




Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: February 2, 2001

TO: Division of Records and Reporting 

FROM: Johnny Butts, Division of Economic Regulation

RE: Docket No. 000580-WU- Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

RECEIVED-FPSC
 01 FEB - 2 PM 3:46
 RECORDS AND REPORTING

Please place the attached letters in the file of the above-referenced docket.

APP _____
 CAF _____
 CMP _____
 GOM _____
 QTR _____
 ECR _____
 LEG _____
 OPC _____
 PAI _____
 RGO _____
 SEC _____
 SER _____
 OTH _____

DOCUMENT NUMBER-DATE
 01548 FEB-20
 FPSC-RECORDS/REPORTING

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

January 30, 2001

Mr. Edward F. Hendrix
P.O. Box 2
Alturas, Florida 33820-0002

Re: Docket No. 000580-WU, Keen Sales, Rentals and Utilities, Inc. (Keen or utility.)

Dear Mr. Hendrix:

I would like to take this opportunity to follow-up with you and address the concerns that were discussed at the November 30, 2000 Alturas' customer meeting. As stated at the meeting, the Commission voted on staff's recommendation at the January 16, 2001 Agenda conference.

At the customer meeting, customers complained about certain concerns they had experienced involving this utility. This letter will address those concerns and the involvement of the Commission to provide a better quality of service for Alturas' customers. The following issues were stated to staff on the Alturas Water Works system:

- poor response time to calls for maintenance;
- inconsistent quality of the water;
- water outages and air in the lines;
- calls to Division of Consumer Affairs (Consumer Affairs), Polk County Health Department (PCHD), Department of Environmental Protection (DEP), and the utility were unanswered.

Staff investigated the above complaints and has determined the following:

- Poor response time is caused by the remote location of Alturas and poor communication by maintenance personnel as to the repair process and a lack of prioritizing calls. The utility has assigned a person to coordinate call priority and insure customers are aware of repair status on a 24 hour basis.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0865

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Edward F. Hendrix

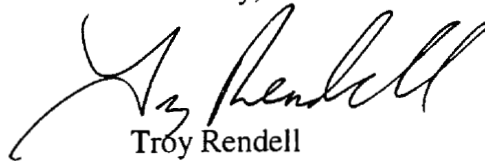
Page 2

January 30, 2001

- The inconsistent of quality and air in the lines was caused by a faulty DEP maintained EDB filter at the water plant. DEP has identified the problem and repairs are ongoing. Under the EDB Grant Program, a project has been started to interconnect this system with the City of Bartow. Once the interconnection is complete, the EDB filter will be eliminated;
- The utility's water outages were primarily caused by ruptures in the tank requiring outside maintenance to be called for repairs, and increasing the duration of the outage. The Commission has included an amount of money for a new water tank to be installed within six months of the effective date of the Order.
- The complaint calls were investigated and the investigation revealed no records of calls being made to DEP, PCHD, or Consumer Affairs.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Devlin, Tudor, Willis, Crouch, Butts, Munroe, Lingo)
Division of Legal Services (Gervasi)
JoAnn Chase, Assistant to Commissioner Lila A. Jaber
Ray Keen, President, Keen Sales, Rentals and Utilities, Inc.

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

January 30, 2001

Mr. Terry L. Langford
P.O. Box 232
2640 Central E. Avenue
Alturas, Florida 33820-0232

Re: Docket No. 000580-WU, Keen Sales, Rentals and Utilities, Inc. (Keen or utility.)

Dear Mr. Langford:

I would like to take this opportunity to follow-up with you and address the concerns that were discussed at the November 30, 2000 Alturas' customer meeting. As stated at the meeting, the Commission voted on staff's recommendation at the January 16, 2001 Agenda conference.

At the customer meeting, customers complained about certain concerns they had experienced involving this utility. This letter will address those concerns and the involvement of the Commission to provide a better quality of service for Alturas' customers. The following issues were stated to staff on the Alturas Water Works system:

- poor response time to calls for maintenance;
- inconsistent quality of the water;
- water outages and air in the lines;
- calls to Division of Consumer Affairs (Consumer Affairs), Polk County Health Department (PCHD), Department of Environmental Protection (DEP), and the utility were unanswered.

