

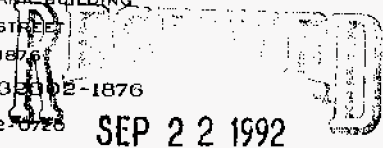
9

LAW OFFICES

MESSER, VICKERS, CAPARELLO, MADSEN, LEWIS, GOLDMAN & METZ
A PROFESSIONAL ASSOCIATION

SUITE 701, FIRST FLORIDA BANK BUILDING
215 SOUTH MONROE STREET
POST OFFICE BOX 1876
TALLAHASSEE, FLORIDA 32302-1876
TELEPHONE (904) 222-0720
TELECOPIER (904) 224-4359

SUITE 900
2000 PALM BEACH LAKES BOULEVARD
WEST PALM BEACH, FLORIDA 33409
TELEPHONE (407) 640-0820
TELECOPIER (407) 640-8202



SEP 22 1992

FPSR-RECORDS/REPORTING

REPLY TO: Tallahassee

September 22, 1992

ORIGINAL
FILE COPY

Mr. Steve Tribble, Director
Division of Records and Reporting
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0850

HAND DELIVERY

Re: FPSC Docket No. 920199-WS

Dear Mr. Tribble:

On August 14, 1992, a service hearing was held in the above-referenced docket in Sanford, Florida. During the hearing, specific complaints were expressed by the following customers of Southern States Utilities, Inc.: Ms. Tina Jinright, Ms. Cynthia Campbell and Ms. Dot Lamon. Following the hearing, I received a letter from Mr. Edward Fuchs of the Commission's Division of Water and Wastewater requesting that Southern States follow-up on these complaints and provide system maps.

In response to these complaints and Mr. Fuchs' letter, enclosed for filing in the above-referenced docket are the original and fifteen copies of Southern States' response to customer complaints arising out of the Sanford service hearing held on August 14, 1992. Enclosed also are two copies of the requested system^xmaps.

Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the same to me.


K I Z WAW
1 to DRP

701 DOCUMENT NUMBER-DATE
11012 SEP 22 1992
FPSR-RECORDS/REPORTING

Mr. Steve Tribble, Director
Page 2
September 22, 1992

Thank you for your assistance with this filing.

Sincerely,


Kenneth A. Hoffman

KAH/rl

Enclosures

cc: Brian P. Armstrong, Esq.

Matthew J. Feil, Esq., with response to customer complaints

Harold L. McLean, Esq., with response to customer complaints

SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS

REQUESTED BY: FPSC (Letter dated August 18, 1992)
CUSTOMER SERVICE HEARING: Sanford, August 14, 1992
SSU SYSTEM: Chuluota
DATE OF RESPONSE: September 14, 1992
PREPARED BY: James W. Ragsdale/Judy L. Sweat

- A. The following customers brought bundles of clothes, which had rust stains (from too much iron in the water):**

Tina Jinright	407-366-1561	
Cynthia Campbell	407-366-1551	141 E. Third St., Chuluota, Florida
Dot Lamon	407-365-3744	

Chairman Beard wanted to make sure that SSU has taken care of water problems in the Chuluota system.

- B. FPSC Staff Engineer could not locate Third Ct. on the system map provided by SSU.**

RESPONSE:

- A. SSU is presently preparing plans and an application to F.D.E.R. to replace approximately 3,000 feet of water main in the service area serving the above 4 individuals. We expect to have this work approved and completed by year-end 1992, resulting in increased water pressure and elimination of rust in the water.**

Reimbursements for damaged clothing, based upon the customers' itemizations, have been approved and checks are being processed for:

Tina Jinright	\$125.86
Cynthia Campbell	\$41.50

Attached are copies of the itemized lists of damaged clothing provided by these customers.

Mrs. Lamon's complaint was primarily due to low pressure and her meter location; her meter has been relocated to the rear property easement of her home.

- B. Third Ct. along lots 10 to 15 was mistakenly labeled as Third Street. Per our Rate Engineer's (Gary Morse) discussion with Edward Fuchs, attached is a section map showing the correct labeling.**

Customer No. 981949 TEL# 4073661561
Cust. Name JINRIGHT, RICHARD
Serv. Address 40 E THIRD COURT

Taken Date 8/27/92
Completed 8/19/92
Plant 00335

PROBLEM: MISCELLANEOUS

CUSTOMER STATES THAT SHE HAD CLOTHING RUINED. MR. CROOKS TOLD CUSTOMER WE WOULD REIMBURSE HER. SAM WILL TALK TO CUSTOMER.

