

River Ranch Water Management LLC.

Public Service Commission
2450 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 20170219-WS Application for staff assisted rate case in Polk County by River Ranch Water Management LLC

STAFF'S THIRD DATA REQUEST RESPONSE

METERS/BILLING

1. Please note the corrected table below based on the current customer base.

Neighborhood/Customer	Meters	Units
River Ranch Condo Association	47 (includes 3 being installed)	192
Long Hammock MH	119	119
River Ranch RV Park	1 (Being installed)	367
RS (Countryside)	65 (2 currently have no owner of record)	65
River Ranch Chapel	1 (NEW)	1
Westgate River Ranch	25 (includes 4 being installed)	25
Long Hammock Irrigation	Included in Water Meter Readings	Included in Water Meter Readings
RV Irrigation	Not on a Meter	
Total		

2. There are currently 67 active accounts compared to 59 at close of audit test year.
3. Infamark a/k/a Severn Trent Environmental Services, maintains the flat rate billing and the aging for the utility.
4. There are currently 252 meters that are read, this number will increase as the new meters are installed.
5. The meters are read by an hourly employee and will typically take one full 8 hours shift barring no weather interruptions.

6. If a mailing were required 70 notifications would be prepared; 67 to the customer of record plus one each for the General Manager, Property Controller and the Staff Accountant.
7. Yes, it is correct one invoice is sent to each of the commercial and multi-family accounts based on the flat rate indicated in the current tariff for Water, Waste Water and Irrigation.
8. For the individual units within each Association the utility provides notifications to the Associations which they then distribute to their customers of record.
9. When a boil water mandate has been made, the Utility hand delivers notification to each resident with additional copies provided to the Associations for posting on their information boards.

EMPLOYEES

10. Currently the position of that was previously held by Mark Turner is vacant.
11. Please list the duties and responsibilities associated with Director of Engineer (Utility Operator) position.

Water Sewer duties performed daily by Troy

- Meets and inspects water and sewer plants 5 days a week with Harrison Waste Water
- Meets and supervises all water chemical test by Tri State Water
- Unlocks facility and checks in all deliveries of chlorine to water plant
- Submits all invoices and paper work to purchaser for product and repairs to water plant
- Maintains fuel and oil levels to emergency Generator at water plant
- Schedules maintenance and repairs to Generator
- Maintains and does repair to Generator shed and roof

- Checks all pumps/gauges in water plant daily, or more often if issues are found
- Checks computers in pump house for recorded errors and does proper corrections
- Supervises and coordinates with contractors for any pump repairs and maintenance to pump house
- Performs on site welding to water plant as needed
- Physically delivers all boil water notices, water or sewer shut down alerts to all three communities as needed
- Schedules water shut downs if needed and works over night shifts supervising repairs to bring water back online
- Checks wells on property daily for leaks and improper pumping
- Schedules and supervises any repairs needed at wells
- Twice a day checks storage tank for proper fill level
- Cleans pump house facility

- Schedules and supervises maintenance to pump house facility
- Checks all pumps and tanks in sewer plant daily
- Keeps aerator at plant clean and repaired
- Schedules and supervises maintenance on above ground water storage tank
- Schedules and supervises grass cutting and weed eating inside water plant
- Submits all work done by himself and other workers related to water plant into our CSD System for proper GL
- He DOES assist with meter readings in three different communities this task in itself is a fulltime job that is split between two people
- Schedules and supervises meter repairs in all three communities
- Responsible for new customer turn on and vacant customer shut offs
- Schedules and supervises any installation of meters and hook up for new customers in all three communities
- Does underground locating of water lines for any construction in all three communities this could be as simple as a customer with a new deck being built or pavers on their drive way to as big as a new home going in or up
- Performs valve exercise on water valves as time permits and records the task
- Assist with fire hydrant flushing monthly taking water samples and checking chlorine levels
- Answers and corrects service calls with water in all three communities 24 hours a day
- Comes in at all hours of the night when the water plant has been affected by bad weather and lightning this occurs multiple times a month in the summer months
- Answers calls for pumping issues at lift stations to the sewer plant 24-7 and at all hours of the night as called by security for warning lights
- Oversees and schedules any repairs done to lift stations by CW Mechanical and Harrison Waste Water
- Oversees and schedules repairs to underground sewer lines in all three communities small repairs may be done in house by the manager
- Answers and corrects service calls to all three communities for the sewer plant 24-7
- Schedules ,supervises and submits in CSD the mowing and weed eating of the two acre Sewer Plant
- Schedules and supervises the repairs and painting of all the above ground metal tanks and lines in sewer plant
- Performs onsite welding as needed to sewer plant
- Does valve exercises on sewer plant valves
- Checks in all the Bio Degradable Treatments Harrison applies to sewer treatment plant and ponds as it is done
- Schedules and works with trappers for removal of wild hogs causing damage to sewer plant

12. Does the operator position also include not-utility duties related to River Ranch Resort or other CFI Business? If yes, please explain.

