

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: February 26, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelley F. Corbari, Senior Attorney, Office of the General Counsel: RAS Section *KFC*
RE: **Docket No. 140219-WU** – Application for staff-assisted rate case in Polk County by Alturas Utilities, LLC.
Docket No. 140220-WU – Application for staff-assisted rate case in Polk County by Sunrise Utilities, LLC.

Attached please find DEP's response to staff's request for information regarding customer complaints of Alturas Utilities, LLC and/or Sunrise Utilities, LLC's secondary water quality standards between January 1, 2010 and February 16, 2015. Please file the document in the above docket files.

Thank you for your assistance in this matter. Should you have any questions, please do not hesitate to contact me.

KFC

From: [Clayton Lewis](#)
To: [Hong Wang](#)
Cc: [Laura King](#); [Paul Vickery](#); [Kelley Corbari](#)
Subject: FW: PSC Document Request
Date: Thursday, February 26, 2015 8:42:28 AM
Attachments: [140220-WU \(Sunrise Utilities\) Customer Complaints Letter Date February 18, 2015..pdf](#)
[140219-WU \(Alturas Utilities\) Customer Complaints Letter Dated February 18, 2015..pdf](#)
Importance: High

Good Morning,

The email below is DEP's response to our complaint history requests for Dockets #1402019 and #140220. Please add this response to each of the docket files.

Thank you

From: Stadelbacher, Ron [mailto:Ronald.Stadelbacher@flhealth.gov]
Sent: Tuesday, February 24, 2015 1:38 PM
To: Clayton Lewis
Cc: jeffrey.lawson@dep.state.fl.us; Ehlenbeck, Don; Gatlin, Cindy L
Subject: FW: PSC Document Request
Importance: High

Dear Mr. Lewis,

A records review conducted by this office, of Sunrise Utilities LLC (PWS ID No. 6531739) (Docket No. 140220-WU), and Alturas Utilities LLC (PWS ID No. 6530057) (Docket No. 140219-WU), for complaints filed by customers regarding the applicable secondary water quality standards, for the period of January 1, 2010, to February 16, 2015, indicated that **Our office has not received any complaints during this designated period for neither of these Public Water Systems.**

If you are in need of further assistance in this matter, or have any questions, please contact me at my below provided e-mail or phone.

Sincerely,

Ron

Ronald L. Stadelbacher

Environmental Supervisor II
Environmental Engineering Division
Florida Department of Health in Polk County
2090 East Clower Street, Bartow, Florida 33830-6741
Office: (863) 519-8330 ext. 12152
FAX: (863) 534-0245
Ronald.Stadelbacher@flhealth.gov

Mission: To protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts.

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your email communication may therefore be subject to public

disclosure.

From: Ehlenbeck, Don
Sent: Monday, February 23, 2015 10:27 AM
To: Stadelbacher, Ron; Gatlin, Cindy L
Subject: FW: PSC Document Request

Please review files for complaint received, investigation, and response for the period from January 1, 2010 to February 16, 2015.

Thanks,

Donald R. Ehlenbeck, P.E.
Florida Department of Health – Polk County
2090 E. Clower Street
Bartow, FL 33830
863-519-8330 ext 12135

From: Lawson, Jeffrey [<mailto:Jeffrey.Lawson@dep.state.fl.us>]
Sent: Monday, February 23, 2015 10:17 AM
To: Ehlenbeck, Don
Cc: Bettinger, Ed
Subject: PSC Document Request

Attached are PSC document requests for Sunrise Utilities (PWS# 6531739) and Alturas Utilities (PWS# 6530057) for the period of January 1, 2010, to February 16, 2015. If you have any records that match their request, please forward them to me. If you do not have any records that match their request, please reply back informing me of this.

