

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-**

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**DATE:** August 2, 2018

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

**FROM:** Douglas Wright, Engineering Specialist I, Division of Engineering *DW*

**RE:** Docket No. 20180021-WU- Application for staff-assisted rate case in Highlands County by Country Walk Utilities, Inc.

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Please file the attached email communication from Doug Wright to Troy Rendell, dated August 2, 2018, "Country Walk Utilities, Inc. Customer Meeting and Site Visit Follow-Up," in the above mentioned docket file.

Thank you.

DW:pz

Attachment

## **Patti Zellner**

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**Subject:** Country Walk Utilities, Inc. Customer Meeting and Site Visit Follow-Up

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**From:** Doug Wright  
**Sent:** Thursday, August 02, 2018 11:21 AM  
**To:** 'Troy Rendell'  
**Cc:** Luis Salvador; Robert Graves; Laura King; Phillip Ellis  
**Subject:** Country Walk Utilities, Inc. Customer Meeting and Site Visit Follow-Up

Mr. Troy Rendell,

This is a follow-up email to the Country Walk Utilities, Inc. customer meeting and site visit that occurred on July 25, 2018, and July 26, 2018, respectively. During the site visit, you mentioned you would file a response to the customer concerns/complaints received at the customer meeting and also address the issues discussed during the site visit. Below is a list of items, provided for your reference, that we are particularly interested in receiving follow-up information on:

- Standby Generator at the Water Treatment Plant (WTP)
  - We discussed the possibility of a letter from the HOA stating their official support or refusal.
- Water Staining Bathrooms/Roofs
  - You stated you were going to perform multiple lead/copper samplings to identify possible leaching into the water system.
- Electricity Meter at the WTP
  - You stated you were going to have the meter inspected to determine if the HOA-owned irrigation well is being powered by electricity metered at the WTP.
- High-Pressure Event Related Damages to Customer Plumbing
  - You stated that US Water has formally requested from Country Walk's customers the specifications of any damaged plumbing and that none has been received to date. We would like to verify that this is the case and that you will continue working with the customers as needed.
- High-Pressure Event Related Damages to Water Meters
  - You stated that US Water was in the process of performing a usage audit to compare consumption prior to and following the high-pressure event to determine if any abnormalities exist, which could, in turn, indicate if any water meters have been damaged by the high-pressure event.
- Map of Service Area
  - You stated that Country Walk's territory map would be redrawn to update property lines, clarify water main sizes, identify automatic and manual blow off valve locations, and remove the HOA's irrigation system.
- Forced-draft Aeration Treatment System
  - We discussed possible sampling procedures to ensure that the newly installed system is functioning as intended.
- Automatic/Manual Flushing Procedures
  - You, Andrew, and I discussed Country Walk's flushing procedures and how only one automatic valve and some of the other manual valves are being used to flush the system. We would like

clarification as to why Country Walk is not making use of all its flushing points and not flushing its entire distribution system.

- If available, please provide a record of all flushing activities for the period starting January 1, 2018, to July 31, 2018.

Thank you for taking the time to review this list and feel free to contact me if you have any questions.

Douglas Wright  
Florida Public Service Commission  
Division of Engineering  
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