

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Application for increase in water and)
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: November 3, 2011

SUPPLEMENTAL REBUTTAL TESTIMONY

OF

PRESTON LUITWEILER

on behalf of

Aqua Utilities Florida, Inc.

DOCUMENT NUMBER-DATE

08136 NOV-3 =

FPSC-COMMISSION CLERK

1 A. Yes. Mr. Adamski inquired into the unaccounted for water in this system. AUF's
2 MFRs filed in this case, specifically Schedule F-1, show that the unaccounted
3 water for Lake Osborne during the test year was 8.2 percent, which is below the
4 Commission's allowable unaccounted for water threshold.

5
6 **Q. Several customers expressed concern about a lack of pressure in Lake
7 Osborne. Please describe what the Company did after the hearings to check
8 on this issue.**

9 A. The Company visited several residents and locations within the community to
10 address customer concerns regarding water pressure. Water pressure was tested
11 in this community on October 4, 2011, and the results were 56 to 57 psi. This is
12 in compliance with the applicable Florida Department of Environmental
13 Protection ("FDEP") regulations.

14
15 **Q. Several customers, including Shirley May and Susan Parbhoo, asked
16 questions about boil water notices in Lake Osbourne and questioned the
17 process for alerting customers.**

18 A. On November 15, 2010, the Company issued a precautionary boil water advisory
19 ("BWA") for Lake Osborne Estates following a water main break. The Company
20 used an automated outbound calling system to notify customers, posted a notice
21 on the web site, and informed the call centers of the outage and the precautionary
22 BWA. The campaign was delivered telephonically to 361 phone numbers in the
23 community.

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Follow-up bacteriological samples were collected on November 17 and November 18. Test results received on November 19 showed no presence of bacteria, and the precautionary BWA was lifted by phone campaign and posting on the web site on November 19.

The Company has contacted Ms. Parbhoo and Ms. May to explain its standard operating procedures for BWAs in the event one is required in the future. My rebuttal testimony (pages 5-13) provides detailed information on precautionary BWAs.

Q. Several customers, including Sal Santor, asked questions about infrastructure improvements, valves and contractor qualifications when repairs are made in this system. Can you generally describe these improvements and discuss the qualifications of AUF contract operators?

A. Yes. From 2008 through 2010, AUF has made improvements of approximately \$128,000 in Lake Osborne. These improvements included water distribution line replacements, meter replacements, and a system interconnect to improve pressure and fire flow service to the subdivision. The Company confirmed that it has up-to-date maps for the area and the assigned contract operator who worked on the repairs was appropriately equipped and properly qualified.

1 **Q. Please discuss Mr. Coakley's concerns.**

2 A. Mr. Coakley discussed a main break that occurred on November 14, 2010. I note
3 that Mr. Coakley also filed a letter with the Commission regarding this matter. On
4 February 8, 2011, Regulatory Analyst Curt Mouring responded via letter to Mr.
5 Coakley summarizing the events. To summarize, on November 14, 2010 there
6 was a line break during the middle of the night. AUF contacted its local contractor
7 at 10:30 p.m. and the contractor was on site by 11:00 p.m. and remained on site
8 until 2:00 a.m. Due to the magnitude of the break on a 6-inch line, the entire
9 system had to be shut down to perform the necessary repair. Also due to the
10 nature of the main break, a precautionary BWA was issued via SwiftReach and
11 local media was alerted. The SwiftReach message about the precautionary BWA
12 was delivered to 361 phone numbers. Company records show that a call was made
13 to the Coakley residence at 5934 Lake Osborne Drive at 2:00 p.m. on November
14 15, 2010. AUF's records show that the phone rang, was answered, but was hung
15 up before the full message played.

16

17 A Company representative contacted Mr. Coakley to discuss his concerns raised
18 at the customer meeting and assure him that the Company was proactively
19 working on the City of Lake Worth purchased water issue.