PROB. TYPE 099

ORIGINAL
FILE COPY

CUSTOEMR REIMBURSED FOR DAMAGED CLOTHING - 1 PAIR JEAN SHORTS=\$25.00
1 JEAN OVERALLS' SHORTS =\$30.00 - 1 SMALL BATH TOWEL=\$2.99 - 1 PAIR
WHITE SHORTS=\$4.99 - 2 PAIR LADIES SOCKS=\$4.99 - 1 SET NINJA TURTLE
TOWEL & WASHCLOTH=\$9.99 - 1 WOMANS NIGHT SHIRT=\$5.99 - 1 KITCHEN TOWEL
=\$1.99 - 1 SET KIDS PJ'S=\$8.99 - 3 BATH TOWELS=4.99 EACH TOTAL=\$14.97
2 PAIR MENS SOCKS=\$3.99 - 1 GIRLS TANK TOP=\$3.99 - 1 BATH HAND TOWEL=
\$1.99 - 1 BEACH TOWEL=\$5.99 TOTAL=\$125.86

WTR METER NO. 08321548 GAS METER NO. SCHEDULE DATE 8/19/92

Field Representative SAM SPARKS Assign to:

8/27/92

DISPLAY ONE PROBLEM/COMPLAINT

12:54:25

Customer No. 981949
Cust. Name JINRIGHT, RICHARD

Completed 8/19/92

COMMENTS:

TOTAL REIMBURSEMENT =\$125.86, CHECK REQUEST SENT TO ACCOUNTS PAYABLE
ON 8-27-92

RESOLUTION: 480
MAILED OR ADVISED CUSTOMER OF REQUESTED DATA

WATER READINGS

GAS READINGS

Prev. 1	694300	Curr 1	694300
Prev. 2		Curr 2	
Prev. 3		Curr 3	

Prev. 1 ✓

Curr. 1

CMD-1 SCREEN 1

ENTER TO CONTINUE

- 1 pair Jean shorts - 25.00
(mixed Blues)
- 1 Jean overalls shorts - 30.00
(Gap) 1 small Bath Towel 2.99
- 1 pair white shorts - 4.99
- 2 pair Ladies Socks - 4.99
- 1 Set ^{Miss} Turtle Towel & Washcloth - 9.99
- 1 Women Night Shirt - 5.99
- 1 Kitchen Towel - 1.99
- 1 Set Kids PJ's - 8.99
- 3 Bath ^{Small} Towels 4.99 piece -
(Secur)
- 2 pair men's Socks - 3.99
- 1 girls Tank Top - 3.99
- 1 Bath Hand Towel - 1.99

25.00+
30.00+
2.99+
4.99+
4.99+
9.99+
5.99+
1.99+
8.99+
4.99+
4.99+
4.99+
3.99+
3.99+
1.99+
5.99+
125.86T

40 E 3rd Ct 366-1561
Chulucota - FL TINA JIMMIST



1 Beach Towel 5.99

12581

8/26/92

*** SOUTHERN STATES UTILITIES, INC ***
*** O T H E R S E R V I C E O R D E R ***

CUST. NO. 087998 NAME - CAMPBELL, CINDY
 ADD1 - 141 E 3RD ST
 ADD2 -

PLANT 00335 SERV ADDRESS 141 E THIRD CT
 CHULUOTA

REQUESTED BY CYNTHIA CAMPBELL TAKEN DATE 8/26/92

PROBLEM - MISCELLANEOUS TYPE - 099
CUSTOMER STATES THAT SHE HAD CLOTHING RUINED. MR. CROOKS TOLD CUSTOMER
WE WOULD REINBURSE HER FOR. SAM SPARKS WILL FOLLOW UP WITH THE CUSTO-
MER.

** WATER AND SEWER **
METER NO. 00928776

** G A S **
METER NO.

CUR READ- 1) ----- CUR READ- 1) -----
 2) -----
 3) -----

COMMENTS-

CUSTOMER REINBURSED FOR DAMAGED CLOTHING AS FOLLOWS: 3 TOWELS=\$3.00,
2 MENS DRESS SHIRTS=\$10.00, 5 T-SHIRTS=\$1.00, 2 PR MENS PANTS=\$10.00,
2 PR MENS SHORTS=\$5.00, 3 PR WOMENS SHORTS=\$5.00, 4 CHILD SHIRTS=\$4.00,
4 PAIR CHILDRENS SHORTS=\$2.00 AND 6 PAIRS UNDERWEAR=\$1.50. TOTAL REIN-
BURSEMENT OF \$41.50, CHECK REQUEST SENT TO ACCTS PAYABLE ON 8/27/92.

