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April 7, 2009

Ms. Anne Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

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COMMISSION  
CLERK

Dear Ms. Cole:

In connection with the Application of Southlake Utilities, Inc. ("Applicant") for increased water and wastewater rates in Lake County ("Application"), Docket No. 080597-WS, enclosed please find the Applicant's Responses to concerns expressed at Customer Meetings held on March 30, 2009.

I trust that the enclosed Responses will be sufficient to adequately address the Customer concerns expressed at the Customer Meetings. If, however, you have any questions or need any additional information concerning this matter, please do not hesitate to contact me.

Sincerely,

  
James L. Ade

JLA/left

- cc: Mr. Richard Redemann w/enc.
- William J. Deas, Esquire w/enc.
- Mr. John Guastella w/enc.
- Mr. Gary White w/enc.
- Mr. Randall Corbin w/enc.

DOCUMENT NUMBER-DATE  
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Southlake Utilities, Inc.

Rate Case Docket 080597-WS

Customer Meeting Concerns – March 30, 2009

1. Ms. Ley Banks  
352-241-4291  
Ms. Banks had concerns about odor from the water.

Southlake Utilities has tested the water for hydrogen sulfide levels and found all tests to very low or undetectable. Chlorine residual is maintained in the distribution system and is routinely tested. The problem with odor in the water is linked to homes being unoccupied and losing losing chlorine residual and water in the homes becoming stagnant.

Response:

(1a) Ms. Banks manages several homes that are short term rentals and are frequently unoccupied for days to weeks. Eddy Garcia of Southlake Utilities has called Ms. Banks to schedule an appointment to arrange a training session on how to flush out a hot water heater on rental properties that are unoccupied for extended periods of time. Ms. Banks will Call Eddy Garcia either April 7<sup>th</sup> or 8<sup>th</sup> to meet her maintenance crew at one of her houses for instruction of flushing hot water systems.

(1b) Only one of the homes Ms. Banks manages is on a cul-de-sac. This main has nineteen homes of which her home is the sixth from a dead end. This dead end main is also a system sampling point for monthly CL2 bacteriological testing. The remaining homes Ms. Banks manages are located on streets with looped water mains.

2. Mr. Rob Goldspink  
352-394-3894  
Mr. Goldspink discussed odor from the water.

Response:

(2a) Mr. Goldspink manages several homes that are short term rentals and are frequently unoccupied for days to weeks. Eddy Garcia called Mr. Goldspink on April 6<sup>th</sup> to set up an appointment to assist in flushing out the hot water heater. Mr. Goldspink declined the offer stating that he understood when a home is unoccupied for an several days, he must flush out the interior plumbing to rid any odor that has accumulated. He also stated that he routinely flushes out the piping and his guests have not complained about odors.

(2b) Six of the homes Mr. Goldspink manages are on cul-de-sacs. The remaining homes Mr. Goldspink manages are located on streets with looped water mains. One of the homes is on a cul-de-sac which ends in a dead end main and is a system flushing point.

3. Ms. Ogle  
938 Woodsong Way  
Ms. Ogle discussed high water billing, meter testing, fire hydrant testing, valve testing and fire hydrant painting.

Response:

(3a) Eddy Garcia met Ms. Ogle at her home on April 1<sup>st</sup> to see if the meter recorded flow while no water was being used in the home or irrigation system. With no water being used, the meter recorded a small flow. Upon investigation with Ms. Ogle, both bathroom toilets were found to be leaking water. Mr. Ogle purchased new toilet repair kits and on April 3<sup>rd</sup>, the toilets were repaired and no leakage was noted. Ms. Ogle withdrew her request to have the meter tested.

(3b) All system fire hydrants and main line valves are curenly tested quarterly by Southlake personnel for operational ability. Beginning in April 2009, all hydrants and valves will be tested bi-annually.

(3c) All system fire hydrants that are in need of painting will be completed by June 30, 2009. Emphasis will be placed on hydrants in the older subdivisions such as Woodridge and Clearcreek being painted first.

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