

State of Florida



ORIGINAL
Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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

DATE: April 14, 2006

TO: Division of the Commission Clerk and Administrative Services

FROM: Ralph K. Jaeger, Senior Attorney, Office of the General Counsel

RE: Docket No. 060057-WS - Investigation into whether Lindrick Service Corporation should be ordered to show cause as to why it should not be fined for its apparent violations of Rules 25-30.250, 25-30.251, 25-30.130, and 25-22.032, Florida Administrative Code, and the requirements of Order No. PSC-99-1883-PAA-SU, issued September 21, 1999 in Docket No. 980242-SU.

Please place the attached 6 pages which include four documents that Lindrick has agreed to use in its handling of outage events and customer complaints in the docket file.

RRJ/jb

cc: Division of Economic Regulation (Rendell)

- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- RCA _____
- SCR _____
- SGA _____
- SEC 1 _____
- OTH _____

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

LINDRICK SERVICE CORPORATION

UPDATED FORMAL PROCEDURES FOR OUTAGE NOTIFICATIONS AND TRACKING OF CUSTOMER COMPLAINTS

Lindrick Service Corporation ("Lindrick") has updated its procedures for (1) repair and notification of water service outages, and (2) tracking customer complaints and determining customer satisfaction (collectively, "Updated Procedures"). Lindrick has adopted these Updated Procedures to facilitate communications between the utility, its customers, and relevant regulatory agencies, and to avoid the problems associated with the water outages that occurred on June 29 and 30, 2005.

Lindrick's Updated Procedures are described in more detail below.

1. Procedures for Repair and Notification. Lindrick has updated its formal written protocols to ensure timely repair and notification in the event of a water outage. These updated protocols include a written form that memorializes the outage event and assigns specific responsibility for repair, notification and agency reporting. That form appended hereto as Attachment "A." As part of its updated protocols, Lindrick has developed a comprehensive list of names and contact information for all entities that should receive notice of water outages. In order to effectively verify that proper notifications have occurred, Lindrick's updated policy is to provide notification where possible via facsimile transmission. Furthermore, in order to facilitate proper reporting to regulatory authorities, Lindrick has retained Gator Water, an outside operator, to perform and monitor

testing and, collect, review and timely submit all the compliance documentation required by relevant regulatory authorities.

2. Tracking Customer Complaints. Lindrick has updated its customer complaint tracking mechanism by using a new Quality of Service Survey ("QOS") Form. The QOS Form enables the utility to closely track the nature of the customer complaints, the utility's responsiveness to the complaint, and customer satisfaction. A copy of the QOS Form is appended hereto as Attachment "B." The form will also allow the utility to monitor trends based on analysis of complaints and to catalogue customer complaints by category.

3. Enhanced Telecommunications Service. Lindrick has added an additional telephone line to its office system to enhance its ability to communicate with customers in outage events and other emergency conditions. As a result, the utility now has three phone numbers through which customers may access utility representatives: (727) 842-2409; (727) 849-2268 and (727) 848-1165.

The Updated Procedures described above will serve to augment and supplement Lindrick's existing policies and procedures concerning outage notification and customer complaints.

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LINDRICK SERVICE CORPORATION

PROCEDURE FOR REPAIR AND NOTIFICATION OF WATER OUTAGE

PLANNED OUTAGE*	UN-PLANNED OUTAGE*	ACTION	PERSON RESPONSIBLE	ALTERNATE PERSONNEL
1. IDENTIFY PROBLEM AND REPAIR METHOD				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	a. Determine location and nature of problem	Field Supervisor	Administrator
<input type="checkbox"/>	<input type="checkbox"/>	b. Create plan, Measure in field for required components, Gather equipment and supplies required for repair. Lay out components to verify proper size and completeness.	Field Supervisor	Administrator
<input type="checkbox"/>	<input type="checkbox"/>	d. Notify all personnel required and outside contractors as needed to complete the repair.	Field Supervisor	Administrator
<input type="checkbox"/>	<input type="checkbox"/>	f. Perform tests to verify extent of shutdown and determine service area to be affected	Field Supervisor	Administrator
2. WATER SHUT OFF NOTIFICATIONS				
<input type="checkbox"/>	<input type="checkbox"/>	Notify those listed on the "Water Outage Notification List", effort should be made to give 24 hours in advance of planned shutdown,;	Utility Supervisor	Administrator
<input type="checkbox"/>	<input type="checkbox"/>	Notify those listed on the "Water Outage Notification List" as soon as possible:	Utility Supervisor	Administrator
3. Perform Repairs:				
<input type="checkbox"/>	<input type="checkbox"/>	Record hours of shutdown, personnel involved and all details as required for incident report	Field Supervisor	Administrator
4. Boil Water Notices:				
Boil water notices shall be issued to the affected customers whenever the system pressure falls to zero (atmospheric).				
<input type="checkbox"/>	<input type="checkbox"/>	Issue all notices listed on the "Water Outage Notification List" in advance of shutdown:	Field Supervisor	Administrator
<input type="checkbox"/>	<input type="checkbox"/>	Issue all notices on the "Water Outage Notification List" as soon as possible:	Field Supervisor	Administrator
5. Flush System				
<input type="checkbox"/>	<input type="checkbox"/>	Open fire hydrants for a short period following repair/ construction to flush lines and chlorinate.	Field Supervisor	Administrator
6. Testing				
		Perform two day bact. test and submit to lab		
		Day One		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Upstream	Gator Water	Water Supervisor
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Downstream	Gator Water	Water Supervisor
		Day Two		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Upstream	Gator Water	Water Supervisor
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Downstream	Gator Water	Water Supervisor
<input type="checkbox"/>	<input type="checkbox"/>	Confirm that test results have been sent to DEP by sampling contractor (Gator Water). (LSC copied)	Field Supervisor	Water Supervisor
7. Rescind Boil Water Notice:				
After lab notification that tests (first and second day) are satisfactory, a Rescind Boil Notice shall be faxed or hand delivered with proof of receipt:				
<input type="checkbox"/>	<input type="checkbox"/>	Issue all notices listed on the "Water Outage Notification List"	Utility Supervisor	Administrator
8. Complete Construction and clean up: Area is to be backfilled and restored (i.e. roadways, sod replaced etc.) as quickly as possible.				
<input type="checkbox"/>	<input type="checkbox"/>	Record personnel involved and all details as required for incident report	Field Supervisor	Administrator
9. PSC Incident Report/ Notes: Florida PSC if 10% or more of customers are without service. Notice using fax form letter. Submit incident report to FL PSC. Submit within one week of shutdown				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Draft	Field Supervisor	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Review	Administrator	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Final Check and Submission	President	

