

TKCB, INC.
5600 NORTH COCOA, BLVD.
COCOA, FL 32927
(321) 639-1124

February 1, 2019

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20180218-SU – Application of TKCB, Inc. for Staff-Assisted Rate Case in Brevard County.

Please find attached TKCB, Inc's (Utility) response to Staff's Second Data Request dated January 25, 2019, in the above referenced docket. Included with this response is staff's letter followed by the Utility's written response with attachments that contain supporting documents to accompany the Utility's response.

If you have any questions, please do not hesitate to contact me at 321-639-1134.

Respectfully Submitted,



Jeffery Small
OCBOA Consulting, LLC
on behalf of ///

Thad A. Terry
President
TKCB, Inc.

STAFF'S SECOND DATA REQUEST – UTILITY RESPONSE

1. Sludge Removal Expense
 - a. Invoice Nos. 5347A & 5579A for the period Jan-Dec 2015 are attached.
 - b. Invoice Nos. 5930A & 1000411 for the period Jan-Apr 2016 are attached.
 - c. Sludge Haul Slip Nos. 10865, 11062 & 11225 for the period Apr-Dec 2018 are attached. These services were provided free of charge per the information that was provided in Staff's First Document Request – Question No. 3. Please contact the plant operator, Jerry Padrick, for additional information on this arrangement.

2. Contract Services – Testing
 - a. The two monthly tests referenced, Invoice Nos. 66107359 & 66107446, were paid in billed and paid in December 2017. However, the tests were for the months of Nov & Dec 2017. These are monthly test required by DEP. See WWTP Permit provided in Staff's First Data Request – Question Final Permit page 2 of pdf document.
 - b. As stated above the monthly test are required by DEP. The well tests are required by DEP on a semi-annual basis. See WWTP Permit provided in Staff's First Data Request – Question Final Permit page 8 of pdf document.
 - c. Invoice No. 66110098 was a wells test that was required as stated above.
 - d. Invoice No. 6600000044 was a resample of the July 2018 monthly sample because, per the plant operator, the original sample was bad or failed. In this case the original sample was pulled on July 20, 2018, the lab notified the plant operator of a bad fecal coliform sample. A second sample was pulled and delivered to the lab seven days later on July 27, 2018.

3. Contract Services – Other
 - a. The only service provided by Harrel Development is the mowing of the percolation pond sites.
 - b. The only service provided by Michael Angelo is the mowing of the wastewater plant site compound with occasional debris removal when requested.
 - c. The \$1,000 charge referenced in staff's question was a Christmas Bonus paid to the plant operator Jerry Padrick in addition to his December 2017 service charge. Jerry has been TKCB, Inc's. contract operator for over xx years and the Christmas Bonus rewards him for his loyalty and long service to the utility.

4. DMR Reports

The discrepancy identified in the October DMR was due to a calculation error.

5. Customer Complaints

To date, the Utility has not received any customer complaints for the period requested. We have reached out to the City of Cocoa a second time concerning any complaints that they may have received for the period requested. Their email response, none, is attached.

6. Salaries

The evolution of the number of hours allocated to utility services is the result of a better understanding of the time needed to fulfill the duties of managing the utility system. TKCB,

Inc. received its wastewater certificate in Order No. PS2011-0522-FOF-SU, issued November, 7 2011. Five months later on April 9, 2012, they filed for a Staff-Assisted Rate Case in Docket No. 20120078-SU. In that proceeding, TKCB, Inc. provided a 10% estimate of time for the bookkeeper position to audit staff which was accepted by Staff in its recommendation. The 15% allocation for the Presidents time was developed by Staff in their inquires of information from TKCB during the SARC proceeding. The allocation percentages used were developed with no direct history or knowledge of how much time would be actually needed. They were estimates. TKCB had just received their wastewater certificate and had limited knowledge of utility recordkeeping, filing and reporting requirements. Now, six years later, TKCB's has a better understanding and history of the time needed for the two positions to properly service the utility. As stated above, the duties and responsibilities for the positions have essentially remained the same. What has changed or evolved with time is a better understanding of the time needed to fulfill the respective responsibilities to serve TKCB's customers.