RESOLUTION- 480

MAILED OR ADVISED CUSTOMER OF REQUESTED DATA

ASSIGNED TO - DATE
SCHEDULE DATE 8/26/92
COMPLETED DATE 92/08/26
FIELD REPRESENTATIVE- -----

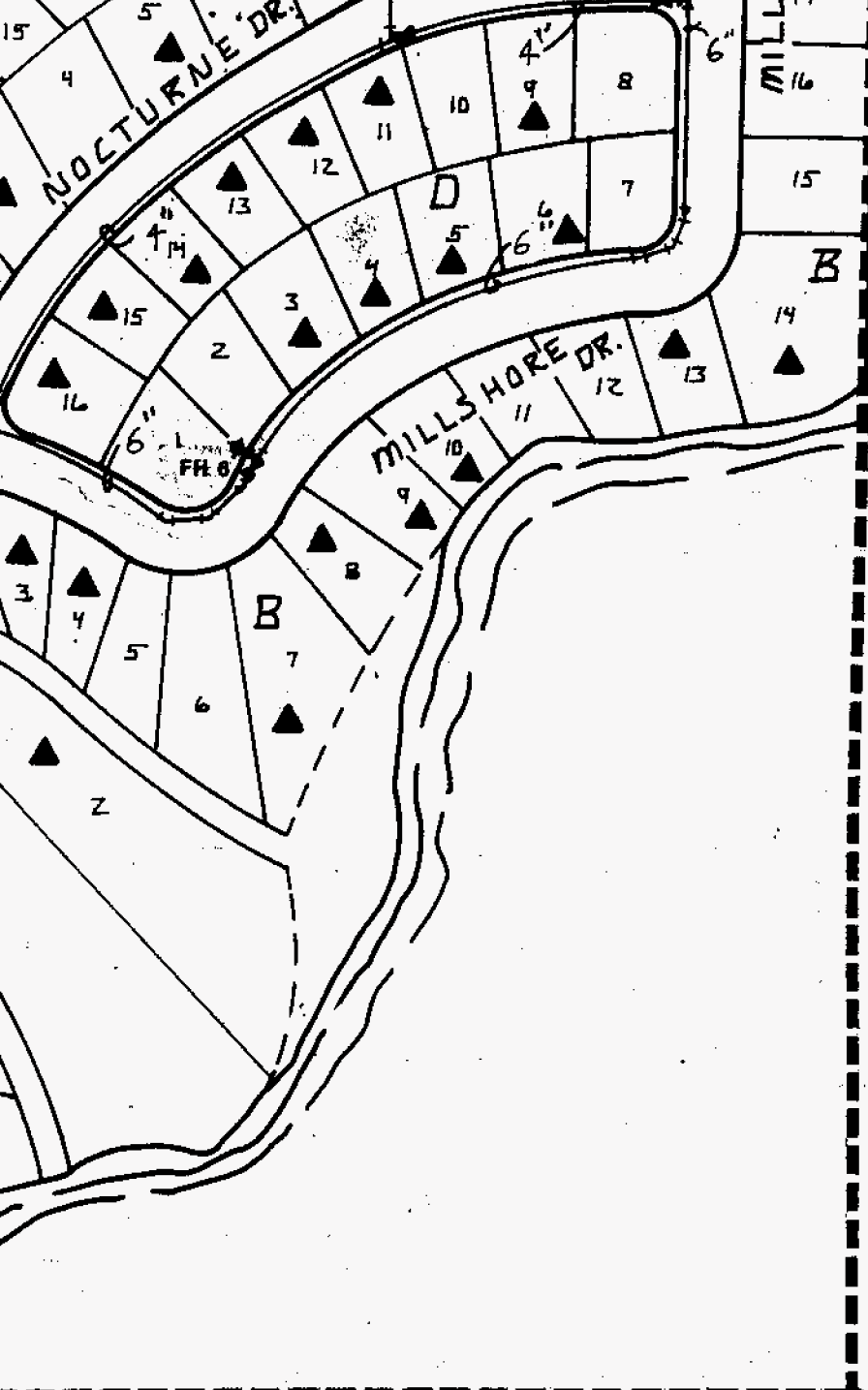


Items that have rust on them:











3 towels	3.00
2 dress shirts (man)	10.00
5 T. shirts (man)	1.00
2 pair of mens pants	10.00
2 pair of shorts (man)	5.00
3 pair of women's shorts	5.00
4 children's shirts	4.00
4 pair of children's shorts	2.00
6 pair of underwear	1.50
	<u>\$41.50</u>

Cynthia Campbell
141 East 3rd Court
Chuluota, FL 32766

✓



WATER SYMBOLS LEGEND

- TEE 
- CROSS 
- GATE VALVE 
- REDUCER 
- PLUG 
- BLOW-OFF 
- ELBOW 
- HYDRANT ASSEMBLY 
- DOUBLE SERVICE 
- SINGLE SERVICE 

