

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: July 8, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering *PDB*
RE: Docket No. 140186-WU - Application for staff-assisted rate case in Brevard County
by Brevard Waterworks, Inc.

Please place the following documents in the docket file.

Penny Buys

From: Laura King
Sent: Monday, July 06, 2015 10:04 AM
To: Lawson, Jeffrey
Cc: Paul Vickery; Penny Buys
Subject: RE: Customer Complaints Against Brevard Waterworks, Inc. (3054101 - Kingswood, 3054100 - Oakwood)

Thanks

From: Lawson, Jeffrey [Jeffrey.Lawson@dep.state.fl.us]
Sent: Monday, July 06, 2015 8:49 AM
To: Laura King
Subject: RE: Customer Complaints Against Brevard Waterworks, Inc. (3054101 - Kingswood, 3054100 - Oakwood)

Our records do not indicate any complaints during that time period.

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

From: Laura King [<mailto:LKing@PSC.STATE.FL.US>]
Sent: Thursday, July 02, 2015 11:30 AM
To: Lawson, Jeffrey
Subject: Customer Complaints Against Brevard Waterworks, Inc. (3054101 - Kingswood, 3054100 - Oakwood)

Good Morning Mr. Lawson:

On October 24, 2014, you responded to our request for customer complaint records for Brevard Waterworks, Inc. (Kingswood and Oakwood) for the period of January 1, 2008 to December 31, 2013. Could you please tell me if any complaints have been filed since 1/1/14 to date?

Thank you!

Laura King



**Customer
Service
Survey**

Penny Buys

From: Penny Buys
Sent: Wednesday, July 08, 2015 11:28 AM
To: 'Troy Rendell'
Cc: Laura King
Subject: RE: Brevard Waterworks - recent complaints
Attachments: Brevard Activity Logs with resolutions(2).xlsx

Mr. Rendell,

After review of the spreadsheet you provided, it appears that Brevard Waterworks has received 15 complaints since the test year as shown below.

Billing Related –	4
Quality of Water –	1
Opposed Rate Increase –	0
Condition of Facilities –	10
Total -	15

A complaint may appear more than one time in the above list if it meets multiple categories (see spreadsheet attached). Please let me know if you have any questions.

Thank you,

Penelope Buys
Engineering Specialist
Division of Engineering
Florida Public Service Commission
(850) 413-6518
Fax – (850) 413-6519
pbuys@psc.state.fl.us

From: Laura King
Sent: Wednesday, July 08, 2015 8:46 AM
To: 'Troy Rendell'
Cc: Penny Buys
Subject: RE: Brevard Waterworks - recent complaints

Thank you.

From: Troy Rendell [<mailto:trendell@uswatercorp.net>]
Sent: Wednesday, July 08, 2015 8:44 AM
To: Laura King
Subject: RE: Brevard Waterworks - recent complaints

I just received a revised listing with the resolutions added.

From: Laura King [mailto:LKing@PSC.STATE.FL.US]
Sent: Tuesday, July 07, 2015 3:16 PM
To: 'Troy Rendell'
Subject: RE: Brevard Waterworks - recent complaints

thanks

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Tuesday, July 07, 2015 3:14 PM
To: Laura King
Subject: RE: Brevard Waterworks - recent complaints

Here is the information you requested. I didn't send all of the "billing" inquiries. It appears the majority of these are repeat calls and most concerning disconnection of service due to non-payments.

From: Laura King [mailto:LKing@PSC.STATE.FL.US]
Sent: Thursday, July 02, 2015 11:15 AM
To: Troy Rendell (trendell@uswatercorp.net)
Subject: Brevard Waterworks - recent complaints

Good Morning Mr. Rendell,

Could you please provide a list of all service complains, if any, Brevard Waterworks received for the period of 9/1/14 to 6/30/15. Also, could you please provide a brief explanation as to how each was resolved. Staff is requesting this information be provided by COB on Tuesday, July 7. If this timeframe is not doable, please let me know when you could have the information available.

