

M E M O R A N D U M

April 30, 2001

TO: DIVISION OF RECORDS AND REPORTING
FROM: DIVISION OF LEGAL SERVICES (GERVASI) *ps*
RE: DOCKET NO. 010396-WS - APPLICATION FOR STAFF-ASSISTED
RATE CASE IN BREVARD COUNTY BY BURKIM ENTERPRISES, INC.

Attached is a letter dated April 17, 2001, to Jack Shreve, Public Counsel, from Residents of Snug Harbor, with enclosures. **PLEASE PLACE THIS INFORMATION IN THE ABOVE-REFERENCED DOCKET FILE.** Thank you.

RG:ALC:alc

Attachments

cc: Division of Economic Regulation (Rendell)
Division of Legal Services (Espinoza)

DOCUMENT NUMBER DATE

05394 MAY-15

FPSC-RECORDS/REPORTING

Residents
Snug Harbor
Micco, FL 32976
April 17, 2001

Jack Shreve, Public Counselor
111 West Madison Street – Room 812
Tallahassee, FL 32399-1400

Dear Sir,

We the undersigned residents of Snug Harbor Lakes Condominium, Micco, are writing to make you aware of the water system problems which exist in this community and Snug Harbor Village. Snug Harbor Lakes is a 55+ condominium community of 297 manufactured homes and Snug Harbor Village has approximately 80 manufactured homes.

While there have been continuing problems with water since the condominium was established in 1988 recent events lead us to believe that we may be nearing a point where government assistance is necessary to ensure that the residents of both Snug Harbor Lakes and Snug Harbor Village have safe drinking water.

There are nine enclosures with this letter which we trust will assist you in understanding our water problems and concerns. In addition, be aware that we were without water on February 21 and 22, 2001 due to an underground leak. It is our understanding that a temporary repair may have been made and there is still a small leak at the site. Between March 24 and April 2, 2001 the water was on and off on an irregular basis due to an explosion of some kind in a tank located on the water system property. Apparently the tank will need to be replaced when a new one is available in approximately four to six weeks.

Another major concern is the continuing presence of Trihalomethane in our water. The enclosures will demonstrate how long the problem has existed and how many times we have been assured it would be corrected but it has not been.

There are other concerns and questions which residents have regarding the actual ownership of the water system, timeliness of boil water orders, inappropriate notice posting on the “ lift boil ban”, and lack of cooperation in addressing residents requests for information, to mention a few.

RECEIVED

APR 20 2001

FLORIDA PUBLIC SERVICE COMMISSION
Chairman Jacobs

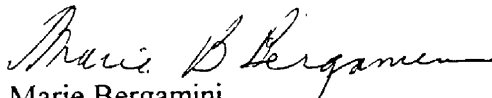
We trust you will look into the water system situation here in Snug Harbor and do all that you can to assist us in having safe drinking water.

Thank you,

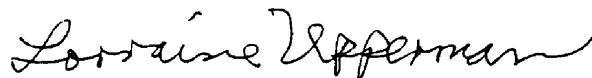
Sincerely,


Alton Williamson


5451 Bannock Street


Marie Bergamini
Drive

7660 Great Bear Lake


Lorraine Upperman

7674 Fox Hunter Circle


Jenarita Aldrich

5455 Bannock Street

Cc: Susan Clark
J. Terry Deason
Joseph Garcia
Julia Johnson
E. Leon Jacobs, Jr.
Nancy Higgs

enclosures

711

The Water We Drink Snug Harbor

We're pleased to present to you this year's Annual Quality Water Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. Our water source is a well that draws groundwater from the Floridan Aquifer

I'm pleased to report that our drinking water is safe and meets federal and state requirements.

If you have any questions about this report or concerning your water utility, please contact our water plant utilities contractor, David Whiteside, of Accurate Utilities, telephone number 561-489-4411. We want our valued customers to be informed about their water utility.

Snug Harbor routinely monitors for constituents in your drinking water according to Federal and State laws. This table shows the results of our monitoring for the period of January 1997 to December 1998. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some constituents.

In this table you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms we've provided the following definitions:

Non-Detects (ND) - laboratory analysis indicates that the constituent is not present.

Parts per million (ppm) or Milligrams per liter (mg/l) - one part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per billion (ppb) or Micrograms per liter - one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Picocuries per liter (pCi/L) - picocuries per liter is a measure of the radioactivity in water.

