

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: June 22, 2016
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Melinda H. Watts, Engineering Specialist, Division of Engineering *MH*
RE: Docket No.150236-WU-Application for staff-assisted rate case in Lake County, by
Lake Idlewild Utility Company. *RES*

Please file the attached "response from DEP regarding Secondary Water Standard Complaints" in the above mentioned Docket File.

Thank you.

Melinda Watts

From: Festa, Daun <Daun.Festa@dep.state.fl.us> on behalf of DEP_CD <DEP_CD@dep.state.fl.us>
Sent: Tuesday, June 21, 2016 4:32 PM
To: Robert Graves; Melinda Watts
Cc: Lawson, Jeffrey; Ammon, Pamela; Office of Public Services; Herbster, Dave
Subject: PUBLIC RECORDS REQUEST / PWS #3354656 - PSC Docket No. 150236-WU - New Case Assignment #00045552 SF Reference: ref:_00DG0i115._500G0yIvIT:ref

Dear Mr. Graves,

The FDEP Central District Business Program has processed your request as outlined below:

Records Requested

Complaints for PWS #3354656 - PSC Docket No. 150236-WU

The following records were located and can be found at the links below:

POTABLE WATER SYSTEMS

Site Name: LAKE IDLEWILD UTILITY COMPANY

Site ID: 3354656

OCULUS Search Results:

[http://depdms.dep.state.fl.us:80/Oculus/servlet/shell?command=getEntity&\[guid=32.280039.1\]&\[profile=Discovery Compliance\]](http://depdms.dep.state.fl.us:80/Oculus/servlet/shell?command=getEntity&[guid=32.280039.1]&[profile=Discovery Compliance])

To access the documents in OCULUS:

1. Click on the link to open OCULUS at the Login screen.
2. Click on PUBLIC OCULUS login to view the search results screen.
3. Click the select button next to view in the drop down menu to open the document and view the document in its native format. Most OCULUS documents are in .pdf format. Acrobat Reader is required to read the document. The free reader can be downloaded from <http://www.adobe.com/products/reader.html>

Please note that not all DEP Division's records are maintained at the Central District office. For further information, please contact these offices directly.

BEACHES & COASTAL (Coastal Construction Control Line Program)

Please contact the Beaches & Coastal Program at 850-245-7669.

DRYCLEANING SOLVENT CLEANUP PROGRAM

(<http://www.dep.state.fl.us/waste/categories/drycleaning/default.htm>)

Please contact the Drycleaning Solvent Cleanup Program at 850-245-8927.

EMERGENCY RESPONSE, OFFICE OF

Please contact Amanda Hartsfield at 850-245-2870 or by email Amanda.Hartsfield@dep.state.fl.us.

GROUND WATER CONTAMINATION AREA

Please contact Allan Porostovsky at 850-245-8651 or allan.porostovsky@dep.state.fl.us with the Groundwater Regulatory Section in Tallahassee if you have any questions.

NPDES (National Pollutant Discharge Elimination System)

Please contact the NPDES Program at (866) 336-6312 (toll-free).

STATE LANDS

Please contact the Division of State Lands at 850-245-2555.

Also, DEP is not the only agency with environmental responsibilities in Florida.

- Records pertaining to your inquiry may be at the Department of Health (example: septic tanks, <http://www.floridahealth.gov/>), the State Warning Point (<http://www.floridadisaster.org/Response/Operations/swp.htm>), or other Federal, State, or local government entities.
- Directory to State of Florida Agencies: <http://www.myflorida.com/directory/>.
- Environmental records may be maintained by the US Environmental Protection Agency (<http://www.epa.gov/>).
- Link to Storage Tanks and Petroleum Contamination information online: http://www.dep.state.fl.us/waste/quick_topics/database_reports/pages/stcm/storagetank_reports.htm
- Link to: [Hazardous Waste Handler Search](#)
- DEP Information Portal (<http://webapps.dep.state.fl.us/DepNexus/public/search-portalPortal>)

If I have misunderstood your request in any way, please let me know.

Thank you very much,

Daun M. Festa
Central District
Florida Department of Environmental Protection
3319 Maguire Blvd, Suite 232
Orlando, Florida 32803-3767
DEP_CD@dep.state.fl.us
<http://www.dep.state.fl.us/central/Home/CitizensServices/RecordsRequests.htm>

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 e-mail communications may therefore be subject to public disclosure.

From: Lawson, Jeffrey
Sent: Thursday, June 16, 2016 11:20 AM
To: Farris, Jill
Subject: FW: PSC Docket No. 150236-WU

Another PSC request.



