	30	2	6	1	9	20	16
	Water Quality Issues	Sulfur		X	X	X	X	X
		Manganese	X	X				
		Calcification	X	X	X	X	X	X
		Iron	X					X
Particles	X	X	X	X	X	X	X	
Plan of Action	Type Of Treatment Identified	Unidirectional Flushing Program; Sequestering with Aqua Mag	None, adjust flushing to coincide w/ vacancies	AdEdge, merge with Sebring Lakes	AdEdge Pilot, merge with Lake Josephine	Unidirectional Flushing Program; AdEdge	Unidirectional Flushing Program; Chloramination	Sequestering with Aqua Mag, Install chlorine analyser & autodialer, looping deadend mains
	Unidirectional Flushing Upgrades Needed	Install Isolation Valves & Blow Offs	Extend water line and install additional Blow Offs	None identified prior to merge with Sebring Lakes	None identified prior to merge with Lake Josephine	No additional installation work identified	Install Isolation Valves & Blow Offs	Install Isolation Valves & Blow Offs
	DEP permitting necessary	Yes, for sequestration	No	Yes, to merge systems & installation of AdEdge	Yes, to merge systems & installation of AdEdge	Yes, for AdEdge	Yes, for chloramination	Yes, for sequestration
	WMD permitting necessary	N/A	N/A	Yes	Yes	N/A	N/A	N/A
	Distribution System Improvements	\$ 500	\$ 6,600	\$ 6,139.00		\$ 14,788.00	\$ 39,382.00	
	Cost of additional treatment	\$10,000		\$150,000	\$150,000	\$ 150,000	\$ 13,610	\$ 9,500
	Cost of additional line looping							\$ 90,000
Expected Results of Solution	Remove iron & sediments from distribution system, give water "soft" appearance	Provide fresher water to customers prior to return to system	Improve pressure problems, remove hydrogen sulfide	Improve pressure problems, remove hydrogen sulfide	Remove sediment and scour distribution system, remove hydrogen sulfide	Remove sediment and scour distribution system, Chloramination to control TTHMs	Improve pressure problems, give water "soft" appearance, remove sediment from distribution system	


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System Stats	Number of Customers	468	89	538	75	273	263	269	
	Current Type Of Treatment	Chlorination	Chlorination	Aeration & Chlorination	Aeration & Chlorination	Aeration & Chlorination	Aeration & Chlorination	Chlorination	
	Capacity (GPD)	200,000	100,000	300,000	280,000	72,000	193,000	360,000	
	Age of System	~1975	~ 1977	2008 WTP - Distribution ~ 30yr old	~ 1981	Built 1974	Built 1965	Built 1945	
	Aqua Supervisor	Gene DeMayo	Gene DeMayo	Gene DeMayo	Gene DeMayo	Gene DeMayo	Paul Thompson	Will Fontaine	
	Aqua System Facility Operator	Steve Fuller	Steve Fuller	Eddie Christmas	Eddie Christmas	Eddie Christmas	David Haring	Terry McCarthy	
Water Quality Complaints	# of Complaints 6/1/09-3/22/10	30	2	6	1	9	20	16	
	Water Quality Issues	Sulfur		X	X	X	X	X	
		Manganese	X	X					
		Calcification	X	X	X	X	X	X	X
		Iron	X						X
Particles	X	X	X	X	X	X	X		
Plan of Action	Type Of Treatment Identified	Unidirectional Flushing Program; Sequestering with Aqua Mag	None, adjust flushing to coincide w/ vacancies	AdEdge, merge with Sebring Lakes	AdEdge Pilot, merge with Lake Josephine	Unidirectional Flushing Program; AdEdge	Unidirectional Flushing Program; Chloramination	Sequestering with Aqua Mag, install chlorine analyser & autodialer, looping deadend mains	
	Unidirectional Flushing Upgrades Needed	Install Isolation Valves & Blow Offs	Extend water line and install additional Blow Offs	None identified prior to merge with Sebring Lakes	None identified prior to merge with Lake Josephine	No additional installation work identified	Install Isolation Valves & Blow Offs	Install Isolation Valves & Blow Offs	
	DEP permitting necessary	Yes, for sequestration	No	Yes, to merge systems & installation of AdEdge	Yes, to merge systems & installation of AdEdge	Yes, for AdEdge	Yes, for chloramination	Yes, for sequestration	
	WMD permitting necessary	N/A	N/A	Yes	Yes	N/A	N/A	N/A	
	Distribution System Improvements	\$ 500	\$ 6,600	\$ 6,139.00		\$ 14,788.00	\$ 39,382.00		
	Cost of additional treatment	\$10,000		\$150,000	\$150,000	\$ 150,000	\$ 13,610	\$ 9,500	
	Cost of additional line looping							\$ 90,000	
	Expected Results of Solution	Remove iron & sediments from distribution system, give water "soft" appearance	Provide fresher water to customers prior to return to system	Improve pressure problems, remove hydrogen sulfide	Improve pressure problems, remove hydrogen sulfide	Remove sediment and scour distribution system, remove hydrogen sulfide	Remove sediment and scour distribution system, Chloramination to control TTHMs	Improve pressure problems, give water "soft" appearance, remove sediment from distribution system	