

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: July 23, 2018
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Emily Knoblauch, Engineering Specialist, Division of Engineering *EK REE*
RE: Docket No. 20170230-WU-Application for staff-assisted rate case in Pasco County by Orange Land Utilities, LLC.

Please file the attached "Email correspondence from DEP regarding customer complaints - Orange Land Utilities, LLC" in the above mentioned docket file.

Thank you.

EK/pz

Enclosure

Patti Zellner

From: Patti Zellner
Sent: Monday, July 23, 2018 11:52 AM
To: Patti Zellner
Subject: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

From: Soroka, Kira [mailto:Kira.Soroka@dep.state.fl.us]
Sent: Monday, July 23, 2018 8:32 AM
To: Emily Knoblauch; Synatschk, Joni; Brock, James
Cc: PublicRecordsRequests Regulatory; Shakar, Jamie; Foster, Gerald; Thomas, Deirdre R; Robert Graves
Subject: RE: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

Emily,

I conducted a follow-up inspection at the Orange Land system on Friday July 20, 2018. I met with the system Operator, Mr. Eric Karl, and the complainant. The chlorine residual at the Point of Entry (Plant) was 1.76 mg/L and the complainants home at 7251 Knoll Drive was 0.57 mg/L. The water appeared to be clean and clear at both locations at the time of my site visit. Please let me know if you have any questions or need additional information.

Thank you,



Kira Soroka
Environmental Specialist III
Compliance Assurance Program
Florida Department of Environmental Protection
Southwest District
13051 N Telecom Parkway, Suite 101
Temple Terrace, FL 33637
Office: 813.470.5964
Fax: 813.470.5995
kira.soroka@floridadep.gov

From: Emily Knoblauch [mailto:eknoblau@psc.state.fl.us]
Sent: Monday, July 16, 2018 10:46 AM
To: Soroka, Kira <Kira.Soroka@dep.state.fl.us>; Synatschk, Joni <Joni.Synatschk@dep.state.fl.us>; Brock, James <James.Brock@FloridaDEP.gov>
Cc: PublicRecordsRequests Regulatory <PublicRecordsRequests_Regulatory@dep.state.fl.us>; Shakar, Jamie <Jamie.Shakar@dep.state.fl.us>; Foster, Gerald <Gerald.Foster@dep.state.fl.us>; Thomas, Deirdre R <Deirdre.R.Thomas@dep.state.fl.us>; Robert Graves <RGRAVES@PSC.STATE.FL.US>
Subject: RE: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

Kira,

That sounds wonderful, thank you so much.

Emily Knoblauch

Engineering Specialist
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
Fax: (850) 413-6633
eknoblau@psc.state.fl.us

From: Soroka, Kira [mailto:Kira.Soroka@dep.state.fl.us]
Sent: Monday, July 16, 2018 10:45 AM
To: Emily Knoblauch; Synatschk, Joni; Brock, James
Cc: PublicRecordsRequests Regulatory; Shakar, Jamie; Foster, Gerald; Thomas, Deirdre R; Robert Graves
Subject: RE: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

Emily,

I will be conducting a follow up inspection before the end of the week and will provide you with my findings.

Thank you,



Kira Soroka
Environmental Specialist III
Compliance Assurance Program
Florida Department of Environmental Protection
Southwest District
13051 N Telecom Parkway, Suite 101
Temple Terrace, FL 33637
Office: 813.470.5964
Fax: 813.470.5995
kira.soroka@floridadep.gov

From: Emily Knoblauch [mailto:eknoblau@psc.state.fl.us]
Sent: Monday, July 16, 2018 10:23 AM
To: Soroka, Kira <Kira.Soroka@dep.state.fl.us>; Synatschk, Joni <Joni.Synatschk@dep.state.fl.us>; Brock, James <James.Brock@FloridaDEP.gov>
Cc: PublicRecordsRequests Regulatory <PublicRecordsRequests_Regulatory@dep.state.fl.us>; Shakar, Jamie <Jamie.Shakar@dep.state.fl.us>; Foster, Gerald <Gerald.Foster@dep.state.fl.us>; Thomas, Deirdre R <Deirdre.R.Thomas@dep.state.fl.us>; Robert Graves <RGRAVES@PSC.STATE.FL.US>
Subject: RE: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

Good morning,

Thank you for providing the information below regarding the recent Orange Land customer complaint. It was indicated that there would be a follow up inspection to ensure that the chlorine residual has been restored. Do you have an idea of when that follow up inspection will take place?

