

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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In re: Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

DOCKET NO. 100330-WS

DATED: October 6, 2011

COMMISSION
CLERK

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Direct Testimony of

Patricia Carrico has been served by U.S. Mail this 6th day of October, 2011, to the following:

D. Bruce May / Gigi Rollini
Holland & Knight LLP
Post Office Drawer 810
Tallahassee, FL 32302-0810

Kimberly A. Joyce,
Aqua America Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

Aqua Utilities Florida Inc.
Post Office Box 2480
Lady Lake, FL 32158-2480

Kenneth M. Curtin
Adams and Reese LLP
150 Second Avenue N. Suite 1700
St. Petersburg, FL 33701

Kelly Sullivan
570 Osprey Lakes Circle
Chuluota, FL 32667-6652

Office of Public Counsel
J. R. Kelly/ Patricia Christensen
c/o The Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, Florida 32399-1400

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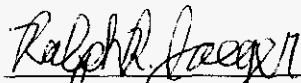
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Cecilia Bradley / Pamela Jo Bondi
Office of the Attorney General
The Capitol PL01
Tallahassee, FL 32399-1050

Pasco County Board of County
Commissioner
c/o Joseph D. Richards
Pasco County Attorney's Office
87321 Citizens Drive, Suite 340
New Port Richey, FL 34654



RALPH R. JAEGER
SENIOR ATTORNEY

FLORIDA PUBLIC SERVICE COMMISSION
Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6199

DOCKET NO. 100330-WS - Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

WITNESS: Direct Testimony of Patricia Carrico
Appearing on Behalf of the Staff of the Florida Public Service Commission.

DATE FILED: October 6, 2011

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FPSC-COMMISSION CLEAR

DIRECT TESTIMONY OF PATRICIA CARRICO

1
2 Q. Please state your name and business address.

3 A. Patricia Carrico, Volusia County Health Department, 1845 Holsonback Drive, Daytona
4 Beach, FL, 32117.

5 Q. Please provide a brief description of your educational background and experience.

6 A. I received a Bachelor of Science Degree in Environmental Health (Chemistry-Minor)
7 from Utah State University. Prior to my current employment with the Volusia County Health
8 Department (VCHD), I worked for 12 years at the City of Daytona Beach's water treatment
9 plant and laboratory. I also worked for five years as an Environmental/Quality Control
10 Technician for Amoco Oil Company in Whiting, Ind. I have been working for the past 10 ½
11 years as an Environmental Specialist II in the Safe Drinking Water Program here at the
12 VCHD.

13 Q. What are your general responsibilities at the Volusia County Health Department?

14 A. I am responsible for ensuring that public water systems in Volusia County are in
15 compliance with federal and state Safe Drinking Water Act (SDWA) regulations. My job
16 duties include performing field inspections; providing technical assistance and guidance to
17 water systems; reviewing laboratory and monthly operational reports; entering information
18 into the state's SDWA database; and initiating appropriate enforcement action, when
19 necessary.

20 Q. Are you familiar with the AUF water systems in Volusia County, particularly the
21 Tomoka View, Twin Rivers and Jungle Den public water systems?

22 A. Yes.

23 Q. Have any of these AUF systems been the subject of any DOH compliance enforcement
24 action within the past three years?

25 A. Yes. All three systems in Volusia County have been the subject of compliance

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1 enforcement actions:

2 The **JUNGLE DEN** water system incurred a violation in **June 2010** for failure to
3 notify customers and this office of the planned conversion from free chlorine to chloramine
4 disinfection treatment. A 'warning letter' was issued by the Department on **2/3/2011**
5 addressing this violation. Aqua Utilities paid a penalty and signed a 'consent order
6 agreement' with an effective date of **5/27/2011**. The Consent Order is now closed. St. John's
7 River Utility, the supplier system for the Jungle Den consecutive water system, switched to
8 chloramine treatment in June, 2010. The required minimum 24 hour advance notification was
9 not given to Jungle Den customers nor to this office. The switch to chloramine treatment was
10 discovered during a routine inspection conducted by this office on November 3, 2010.)

