

Four Lakes Golf Club

500 S. Florida Ave.
Suite 700
Lakeland, Fl. 33801

Date: February 15, 2017

Ms. Takira Thompson
Public Service Commission
Engineering Specialist/Division of Engineering
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

RECEIVED-FPSC
2017 FEB 22 AM 8:19
COMMISSION
CLERK

Re: Docket No. 160176 - WS - SARC - Four Lakes Golf Club, Ltd.

Dear Ms. Thompson,

The following items are in response to the 2nd data request letter from the PSC dated December 21, 2016.

1. Meter Replacement : We only obtained the one bid for meter replacement that has been previously submitted. The reason we had only one bid was because the company we received the bid from is the same company that we recently used to purchase new water meters at one of our other utilities. They also sold us the meter reading equipment that is used for automatic direct reading of the meters we purchased. Thus, the meter reading equipment we have already purchased will be able to be used to read the new meters we install at Four Lakes.
2. Meter Testing & Records : We currently do not have in our possession meter testing records. The last operator took much of our paperwork with him when he left our company and this was included. However, meters have been tested as required. We have hired a new water operator and going forward all meter tests will be recorded and kept as required. We do in fact know that on May 5, 2016 two of our employees (Lew Gaskins and Harold Cox) checked a number of residential meters. The list of residential meters they checked are all listed on a report that is included (this report is titled Billing Exception Report - which is a report of all meter readings that showed zero water usage for that quarter of billing). The customer number on the report indicates the lot number of the

residential meter. These meters were all tested and determined to be bad (not reading at all).

3. Inactive Service Connections : There are no inactive service connections.
4. Salaries & Wages - Employees : No additional employees were hired during this time. Salaries and wages increased during this time period at Four Lakes because we re-allocated salaries of our existing employees after we discovered their salaries were not properly allocated.
5. Water Pumped, Purchased and Sold : The completed table is included. Some items of note on the table: 1) I added August 2015 to the Finished Water from Wells column as the billing in Nov 2015 was for the prior 3 months (Aug, Sept, and Oct). This adjustment properly reflects the water pumped toward the water billed for. This also gives us 12 months of matching pumped vs. billed figures. 2) In May 2016 the master meter was replaced at the well. So that day the meter was replaced the reading was not accurate. I took the average daily pumped figure for the month and used it for that day.
6. General Service Customers : List is included
7. General Service Rates : General service rates are the same as residential service rates (Monthly base water/sewer charge of \$26.18, consumption rate of \$0.00 up to 5,000 gallons/month and \$1.05 per 1,000 gallons over the 5,000 /month allowance.
8. Water Only or Wastewater Only Service Rates : If a customer only has one service, we charge half of the monthly base facility charge and half of the consumption charge.
9. Misc. Services :
 - a. We have on average approximately 43 residents delinquent on paying each billing cycle
 - b. No new customers connected to the utility for service
 - c. We did not disconnect any service during this time period

If you have any questions, please do not hesitate to contact me at (863) 647-1581 or baltman@centurycompanies.net.

Sincerely

A handwritten signature in blue ink, appearing to read "B. Altman", with a long horizontal flourish extending to the right.

Brian Altman

Run Date 05/05/2016
Run Time 15:00
Posting Date 05/05/2016
Reference 8160

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Billing Exception Report Current Equals Previous Reading

