

STATE OF FLORIDA



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## Public Service Commission

April 1, 2016

Ms. Holly Burge  
Aquarina Utilities, Inc.  
P. O. Box 1114  
Fellsmere, Florida 32948-1114

### STAFF'S FIFTH DATA REQUEST

**Re: Docket No. 150010-WS- Application for staff-assisted rate case in Brevard County by Aquarina Utilities, Inc.**

Dear Ms. Burge:

Staff has reviewed the comments made at the March 10, 2016 Customer Meeting and has some additional questions concerning Aquarina Utilities' (Aquarina) service to its customers.

1. **Customer Complaints.** The Home Owners Association, via Dr. Schwinn, stated that Aquarina is not properly recording the customer complaints it receives. (Reference 25-30.355 F.A.C – Complaints, see Attachment A.)
  - A. Does Aquarina record all customer complaints? If not, why not?
  - B. What is the Utility's procedure and practice for recording and resolving customer complaints?
  - C. Please provide a list of all service complaints received during the year 2015 and include an explanation of how each complaint was resolved.
  - D. What is the Utility's procedure and practice for recording and addressing customer service inquiries?
2. **Service Outages.** Dr. Schwinn stated that Aquarina is not providing notices of planned or unplanned outages to the potable and non-potable water services.
  - A. How many potable water service outage notifications were issued to the Utility's customers during 2014 and 2015? Please provide the dates and durations of the outages and whether they were planned or unplanned.
  - B. How many boil water notices were issued to the Utility's customers during 2014 and 2015? Please provide the dates and durations of the boil water conditions.

- C. How many notifications were provided to the fire department when there were planned or unplanned outages to the non-potable water service during 2014 and 2015? Please provide the dates and durations of the outages along with how the community and fire department were notified.
- D. Please identify any instances in which the Utility failed to notify the fire department of a planned or unplanned outage during 2014 and 2015.
- E. Please identify any instances in which the Utility failed to notify its customers of a planned or unplanned outage during 2014 and 2015.

For the following questions, please refer to Aquarina's response to Audit Finding No. 8:  
**Operation and Maintenance Expense/Account 642/742, Rental of Equipment.**

- 3. Approximately how many times per year were each of the following items used?
  - A. Pole saw
  - B. Gravely mower
  - C. Pressure washer
  - D. Dump trailer
- 4. Has Aquarina ever compared the price of renting the items in question No. 3 on an "as-needed" basis instead of the rental agreement that is in place?
  - A. Has Aquarina ever requested a quote from a landscaping company for how much it would cost to have them handle the lawn and tree maintenance for the Utility? If yes, please provide the quote(s).

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Please provide a response to this data request to the Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, Florida 32399-0850 by April 21, 2016. Should you have any questions, please contact me by telephone at (850) 413-6578 or email [clewis@psc.state.fl.us](mailto:clewis@psc.state.fl.us).

Sincerely,



Clayton Lewis  
US Engineering Specialist  
Bureau of Reliability and Resource Planning  
Division of Engineering

CL:tj

cc: Office of Commission Clerk (Docket No. 150010-WS)

**25-30.355 Complaints.**

(1) A utility shall make a full and prompt acknowledgement and investigation of all customer complaints and shall respond fully and promptly to all customer requests.

(2) For the purpose of this rule the word "complaint" used in this rule shall mean an objection made to the utility by the customer as to the utility's charges, facilities or service, where the disposal of the complaint requires action on the part of the utility.

(3) Replies to inquiries by the Commission's staff shall be furnished within fifteen (15) days from the date of the inquiry and shall be in writing, if requested.

*Rulemaking Authority 350.127(2), 367.121 FS. Law Implemented 367.121 FS. History—New 9-12-74, Formerly 25-10.70, 25-10.070, Amended 11-10-86.*