Staff investigated the above complaints and has determined the following:

- Poor response time is caused by the remote location of Alturas and poor communication by maintenance personnel as to the repair process and a lack of

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0865

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Terry L. Langford

Page 2

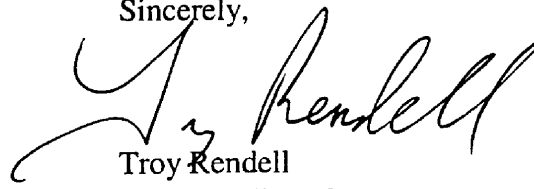
January 30, 2001

prioritizing calls. The utility has assigned a person to coordinate call priority and insure customers are aware of repair status on a 24 hour basis.

- The inconsistent of quality and air in the lines was caused by a faulty DEP maintained EDB filter at the water plant. DEP has identified the problem and repairs are ongoing. Under the EDB Grant Program, a project has been started to interconnect this system with the City of Bartow. Once the interconnection is complete, the EDB filter will be eliminated;
- The utility's water outages were primarily caused by ruptures in the tank requiring outside maintenance to be called for repairs, and increasing the duration of the outage. The Commission has included an amount of money for a new water tank to be installed within six months of the effective date of the Order.
- The complaint calls were investigated and the investigation revealed no records of calls being made to DEP, PCHD, or Consumer Affairs.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Devlin, Tudor, Willis, Crouch, Butts, Munroe, Lingo)
Division of Legal Services (Gervasi)
JoAnn Chase, Assistant to Commissioner Lila A. Jaber
Ray Keen, President, Keen Sales, Rentals and Utilities, Inc.

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

January 30, 2001

Ms. Karen Bramble
2605 Oak Drive
P.O. Box 121
Alturas, Florida 33820

Re: Docket No. 000580-WU, Keen Sales, Rentals and Utilities, Inc. (Keen or utility.)

Dear Ms. Bramble:

I would like to take this opportunity to follow-up with you and address the concerns that were discussed at the November 30, 2000 Alturas' customer meeting. As stated at the meeting, the Commission voted on staff's recommendation at the January 16, 2001 Agenda conference.

At the customer meeting, customers complained about certain concerns they had experienced involving this utility. This letter will address those concerns and the involvement of the Commission to provide a better quality of service for Alturas' customers. The following issues were stated to staff on the Alturas Water Works system:

- poor response time to calls for maintenance;
- inconsistent quality of the water;
- water outages and air in the lines;
- calls to Division of Consumer Affairs (Consumer Affairs), Polk County Health Department (PCHD), Department of Environmental Protection (DEP), and the utility were unanswered.

Staff investigated the above complaints and has determined the following:

- Poor response time is caused by the remote location of Alturas and poor communication by maintenance personnel as to the repair process and a lack of

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0865

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Karen Bramble

Page 2

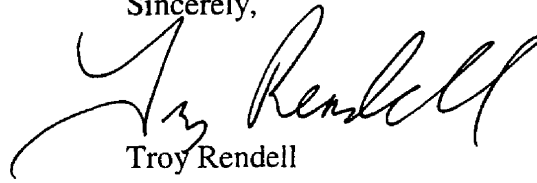
January 30, 2001

prioritizing calls. The utility has assigned a person to coordinate call priority and insure customers are aware of repair status on a 24 hour basis.

- The inconsistent of quality and air in the lines was caused by a faulty DEP maintained EDB filter at the water plant. DEP has identified the problem and repairs are ongoing. Under the EDB Grant Program, a project has been started to interconnect this system with the City of Bartow. Once the interconnection is complete, the EDB filter will be eliminated;
- The utility's water outages were primarily caused by ruptures in the tank requiring outside maintenance to be called for repairs, and increasing the duration of the outage. The Commission has included an amount of money for a new water tank to be installed within six months of the effective date of the Order.
- The complaint calls were investigated and the investigation revealed no records of calls being made to DEP, PCHD, or Consumer Affairs.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Devlin, Tudor, Willis, Crouch, Butts, Munroe, Lingo)
Division of Legal Services (Gervasi)
JoAnn Chase, Assistant to Commissioner Lila A. Jaber
Ray Keen, President, Keen Sales, Rentals and Utilities, Inc.

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

January 30, 2001

Mr. & Mrs. Mike Mull
2595 Oak Drive
Alturas, Florida 33820

Re: Docket No. 000580-WU, Keen Sales, Rentals and Utilities, Inc. (Keen or utility.)

Dear Mr and Mrs. Mull:

I would like to take this opportunity to follow-up with you and address the concerns that were discussed at the November 30, 2000 Alturas' customer meeting. As stated at the meeting, the Commission voted on staff's recommendation at the January 16, 2001 Agenda conference.

