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

# Public Service Commission

October 19, 2015

Charlie Creek Utilities, LLC  
Mr. Michael Smallridge  
3336 Grand Blvd., Suite 102  
Holiday, FL 34690

## STAFF'S FIRST DATA REQUEST

**Re: Docket No. 150186-WU - Application for certificate to operate a water utility in Hardee County by Charlie Creek Utilities, LLC.**

Dear Mr. Smallridge:

Please provide the requested additional information listed below regarding Charlie Creek Utilities, LLC.

### Additional Information

1. Regarding Boiled Water Notices, please answer the following questions:
  - a. Since December 1, 2014, how many boiled water notices have been issued by the utility?
  - b. Please describe the utility's methodology for informing customers of boiled water notices.
2. Regarding water outages affecting ten percent or more of water customers, please answer the following questions:
  - a. Since December 1, 2014, how many outages have occurred that affected ten percent or more of water customers?
  - b. Please describe the reasons for these outages, and the estimated number of customers impacted for each outage.
  - c. Was advanced notice provided to customers for any of these outages, and if so, for how many?

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3. Please discuss the water treatment methods used by the utility since December 1, 2014. Please note any changes, if any, from treatment methods utilized by the former owner.
4. Regarding customer complaints, please answer the following:
  - a. Since December 1, 2014, how many customer complaints have been received by the Utility?
  - b. Please identify the top 3 reasons for customer complaints
  - c. Please explain how records of customer complaints are maintained, and what level of detail is recorded in terms of timing and subject of complaints.
5. Please refer to the customer correspondence identified as Document No. 06349-15 in Docket No. 150186-WU. Please discuss the concern addressed on the second page of the customer correspondence regarding the water line.

The original and one copy of the response to the information requested in this letter should be filed with the Commission on or before November 5, 2015. 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 Danijela Janjic at [DJanjic@psc.state.fl.us](mailto:DJanjic@psc.state.fl.us) or by phone at (850) 413-6856 for legal questions. For technical questions, you may contact me at [Pellis@psc.state.fl.us](mailto:Pellis@psc.state.fl.us) or by phone at (850) 413-6626.

Sincerely,



Phillip Ellis, Engineering Specialist  
Division of Engineering

PE:tj

cc: Office of the Commission Clerk (Docket No. 150186-WU)