20

21 **Sebring Service Hearing**

22 **Q. Several customer expressed questions and concerns about water quality.**
23 **Please comment.**

1 A. Company representatives followed up with several customers including Kathy
2 Madden (Lake Josephine), William Sills (Lake Josephine), and Beryll Hansen
3 (Leisure Lakes). The Company reviewed plant operations, explained the new
4 processes being put in place including the AdEdge system, which is in the process
5 of being installed. I have addressed the status of this project in my rebuttal
6 testimony on pages 3, 5, and 17-18.

7

8 **Daryle Cook**

9 AUF representatives visited with Daryle Cook whose property is adjacent to the
10 ponds in Peace River. Ms. Cook expressed concerns about the vegetation in this
11 area and about water quality concerns. An AUF employee visited with Ms. Cook
12 and briefed her on the status of the ion exchange process for this system. I filed
13 rebuttal testimony addressing the status of the treatment project for Peace River
14 Heights on pages 4 and 18. Since the customer meeting, AUF confirmed that the
15 vegetation issues Ms. Cook discussed have been addressed.

16

17 **Q. Please elaborate on other customer issues raised at the customer service**
18 **hearing.**

19 A. Please see below.

20 **Peter Maceri**

21 Mr. Maceri expressed a concern about fire hydrant protection in the community at
22 the customer service hearing. The Company followed up to explain to Mr. Maceri
23 that the original developer installed mains in the system that were too small to

1 accommodate the flow requirements needed for fire hydrants. In addition, AUF
2 has previously provided a response on December 1, 2010, to Mr. Maceri concerns
3 brought up at the customer meeting held on October 27, 2010. This is attached to
4 the direct testimony of Susan Chambers as Exhibit SC-1.

5

6 **Tamra Mathy**

7 Company representatives contacted Ms. Mathy to discuss her water quality
8 concerns raised at the customer service hearings and explained what the Company
9 is proactively doing to address those concerns. In addition, AUF has previously
10 provided a response on December 1, 2010, to Ms. Mathy concerns brought up at
11 the customer meeting held on October 27, 2010. Ms. Mathy lives near the water
12 plant and provided comments concerning chlorine levels in the water, possible
13 sewer, and road damage due to construction traffic at the water treatment plant
14 near to her residence. The Company responded at that time that, on several
15 occasions, the technician has discussed the chlorine levels with the customer
16 regarding and has tested the chlorine levels several times. Each time, the chlorine
17 levels were within limits established by FDEP. I note that as part of AUF's
18 secondary aesthetic water quality project, AUF has proposed pro-forma plant to
19 install an AdEdge filtering system that will remove the sulfur. AUF is currently
20 working on installing this filtering system. I have addressed the status of this
21 project in my rebuttal testimony on pages 3, and 17-18.

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23

1 **Oviedo Service Hearing**

2 **Q. Can you please address customer concerns raised at this meeting?**

3 A. Yes. Please see below.

4 **Carolyn Bennett**

5 The Company contacted Ms. Bennett and, in addition to discussing the grinder
6 pump in her front yard, discussed the procedures for the BWAs, explained that
7 this is an FDEP requirement, and also explained that BWAs are typically
8 precautionary and issued only to affected homes. Regarding Ms. Bennett's
9 specific concerns relating to BWAs issued in her area, the Company only issued
10 precautionary BWAs to homes that were affected by the county storm water
11 reconstruction project. Water service to Ms. Bennett's home was not affected by
12 this project.

13

14 **Theodore Mello**

15 Mr. Mello expressed concern about letters he has received from AUF regarding
16 annual chlorine conversion notices. When a system uses chloramines for
17 disinfection, the system frequently performs an annual or semi-annual chlorine
18 conversion. With the new ion exchange unit in operation, the Company is not
19 currently using chloramines for disinfection and there is not a need for additional
20 public notices regarding this issue. The Company has tried several times to reach
21 Mr. Mello and will continue to do so to explain this.

