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January 17, 2014

Ms. Carlotta S. Stauffer, Commission Clerk
Office of Commission Clerk
Public Service Commission
2540 Shumark Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 130211-WS – Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.: Our File No. 42038.02

Dear Ms. Stauffer:

The following are the responses of S.V. Utilities, Ltd. (SV or Utility) to the Staff's Third Data Request dated December 26, 2013.

1. Contractual Service – Testing and Laboratory Expenses (Account 635 and 735): Staff reviewed an invoice from Water Resource Associates, Inc. in which it appears the company provides groundwater monitoring. The DEP Compliance Evaluation Inspection, dated November 22, 2011, listed one deficiency that was high levels of arsenic in the groundwater and it appears this invoice is related to the testing of the arsenic levels. Since the arsenic levels exceeded the Maximum Contaminant Level (MCL), it appears the Utility is testing quarterly and not annually. Please provide the results of all testing conducted since November 22, 2011. Is DEP satisfied with the test results? When does the Utility expect to return to the annual testing?

Response. The invoices from Water Resource Associates, Inc. were for the quarterly Ground Water Monitoring Reports. Attached on CD are copies of the quarterly Ground Water Monitoring reports since November of 2011. DEP is satisfied with the results. The Utility does not know when it will return to annual testing.

2. Contractual Services – Other (Accounts 636 and 736): Staff reviewed an invoice from A.W.K. Industries. The invoice states “service per attached service report”. What was the service that was provided?

Response. The Utility believes the AWK invoice was for the flow meter calibration at the wastewater plant. It could not find the 2nd page of the invoice, but have

requested it from the company. As soon as the Utility receives it I will file it with the Commission.

3. Contractual Services – Other (Accounts 636 and 736): Staff reviewed an invoice from Consta Flow, Inc. The invoices indicated the Utility paid for L/S visits. Are L/S visits lift station visits? Why would the Utility pay another company to visit the lift station, if the Utility has a wastewater treatment plant operator?

Response. The invoices from ConstaFlow indicating L/S visits stand for Lift Station Visits. The Utility paid ConstaFlow to visit the lift stations and pull the pumps and repair or unclog the pumps when they became clogged. The Utility experienced a high volume of clogged pumps in the lift stations from supposedly disposable cleaning wipes and adult diapers. The operator and staff did not have the time to address these issues, in addition to running the plants. It was primarily occurring during our busy season (winter) when the northern residents were down for the winter. During this time period, our flows increase significantly. The Utility continually tries to educate its residents not to flush these items down the toilet. This is a nationwide issue, See for example:

<http://www.news4jax.com/news/officials-flushable-wipes-clog-pipes/-/475880/23740904/-/t5h2vrz/-/index.html>

http://www.abcactionnews.com/dpp/news/local_news/Waste-management-officials-say-flushable-wipes-dont-really-work-clogs-up-sewer-systems

http://www.washingtonpost.com/local/trafficandcommuting/flushable-personal-wipes-clogging-sewer-systems-utilities-say/2013/09/06/9efac4e6-157a-11e3-a2ec-b47e45e6f8ef_story.html

4. It appears there is unaccounted for water (EUW) of 32 percent, which would mean there is an excessive EUW of 22 percent. Did the Utility find a cause of the excessive EUW? What is the Utility doing to mitigate this situation?

Response. The Utility will initiate actions to determine the reason for the unaccounted for water and will be contacting the Florida Rural Water Association for assistance and utilization of its leak detection equipment.

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5. In the DEP Sanitary Survey report dated April 26, 2013, the only deficiency was that the pressure relief valves are not properly screened. Did the Utility correct this deficiency? Was DEP satisfied with the results?

Response. The utility has corrected the one deficiency of properly screening the pressure relief valve as noted on the Sanitary Survey dated 4/26/13. DEP is satisfied.

Should you have any questions, please do not hesitate to contact me.

Very truly yours,



MARTIN S. FRIEDMAN
For the Firm

MSF/der
Enclosure

cc: Brian Altman (via email)
Penelope Buys (via email)