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Public Service Commission

February 22, 2007

STAFF'S EIGHTH DATA REQUEST

Valerie L. Lord, Esquire
Rose, Sundstrom & Bentley, LLP
2180 West State Road 434
Sanlando Center, Suite 2118
Longwood, Florida 32779

Re: Docket No. 060253-WS - Application for increase in water and wastewater rates in Marion, Orange, Pasco, Pinellas and Seminole Counties by Utilities, Inc. of Florida.

Dear Ms. Lord:

Staff needs the following information to assist in its review of UIF's application.

These questions are to follow up on the Orange and Seminole customer meeting held on February 19, 2007.

1. Please provide all boil water notices for the Weathersfield and Oakland Shores water systems along with a copy of the required forms sent to the Department of Environmental Protection (DEP), from January 1, 2005 to date.
2. Did you follow DEP Rule 62-560.410, Florida Administrative Code for noticing? Please explain.
3. Did the DEP indicate that the noticing was inadequate for any of the notices?
4. With respect to the concerns over the aesthetic quality (taste and odor) of the Weatherfield water, the utility recently changed the aeration system for the Weathersfield water treatment system.
 - A. Is the new aerator the same size as the old aerator. If not, please explain.
 - B. If required, what would be the utility's preferred method to improve the aesthetic quality (taste and odor) of the Weatherfield water? What would be a total rough estimate, including design, permitting and installation?

DOCUMENT NUMBER 01780 FEB 23 2007
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The following questions relate to the Oakland Shores water system.

4. According to a customer it took the utility eight months to remove the trees that had been blown down at the plant. Please provide the steps taken to remove the trees.
5. With respect to the customer located at 622 Lakeland Drive, his house is adjacent to the Oakland Shores water treatment plant. His plastic meter cover does not fit on the concrete meter box. I spoke to him after the meeting and I advised him that the utility probably no longer carried the concrete box and lid. He is not opposed to a new plastic meter box with lid. Please replace with a new plastic meter box with lid, unless you have a concrete lid that fits. He spends a lot of time in his yard. Please be sure to properly landscape the yard, after replacing the meter box.
6. The water pipe/valve repair that the utility made near the water plant did not hold and it is still leaking. The construction area was not properly landscaped. Please repair and landscape.
7. Please advise staff when the meter box and the water leak has been repaired and the landscaping is complete.
8. This customer also indicated that the utility was rude when he called to find out more about the reasons for the rate increase. Please explain what the utility knows about the situation and what action the utility plans to do to inform there staff of how important it is to provide good customer relations.

Please submit the above information to the Division of the Commission Clerk and Administrative Services by February 28, 2007. If you have any questions, please contact me by phone at (850) 413-6922, or by e-mail at kkaproth@psc.state.fl.us.

Sincerely,



Kathy Kaproth
Professional Accountant Specialist

KK

cc: Division of Economic Regulation (Bulecza-Banks, Slemkewicz, Romig, Marsh, Redemann, Walden)
Office of the General Counsel (Jaeger)
Division of the Commission Clerk and Administrative Services
Office of the Public Counsel