Yes, it is a shared position using CFI team members and equipment to perform duties required by the Utility. Additionally, the General Manager Resides on property and is on call for after-hours emergency and will check the system.

13. No, the operator (Manager) position does not read the meters for the Utility.

CONTRACTURAL SERVICES PROFESSIONAL

14. Yes, there are other people involved in the bookkeeping for the Utility.

15. Accounting task by Shelly Kirkland (SK) and/or Cortney Biggs (CB) are as follows:

Task	By	Frequency	Hours Weekly
Pick up Mail from Post Office	SK or CB	5 X Weekly	0.83
Open Checks	SK or CB	5 X Weekly	0.42
Scan checks to Capital One	CB	3 X Weekly	0.75
Prepare Copies and Scan checks to Severn Trent	CB	3 X Weekly	0.75
Receive/Match up and confirm proper posting by Severn Trent Batch	CB	3 X Weekly	0.75
File Deposit and Severn Trent Batch in Binder			0.75
Save Monthly reports from Severn Trent	CB	1 Monthly	0.02
Prepare Monthly Journal Entry for Revenue and Payments	CB	1 Monthly	0.04
Prepare Meter Reading Spreadsheet for Meter Reader	CB	1 Monthly	0.02
Input Pumpage into Spreadsheet from TriFlorida and Harrison and file in Binder	CB	1 Monthly	0.08
Data Entry of Meter Readings	CB	1 Monthly	0.12
Check Meter Readings for Reasonableness	SK	1 Monthly	0.12
Request Re-Reading of Meters	SK	1 Monthly	0.02
Call on Past Due Accounts	SK	1 Monthly	0.04
Prepare/Scan and Send Monthly Audit Pack to Auditors	CB	1 Monthly	1.16
Review Expenses	SK	1 Weekly	0.02
Prepare Expense Accruals	SK	1 Monthly	0.04
Prepare and Distribute and Review Monthly Income Statement	SK	1 Monthly	0.04
Monthly review of Financial Statements from Auditors	SK	1 Monthly	0.23
Prepare Balance Sheets & Bank Rec	SK	1 Monthly	0.47
Other Misc. Including the following :	SK	As Needed	0.72
Prepare Customer Boil Water/ Rescind Boil Water / Annual CCR Reports	SK	As Needed	
Prepare Annual Report Questionnaire	SK	1 Annual	
Prepare RAF Return Information	SK	1 Annual	
SFWMD Quarterly Usage Reports	SK	1 Quarterly	
Schedule Calibrations and Backflow Testing	SK	1 Annual	
Misc. questions from customer and /or others	SK/CB	As Needed	
Work with new account customers, applications and send to Severn Trent	SK or CB	Occasionally	

CONTRACT SERVICES OTHER

16. Harrison Wastewater Operations in addition to applying the chemicals provides the following:

WASTEWATER

- Check each of the five lift stations
- Check amperage and voltage to each pump
- Check float system
- Perform Settlelumtor test
- Check dissolved oxygen
- Check each aeration
- Clean both bar screen
- Wash down both clarifiers
- Wash down aeration
- Wash down surge
- Scrub down weirs in clarifiers
- Skim the clarifier
- Check residuals on water
- Alternate ponds weekly
- After hours emergency call out 24/7
- Contract for any necessary repairs on Water Plant/Sewer Plant/Lift Stations

WATER

- TriFlorida is contracted by Harrison Waste Water
- Check PH and Chlorine
- Check flows
- Record water pumped
- Check both wells manually
- Take residuals in system
- Take remote residuals
- Visual Check of water plant control panels
- Files all DEP Reports Monthly

RENT

17. Yes, the utility shares office space.
18. Westgate River Ranch Resort provides approximately three shelves 3'-0" long for housing of binders for the Utility operations. The resort also provides the copier, toner, paper and other necessary office supplies required for the daily operations and monthly reporting. Westgate Resorts also provides the scanner for making deposits, the post office box to receive mail and provides financial support for the utility.

19. If a customer has a question, concern and /or complaint, they would go to the Resort Lodge and meet in the offices of either Ray Duncan, General Manager; Shelly Kirkland, Property Controller; or Cortney Biggs, Staff Accountant; depending on the nature of the customer's needs.

TRANSPORTATION

20. Please give detail surrounding the lease agreement for the Nissan Titan that was included in the PSC staff audit.
 - a. There is a maintenance agreement with Enterprise for Vehicle FLJ400 and is with Central Florida Investments.
 - b. The vehicle is currently not being used by the Utility.
 - c. The vehicle is currently being used for and charged to Westgate River Ranch Resort.