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January 26, 2005

Trisha Merchant  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

In re: Application of Indiantown Company, Inc. for Increased Water  
and Wastewater Rates in Martin County – Docket No. 040450-WS

Dear Ms. Merchant:

On January 12, 2005, the Commission held a customer meeting in Indiantown in conjunction with the rate increase application of Indiantown Company, Inc. Except for Commission and Company representatives, there were few customers in attendance. Four of those customers testified. This letter relates the Company's response to the testimony, as follows:

1. Laura Groomes, 16353 Four Wood Way. Her primary complaint was that the cap on sewer is too high for small users and should be dropped to a smaller number. She also agreed with complaints about low pressure.

**RESPONSE:** The Company will leave the issue of rate structure to the Commission. In order to investigate the low pressure allegation, the Company visited Mrs. Groomes. At the time of the visit, her water pressure was 70 psi, and she said the pressure was fine. She maintained that the pressure dips on occasion, and she thinks it is because of the increased number of people in the park (Indianwood) during the winter. Apparently, this pressure complaint, as well as the complaint by Mrs. Catherine Deninger relate to poor toilet flushing, which each blames on low water pressure. The Company representative explained that the water pressure relates only to filling the toilet tank, not to the flushing action. The Company asked Mrs. Groomes to notify the Company whenever any future problem occurs, so that a visit can be made during the time the problem exists.

2. Kathy Eckel, 16252 Indianwood Circle, related pressure problems, "big bills for no service," and "6 inches of dirt on the meter." "How was it read?"

**RESPONSE:** Company representative, Jim Hewitt, visited Ms. Eckel on January 25, 2005. Ms. Eckel indicated that she has a toilet problem. There is no problem with other

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appliances. (The Company is not certain what to attribute the problem to, but sometime ago, it was discovered that the piping in many of the homes in Indianwood was defective. The manufacturer replaced the piping in many homes. Others opted for a cash settlement. The Company does not know which option was taken by the previous occupants of Ms. Eckel's home.) Ms. Eckel has only been a resident of Indianwood and a customer of Company since October 2004. Although her usage has been around 10,000 to 11,000 gallons per month, the previous occupant used an average of 15,000 gallons per month. Ms. Eckel has agreed to read her meter before and after sprinkling and calculate her monthly usage for sprinkling. If there is still some question about usage quantity, the Company will investigate further. Mr. Hewitt showed Ms. Eckel how the meter readers scrape off any dirt or debris on top of the meter in order to read the meter. Since the meters are below the level of the ground, there is usually some dirt or debris on top, but this does not interfere with an accurate reading.

3. Catherine Deninger, 16272 Indianwood Circle, complained of low water pressure at dinnertime. On a positive note, she was pleased that the new Company generators enabled the Company to provide water after the hurricane.

**RESPONSE:** The Company visited the residence and spoke to Mr. Deninger. The water pressure was checked and registered 65 psi. Mr. Deninger said he had never had any water pressure problems. He said his wife must have been talking about the pressure problem in the toilet. The Company explained, as with Mrs. Groomes, that the pressure relates only to filling the toilet tank, not to the flushing action.

4. Diane Mancilla, 14964 Seminole Drive, expressed concern about contamination, due to her receipt in December of a notice from the Company. The Company did not visit Mrs. Mancilla, but the Company's commitment regarding the issue is set forth below.
5. Art Matson, 16142 South Five Wood Way, did not personally have any complaints and was happy with the Company, but said that he had heard of some low pressure problems. The Company checked Mr. Matson's water pressure at the time of the other visits and found the water pressure to be 65 psi.

#### **COMPANY COMMITMENT:**

Pressure - The Company will respond promptly to any allegations of low water pressure and will investigate each complaint. If development occurs close to Indianwood in the future it will provide an opportunity to loop the water system. Looping the system would not completely cure the problem, but it would help the situation, even through there would still be somewhat of a problem due to the requirements for grass watering. Each Indianwood resident is required by the Homeowners Association to water grass using the water furnished by Indiantown. Each sprinkler system is connected to the house line from the ¾ inch meter. When sprinkling is taking place, the home does not have full pressure. There will also be a pressure drop whenever a next-door neighbor is using a sprinkler on

the same 1-inch service that supplies two ¾ inch meters. A re-use water irrigation system would eliminate the problem, even without the construction of a loop.

Total Trihalomethanes – The Company will continue to provide all notices to customers that are required by DEP/EPA, in the language suggested by either agency. The company will timely sample the water it furnishes and file all reports due. If, after the third quarter of sampling, the changes in methodology and flushing have not achieved the desired results, the Company will take corrective action, as appropriate.

Sincerely,



David B. Erwin

DBE:jm

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