At the customer meeting, customers complained about certain concerns they had experienced involving this utility. This letter will address those concerns and the involvement of the Commission to provide a better quality of service for Alturas' customers. The following issues were stated to staff on the Alturas Water Works system:

- poor response time to calls for maintenance;
- inconsistent quality of the water;
- water outages and air in the lines;
- calls to Division of Consumer Affairs (Consumer Affairs), Polk County Health Department (PCHD), Department of Environmental Protection (DEP), and the utility were unanswered.

Staff investigated the above complaints and has determined the following:

- Poor response time is caused by the remote location of Alturas and poor communication by maintenance personnel as to the repair process and a lack of prioritizing calls. The utility has assigned a person to coordinate call priority and insure customers are aware of repair status on a 24 hour basis.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0865

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. & Mrs. Mike Mull

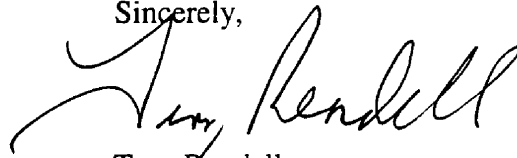
Page 2

January 30, 2001

- The inconsistent of quality and air in the lines was caused by a faulty DEP maintained EDB filter at the water plant. DEP has identified the problem and repairs are ongoing. Under the EDB Grant Program, a project has been started to interconnect this system with the City of Bartow. Once the interconnection is complete, the EDB filter will be eliminated;
- The utility's water outages were primarily caused by ruptures in the tank requiring outside maintenance to be called for repairs, and increasing the duration of the outage. The Commission has included an amount of money for a new water tank to be installed within six months of the effective date of the Order.
- The complaint calls were investigated and the investigation revealed no records of calls being made to DEP, PCHD, or Consumer Affairs.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Devlin, Tudor, Willis, Crouch, Butts, Munroe, Lingo)
Division of Legal Services (Gervasi)
JoAnn Chase, Assistant to Commissioner Lila A. Jaber
Ray Keen, President, Keen Sales, Rentals and Utilities, Inc.

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

January 30, 2001

Mr. Don Davidson
P.O. Box 121
Alturas, Florida 33820

Re: Docket No. 000580-WU, Keen Sales, Rentals and Utilities, Inc. (Keen or utility.)

Dear Mr Davidson:

I would like to take this opportunity to follow-up with you and address the concerns that were discussed at the November 30, 2000 Alturas' customer meeting. As stated at the meeting, the Commission voted on staff's recommendation at the January 16, 2001 Agenda conference.

At the customer meeting, customers complained about certain concerns they had experienced involving this utility. This letter will address those concerns and the involvement of the Commission to provide a better quality of service for Alturas' customers. The following issues were stated to staff on the Alturas Water Works system:

- poor response time to calls for maintenance;
- inconsistent quality of the water;
- water outages and air in the lines;
- calls to Division of Consumer Affairs (Consumer Affairs), Polk County Health Department (PCHD), Department of Environmental Protection (DEP), and the utility were unanswered.

Staff investigated the above complaints and has determined the following:

- Poor response time is caused by the remote location of Alturas and poor communication by maintenance personnel as to the repair process and a lack of prioritizing calls. The utility has assigned a person to coordinate call priority and insure customers are aware of repair status on a 24 hour basis.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0865

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Don Davidson

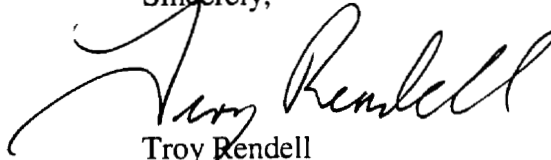
Page 2

January 30, 2001

- The inconsistent of quality and air in the lines was caused by a faulty DEP maintained EDB filter at the water plant. DEP has identified the problem and repairs are ongoing. Under the EDB Grant Program, a project has been started to interconnect this system with the City of Bartow. Once the interconnection is complete, the EDB filter will be eliminated;
- The utility's water outages were primarily caused by ruptures in the tank requiring outside maintenance to be called for repairs, and increasing the duration of the outage. The Commission has included an amount of money for a new water tank to be installed within six months of the effective date of the Order.
- The complaint calls were investigated and the investigation revealed no records of calls being made to DEP, PCHD, or Consumer Affairs.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Devlin, Tudor, Willis, Crouch, Butts, Munroe, Lingo)
Division of Legal Services (Gervasi)
JoAnn Chase, Assistant to Commissioner Lila A. Jaber
Ray Keen, President, Keen Sales, Rentals and Utilities, Inc.