Thank You,

Laura King

Account	Label	Comment	User	Date	Billing related	QoW	Opposed Rate Increase	Condition of Facilities
1189448	H 7.0 Meter Reading Issue	OPvknight 03/18/2015: Per Todd, scheduled order to check for leaks, bucket test, and confirm meter information; tech returned results: "ran 10 gallon bucket test, meter is 100% accurate; no leaks, ER OPigillet 03/11/2015: TERRY (STATE CONTRACTOR) CALLED FOR USAGE HISTORY FOR LAST 12 MONTHS FOR INSPECTION PER HEALTH DEPT TO GET NEW METER (POSSIBLY VALVE) FITTED. FAXED TO 321-267-5588. TERRY'S STATE RESOLUTION: faxed information	OPvknight	03/18/2015 10:16 AM				✓
1189449	E 4.0 General Inquiry	OPdrbrooks 04/29/2015: CODY WITH SEPTIC COMPANY CALLED FOR USAGE. HE REQUESTED TO HAVE A USAGE REPORT FAXED TO HIM AT 321-267-5588. HIS PHONE NUMBER IS 321-863-6942. RESOLUTION: faxed information	OPigillet	03/11/2015 02:15 PM				
1189454	E 4.0 General Inquiry	OPvknight 09/25/2014: Tech RJ note: had to read meter with hand help, read 8710; water was on, service leak, box full of water and mud, Craig coming down Friday to help repair. RESOLUTION: order closed.	OPdrbrooks	04/29/2015 07:23 AM				
1190680	C 2.3 Note From Tech	OPj david 01/06/2015: RONALD CALLED TO ASK THE LAST METER READ AND HOW TO READ THE METER SAID THAT HE IS TRYING TO SEE IF HE STILL HAS A LEAK; ADV HOW TO READ METER AND GAVE INFO AND IF IS A SLOW LEAK	OPvknight	09/25/2014 10:48 AM				✓
1190683	E 4.0 General Inquiry	RESOLUTION: Scheduled re-read and customer satisfied with results	OPj david	01/06/2015 02:20 PM				
1190732	D 3.2 Bill Dispute	OPdrbrooks 12/12/2014: DENISE ZINN CALLED AND STATED THAT THERE IS NO WAY THEY COULD HAVE USED 18TGALS OF WATER IN ONE MONTH. SHE WOULD LIKE SOMEONE TO COME OUT AND CHECK HER METER. HER PHONE NUMBER I RESOLUTION: adv customer catch-up read and adj to single tier billing, customer satisfied.	OPdrbrooks	12/12/2014 02:13 PM	✓			
1190741	D 3.2 Bill Dispute	OPd gross 01/20/2015: GREG CALLED ASKING WHY HIS USAGE IS SO HIGH. HE DOESNT THINK HE'S USING 3000 GALLONS. ADV TO DO LEAK TEST RESOLUTION: customer adv to perform leak test- no further action needed.	OPd gross	01/20/2015 04:03 PM	✓			
1190741	E 4.0 General Inquiry	OPhvang 11/13/2014: GREGORY CALLED WANTS TO KNOW WHERE THE VALVE IS TO SHUT OFF WATER SO CAN DO SOME MAINTENANCE; ADV NOT SURE WHERE IT MAY BE LOCATED; HE SAID WILL CHECK BY THE WASHER AND DRYER IN HI RESOLUTION: no further action needed	OPhvang	11/13/2014 11:55 AM				
1190745	E 4.0 General Inquiry	OPs bridges 04/29/2015: BETTY CALLED TO INFORM US SHE WILL BE PUTTING UP A FENCE IN 2-3 MONTHS. SHE SAYS FENCE WILL BE OFF OF THE EASEMENT BUT DUE TO METER PLACEMENT IT WILL BLOCK THE METER. WANTED RESOLUTION: no action needed, customer advising	OPs bridges	04/29/2015 11:19 AM				
1190784	F 5.0 No Water - Sewer / Service Interruption	OPcvang 04/29/2015: Cld after hours and tech stated that they are unable to reconnect water until tomorrow morning - cld Ann and Imom adv that we are unable to reconnect water tonight and will have RESOLUTION: customer called afterhours and water was restored the following morning.	OPcvang	04/29/2015 05:58 PM				
1190791	C 2.3 Note From Tech	OPvknight 10/29/2014: TECH DISPATCHED FOR NON-PAY DISCONNECTION; NOTED THAT MUST GO THROUGH GARAGE TO GET TO BACK YARD FOR METER; TAGGED DOOR, UNABLE TO DISCONNECT SERVICE. CALLED CUST AT PH ON FILE RESOLUTION: tech unable to complete disconnect; order canceled.	OPvknight	10/29/2014 02:52 PM				
1190801	H 7.2 Condition of Meter	OPvknight 12/17/2014: Service order to replace meter placed by Todd, tech noted on 12/10 that they were unable to reach the meter because a truck was in the way; they tagged the door to ask the custom RESOLUTION: called customer to move truck, left message and no reply. Order canceled.	OPvknight	12/17/2014 08:40 AM				
