

State of Florida



Public Service Commission

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-M-E-M-O-R-A-N-D-U-M-

DATE: February 8, 2017

TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

FROM: Margo A. Leathers, Attorney, Office of the General Counsel *ML*

RE: Docket No. 160065-WU - Application for increase in water rates in Charlotte County by Bocilla Utilities, Inc.

Please place the following email and its attachments in the above-referenced docket file.

From: Mike Riley [<mailto:miker@westcoexpress.net>]
Sent: Tuesday, February 07, 2017 5:28 PM
To: christensen.patty@leg.state.fl.us; 'Merchant, Tricia'; Margo Leathers
Subject: {BULK} Bocilla Utilities rate case
Importance: Low

Sorry for the late arrival, but we have some additional concerns that are spelled out in the attached letter.

Attached please find concerns to be discussed at the informal meeting tomorrow morning. We will have a group in attendance of the meeting on the phone connection.

Thank you

Michael N. Riley
For Palm Island Estates Association, Inc.

PALM ISLAND ESTATES ASSOCIATION, INC.
PO BOX 3151
Placida, FL 33946-3151

February 7, 2017

To: OPC and PSC Staff

Additional items concerning Staff's recommendations that need to be discussed at informal conference on Wednesday Feb 8th.

Issue 1 - Quality of Product

- Nitrification and bio-film issues occurred prior to the test year. Islanders returning had issues with discoloration and sediment in the water previously.
- Prior to test year there was no active program to alleviate the problem.
- Flushing was only done as a remedial action after BUI determined it was going to request a rate increase.
- The reason there were no complaints was because BUI said it is what it is – if there was an issue put a home filtering system in.

Issue 1 - BUI Address of Customer Satisfaction

- Written or formal complaints were not logged by BUI. That was because people contacted BUI by phone to inquire or register concern. We assumed that the concerns would be addressed by BUI.
- It was a good idea in theory but failed when it came to practice. Customer service was not a priority of BUI unless it meant there was potential for additional income.
- Staff did not answer calls, return messages without repeated request by the consumer. We can assume the billing related issues were dealt with immediately.

Issue 1 - Water Pressure Issues

- “The utility stated that, outside of low pressure events related to damage to the system, its pressure is maintained using its pressure boost station.”
- This statement and conclusion needs to be challenged by the OPC. As stated above only damage creates low pressure events to the system. We know the following can and will cause low flow and/or zero pressure in the distribution system even with the booster pump station in operation. **The above statement is wrong and should be strongly protested.** Those events are: flushing of fire hydrants (complete loss of pressure to homes downstream of hydrant being flushed and resultant loss of pressure upstream), a fire which requires opening of hydrants (reference the BUI fire hydrant opening procedure that we previously sent) and water pressure issues when the island and the resort are completely occupied resulting in water usage that exceeds the capacity of the system (low flow and pressure).
- We need to find out more about the operation and automation of the booster pump station. We are assuming that one pump is operating and one pump is stand-by. While one

pump may be adequate for base flow, demand should dictate whether both pumps are utilized. Rumor has it (not confirmed) that the second pump is manually operated by the BUI manager who activates it when he deems it necessary or receives a signal there is a problem. This defeats the purpose of an automated station and for the price BUI is including for the pump station and controls it should be completely automatic.

Issue 12 - Fire Flow

- Very simply we want a copy of the certified fire flow report submitted to the PSC.
- Based on BUI's previous actions we have doubts that the report exists other than to provide a piece of paper to the PSC.
- Want Charlotte County to preform tests.