

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-**

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**DATE:** June 15, 2016

**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

**FROM:** Penelope D. Buys, Engineering Specialist III, Division of Engineering *PDB  
PEY*

**RE:** Docket No. 150181-WU – Application for staff-assisted rate case in Duval County by Neighborhood Utilities, Inc.

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Please place the following document in the docket file. This document is an email from DEP listing the complaints after the test year.

## Penny Buys

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**From:** Penny Buys  
**Sent:** Monday, June 13, 2016 4:20 PM  
**To:** 'Lawson, Jeffrey'  
**Subject:** RE: Neighborhood Utilities, Inc. (DEP PWS # 2164279)

So, was there any actions taken against the company for not notifying DEP? Or was it ok since the company said the levels did not drop below 0.2 mg/L?

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**From:** Lawson, Jeffrey [mailto:Jeffrey.Lawson@dep.state.fl.us]  
**Sent:** Monday, June 13, 2016 4:00 PM  
**To:** Penny Buys  
**Cc:** Robert Graves  
**Subject:** RE: Neighborhood Utilities, Inc. (DEP PWS # 2164279)

Florida's MRDL requires systems to maintain a chlorine residual between 0.2 and 4.0 mg/L at all times. Anytime they fall outside of that range, they are required to notify us within 48 hours. That notification did not occur.



**Jeffrey Lawson**  
Program Administrator  
Florida Department of Environmental Protection  
Drinking Water and Aquifer Protection  
[jeffrey.lawson@dep.state.fl.us](mailto:jeffrey.lawson@dep.state.fl.us)  
Office: 850.245.8599

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**From:** Penny Buys [mailto:PBuys@PSC.STATE.FL.US]  
**Sent:** Monday, June 13, 2016 1:46 PM  
**To:** Lawson, Jeffrey <Jeffrey.Lawson@dep.state.fl.us>  
**Cc:** Robert Graves <RGRAVES@PSC.STATE.FL.US>  
**Subject:** RE: Neighborhood Utilities, Inc. (DEP PWS # 2164279)

Mr. Lawson,

For my clarification, according to Rule 62-550.310, (2)(a), F.A.C. the Maximum residual disinfectant levels (MRDLs) for Chlorine is 4.0 mg/L and according to Rule 62-550.500, (8), F.A.C., "A system that is not in compliance with an MCL or MRDL shall notify the Department within 48 hours of receiving the results." So, was Neighborhood in violation of these two Rules concerning the complaints? What was the action taken against Neighborhood if it did violate the Rules?

Thank you,

*Penelope Buys*  
Engineering Specialist  
Division of Engineering  
Florida Public Service Commission  
(850) 413-6518  
Fax – (850) 413-6519  
[pbuys@psc.state.fl.us](mailto:pbuys@psc.state.fl.us)

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**From:** Lawson, Jeffrey [<mailto:Jeffrey.Lawson@dep.state.fl.us>]  
**Sent:** Monday, June 13, 2016 10:46 AM  
**To:** Penny Buys  
**Cc:** Robert Graves  
**Subject:** RE: Neighborhood Utilities, Inc. (DEP PWS # 2164279)

Records indicate 2 complaints for this system in that timeframe, both from the same individual. Details are given below.

10/29/15 – Complaint regarding hydrogen sulfide odor due to incidence of low chlorine caused by malfunction in chlorine feed. DEP was not informed of the chlorine loss. Chlorine residual was restored within 2 days according to Owner and operating company.

5/12/16 – Complaint regarding hydrogen sulfide odor due to low chlorine residual. According to owner the chlorine pump malfunctioned causing a dip in the chlorine levels. Owner claims the level did not dip below 0.2 mg/L. DEP was not informed of the mechanical failure. Chlorine residual was restored the following day according to the operating company (US Water).



**Jeffrey Lawson**  
Program Administrator  
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Office: 850.245.8599

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**From:** Penny Buys [<mailto:PBuys@PSC.STATE.FL.US>]  
**Sent:** Monday, June 13, 2016 9:50 AM  
**To:** Lawson, Jeffrey <[Jeffrey.Lawson@dep.state.fl.us](mailto:Jeffrey.Lawson@dep.state.fl.us)>  
**Cc:** Robert Graves <[RGRAVES@PSC.STATE.FL.US](mailto:RGRAVES@PSC.STATE.FL.US)>  
**Subject:** RE: Neighborhood Utilities, Inc. (DEP PWS # 2164279)

Mr. Lawson,

Has DEP received any complaints concerning Neighborhood for the period June 30, 2015 to the present? Please contact me if you have any questions.

Thank you,

*Penelope Buys*  
*Engineering Specialist*  
*Division of Engineering*  
*Florida Public Service Commission*  
*(850) 413-6518*  
*Fax – (850) 413-6519*  
*[pbuys@psc.state.fl.us](mailto:pbuys@psc.state.fl.us)*

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**From:** Penny Buys  
**Sent:** Monday, May 23, 2016 9:03 AM  
**To:** 'jeffrey.lawson@dep.state.fl.us'

**Cc:** Robert Graves

**Subject:** Neighborhood Utilities, Inc. (DEP PWS # 2164279)

Mr. Lawson,

In February 2016, I asked if DEP received any complaint against Neighborhood for the period July 1, 2010 through June 30, 2015. You responded that DEP did not have any records of complaints during that time frame. Has DEP received any complaint since June 30, 2015 to the present? Please respond no later than June 1, 2016. If you have any questions, please contact me.

Thank you,

*Penelope Buys*  
*Engineering Specialist*  
*Division of Engineering*  
*Florida Public Service Commission*  
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