Action Level - the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Treatment Technique (TT) - A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Maximum Contaminant Level - The "Maximum Allowed" (MCL) is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal - The "Goal" (MCLG) is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

TEST RESULTS

Contaminant and Unit of Measurement/ MCL/TT/AL/ Violation Y/N/ Level Detected/ range/ MCLG/ MCL/ Source of Contamination

Inorganic Contaminants

1. Fluoride(ppm)	nd	no	4	4	1997	Erosion of natural deposits: water additive which promotes strong teeth
2. Sodium(ppm)	nd	no	n/a	160	1997	Salt water intrusion: leaching from soil
3. Copper (tap water) (ppm)	nd	no	1.3	AL=1.3	1996	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
4. Lead (tap water) (ppb)	nd	no	-0	AL=15	1996	Corrosion of household plumbing systems, erosion of natural deposits
5. Barium(ppm)	.014	no	nd	50	1997	Discharge of drilling wastes and metal refineries

Group II Unregulated Organic Contaminants

6. Chloroform(ppb)	177ppb	no		170-177	1997	No EPA health language
7. Bromoform(ppb)	0.84ppb	no		0.84	1997	
8. Bromodichloroform(ppb)	60.5ppb	no		60-60.5	1997	

Volatile Organics

6. Tthms(ppb)	.233.6	yes	.199-.294	.100	1998	By-product of drinking water chlorination.
---------------	--------	-----	-----------	------	------	--

Secondary Contaminants

7. Odor	49.0	yes	1-49	3	1997	Natural occurrence from soil leaching
8. TDS(ppm)	648	yes	576-64		1997	Natural occurrence from soil leaching

(7) Tthms. Some people who drink water containing TThms in excess over the mcl over many years may experience problems with their liver, kidneys, or central nervous system and may increase chance of getting cancer.

As you can see by the table, our system had two violations and the duration was from Jan 1997 to Dec 1998. We have installed a forced draft Degasifier which removes the sulfur and any organics before chlorination and we still are monitoring for the TThms to get the mcl violation corrected. We have our latest sample results in from July 1999 and the TThms level has dropped to .156PPb.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

(A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment

plants, septic systems, agricultural livestock operations, and wildlife.

(B) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

(D) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

(E) Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

(iii) In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

MCL's are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

Thank you for allowing us to continue providing your family with clean, quality water this year. In order to maintain a safe and dependable water supply we sometimes need to make improvements that will benefit all of our customers. These improvements are sometimes reflected as rate structure adjustments. Thank you for understanding.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Please call our office if you have questions.

We at Snug Harbor work around the clock to provide top quality water to every tap, said David Whiteside. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.

NOTICE TO CUSTOMERS

Pursuant to Section 367.081 (4) (a), Florida Statutes, water and wastewater utilities are permitted to adjust, twice a year, the rates and charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreases in noncontrollable expenses subject to inflationary pressures such as chemicals, and other general operation and maintenance costs.

On **August 24, 2000,**
(Date)

CGD UTILITIES, Inc.
(Name of Company)

filed its notice of intention with the Florida Public Service Commission to increase water and wastewater rates in **Brevard** County pursuant to this statute. The filing is subject to review by the commission staff for accuracy and completeness. If acknowledged by the commission, water rates will increase by approximately **1.30 %** and wastewater rates by **1.64 %**. These rates are effective on or after October 31, 2000.

(Date)

If you should have any questions, please contact your local utility office at (561) 334-3433. Be sure to have your account number handy for quick reference.

42

CONNECTICUT GENERAL DEVELOPMENT CO.

FINE MANUFACTURED HOUSING DEVELOPMENTS

February 10, 2000

Dear Snug Harbor Resident,

We at Snug Harbor hereby notify all persons receiving water from our utilities that in recent monitoring for Trihalomethane, the reading has exceeded the MCL rule under 62-550.521. Since this occurrence, we have installed a forced draft degasifier on our well water to try and bring the levels back into compliance. The following paragraph from DEP explains the health related effects of an MCL violation.