Customer #	Name	Service Address	Meter ID	Current Reading	Previous Reading
160-0009	DONALD & BARBARA	817 SUNNING DALE CT.	160-0009	1326010	1326010
160-0064	LEONARD & SANDRA	1432 WILD DUNES CT.	160-0064	1508260	1508260
160-0093	RICHARD or CELESTE	1044 LA COSTA LANE	160-0093	1643690	1643690
160-0126	DONALD & HEIDI	1031 LACOSTA LANE	160-0126	295980	295980
160-0152	DANA H THOMAS	1530 ABERDEEN LANE	160-0152	1128320	1128320
160-0160	JOHN & BARBARA	1546 ABERDEEN LANE	160-0160	1457800	1457800
160-0182	MHLS (SKROCH)	1543 ABERDEEN LANE	160-0182	941970	941970
160-0223	KENNETH & KAREN	1612 GLEN ABBY LANE	160-0223	1297121	1297121
160-0228	GEORGE & KATHLEEN	1622 GLEN ABBY LANE	160-0228	1387200	1387200
160-0239	JAMES	919 LAQUINTA BLVD	160-0239	1311670	1311670
160-0256	ROBERT & PATRICIA SMITH	953 LA QUINTA BLVD.	160-0256	1468180	1468180
160-0262	DUANE J ANDERSON	2430 CROOKED STICK	160-0262	1509890	1509890
160-0319	JOHN & BANSI OATES	2321 PRESTWICK PLACE	160-0319	2317820	2317820
160-0323	HAROLD COLOTTI	2329 PRESTWICK PLACE	160-0323	1918890	1918890
160-0335	PHYLLIS KUPCHUN	963 LA QUINTA BLVD	160-0335	1161470	1161470
160-0364	BRYON E SWEEZEY	1258 LAS BRISAS LANE	160-0364	1400960	1400960
160-0380	CHUCK RUSH	1226 LASBRISAS LANE	160-0380	1545080	1545080
160-0446	ROBERT HARTOG JR,	2130 LAWSONIA LOOP	160-0446	1434920	1434920
160-0447	JERRY NOBLE	2128 LAWSONIA LOOP	160-0447	1947640	1947640
160-0450	PHILLIP & ROSALIE IMLER	2122 LAWSONIA LOOP	160-0450	1437520	1437520
160-0471	CHARLES & HARRIET	2214 TAMARRON LANE	160-0471	1315320	1315320
160-0507	GEORGE LeBLANC	1908 HAZELTINE WAY	160-0507	1285350	1285350
160-0531	JAMES OR MARCIA ALLEN	1629 GLEN ABBY LANE	160-0531	2128570	2128570
160-0534	GILLES & CLAUDETTE	1816 BELFRY LANE	160-0534	1111400	1111400
160-0536	ROSEMARY BROUILLET	1812 BELFRY LANE	160-0536	1790840	1790840
160-0548	RICHARD or SANDRA	1811 BELFRY LANE	160-0548	1397360	1397360
160-0558	TRADE HOME/ VS	1083 LACOSTA LANE	160-0558	2392090	2392090
160-0586	LINDA MILLER	2023 WENTWORTH PLACE	160-0586	1463420	1463420
160-0592	BERNARD WHITMORE	1338 LAS BRISAS LANE	160-0592	1996770	1996770
160-0593	SAL & JUANITA CALFA	1336 LAS BRISAS LANE	160-0593	2072420	2072420
160-0596	SANDRA RESNICK	1330 LAS BRISAS	160-0596	1471370	1471370
160-0613	JIM MARSICEK	1319 LAS BRISAS LANE	160-0613	2426020	2426020
160-0614	JOHN & MARY JANE	1321 LAS BRISAS LANE	160-0614	1705990	1705990
160-0615	JOSEPH & ROSE DELUCIA	1323 LAS BRISAS LANE	160-0615	1497400	1497400
160-0617	WAYNE & PATRICIA	1327 LAS BRISAS LANE	160-0617	1601650	1601650
160-0633	PAUL & CAROYLN BROWN	1119 LA COSTA LANE	160-0633	1442790	1442790
160-0639	WILLIAM AND CHRSTINE	1131 LACOSTA LANE	160-0639	1476600	1476600
160-0647	ROBERT HOY	1132 LA COSTA LANE	160-0647	2805310	2805310
160-0650	MARK OR KAREN POLNAK	1126 LA COSTA LANE	160-0650	1462280	1462280
160-0652	THOMAS SEARS	1122 LACOSTA LANE	160-0652	1759960	1759960
160-0658	RAUL & REBECCA	1110 LACOSTA LANE	0658	24610	24610
160-0665	RICHARD HACKER	1096 LACOSTA LANE	160-0665	1759910	1759910
160-0678	MCDONALD	1756 GLEN ABBY	160-0678	1681530	1681530
160-0700	STOCKINGER / PRIGITANO	1712 GLEN ABBY LANE	160-0700	1967450	1967450
160-0707	LARRY & VICKI STANFIELD	1698 GLEN ABBY	160-0707	1740560	1740560
160-0726	STEPHEN & ANN	1660 GLEN ABBY LANE	160-0726	1809550	1809550
160-0728	ARTHUR or BARBARA	1656 GLEN ABBY LANE	160-0728	1583890	1583890
160-0737	LARRY L LEFFINGWELL	1657 GLEN ABBY LANE	160-0737	1525990	1525990

Run Date 05/05/2016
Run Time 15:11:00
Posting Date 05/05/2016
Reference 8160

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Billing Exception Report Current Equals Previous Reading