22

23

1 **Christen Castro**

2 Currently, Ms. Castro is not an active customer of AUF and her outstanding
3 balance of \$1,477.31 has been sent to collections. The Company has reviewed
4 this account in detail over the past several years and personally met with Ms.
5 Castro to address her billing and water quality concerns. Ms. Chambers will
6 address Ms. Castro's billing issues.

7

8 In March 2011, at the customer's request, an AUF representative visited the
9 property. His on-site water inspection analysis indicated that the free chlorine
10 level was 1.5 parts per million and that the pH was 7.8 both of which are in full
11 compliance with the standards that AUF must meet. The customer also contacted
12 the FDEP concerning her water quality in March, and FDEP visited the property
13 on March 23, 2011, and took water samples and samples of a black substance on
14 the aerators of faucets. FDEP responded to the customer on Friday, March 25,
15 that the water met all required standards. FDEP indicated that the black substance
16 noted was a result of internal plumbing (beyond the water meter) problems. (*See*
17 Docket No. 100330-WS, Oveido Serv. Hr'g Tr., at Ex. 11 (Sept. 1, 2011).)

18

19 **Gainesville Service Hearing**

20 **Q. What has the Company done to follow up on pressure issues relayed by**
21 **customers in Arredondo Farms?**

22 A. A few customers expressed concern about the water pressure in Arredondo Farms.
23 As a follow up to these concerns, the Company investigated and tested pressure at

1 a number of locations after the customer hearings. The Company tested pressure
2 at all four corners of the park in order to get a representative sampling of the
3 water press. Company representatives tested at the following locations: Lot 2629
4 – 52psi; Lot 2205 – 48 psi; Lot 2848 – 48 psi; Lot 3 – 52 psi, Lot 45 – 56 psi; Lot
5 2514 – 50 psi. The testing indicated that the system does have adequate water
6 pressure.

7

8 **Q. Has the Company discussed the hardness water quality concerns for**
9 **Arredondo Farms?**

10 A. Yes. I have addressed water quality concerns raised by YES communities and
11 customers who reside in this system on pages 14 – 18 of my direct testimony, and
12 then again on page 19 of my rebuttal testimony.

13

14 **Q. Can you please address other customer concerns regarding water quality?**

15 A. Yes, Michelle Einmo expressed a concern about fluoride and a billing issue that
16 Ms. Chambers will address. The Company does not add fluoride unless required
17 by state regulation or local authority with jurisdiction. AUF does not add fluoride
18 to the water in any of its systems in Florida.

19

20 **Chipley Service Hearing**

21 **Q. Can you address the concerns raised by Luzia Mikutis?**

22 A. Yes. Company representatives contacted Ms. Mikutis regarding her water quality
23 complaint of brown water. The Company attempted to explain possible causes of

1 discolored water and the sequestration treatment and flushing that AUF uses to
2 address those issues. The Company informed Ms. Mikutis that, if she had any
3 future issues, to please contact the Company immediately.

4

5 **New Port Richey Service Hearing**

6 **Q. Can you address the concerns raised by James Foster?**

7 A. This customer expressed concerns about water quality in Jasmine Lakes. The
8 Company followed up with a service order to test the water. No odor or water
9 quality issues were found. This information was relayed to the customer during
10 the time of the testing.

11

12 **Lakeland Service Hearing**

13 **Q. Can you address the concerns raised by customers at this meeting?**

14 A. Yes, please see below.

15 **Phyllis Johnson**

16 Ms. Johnson testified regarding an outage experienced at AUF's Lake Gibson
17 water system on September 12, 2011. AUF staff was called out on Monday,
18 September 12, 2011, at approximately 3:00 a.m. for a water line break at the
19 intersection of Doe Circle and Lake Breeze Drive. Realizing the break was a main
20 line issue, Company representatives immediately notified a contractor to mobilize
21 and head to the area. AUF staff attempted to isolate the break to minimize the
22 number of customers affected but was unsuccessful in doing so. The break was
23 located at the base of a concrete power pole and could not be excavated until the