Best regards,

Emily Knoblauch

Engineering Specialist
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
Fax: (850) 413-6633
eknoblau@psc.state.fl.us

From: Soroka, Kira [mailto:Kira.Soroka@dep.state.fl.us]

Sent: Monday, July 16, 2018 8:17 AM

To: Synatschk, Joni; Brock, James

Cc: PublicRecordsRequests Regulatory; Shakar, Jamie; Emily Knoblauch; Foster, Gerald; Thomas, Deirdre R

Subject: RE: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

Joni,

We recently received one complaint from a customer who contacted the Department two times. The complainant indicated that the Orange Land system (6511307) has been having boil water notices for four months, colored rings forming in toilet, water filter turned brown and growing mold and high chlorine. The complainant indicated that the system owner told her that he forgot to remove the boil water notice from the bill after system maintenance. She also indicated that the water filter was outdoors and her husband was in the process of covering it. I contacted the system operator regarding the complaint. The operator indicated that he had not received any recent complaints. I conducted a site visit on 7/6/2018. The chlorine residual was below 0.2 at that time. I contacted the system operator and his email response:

“Hello Kira,

I made an extra visit to Orangeland today after our phone conversation. The Chlorine residual upon arrival was 0.8 POE and a 0.2 at Knoll. I added 1 gal Cl2 to the barrel and set the Stennar CL2 pump back to its original setting at 70% stroke. The CL2 residual upon leaving was 2.0 POE and 0.7 on Knoll.

The CL2 residual from yesterdays visit was 1.3 POE and 0.7 remote. That is about the average residual carried at this facility. Please let me know if you need anything else. Thank you and have a great weekend.

Best,
Eric Karl”

I am planning on a follow up inspection to make sure that the chlorine residual has been restored.

Please let me know if you have any questions or need additional information.

Thank you,



Kira Soroka
Environmental Specialist III
Compliance Assurance Program
Florida Department of Environmental Protection
Southwest District
13051 N Telecom Parkway, Suite 101
Temple Terrace, FL 33637
Office: 813.470.5964
Fax: 813.470.5995
kira.soroka@floridadep.gov

From: Synatschk, Joni
Sent: Friday, July 13, 2018 11:57 AM
To: Brock, James <James.Brock@FloridaDEP.gov>
Cc: PublicRecordsRequests Regulatory <PublicRecordsRequests_Regulatory@dep.state.fl.us>; Shakar, Jamie <Jamie.Shakar@dep.state.fl.us>; eknoblau@psc.state.fl.us; Foster, Gerald <Gerald.Foster@dep.state.fl.us>; Soroka, Kira <Kira.Soroka@dep.state.fl.us>; Thomas, Deirdre R <Deirdre.R.Thomas@dep.state.fl.us>
Subject: RE: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

Jayne

Please see email below. Have you received any complaints for Orange Land Utilities, LLC since March 14, 2018?

Thank you

Joni

Good morning, Joni,

I previously requested complaints for Orange Land Utilities, LLC from October 1, 2014 through March 14, 2018, and there were no complaints. However, I have been in contact with the Office of Public Counsel, who expressed that some customers may have recently made complaints. Has DEP received any complaints for Orange Land since March 14, 2018?

Thank you so much,

Emily Knoblauch
Engineering Specialist
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
Fax: (850) 413-6633
eknoblau@psc.state.fl.us

From: Brock, James
Sent: Wednesday, March 14, 2018 9:57 AM
To: Thomas, Deirdre R <Deirdre.R.Thomas@dep.state.fl.us>
Cc: PublicRecordsRequests Regulatory <PublicRecordsRequests_Regulatory@dep.state.fl.us>; Synatschk, Joni <Joni.Synatschk@dep.state.fl.us>; Shakar, Jamie <Jamie.Shakar@dep.state.fl.us>; eknoblau@psc.state.fl.us; Foster, Gerald <Gerald.Foster@dep.state.fl.us>; Soroka, Kira <Kira.Soroka@dep.state.fl.us>
Subject: RE: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

Good Morning,

The SWD has not received any complaints during the specified timeframe. If you require further assistance please let me know.

Regards,

James S. Brock
Environmental Manager
Phone: (813)470-5737
Fax: (813)470-5995

From: Thomas, Deirdre R
Sent: Wednesday, March 14, 2018 9:30 AM
To: Brock, James <James.Brock@dep.state.fl.us>; Foster, Gerald <Gerald.Foster@dep.state.fl.us>
Cc: PublicRecordsRequests Regulatory <PublicRecordsRequests_Regulatory@dep.state.fl.us>; Synatschk, Joni <Joni.Synatschk@dep.state.fl.us>; Shakar, Jamie <Jamie.Shakar@dep.state.fl.us>
Subject: PSC: Customer Complaints - Docket No. 20170230 : Orange Land Utilities, LLC (PWS ID: 6511307)

Good Morning-

The Public Service Commission staff is processing a Staff Assisted Rate Case for PWS 6511307 – Orange Land Utilities, LLC (Orangeland Subdivision) located in SWD.

They are requesting any complaint information the department may have for this utility.

Are you aware of any complaints regarding the utility for the period of October 1, 2014 through the present? If you have received any complaints for the specified timeframe, please send a copy of the information to the PSC contact below.

PSC Contact Information:

Emily Knoblauch
Engineering Specialist I
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
Fax: (850) 413-6633
eknoblau@psc.state.fl.us

Thank you for your help with this request,
Dee Dee

Deirdre R. Thomas
Environmental Consultant, Source & Drinking Water

Division of Water Resource Management
Florida Department of Environmental Protection
Bob Martinez Center, Room 568F
2600 Blainstone Rd, MS 3500
Tallahassee, FL 32399-2400
Deirdre.R.Thomas@dep.state.fl.us
(850) 245-8657