COMMISSIONERS:
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 25, 2019

Mr. Thad A. Terry, President
TKCB, Inc.
5600 North Cocoa Blvd.
Cocoa, FL 32927
matlantisinvest@cfl.rr.com

STAFF'S SECOND DATA REQUEST VIA EMAIL & US MAIL

Re: Docket No. 20180218-SU - Application for staff-assisted rate case in Brevard County by TKCB, Inc.

Dear Mr. Terry:

Please provide the additional information requested below regarding TKCB, Inc. (TKCB or Utility).

1. Sludge Removal Expenses. Please refer to TKCB's response to Staff's First Data Request, No. 3. Please provide invoices for all sludge removal expenses for the following periods:
 - a. January 2015 – December 2015
 - b. January 2016 – April 2016
 - c. April 2018 – December 2018
2. Contractual Services – Testing. Please refer to TKCB's response to Staff's First Data Request, No. 4.
 - a. Please explain why two monthly tests (Invoice Nos. 66107359 and 66107446) were performed in December 2017.
 - b. Please explain why a monthly test (Invoice No. 66110504) and a "wells" test (Invoice No. 66110098) was performed in June 2018.
 - c. For Invoice No. 66110098 dated 06/06/18, please explain how often (ex. monthly, annually, etc.) this test is performed, and if this test is required by the Florida Department of Environmental Protection (FDEP).
 - d. For Invoice No. 660000044 dated 08/03/18, please explain why a resample test was performed, and whether this was the only test performed in August 2018.
3. Contractual Services – Other. Please refer to TKCB's response to Staff's First Data Request, No. 5.
 - a. Please provide a list of the services provided by Harrell Development, Inc.
 - b. Please provide a list of the services provided by Michael Angelo.
 - c. Please provide supporting documentation to verify the service charge of \$1,000 dated December 25, 2017, on the first page of the file titled "Jerry Padrick."

4. Discharge Monitoring Reports. Please refer to TKCB's response to Staff's First Data Request, No. 7. For the October 2017 Discharge Monitoring Report, staff was unable to verify the monthly total (2.678 MGD) and monthly average (0.107 MGD) listed on the report. Please explain how the monthly total and monthly average were calculated.
5. Customer Complaints. Please refer to TKCB's response to Staff's First Data Request, No. 12. The Utility provided an email from Jeff Small to the City of Cocoa's Utility Support Service Manager, Jessica Dovale, requesting customer complaints for the past three years. Please provide the number of complaints received during the test year and four years prior to the test year. Please include an explanation of how each complaint was resolved.
6. Salaries. Please refer to TKCB's request for pro forma salary adjustments filed December 18, 2018. The Utility stated that the job duties of the office employee and president "have evolved and increased slightly since they were reviewed by staff in the prior proceeding." Please explain how the job duties of these two positions has changed since the prior proceeding, and why do they now require more time to be performed.

Please file all responses electronically no later than **February 25, 2019**, via the Commission's website www.psc.state.fl.us, by selecting the Clerk's Office tab and Electronic Filing Web Form (reference Docket No. 20180218-SU) or send responses to the Commission Clerk, Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850. If you have any questions, please contact me by phone at (850) 413-6632 or by email at eknoblau@psc.state.fl.us.

Sincerely,



Emily Knoblauch
Engineering Specialist
Bureau of Reliability and Resource Planning
Division of Engineering

EK:pz

Enclosure

cc: Mr. Jeff Small, OCBOA Consulting, LLC (jeffsmall@ocboa.net)
Office of Commission Clerk (Docket No. 20180218-SU)

ALL SERVICE SANITATION LLC.

3715 A N COCOA BLVD.
COCOA, FL 32926

Phone: 321-631-2553
Fax: 321-636-1974

Invoice

Date	Invoice #
2/7/2013	5347A

Bill To
ATLANTIS INVESTMENTS 5600 N. US HIGHWAY 1 COCOA, FL 32927

P.O. No.

Description	Serviced	AMOUNT
PUMPED 4000 GALLONS OF SLUDGE FROM SEWER PLANT AT SUNLAKE ESTATES--DISPOSED OF AT VIERA TREATMENT FACILITY		720.00

Thank you for your business.

