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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 27, 2014

Mr. Gary Deremer
LP Waterworks, Inc.
5320 Captains Court
New Port Richey, Florida 34652

Re: Docket No. 130153-WS - Application for staff-assisted rate case in Highlands County, by L.P. Utilities Corporation c/o LP Waterworks, Inc.

Dear Mr. Deremer:

As you know, a customer meeting was held on January 16, 2014, at the Lakeview Clubhouse in the service area for the above-referenced docket. There were service quality, billing, and financial efficiency concerns raised by customers. Examples of billing and financial efficiency concerns were raised by customers who were not accurately billed according to usage. Customers also mentioned that they have observed that the former owner of the Utility was able to complete the same work with fewer employees and they were able to restore service interruptions much faster than the current owners. At the customer meeting four customers stated that they experienced high water pressure incidents. Those customers were Ms. Swaney (863-465-1258), Mr. Mason (612-834-3487), Mr. Ferrando (863-633-9106), and Ms. Mixon (864-616-9005). Mr. Flynn at 42 Beachfront Lane, Lake Placid, FL, stated that he experienced low water pressure and lost service six times during last summer.

By this letter, staff requests that the Utility address the customer concerns raised at the meeting and provide the following:

Service Quality Concerns

Please provide a report that:

- (1) Will explain the high water pressure incidents that occurred in September, October, and November last year.
- (2) Will explain the low water pressure for Mr. Flynn and the incidents of service interruptions last summer and why there was a slower response to his concerns than from the former owner.

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- (3) Demonstrate that the Utility addressed the specific complaints by Ms. Swanney, Mr. Mason, Ms. Mary Mixon, Mr. Ferrando, and Mr. Flynn.

Billing Concerns

- (1) Please provide a sampling of ten customer bills and an explanation of the billing methodology for each.
- (2) Please provide an explanation of how the usage is billed.

Please submit the above information on or before **February 17, 2014**. When filing the response, please be sure to refer to the docket number and to direct the response to:

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Should you have any questions concerning the information in this letter, please contact Charles Murphy at (850) 413-6191 for legal questions, or staff members, Daniel Lee (850) 413-6836, Michael Barrett at (850) 413-6544, or Kelly Thompson at (850) 413-6986, for technical questions.

Sincerely,



Daniel Lee
Engineering Specialist

DL:pz

cc: Division of Accounting & Finance (Barrett)
Division of Economics (Thompson, Hudson)
Division of Engineering (Lewis)
Office of the General Counsel (Murphy)
Office of Commission Clerk (Stauffer)