Customer #	Name	Service Address	Meter ID	Current Reading	Previous Reading
160-0740	MARY ANN BERUBE	1761 GLEN ABBY	160-0740	1425520	1425520
160-0749	GERALD BERG	2507 DEVON PLACE	160-0749	1614010	1614010
160-0757	C. SARNO or D. ORWOLL	1667 GLEN ABBY LANE	160-0757	1742800	1742800
160-0772	RICHARD & ADA BROWN	1739 GLEN ABBY LANE	160-0772	1870190	1870190
160-0778	PAUL & CLAIRE HARNOIS	1675 GLEN ABBY LANE	160-0778	1782960	1782960
160-0796	INGE HARTE-NORTH	1687 GLEN ABBY LANE	160-0796	1410490	1410490
160-0797	DAVID or HELEN RAZO	2911 SHOAL CREEK PLACE	160-0797	1512896	1512896
160-0801	KATHLEEN BRUCKI	2903 SHOAL CREEK PLACE	160-0801	1527380	1527380
160-0803	EDWARD CLARK	3000 PINE VALLEY DRIVE	160-0803	1244440	1244440
160-0810	RICHARD DAY	3001 PINE VALLEY DR.	160-0810	1592650	1592650

4. Salaries & Wages - Employees: The Utility's SARC application indicates that Salaries & Wages – Employees increased by 163% for water and 107% for wastewater between 2014 and 2015. Please explain the increase, including whether any additional employees were hired and what additional duties or requirements are associated with these increases.
5. Water Pumped, Purchased, and Sold: Please provide statistics for the following table regarding pumped, purchased, and sold water for the test year.

(a)	Water Purchased For Resale (Omit 000's) (b)	Finished Water From Wells (Omit 000's) (c)	Recorded Accounted For Loss Through Line Flushing Etc. (Omit 000's) (d)	Total Water Pumped And Purchased (Omit 000's) [(b)+(c)-(d)] (e)	Water Sold To Customers (Omit 000's) (f)
August 2015		5,876		5,876	
September 2015		6,147	228	5,919	
October 2015		6,726	130	6,596	
November 2015		7,629	60	7,569	15,784
December 2015		7,887	60	7,827	
January 2016		6,865	16	6,849	
February 2016		6,420	12	6,408	17,511
March 2016		6,312	5	6,307	
April 2016		7,189	160	7,029	
May 2016		7,628	60	7,568	17,554
June 2016		6,935	22	6,913	
July 2016		7,759	102	7,657	
August 2016					17,367
Total for Year		83,373	855	82,518	68,216

The following questions relate to staff's rate analysis:

6. General Service Customers: The Utility's SARC application indicates that Four Lakes currently serves 13 general service water customers and 7 general service wastewater customers. Please provide a detailed list of the general service customers broken down by service and meter size.
7. General Service Rates: Please provide the rates that Four Lakes charges its general service customers.
8. Water Only or Wastewater Only Service Rates: The Utility's tariff rate is a combined charge for both water and wastewater service. If a customer only has one service, what rate is assessed by the Utility to that customer?

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Meter Report by Meter ID
Regular and Subtract Meters

<u>Meter ID</u>	<u>Customer #</u>	<u>Name/Service Address</u>	<u>Past/Current Readings</u>	<u>Past/Current Read Date</u>	<u>Subtract</u>
160-1001 3"	160-1001	FOUR LAKES CLUBHOUSE FL CLUBHOUSE SOUTH	2562470 0	11/03/2016 / /	
160-1002 1"	160-1002	FOUR LAKES CLUBHOUSE FL CLUBHOUSE NORTH	118090 0	11/03/2016 / /	
160-1003 5/8"	160-1003	FL SALES/MANAGEMENT OFFICE FL SALES/MANAGEMENT	232410 0	11/03/2016 / /	
160-1004 2"	160-1004	FL MAINTENANCE BUILDING FL MAINTENANCE BUILDING	1832100 0	11/04/2016 / /	
160-1005 5/8"	160-1005	FOUR LAKES CORNOR LOT 341 FL CORNOR LOT 341	2438070 0	11/03/2016 / /	
160-1006 5/8"	160-1006	FOUR LAKES GAZEBO AREA OFF FL GAZEBO AREA	4613640 0	11/03/2016 / /	
160-1007 5/8"	160-1007	FOUR LAKES BOAT DOCK FL BOAT DOCK	104960 0	11/03/2016 / /	
160-1008 2"	160-1008	FL WILD DUNES FENCE LINE FL WILD DUNES FENCE LINE	1589440 0	11/04/2016 / /	
160-1009 5/8"	160-1009	FL SEWER PLANT FL SEWER PLANT	283000 0	11/03/2016 / /	
160-1010 2"	160-1010	FL PUMP HOUSE-HYDRAUNT FL PUMP HOUSE	3466400 0	11/03/2016 / /	
160-1011 5/8"	160-1011	FOUR LAKES LOT 394 #5 FL LOT 394 #5	544270 0	11/03/2016 / /	
160-1012 5/8"	160-1012	10FL GOLF COURSE RESTROOM 10 FL GOLF COURSE	577460 0	11/03/2016 / /	
160-1013 5/8"	160-1013	13 FL GOLF COURSE 13 FL GOLF COURSE	1201800 0	11/03/2016 / /	

13 Meters