Total	\$720.00
Payments/Credits	\$0.00
Balance Due	\$720.00

Phone #	Fax #	E-mail
321-631-2553	321-636-1974	allservicesan@aol.com

ALL SERVICE SANITATION LLC.

3715 A N COCOA BLVD.
COCOA, FL 32926

Phone: 321-631-2553
Fax: 321-636-1974

Invoice

Date	Invoice #
8/19/2015	5579A

Bill To
ATLANTIS INVESTMENTS 5600 N. US HIGHWAY 1, COCOA, FL 32927

P.O. No.

Description	Serviced	AMOUNT
PUMPED 4000 GALLONS OF SLUDGE FROM SEWER PLANT AT SUNLAKE ESTATES--DISPOSED OF AT VIERA TREATMENT FACILITY	8/19/2015	720.00

Total		\$720.00
Payments/Credits		\$0.00
Balance Due		\$720.00

Phone #	Fax #	E-mail
321-631-2553	321-636-1974	allservicesan@aol.com

ALL SERVICE SANITATION LLC.

3715 A N COCOA BLVD.
COCOA, FL 32926

Phone: 321-631-2553
Fax: 321-636-1974

Invoice

Date	Invoice #
4/5/2016	5930A

Bill To
ATLANTIS INVESTMENTS 5600 N. US HIGHWAY 1 COCOA, FL 32927

P.O. No.

Description	Serviced	AMOUNT
PUMPED 4000 GALLONS OF SLUDGE FROM SEWER PLANT AT SUNLAKE ESTATES--DISPOSED OF AT VIERA TREATMENT FACILITY	4/5/2016	720.00
Total		\$720.00
Payments/Credits		\$0.00
Balance Due		\$720.00

Phone #	Fax #	E-mail
321-631-2553	321-636-1974	allservicesan@aol.com

ALL SERVICE SANITATION LLC.

3715 A N COCOA BLVD.
 COCOA, FL 32926

Phone: 321-631-2553
 Fax: 321-636-1974

Invoice

Date	Invoice #
7/28/2016	1000411

Bill To
ATLANTIS INVESTMENTS 5600 N. US HIGHWAY 1 COCOA, FL 32927

V# 1740

P.O. No.

Description	Serviced	AMOUNT
PUMPED 3000 GALLONS OF SLUDGE FROM SEWER PLANT AT SUNLAKE ESTATES--DISPOSED OF AT VIERA TREATMENT FACILITY *4865 LAKE ONTARIO DRIVE COCOA, FL 32926	8/1/2016	540.00
Total		\$540.00
Payments/Credits		\$0.00
Balance Due		\$540.00

Phone #	Fax #	E-mail
321-631-2553	321-636-1974	allservicesan@aol.com

ALL SERVICE SANITATION LLC.

3715 A N COCOA BLVD.
COCOA, FL 32926

Phone: 321-631-2553
Fax: 321-636-1974

Invoice

Date	Invoice #
10/5/2016	7786A

Bill To
ATLANTIS INVESTMENTS 5600 N. US HIGHWAY 1 COCOA, FL 32927

P.O. No.

Description	Serviced	AMOUNT
PUMPED 4000 GALLONS OF SLUDGE FROM SEWER PLANT AT SUNLAKE ESTATES--DISPOSED OF AT VIERA TREATMENT FACILITY	10/4/2016	720.00

Total	\$720.00
Payments/Credits	\$0.00

Phone #	Fax #	E-mail
321-631-2553	321-636-1974	allservicesan@aol.com

Balance Due	\$720.00
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All Service Sanitation LLC

Over 50 Years of Service

4715 A. NORTH COCOA BLVD.

Cocoa, FL 32926

INVOICE

1005
10865

Phone: 321-631-2553 Fax: 321-636-1974

TO

Jerry
616 Emerald Lake DR.
COLOA

DATE

5-14-18

5/14/18

CUSTOMER ORDER NO.

SALESPERSON

VIA

TERMS:

Payable Upon Receipt. allservice@aol.com

QUANTITY	DESCRIPTION	PRICE	AMOUNT
<u>1</u>	<u>pump sledge</u>		

Thank You!