11 The **TWIN RIVERS** water system incurred two violations -- one in the 1st quarter and
12 one in the 2nd quarter of 2009 - both due to exceeding the Trihalomethane Maximum
13 Contaminant Level (THM MCL). A 'warning letter' was issued by the Department on
14 **4/22/2009** for this violation. Aqua Utilities paid a penalty and signed a 'consent order
15 agreement' with an effective date of **9/24/2009**. From 1/1/2009 to 6/30/2009, the Twin Rivers
16 system exceeded the 80 µg/l THM MCL due to high THM concentrations (151-205 µg/l)
17 reported during September-October of 2008. Following operational adjustments to the
18 existing chloramine treatment and increased monitoring, the reported THM concentration
19 dropped to 19 µg/l in the December 2008 sample. This system has been in compliance with
20 the THM MCL --which is based on a running annual average - since 7/1/2009.)

21 The **TOMOKA VIEW** water system has been the subject of six enforcement actions
22 within the past three years: The secondary Maximum Contaminant Levels for Total Dissolved
23 Solids (TDS) and Color were exceeded in monitoring conducted in **March 2009**. A 'non-
24 compliance' letter was issued by the Department on **8/24/2009** addressing both of these
25 violations. The concentrations for both of these contaminants were just slightly over their

1 MCL's. Since secondary MCLs are set mainly for aesthetic purposes and are not based on
2 adverse health effects, no additional treatment was mandated or is warranted at this time.)

3 The Tomoka View system exceeded the Trihalomethane Maximum Contaminant Level
4 during the first, second and third quarters of 2009 resulting in three violations. A 'warning
5 letter' was issued by the Department on **4/22/2009** for the first quarter violation. Aqua
6 Utilities paid a penalty and signed a 'consent order agreement' which addressed all three THM
7 MCL violations. The effective date of this 'consent order agreement' was **12/18/2009**.
8 Chloramine treatment was installed in December 2009. Since then, this system has been in
9 compliance with THM MCL.)

10 The Tomoka View system incurred two violations during the **January - June 2009**
11 monitoring period for failing to collect all required Water Quality Parameter samples and for
12 not reporting all Lead/Copper test results by the required due date. 'Non-compliance letters'
13 was issued by the Department related to these violations on **8/25/09** and **8/27/09**.

14 The Tomoka View system incurred a violation on **9/8/2009** for failure to maintain the
15 minimum free chlorine residual throughout the distribution system. Adequate free chlorine
16 residual was restored throughout the water system later that same day. A 'non-compliance
17 letter' was issued by the Department related to this violation on **9/14/2009**.

18 The Tomoka View system incurred a violation for failure to notify Department of
19 unusual odor and color in the drinking water during the month of **July 2010**. A 'non-
20 compliance letter' was issued by the Department related to this violation on **7/30/2010**.

21 (Additional Explanation: Aqua Utilities recorded numerous substantiated complaints from
22 Tomoka View customers in July 2010 regarding black and smelly water throughout the
23 distribution system. This office was not notified directly by the utility of water quality
24 problems. Our office only became aware of this issue when a customer called to complain
25 several weeks after these water quality issues were first documented by the utility.)

1 Q. Other than any violations discussed above, is AUF in compliance with all *DOH*
2 *requirements* for their water systems in Volusia County?

3 A. They are considered to be in compliance with *Safe Drinking Water Act* regulations at
4 the present time. However, these regulations are not considered to be 'DOH requirements';
5 rather they fall under DEP's regulatory authority.

6 Q. Is the overall operation and maintenance of these water treatment plants and
7 distribution facilities satisfactory?

8 A. Yes, at the present time.

9 Q. Do you have anything further to add?

10 A. These facilities had a total of 12 BWNs since 2009; four that were planned and two
11 that occurred during a stormwater line relocation project performed by Volusia County. Our
12 office was properly notified of each of these BWNs in a timely manner and the utility
13 documents submitted to our office indicate that BWNs were issued to their customers. I have
14 not been made aware of any incident when BWNs were not issued.

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