Originals sent to District Court

THE SECORNER OF THE W 1/2 OF THE NE 1/4 OF S28/T21S/32E

INDEX NO. 8

CHULUOTA

SEMINOLE COUNTY

709

WATER DISTRIBUTION SYSTEM

PLANT NUMBER
335

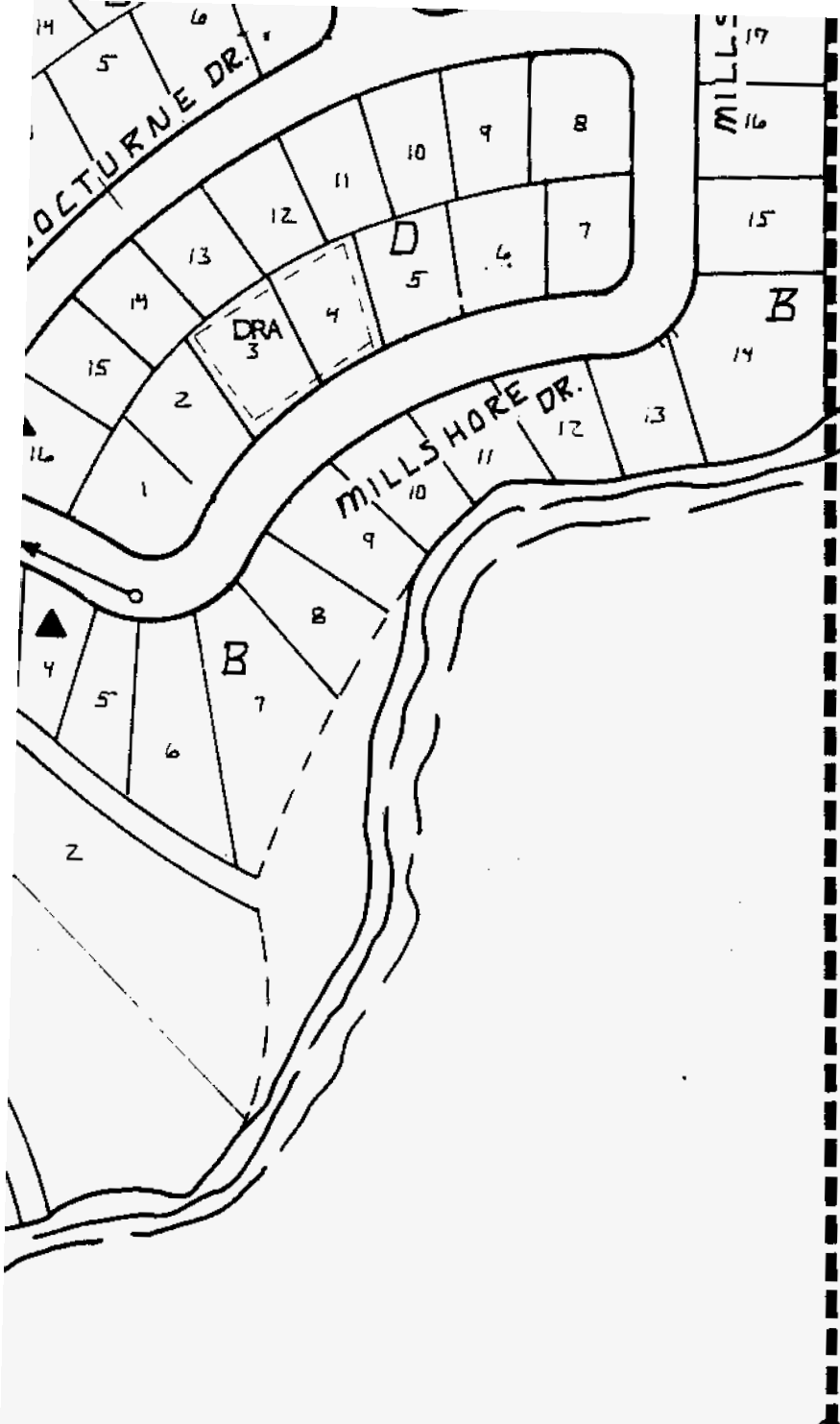
SCALE
1" = 200'

DATE
9/89

DRAWN BY
MG

CHECKED BY
P. STORY

SHEET 2 OF 2



*Originals
sent to
District
Court*

SYMBOLS LEGEND

- MANHOLE**
 - LIFT STATION**
 - SANITARY SEWER MAIN**
 - CLEAN OUT**
 - 8" PVC** TYPE OF PIPE
 - DIRECTION OF FLOW**
 - FORCE MAIN (DIRECTION OF FLOW)**
 - SINGLE SERVICE**
 - DOUBLE SERVICE**
- } **SEWER LATERAL**

THE SECTION CORNER OF
THE W 1/2 OF THE
NE 1/4 OF S 28/T 21 S 13 2 E

INDEX NO. 10

CHULUOTA

SEMINOLE COUNTY 710

WASTEWATER COLLECTION SYSTEM

PLANT NUMBER 335	
SCALE 1" = 200'	
DATE 9/89	
DRAWN BY MG	CHECKED BY P. STORY
SHEET <u>2</u> OF <u>2</u>	