1190849	I 8.2 Main Break	OPtsheegog 05/05/2015: RICHARD CALLD TO HAVE A TECH COME OUT TO SHUT HIS WATER OFF, HE SAYS HE HAS A BIG LEAK AND DOESNT SEE HOW TO SHUT IT OFF BY THE METER; ADV I WILL INFORM SUP TO DISPAT A TECH; OP RESOLUTION: customer was able to find shut off and called to cancel tech	OPs bridges	05/05/2015 11:40 AM				✓
1191263	D 3.0 Bill Inquiry	OPtsheegog 05/21/2015: THERESA CALLD BECAUSE SHE SZ THERE IS A LEAK AND WOULD LIKE A TECH TO COME OUT; SHE SZ THAT SHE WILL NOT DO A LEAK TEST AND THAT SHE DOESNT USE 7TGALS TRIED TO INFORM CUSTOMER RESOLUTION: customer was not billed for 7tgal; no tech scheduled.	OPtsheegog	05/21/2015 01:25 PM				✓
1191263	D 3.0 Bill Inquiry	OPtsheegog 05/13/2015: CUSTOMER CALLD BECAUSE SHE THINKS THAT SHE HAS A LEAK; CUSTOMER IS UPSET THAT I ASKD HER TO FIRST DO A LEAK TEST SHE SZ THAT HER OTHER COMPNY CALLS TO LET HER KNOW WHEN SHE HAS see note above	OPtsheegog	05/13/2015 03:57 PM	✓			
1191313	C 2.3 Note From Tech	OPlparkos 09/03/2014: SO #8871-9/3/14-Email from tech, Could not get to meter at this time, Meter is in neighbor's back yard not home dogs loose in yard. Called Customer and advised we could check ano RESOLUTION: contacted customer to restrain dogs to complete order.	OPvknight	09/12/2014 09:45 AM				
1191505	E 4.0 General Inquiry	OPd gross 02/03/2015: JODY CALLED BACK WANTING TO SPEAK TO VICKI ABOUT INSTALLING A NEW METER. SHE WORKS FOR CHROME MANAGEMENT ENTERPRISE (THE PROPERTY OWNERS) RESOLUTION: meter installed	OPd gross	02/03/2015 09:37 AM				✓
1191505	F 5.0 No Water - Sewer / Service Interruption	OPhvang 02/05/2015: MELONY CALLED BACK ADV THAT THE NEIGHBOR MAY HAVE TURNED OFF WATER, SHE ADV THAT THE NEIGHBOR SAID THEY HAD TO TURN OF THE MAIN WATER @ VALVE, CONCERN THAT WATER MAY BLOW UP A BIG RESOLUTION: adv customer tech would be out in morning, customer ok	OPhvang	02/05/2015 03:43 PM				
1191646	E 4.0 General Inquiry	OPj david 01/02/2015: NEW TENANT AMANDA CALLED TO ASK WHEN A TECH WILL BE THERE TO CONNECT ADV NO SPECIFIC TIME AVAILABLE BUT HAS BEEN DISPATCHED AND TECH WILL BE THERE SOMETIME TODAY; SAID IS VERY UPS RESOLUTION: customer had water restored after hours.	OPj david	01/02/2015 12:18 PM				
1191646	F 5.0 No Water - Sewer / Service Interruption	OPj david 01/02/2015: AMANDA CALLED TO FOLLOW UP ABOUT WATER BEING TURNED ON ADV SUPERVISOR IS ON PHONE W/ TECH TO VERIFY THAT THEY ARE ABLE TO COME CONNECT HER WATER; PH # 321-474-3850; OPhvang 01/02/ see note above	OPcvang	01/02/2015 07:54 PM				
1191846	F 5.0 No Water - Sewer / Service Interruption	OPhvang 01/02/2015: AMANDA CURRAN(NEW TENANT) CALLED NEEDS WATER ON, ADV S/O WAS ENTER FOR HER MOVE IN EFF 01/02/2015, WATER SHOULD BE RECONNECT AT TIME OF MOVE IN; SHE ADV THAT SHE WAS TOLD WATER WIL see note above	OPhvang	01/02/2015 03:37 PM				
1191743	C 2.3 Note From Tech	OPvknight 03/18/2015: Note from tech on non pay disconnect service order #10427; "Could not shut water off meter is in neighbors back yard at 3400 Brockett gate locked Dog tagged fence at 3401 Kittle RESOLUTION: tech gained entry and turned off water; customer called in June and made pymt in full; restored service	OPvknight	03/18/2015 01:11 PM				
1191901	H 7.1 No Access	OPvknight 04/24/2015: Customer eligible for non pay disconnect, but tech unable to reach meter as it is behind neighbors locked gate; emailed Todd for direction and to adv of past due bal and payment RESOLUTION: tech gained entry and disconnected water.	OPvknight	04/24/2015 12:35 PM				
54795448	C 2.3 Note From Tech	OPvknight 10/28/2014: CUSTOMER ELIGIBLE FOR NON-PAY DISCONNECTION PER SERVICE ORDER #9284; TECH NOTED "COULD NOT GET CLOSE TO METER; CUSTOMER HAS PIT BULLS CHAINED AROUND HOUSE". RESOLUTION: after several canceled orders, tech gained entry and disconnected water	OPvknight	10/28/2014 11:47 AM				