DISINFECTION BYPRODUCTS AND TREATMENT TECHNIQUE FOR DEP:

The United States Environmental Protection Agency(EPA) sets drinking water standards and requires the disinfection of drinking water. However, when used in the treatment of drinking water, disinfectants react with naturally-occurring organic and inorganic matter present in water to form chemicals called disinfection byproducts(DBPs). EPA has determined that a number of DBPs are a health concern at certain levels of exposure. Certain DBPs, including some trihalomethanes(THMs) and some haloacetic acids(HAAs) have been shown to cause cancer in laboratory animals. Other DBPs have been shown to affect the liver and the nervous system and cause reproductive or developmental effects in laboratory animals. Exposure to certain DBPs may produce similar effects in people. EPA has set standards to limit exposure to THMs, HAAs and other DBPs.

If there are any further questions, please call the office at 664-1000.

Robert S. Roth
Snug Harbor Village and Lakes

7600 ROUTE 1 • MICCO, FLORIDA 32976 • (407) 664-6600

MEMBERS OF FLORIDA MANUFACTURED HOUSING ASSOCIATION "AFFORDABLE HOUSING FOR AMERICA"

L

Burkim Enterprises, Inc.
2340 NE Dixie Hwy
Jensen Beach, FL 34957

September 7, 2000

Dear Valued Customer:

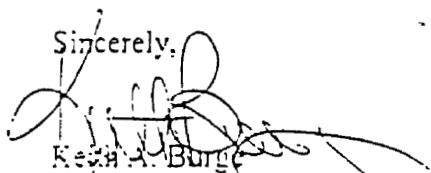
On August 28, 2000 Connecticut General Utilities, Inc. was sold to Burkim Enterprises, Inc. My name is Keith A. Burge and I am the president of Burkim Enterprises, Inc. My family and I have over 40 years of experience in the utility business and although this utility has had its problems we feel that with timely payments from our customers and proper attention and maintenance given to the facilities we can begin to make a difference in the quality of water and of service given to you the customer.

In case of an emergency you may call my office at (561) 334-3433 or my mobile phone at (561) 708-5175. I do currently maintain an office at the Snug Harbor Sales Office, but payment is to be mailed to my office in Jensen Beach. Checks should be written and mailed to:

Burkim Enterprises, Inc.
2340 NE Dixie Hwy
Jensen Beach, FL 34957

Utility bills are due when received and are considered late 20 days from the date of mailing. Penalties will apply and corrective action taken for any unpaid utility bills. I am accessible to any customer, so please feel free to drop by my office in Snug Harbor with any questions you may have or call me at my office. I look forward to serving your utility needs.

Sincerely,


Keith A. Burge
President, Burkim Enterprises, Inc.

Burkim Enterprises, Inc.
2340 NE Dixie Hwy
Jensen Beach, FL 34957

September 7, 2000

Dear Valued Customer:

We are once again notifying all persons receiving water from our utility that in the past monitoring for Trihalomethane, the reading has exceeded the MCL rule under 62-550.521. Since this occurrence, we are continuing to make changes to the processing of our well water to try and bring the levels back into compliance. We will be monitoring for THM's again in December 2000 and are very confident the readings will be in compliance at that time. The following paragraph from DEP explains the health related effects of a MCL violation:

DISINFECTION BYPRODUCTS AND TREATMENT TECHNIQUE FOR DEP:

The United States Environmental Protection Agency (EPA) sets drinking water standards and requires the disinfection of drinking water. However, when used in the treatment of drinking water, disinfectants react with naturally-occurring organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBP's). EPA has determined that a number of DBP's are a health concern at certain levels of exposure. Certain DBPs, including some trihalomethanes (THMs) and some haloacetic acids (HAAs) have been shown to cause cancer in laboratory animals. Other DBPs have been shown to affect the liver and the nervous system and cause reproductive or developmental effects in laboratory animals. Exposure to certain DBPs may produce similar effects in people. EPA has set standards to limit exposure to THMs, HAAs and other DBPs.

If there are any further questions, please call the office at (561) 334-3433.

Burkim Enterprises, Inc.

March 24, 2001

To: All residents of Snug Harbor Lakes and Villages

From: Burkim Enterprises, Inc. (Water Company)

It has become necessary once again to boil your water until further notice. There has been a loss of pressure in the water distribution system due to a problem with the system's pressure tank. Please bring water to a boil and vigorously boil it for at least one minute. Please continue to boil the water until such a time that the utility can make sure the water is tested to make sure it is safe.

We are now attempting to correct the problem and will have water service

restored as soon as possible.

Once water service is restored you may have reduced water pressure due to the nature of the problem, please use water conservatively. You will continue to have low pressure until such time that the problem is totally resolved.

