

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

DATE: January 19, 2012
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Robert Simpson, Engineering Specialist II, Division of Economic Regulation *RS*
RE: Docket No. 110042-WS; Application for staff-assisted rate case in Okeechobee County by Pine Ridge Management Corporation.

Attached are responses from the Utility regarding the December 22, 2011 letter which addresses the quality of service concerns regarding the customer meeting of November 9, 2011. Please place the attached documents in the docket file.

Should you have any questions, regarding this matter, please contact me.

Attachments

RECEIVED-FPSC
12 JAN 19 AM 10:21
COMMISSION
CLERK

DOCUMENT NUMBER-DATE
00361 JAN 19 12
FPSC-COMMISSION CLERK

Pine Ridge Management Corporation
PO Box 307
Lake Placid, FL 33862
863-699-1582

Robert Simpson,
Engineering Specialist

Dear Mr. Simpson,

Here is the answers to your questions
from your letter of December 22, 2011.

1. Every once in awhile a leaking gate valve needs to be replaced where the line goes into the meter. When this happens, the pressure needs to be reduced in the line so the old valve can be taken off and new valve can be put on. The reduced pressure lasts maybe 15 minutes at the most. For each gate valve replaced, This happens a few times a year. At meter reading time, these leaks are discovered or when a customer notifies us. I was under the impression I was not required to issue a boil water notice for this type of occurrence.
2. None
3. No
4. Yes, Nov 10, 2011
5. The hydro tank has been installed and is in service. The Only thing remaining to do is paint the exterior. Tank was put into service Nov 10, 2011.
6. We are working with an engineer & the DEP and when funds are available, we will install it.

00361 JAN 19 2012

Sincerely,
EPSCy COMMISSION CLERK

Virginia L. Gadsden

P.S. RE: Docket No 11042-WS