Account	Label	Comment	User	Date	Billing related	QoW	Opposed Rate Increase	Condition of Facilities
54795474	F 5.0 No Water - Sewer / Service Interruption	OPjdavid 11/18/2014: CALLED DONNA TO LET HER KNOW THERE IS NOT A TECH IN HER AREA TODAY AND WILL BE RECONNECTED FIRST THING IN THE MORNING 11/19/14; SAID OK RESOLUTION: water restored in morning	OPjdavid	11/18/2014 02:13 PM				
54795687	F 5.0 No Water - Sewer / Service Interruption	OPPhvang 06/04/2015: RICKEY CALLED SAID HE HAS NO WATER; ADV CUST HAS BEEN DISCONNECTED; ADV PAST DUE BAL OF 106.92; ADV CAN TAKE CC PMT BY PH, TECH WILL BE ABLE TO GO OUT 6/5/2015 TO RECONNECT; HE ADV	OPPhvang	06/04/2015 02:34 PM				
54795687	H 7.0 Meter Reading Issue	OPVknight 06/04/2015: Per Todd, to gain access to meter located left rear back of 3412 Brockett, call property owner Jack Casale at 321-383-4212 RESOLUTION: water disconnected and reconnected	OPVknight	06/04/2015 11:38 AM				
54795829	A 0.1 Supervisor Review (By 11 AM Next Day)	OPDrbrooks 12/16/2014: KATRINA CALLED AND STATED THAT SHE WAS ADVISED THAT HER METER WAS GOING TO BE CHANGED OUT DUE TO EXCESSIVELY HIGH READS AND WAS ALSO ADVISED THAT SOMEONE WAS GOING TO GET BACK T	OPDrbrooks	12/16/2014 08:10 AM				✓
54795829	A 0.1 Supervisor Review (By 11 AM Next Day)	OPrewariboko 09/29/2014: PLEASE CLOSE SERVICE ORDERS. CUSTOMER IS DISPUTING HER READ AND SHE IS WAITING ON THE STATUS.	OPrewariboko	09/29/2014 01:27 PM				
54795829	D 3.2 Bill Dispute	OPrewariboko 09/18/2014: KATRINA CALLED, SHE BELIEVES WE HAVE THE WRONG READ AND REQUESTED THAT WE REREAD HER METER BECAUSE HER BILL SEEMS HIGH. I PLACED A SERVICE ORDER TO HAVE METER REREAD. SHE ALSO	OPrewariboko	09/18/2014 11:33 AM				
54795829	D 3.2 Bill Dispute	OPDrbrooks 09/10/2014: RETURNED VM TO KATRINA. SHE STATED THAT HER BILL IS TOO HIGH. SHE STATED THAT SHE DID A LEAK TEST AND FOUND THERE TO BE NO LEAKS BUT SHE WASN'T SURE THAT SHE CHECKED THE RIGHT M	OPDrbrooks	09/10/2014 11:08 AM	✓			
54796036	F 5.0 No Water - Sewer / Service Interruption	OPcvang 11/25/2014: TOMOKA CLLD STATED THAT SHE WAS ADV HER WATER SHOULD BE ON BUT IS STILL NOT ON - CLLD TECH AND HE STATED THAT HE WILL BE OUT TO RECON WATER BY TONIGHT RESOLUTION: water restored	OPcvang	11/25/2014 07:16 PM				
54796201	J 9.0 Water Quality	OPDgross 01/20/2015: STEPHANIE CALLED SAYING THAT HER WATER HAS BEEN YELLOW FOR THE PAST FEW DAYS. SHE RAN IT FOR A LITTLE WHILE AND ITS STILL YELLOW AND SMELLS BAD. ADV THAT I WOULD LET SUP KNOW AND RESOLUTION: TECH NOTE: RAN WATER FROM HOSE SPIGOT FOR SEVERAL MIN, WATER WAS CLEAR, NO SMELL; CUSTOMER NOT HOME, TAGGED DOOR.	OPDgross	01/20/2015 11:26 AM		✓		
54796235	C 2.3 Note From Tech	OPVknight 09/25/2014: Tech RJ note: had to read meter with hand help, read 8710; water was on, service leak, box full of water and mud, Craig coming down Friday to help repair.	OPVknight	09/25/2014 10:48 AM				
