1		BEFORE THE
2	FLORIDA	PUBLIC SERVICE COMMISSION
3	In the Matter of:	
4		DOCKET NO. 150186-WU
5	APPLICATION FOR C OPERATE A WATER U	
6	HARDEE COUNTY BY UTILITIES, LLC.	
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10	PROCEEDINGS: COMMISSION ITEM NO. 4	COMMISSION CONFERENCE AGENDA
11		ITEM NO. 4
12	COMMISSIONERS PARTICIPATING:	CHAIRMAN JULIE I. BROWN
13		COMMISSIONER LISA POLAK EDGAR COMMISSIONER ART GRAHAM
14		COMMISSIONER RONALD A. BRISÉ COMMISSIONER JIMMY PATRONIS
15	DATE:	Tuesday, January 5, 2016
16 17	PLACE:	Betty Easley Conference Center Room 148
18		4075 Esplanade Way Tallahassee, Florida
19	REPORTED BY:	LINDA BOLES, CRR, RPR
20		Official FPSC Reporter (850) 413-6734
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CHAIRMAN BROWN: Moving on to Item 4. morning.

MR. ELLIS: Good morning, Commissioners. Phillip Ellis with Commission staff. Item 4 is the application for certification of an existing water only utility in Hardee County by Charlie Creek Utilities, LLC. Staff recommends approval of the utility's request for a certificate as it meets the rule and statutory requirements. The existing rates and charges should remain in effect until a change is authorized by the Commission.

Staff also evaluated a proposed convenience charge for usage of debit or credit card, which we would recommend to be reasonable. Staff notes that during the review process for the certification, a customer letter was received that discussed service interruptions and boil water notices. Staff determined that the utility uses a combination of DEP-approved door hangers and email to notify customers of a boil water situation. Staff would note that the interruptions are required to be reported to the PSC under Rule 25-30.251. Failure to properly report interruptions and to timely distribute boil water notices could result in a show cause by the Commission.

Finally, staff recommends that the utility not be made to show cause for failure to operate without a license over the last certificate as the current operator sought out our jurisdiction upon its acquisition. Staff and representatives of the utility are available for any questions.

CHAIRMAN BROWN: Thank you so much,
Mr. Ellis.

Commissioners, any questions?

I do have a question, Mr. Smallridge.

MR. SMALLRIDGE: Shoot.

CHAIRMAN BROWN: The boil water notices, I know it's something that has been persistent from the other utility that you ultimately acquired. How are you going to address the issues? I know during your time you've had four boil water notice issues that came about, and there's been some consternation about those. How are you going to address those going forward?

MR. SMALLRIDGE: Well, I had a -- when I took over the utility, I had a different plan than the previous owners did. What I do -- when I had my initial customer meeting with the customers, I told them that we put out door hangers and we also would email those to those folks who prefer to get emails. So whenever we issue a boil water notice, it's either

in one of two scenarios. It's either we have a line break and we have to fix it right now. So in that scenario, it's just door hangers in everybody's door. If it's a planned shutdown, we mail the boil water notices to the customers at least a week in advance. I try to do it ten days in advance, let them know that the system will be shut down. And then once the boil water notices are issued, we repair whatever damage there is. Then after the water tests are done, then we hand out the rescission notices with the door hanger door to door. The previous owner was putting them in the mailbox, and that's not allowed by law.

CHAIRMAN BROWN: Uh-huh.

MR. SMALLRIDGE: So we do it a little bit different way. Some of the issue out there was people have locked gates with fences, and I can't put it in their mailbox, I can't hang it on their mailbox. We were putting it wherever we could without going on their property and getting eaten by dogs and what have you.

I think probably the first time that that happened it led to some confusion because the people out there just weren't used to it. Even though I had said it at the meeting, but everybody at the meeting -- wasn't everybody at the meeting. So when I have my

1	annual customer meeting with them sometime next month,
2	I will readdress and remind them. I think everybody is
3	used to it by now. But we also do the notification by
4	email.
5	CHAIRMAN BROWN: Okay. Thank you,
6	Mr. Smallridge. I appreciate that.
7	MR. SMALLRIDGE: Did I answer your question?
8	CHAIRMAN BROWN: Yeah. Absolutely. And
9	you're going to be meeting with the customers moving
10	forward, so I appreciate that.
11	Commissioners, any other questions? Can I
12	I'll entertain a motion.
13	COMMISSIONER PATRONIS: Move staff.
14	COMMISSIONER EDGAR: Second.
15	CHAIRMAN BROWN: Okay. All those in favor,
16	say aye.
17	(Vote taken.)
18	All right. By your action, the staff's
19	recommendation is approved on Item 4.
20	(Agenda item concluded.)
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1	STATE OF FLORIDA)
2	: CERTIFICATE OF REPORTER COUNTY OF LEON)
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4	I, LINDA BOLES, CRR, RPR, Official Commission
5	Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.
6	IT IS FURTHER CERTIFIED that I
7	stenographically reported the said proceedings; that the same has been transcribed under my direct supervision;
8	and that this transcript constitutes a true transcription of my notes of said proceedings.
9	I FURTHER CERTIFY that I am not a relative,
10	employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties'
11	attorney or counsel connected with the action, nor am I financially interested in the action.
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13	DATED THIS 14th day of January, 2016.
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15	Linda Boles
16	LINDA BOLES, CRR, RPR
17	FPSC Official Hearings Reporter (850) 413-6734
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