1 power company braced the pole. Lakeland Power was contacted and arrived on
2 site at approximately 8:00 a.m. The procedure delayed the repair but is consistent
3 with a repair of this type. Precautionary BWAs were distributed via door tags by
4 10:00 a.m. The repair was completed and service restored by approximately
5 11:00 a.m. The system was flushed and the first bacteriological sample was
6 collected at approximately 5:00 p.m. The second required bacteriological sample
7 was collected on Tuesday, September 13, 2011. Bacteriological test results for
8 both of the samples received on Wednesday September 14, 2011 at approximately
9 11:00 a.m. were negative (reflecting absence of bacteria). Boil water lifting
10 notices were distributed by approximately 4:00 p.m. with a letter stapled to the
11 door tag to explain the reason for the disruption in service.

12
13 **Brad Fox**

14 Company representatives have worked with Commission Staff on addressing Mr.
15 Fox's concerns about fire hydrants and sent a letter to Mr. Tom Walden on April
16 27, 2010, regarding this issue. The Company noted that AUF strives to provide
17 consistent and continued quality of service in water quality and fire protection
18 wherever the system design allows and in accordance with the local fire
19 protection agencies within the areas that AUF services. Two hydrants in this
20 community were out of service. AUF ordered two new hydrants on January 19,
21 2010. AUF received the hydrants on March 31, 2010, and those hydrants were
22 installed on April 20 and 21, 2010.

23

1 The Company further clarified that all hydrants are tested on an annual basis for
2 flow and operability in accordance with AWWA standards. A hydrant found to
3 be inoperable or difficult to operate is marked “out of service” and has been
4 reported to the area coordinator.

5

6 **Norman Duncan**

7 On Friday, October 7, 2011, Mr. Duncan had a minor back up in a bathroom in a
8 back addition that sits about a foot below the elevation of the floor of his home.
9 The Company promptly responded on the same day by dispatching a contractor.
10 The contractor who noted the manhole in front of 3662 Breeze Hill Way was full
11 but the manhole downstream was dry. The contractor jetted the line and cleared
12 the blockage. Prior to that clearing, Mr. Duncan had removed the cap of the
13 cleanout in front of his property and the toilet in the back bathroom, which efforts
14 succeeded in preventing sewage from backing up in the trailer. AUF staff then
15 put lime around the cleanout in front of the house and replaced the cleanout cap.
16 An extraordinary rainfall event occurred from Friday night, October 7, 2011,
17 through the weekend. Mr. Duncan called AUF on Sunday, October 9, 2011, at
18 approximately 1:00 p.m. to report another instance of back up and flooding. The
19 Company promptly responded to address the cause of the flooding, which was a
20 back up due to high flows caused by the extraordinary storm. On Monday,
21 October 10, 2011, ServPro, the contractor dispatched by AUF to ensure the
22 necessary clean up took place, cleaned up the floor in the back bathroom at Mr.
23 Duncan’s property.

1 **Wayne Miles**

2 Mr. Miles expressed concerns about a lift station failure that occurred on August
3 30, 2009. He asserted that he submitted a claim to AUF, which was denied.
4 Upon review, AUF has confirmed that Mr. Miles did receive a claim check. (*See*
5 Lakeland Serv. Hr'g Tr., Exhibit Composite Miles, No. 44.) The Company has
6 further discussed with Mr. Miles the feasibility of putting an automated dialer on
7 the lift station.

8

9 **Palatka Service Hearing**

10 **Q. Mr. John Poitevent commented on a TTHM issue in the River Grove system.**

11 **Can you please respond?**

12 A. Yes. The Company contacted Mr. Poitevent and informed him about the
13 Company's attempts to connect to Putnam County. The customer appeared
14 appreciative of the phone call. I have addressed the TTHM issue in my rebuttal
15 testimony on pages 21 – 22.

16

17 **Q. Does this conclude your testimony?**

18 A. Yes it does.

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