54796432	F 5.0 No Water - Sewer / Service Interruption	OPVknight 06/16/2015: non pay disconnect tech note: "R-044850.X ERT-57766746 shut water off pulled and plugged meter LF 5/8" tagged door RJ" RESOLUTION : new tenant called to start service	OPVknight	06/16/2015 09:35 AM				
54796506	E 4.0 General Inquiry	OPDrbrooks 12/22/2014: ERIC DRAA CARETAKER FOR THIS PROPERTY CALLED AND STATED THAT THERE IS NO WATER COMING FROM THE METER AND FEELS THAT THE METER NEEDS TO BE REPLACED. RESOLUTION: tech note: read 035793; found plug in meter must have been shut off for non pay a long time ago. turned water on	OPDrbrooks	12/22/2014 11:04 AM				✓
54796516	F 5.0 No Water - Sewer / Service Interruption	OPPhvang 05/04/2015: ALFONSO CALLED QUESTION IF HIS WATER WILL BE RECONNECTED TODAY, SAID HE MADE PMT ON 5/1/15; ADV A TECH HAS BEEN DISPATCHED, WILL LOOK INTO IT AND CALL HIM BACK.; OPhvang 05/04/2015 RESOLUTION: water restored	OPPhvang	05/04/2015 04:15 PM				
54796516	F 5.0 No Water - Sewer / Service Interruption	OPcvang 05/01/2015: ALFONSO CLLD STATED THAT HE MADE PYMNT ON 4/28/15 AND WATER IS STILL NOT ON - ADV THAT ONCE HE HAD MADE PYMNT HE WAS TO CALL BACK WITH CONFIRMATION TO HAVE WATER RECON. BECAUSE IT see above note	OPcvang	05/01/2015 06:25 PM				
54796526	I 8.2 Main Break	OPTsheegog 05/04/2015: TOM CALLD TO FOLLOW UP ON TECH; ADV TECH HAS BEEN DISPATCHD RESOLUTION: Tech noted: read 008200 service leak customer side; shut water off at meter until customer made repairs then turned back on.	OPTsheegog	05/04/2015 10:00 AM				
54796526	I 8.2 Main Break	OPjdavid 05/04/2015: TOM CALLED TO REPORT A WATER LINE HAS BROKEN IN HIS YARD AND WATER IS SPEWING FAST, BROUGHT TO SUPERVISOR VICKI AND SHE HAS DISPATCHED A TECH AND HE IS NOW ON HIS WAY; PH # 321-26	OPjdavid	05/04/2015 09:28 AM				✓
54796641	C 2.3 Note From Tech	OPVknight 06/16/2015: tech noted "R-002963.X ERT-69181277 Was able to shut off and install Big Lock left note in box advising if lock is removed and water is turned on we would call Sheriff Dep, Righ ; RESOLUTION: water disconnected- no further contact from customer.	OPVknight	06/16/2015 10:49 AM				
54796646	A 0.1 Supervisor Review (By 11 AM Next Day)	OPTsheegog 05/13/2015: TOM SHELTY CALLD TO REQUEST TO HAVE IS HIS METER PLACED BACK TO HIS LOT AT 3161 LEIGH RD THAT WAS ASSIGND TO 3155 LEIGH RD. HE SZ THAT HE PAID 1500. TO HAVE METER INSTALLD FOR U RESOLUTION: Todd spoke to customer directly - noted issue resolved.	OPVknight	05/20/2015 10:39 AM				✓
54796646	E 4.0 General Inquiry	OPDrbrooks 02/23/2015: JODI WITH CHROME MANAGEMENT CALLED ASKING TO SPEAK WITH VICKI IN REGARDS TO A METER HAVING SUPPOSED TO BEEN INSTALLED AT THIS PROPERTY AND SHE HAD BEEN WAITING FOR TWO WEEKS FOR	OPDrbrooks	02/23/2015 10:40 AM				✓
54796646	F 5.0 No Water - Sewer / Service Interruption	OPjdavid 03/06/2015: MELONY CALLED TO REQUEST WATER BE TURNED BACK ON, ADV NOT SHOWING THAT IT IS OFF IN NOTES, SAID OK AND WILL CHECK HER WATER AND CB; PH # 321-480-6103; OPhvang 03/06/2015: melony c RESOLUTION: meter installed at property.	OPPhvang	03/06/2015 01:49 PM				

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