All Service Sanitation LLC
Over 50 Years of Service
2715 A NORTH COCOA BLVD.
Cocoa, FL 32926

INVOICE

11862
8/10/18

Phone: 321-632-2053 Fax: 321-636-1974

TO Sun Lake Estates
616 Emerald Lakes Dr
Cocoa
321-508-4114

DATE	8-10-18	8/10/18
CUSTOMER ORDER NO.		
SALESPERSON		
VIA		

TERMS: Payable Upon Receipt. all@servicenan@aol.com

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	sledge		NC
	4000 GAL		

Thank You!

All Service Sanitation LLC
Over 50 Years of Service
3715 A. NORTH COCOA BLVD.
Cocoa, FL 32926

INVOICE

11225
11225

Phone: 321-631-2858 Fax: 321-655-1974

TO Jerry
SUNLAKE ESTATES
616 Emerald Lakes Dr.

DATE	9-28-18	9/28/18
CUSTOMER ORDER NO.		
SALESPERSON		
VIA		

TERMS: Payable Upon Receipt. allservicesan@aol.com

QUANTITY	DESCRIPTION	PRICE	AMOUNT
	1 pump 4000 gal sludge		

Thank You!



Jeff Small <jeffsmall@ocboa.net>

Sun Lakes Wastewater (TKCB, Inc)

8 messages

Jeff Small <jeffsmall@ocboa.net>
To: Jessica Dovale <jdovale@cocoafi.org>
Cc: Jeff Small <jeffsmall@ocboa.net>

Thu, Nov 15, 2018 at 12:42 PM

Jessica,

On behalf of Sun Lake,

The Florida Public Service Commission is requesting the following information as part of its review of Sun Lakes operations.

Could you please tell me if the City received any customer complaints in the past three years concerning the wastewater services provided by Sun Lake.

If so, please provide a brief summary by complaint
If none, please state so in reply to this email.

Thanks in advance...

-

Jeffery Small
OCBOA Consulting, LLC
407-377-5400

Associate Member of the Florida Rural Water Association

Jessica Dovale <jdovale@cocoafi.org>
To: Jeff Small <jeffsmall@ocboa.net>

Fri, Nov 16, 2018 at 7:36 AM

Hi Jeff,

I asked staff and there are no known complaints.



Jessica Dovale

Utility Support Service Manager

65 Stone St., Cocoa, FL 32922

(321) 433-8422 | Fax: (321) 433-8408

jdovale@cocoafi.org



Jeff Small <jeffsmall@ocboa.net>

Sun Lakes Wastewater (TKCB, Inc)

Jeff Small <jeffsmall@ocboa.net>
To: Jessica Dovale <jdovale@cocoafi.org>
Cc: Jeff Small <jeffsmall@ocboa.net>

Fri, Jan 25, 2019 at 10:04 AM

Good morning Jessica,

Forgive me for asking again but the staff is requesting more detail concerning my prior email request to you concerning Sunlake customer complaints. Could you please provide a response in the following format.

Period/Year	Number of Complaints	Explanation with resolution
2013		
2014		
2015		
2016		
Jan 2017 Sep 2017		
Oct 2017 to Sep 2018		

Thanks again & please excuse the earlier email attempt...

[Quoted text hidden]



Jeff Small <jeffsmall@ocboa.net>

Sun Lakes Wastewater (TKCB, Inc)

Jessica Dovale <jdovale@cocoafl.org>
To: Jeff Small <jeffsmall@ocboa.net>

Mon, Jan 28, 2019 at 7:55 AM

Good morning Jeff,

I don't have this information available as we don't track complaints (or customer contact) by type of service or area. Rather, the customer calls in with a concern (billing question, account maintenance, new service, terminate service, low water pressure, etc.) and we provide the answer/solution and add a free form call note. Thus, I don't have any data relative to report on the below request.

If we had any significant complaint that was operational in nature and more than billing, statement, start/stop service, water related, we would have referred them to SunLake.

Hope this helps.



Jessica Dovale

Utility Support Service Manager

65 Stone St., Cocoa, FL 32922

(321) 433-8422 | Fax:(321) 433-8408

jdovale@cocoafl.org

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From: Jeff Small <jeffsmall@ocboa.net>
Sent: Friday, January 25, 2019 11:04 AM
To: Jessica Dovale <jdovale@cocoafl.org>