Sincerely,

Jeffrey G Lawson
Source and Drinking Water Program
FL Dept of Environmental Protection
2600 Blair Stone Rd, MS 3520
Tallahassee, FL 32399-2400
(850)245-8599
jeffrey.lawson@dep.state.fl.us



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STATE OF FLORIDA



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

Public Service Commission

February 18, 2015

Mr. Jeffrey Lawson
Department of Environmental Protection
3900 Commonwealth Blvd., M.S. 49
Tallahassee, FL 32399

VIA ELECTRONIC MAIL

Re: Customer Complaints against Sunrise Utilities LLC (PWS ID No. 6531739) to be considered in Docket No. 140220-WU

Dear Mr. Lawson:

On November 17, 2014, Sunrise Utilities LLC (Sunrise) filed its application to increase rates for water service provided in Polk County. As part of the rate setting process, Section 367.0812(1)(c), F.S., requires that the Commission consider:

Complaints regarding the applicable secondary water quality standards filed by customers with the commission, the Department of Environmental Protection, the respective local governmental entity, or a county health department during the past 5 years.

To comply with this statutory provision, we are asking your office to forward any complaints received from customers of Sunrise for the period of January 1, 2010, to February 16, 2015. Please send any documents to the Commission Clerk, Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 and reference the docket number noted above. If you do not have any documents, please e-mail Clayton Lewis at clewis@psc.state.fl.us, stating that your office has not received any complaints during the designated period.

Thank you for your assistance in helping us meet this important provision. Should you have any questions, please contact me by e-mail at clewis@psc.state.fl.us, or by phone at (850) 413-6578.

Sincerely,

A handwritten signature in cursive script that reads "Clayton Lewis".

Clayton Lewis
U. S. Engineering Specialist
Division of Engineering

CKL:tj

cc: Office of Commission Clerk (Docket No. 140220-WU)

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STATE OF FLORIDA



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

Public Service Commission

February 18, 2015

Mr. Jeffrey Lawson
Department of Environmental Protection
3900 Commonwealth Blvd., M.S. 49
Tallahassee, FL 32399

VIA ELECTRONIC MAIL

Re: Customer Complaints against Alturas Utilities LLC (PWS ID No. 6530057) to be considered in Docket No. 140219-WU

Dear Mr. Lawson:

On November 17, 2014, Alturas Utilities LLC (Alturas) filed its application to increase rates for water service provided in Polk County. As part of the rate setting process, Section 367.0812(1)(c), F.S., requires that the Commission consider:

Complaints regarding the applicable secondary water quality standards filed by customers with the commission, the Department of Environmental Protection, the respective local governmental entity, or a county health department during the past 5 years.

To comply with this statutory provision, we are asking your office to forward any complaints received from customers of Alturas for the period of January 1, 2010, to February 16, 2015. Please send any documents to the Commission Clerk, Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 and reference the docket number noted above. If you do not have any documents, please e-mail Clayton Lewis at clewis@psc.state.fl.us, stating that your office has not received any complaints during the designated period.

Thank you for your assistance in helping us meet this important provision. Should you have any questions, please contact me by e-mail at clewis@psc.state.fl.us or by phone at (850) 413-6578.

Sincerely,

A handwritten signature in cursive script that reads "Clayton Lewis".

Clayton Lewis
U. S. Engineering Specialist
Division of Engineering

CKL:tj

cc: Office of Commission Clerk (Docket No. 140219-WU)

Very faint header text, possibly containing a date or reference number.

Handwritten text or signature in the center of the page.

Two lines of very faint text, likely the beginning of a paragraph or a list item.

Another set of faint text lines, possibly a second paragraph or a continuation of the first.

Text lines that are almost illegible due to fading or low contrast.

Text lines, possibly a signature or a specific heading, though the characters are too light to read.

A larger block of faint text, possibly a full paragraph or a detailed list of items.

Text lines at the bottom of the main body, possibly a concluding sentence or a footer.

A handwritten signature or name, written in a cursive style.

Very faint text at the bottom of the page, possibly a footer or a reference.