Sincerely,

Keith Burge
President, Burkim Enterprises, Inc

1000 - 05/2001/01 EDKUNING DEAN 10/00/01

1000 - 05/2001/01 EDKUNING DEAN 10/00/01

CONNECTICUT GENERAL DEVELOPMENT CO.

FINE MANUFACTURED HOUSING DEVELOPMENTS

[Faint, illegible text, possibly bleed-through from the reverse side of the page]

7600 ROUTE 1 • MICCO, FLORIDA 32976 • (407) 664-6800

MEMBERS OF FLORIDA MANUFACTURED HOUSING ASSOCIATION "AFFORDABLE HOUSING FOR AMERICA"

Snug Harbor Lakes Condominium Association Inc.
7645 Kyak Court
Micco, Florida 32976

Telephone: (561) 663-5832

FAX (561) 663-5833

Ms. Nancy Higgs
Brevard County Commission
1311 E. New Haven Avenue
Melbourne, Florida 32901

March 26, 2001

Dear Commissioner Higgs:

The Snug Harbor Lakes Condominium Association Board of Directors is forwarding the following information to your office on behalf of the residents of the Snug Harbor Condominium and Snug Harbor Village.


On February 21, 2001, at approximately 1:00 p.m., the community experienced a complete loss of water service. Service "down time" continued until late in the following day (February 22, 2001). The loss of service was caused by a major break in a main line from the service tank.

On March 24, 2001, the community was without water service from approximately noon until 6:00 p.m. and again from midnight until noon the following day (Sunday, March 25, 2001). The water service was interrupted again that day at around 4 p.m. This interruption was of a shorter duration. This second water service emergency was caused by a break in the circulating tank. In order to restore service, the Utility Company (Burkim Enterprises, 2340 NE Dixie Hwy, Jensen Beach, Florida) had to bypass the broken tank and cap the feeder line. A representative from Brevard County was on site at some point during the repair and is aware of the breakdown. Temporary repairs have been made and the community has had water service restored for the time being. The Utility Company issued a "boil water" notice to all residents during both losses in service.

In the event that future breakdowns requiring such long periods without water service occur within our community, we would ask your assistance in resolving the problem. Any help or advice that you can offer will be appreciated.

Sincerely,

Jim Arpino, President



cc: Environmental Protection Agency (State of Florida)
Florida Public Service Commission
Mr. Keith Burge (Burkim Enterprises)
Brevard County Health Department

m
April 2, 2001

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

TO: Residents of Snug Harbor Village and Snug Harbor Lakes

The March 24, 2001 "Precautionary boil water notice" is hereby rescinded following the bypass of the hydropneumatic tank and the satisfactory completion of the bacteriological survey showing that the water is safe to drink.

If you should have any questions, please call Burkim Enterprises, Inc. at (561) 334-3433.


Keith A. Burge
President, Burkim Enterprises, Inc.

Burkim Enterprises, Inc.
2340 NE Dixie Hwy
Jensen Beach, FL 34957

April 2, 2001

Dear Valued Customer:

We are once again notifying all persons receiving water from our utility that in the past monitoring for Trihalomethane, the reading has exceeded the MCL rule under 62-550.521. Since this occurrence, we are continuing to make changes to the processing of our well water to try and bring the levels back into compliance. We will be monitoring for THM's again in April 2001 and expect to have the readings in compliance at that time. The following paragraph from the Department of Environmental Protection explains the health related effects of a MCL violation:

DISINFECTION BYPRODUCTS AND TREATMENT TECHNIQUE FOR DEP:

The United States Environmental Protection Agency (EPA) sets drinking water standards and requires the disinfection of drinking water. However, when used in the treatment of drinking water, disinfectants react with naturally-occurring organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBP's). EPA has determined that a number of DBP's are a health concern at certain levels of exposure. Certain DBP's, including some trihalomethanes (THM's) and some haloacetic acids (HAAs) have been shown to cause cancer in laboratory animals. Other DBPs have been shown to affect the liver and the nervous system and cause reproductive or developmental effects in laboratory animals. Exposure to certain DBPs may produce similar effects in people. EPA has set standards to limit exposure to THMs, HAAs, and other DBPs.

If there are any further questions, please call the utility office at (561) 334-3433.

Burkim Enterprises, Inc.