Jeffrey Lawson

Program Administrator
Florida Department of Environmental Protection
Drinking Water and Aquifer Protection
jeffrey.lawson@dep.state.fl.us
Office: 850.245.8599

From: Robert Graves [<mailto:RGRAVES@PSC.STATE.FL.US>]
Sent: Tuesday, June 14, 2016 1:10 PM
To: Lawson, Jeffrey <Jeffrey.Lawson@dep.state.fl.us>; Melinda Watts <Mwatts@PSC.STATE.FL.US>
Subject: PSC Docket No. 150236-WU

Dear Mr. Lawson:

Lake Idlewild (DEP ID # 3354656) has filed an application to increase rates for water service provided in Lake 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 Lake Idlewild. Please provide this information for the 5 year period ending on the date of this message. Please send any documents to the Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 and reference the docket number noted in the subject line of this email. If you do not have any documents, please e-mail Robert Graves at rgraves@psc.state.fl.us stating that your office had not received any complaints during the requested period.

Respectfully,

Robert Graves

Public Utilities Supervisor
(850) 413-7009



From: Chris Christiansen
To: Hess, Nathan
Cc: Rossing, Chris; DePedro, Jose
Subject: Re: Minimum Allowable Water Pressure for Utility Supply

Mr. Hess,

Thanks so much for the prompt reply. I will monitor the zero flow pressure readings during periods of system upset moving forward and will advise you if things get too bad. I can assure you that we have had several events during 2011 where we have been below 20psi due to system malfunctions. When our larger well pump operates things are OK. Whenever the smaller well pump operates, the conditions deteriorate quickly. I intend to inquire of W.B.B Utilities as to what would prevent them from upgrading the system to two full capacity supply wells instead of just one with a partial capacity reserve well as presently exists.

Thanks again,

Bruce W. Christiansen
Lake Idlewild Estates

Fruitland Park, FL

From: "Nathan Hess" <Nathan.Hess@dep.state.fl.us>
To: "chrise 2" <chrise_2@comcast.net>
Cc: "Chris Rossing" <Chris.Rossing@dep.state.fl.us>, "Jose DePedro" <Jose.DePedro@dep.state.fl.us>
Sent: Monday, December 5, 2011 1:45:45 PM
Subject: RE: Minimum Allowable Water Pressure for Utility Supply

Mr. Christiansen,

In accordance with Subsection 62-555.350(7), suppliers of water are required to maintain a minimum pressure of 20 psi throughout their distribution system up to residential water meters at all times. Obviously, when extraordinary circumstances occur, (water main breaks, loss of

power, etc...) a supplier may be unable to comply with this requirement. As you noted from our website, if pressure drops below 20 psi, the utility may issue a precautionary boil water notice.

There is no established regulatory maximum pressure as that number varies between water systems and is dependent on a variety of factors (storage and pumping capability and strength of distribution system lines).

I reviewed our records and only see two reported incidents at Lake Idlewild Estates since 2009. Please let me know if there is anything else I can help you with.

Nathan Hess

Environmental Supervisor II

Florida Department of Environmental Protection

3319 Maguire Boulevard, Suite 232

Orlando, FL 32803

Phone: 407-897-4140

5 Digit Dial: 34140

Fax: 407-897-4189

For more information on the Drinking Water Program, please visit the Central District's Drinking Water website at <http://www.dep.state.fl.us/central/Home/DrinkingWater/default.htm>.

Please take a few minutes to share your comments on the service you received from the department by clicking on this link DEP Customer Survey <<http://survey.dep.state.fl.us/?refemail=Nathan.Hess@dep.state.fl.us>> .

From: Rossing, Chris
Sent: Monday, December 05, 2011 1:12 PM
To: Hess, Nathan
Subject: FW: Minimum Allowable Water Pressure for Utility Supply

From: Chris Christiansen [mailto:chrise_2@comcast.net]
Sent: Monday, December 05, 2011 12:48 PM
To: Rossing, Chris
Subject: Minimum Allowable Water Pressure for Utility Supply

Chris,

I am a homeowner in Lake County, FL. Our development, Lake Idlewild Estates, has 79 lots which are supplied domestic water from a common well system operated by W.B.B. Utilities, Inc. We experience fluctuating water pressure levels on many occasions during the course of the year. Many times the system will go off-line and remain inoperable to the point where water just dribbles from the faucets. Upon restoration of delivery pressure, water hammer due to air entrainment is experienced. The utility has two sizes of wells, the first installed for the original development, the second larger pump installed when the development size was maximized. Present operation calls for the larger pump to run until such time as diminishing water pressure causes the smaller pump to come on line. That usually happens when there is a mechanical or electrical failure which causes the larger pump to shut down. Of course, the smaller of the two pumps can't supply domestic water to the homes in a proper manner as lawn irrigation will not work, kitchen sink sprays won't work etc. all because the pressure falls. Because the water main tap for homes is a single line supply which is split by a tee just upstream of the water meter runs for each of two homes. Coordination of water usage between the two homeowners supplied by the common main tap is a way of life here.

My question is simply “what is the minimum supply pressure that the utility is required to deliver to the homeowner”? I noted that boil water alerts hinge on a threshold of <20 psi, but I would think that the DEP has a min/max normal expected delivery pressure. If you could either provide me with that information or point me to where it is on your website, I would be very appreciative.

Thanks so much for your time,

Bruce W. Christiansen

4103 Bergen Hall Road

Fruitland Park, FL 34731

(352) 728-3890