

**Eric Fryson**

**From:** Vandiver, Denise [VANDIVER.DENISE@leg.state.fl.us]  
**Sent:** Wednesday, September 05, 2012 10:07 AM  
**To:** Filings@psc.state.fl.us  
**Cc:** Andrew Maurey; Bart Fletcher; Ralph Jaeger; Martin Friedman Esquire (mfriedman@sfflaw.com); Patrick Flynn; Christensen, Patty; Vandiver, Denise  
**Subject:** Docket No. 120037-WS; Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke  
**Attachments:** Quality Concerns on Pennbrooke bullet format.docx

a. The full name, address, telephone number, and e-mail address of the person responsible for the electronic filing:

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b. The docket number and title if filed in an existing docket:

Docket No. 120037-WS  
Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke

c. The name of the party on whose behalf the document is filed:

Office of Public Counsel (OPC)


d. The total number of pages in each attached document:

2 pages

e. A brief but complete description of each attached document:

Cover letter with attached OPC concerns on quality of service.

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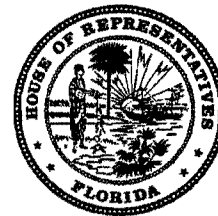
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September 5, 2012

Ann Cole, Director  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: Docket No. 120037-WS; Application for increase in water and wastewater rates in Lake County  
by Utilities, Inc. of Pennbrooke

Dear Ms. Cole:

Attached is a list of concerns that the Office of Public Counsel has with the quality of service provided by Utilities, Inc. of Pennbrooke. We are submitting this letter in an effort to be timely with our concerns and allow the staff and utility sufficient opportunity to review our concerns and ask for any additional information that might be needed. If you should have any questions, please feel free to call or e-mail me.

Respectfully submitted,

s/ Denise N. Vandiver  
Denise N. Vandiver  
Legislative Analyst

c: Division of Accounting & Finance (Maurey, Fletcher)  
Office of the General Counsel (Jaeger)

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Utilities, Inc. of Pennbrooke  
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Office of Public Counsel (Christensen)

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## Quality of Service

OPC believes that the quality of service should be considered marginal. The customers presented persuasive testimony at the customer meeting that the quality of service is not satisfactory for their household use. There were close to 200 customers in attendance at the Customer Meeting held on July 18, 2012. While only about 15 people testified, it was obvious that the customers that did testify generally supported that the quality of the water was poor and that many in the audience agreed but chose not to duplicate the testimony. Customer testimony addressed issues such as poor water pressure, too much iron, too much chlorine, black sludge, and damaged appliances.

- Customer survey:
  - 494 responses to 13 questions;
  - 98% replied that the water quality had not improved or was worse than the last rate case;
    - 30% of those complained of iron or rust in the water;
    - 42% complained that the water stained their fixtures, clothes and houses; and
    - 34% complained about the taste or smell of the water;
  - 78% responded that they had stains in their sinks, toilets, or tubs;
  - 60% of the respondents were dissatisfied or very dissatisfied with the quality of water; and
  - 78% rated the services as "expensive".
- Customer Testimony that there is a problem regarding water pressure for certain customers in Section K or "on the Hill".
- Order No. PSC-07-0088-PAA-WS, issued in Docket No. 060261-WS, on January 31, 2007, found that:
  - the quality of service was marginally satisfactory;
  - the customer satisfaction portion of the quality of service review had problems; and
  - the utility shall submit a report of its flushing program, including dates, locations, duration, gallons of water used in flushing the system, customers' complaints and utility responses concerning pressure.
- Order No. PSC-10-0400-PAA-WS, issued in Docket No. 090392-WS, on June 18, 2010, found that although customer satisfaction problems concerning pressure and water quality appear to have persisted since the last rate case, it appeared that the Utility was attempting to address these issues.

We urge that the Commission consider the quality of service as marginal as the customers continue to experience problems with the quality of the water provided and some customers continue to experience significant pressure problems. We further believe that the utility should be required to determine a method to more closely monitor customer satisfaction in a cost-effective manner.

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