* Person responsible to initial

Water Outage Notification List

WATER SHUTOFF*		BOIL WATER*		RESCIND BOIL WTR.*		NAMES	PHONE #	FAX #	REMARKS
FAX	RCPT **	FAX	RCPT **	FAX	RCPT **				
						PSC (over 10%)	(850) 413-6100	(850) 413-7168	
						Florida DEP (within 24hrs)	(813) 632-7600	(813) 632-7671	
						Pasco County Board of Health	841-4111		
						Fire Station # 19	-	847-8004	Dispatch 847-8102
						Gulf Harbors Civic	847-6428 (pres) 817-0940 (Kathy)	815-0228 849-1904	
						Woodlands Assoc.	847-4266	847-5525	
						Sea Forest Assoc.	815-9343	-	Mary 816-9194
						Sea Board Arbors	849-8899	849-7995	
						Vendward Cove	710-0498		
						Gulf Harbors Condos	848-0198	846-8102	
						Sea Castle	847-0586	847-0586	Mark 992-2420
						New Port Colony	992-9095	343-8200	
						Town Homes	845-3000	845-0315	
						St. Andrews	843-8900	848-0597	
						Landings @ Sea Forest	859-0444	859-9406	
						Heather Cove	845-3159	-	
						Mariners Way	846-9279	846-9279	
						Harbor Villas	845-1911	-	
						Holiday Harbors	869-9700	869-9825	Answering Service (813) 960-2836
						Residence	844-0638		
						Residence	844-5206		
						Residence	849-7771		
						Tampa Tribune	-	846-0711	
						St Pete Times	-	869-6233	
						Bay Area News 9	437-2000 (727) 698-6873	(727) 329-2434	

* Person responsible to initial
 ** Initial when fax receipt has been recorded

LINDRICK SERVICE CORPORATION COMPLAINT RESOLUTION SURVEY (QOS)

Please read each question and circle the option below that you feel is the best answer.

1. The following questions pertain to water service at the address printed on the slip attached to this questionnaire. Do you currently pay the bill for water service at this address?

Yes (1) No (0)
(Circle one)

If you answered "No" to Question 1, you are not eligible to complete this survey. Thank you for your time.

2. What was the nature of the problem that led to the request for service?
Billing (1) water pressure (2) water system leak (3) meter problem (4)
other (5) _____
(Circle one)

3. What period of time elapsed between your request and a response?

same day (1) next day (2) within one week (3) within one month (4)
longer (5)
(Circle one)

4. What period of time elapsed between your request and a repair or resolution of the problem?
same day (1) next day (2) within one week (3) within one month (4)
longer (5)
(Circle one)

5. Please indicate how satisfied or dissatisfied you were with your water company's response to your service request by rating each service category on a scale from 1 to 5, where:

1=very satisfied 2=somewhat satisfied 3=neither satisfied nor dissatisfied
4=somewhat dissatisfied 5=very dissatisfied

Question	Service Category	Rating (1-5)
7a	Timeliness of service	<u>1 to 5</u>
7b	Quality of service	<u>1 to 5</u>
7c	Effectiveness of service	<u>1 to 5</u>
7d	Expertise of water company employee(s)	<u>1 to 5</u>
7e	Courtesy of water company employee(s)	<u>1 to 5</u>

Customer name:
Account Number:
Address:

6. Did you suffer any disadvantages or losses as a result of the problems that led to this complaint?

Yes (1) No (0)
(Circle one)

7. If you answered yes to number 5 above, please describe:

<i>Utility use only:</i>	<i>date:</i>
<i>Tracking category:</i>	
<i>Meter size and type:</i>	
<i>Describe or sketch problem and repair or resolution:</i>	
<i>date of initial complaint:</i>	<i>date of resolution:</i>
<i>copy to:</i>	