

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: November 14, 2019

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Jeff Doehling, Engineering Specialist, Division of Engineering *JDA*

RE: Docket No. 20190170-WS - Application for transfer of facilities and Certificate Nos. 259-W and 199-S in Broward County from Royal Utility Company to Royal Waterworks, Inc.

Please file the attached email to Troy Rendell, "Information Request," in the above mentioned docket file.

Thank you.

JD/jp

Attachment

Jeff Doehling

From: Troy Rendell <trendell@uswatercorp.net>
Sent: Wednesday, November 13, 2019 2:46 PM
To: Jeff Doehling
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

From what I received from the Seller – they didn't keep records – or didn't give them to me. I know they've received complaints from (1) conversations with the City of Coral Springs and from some customers, and (2) from when I was onsite prior to closing. They handled everything locally at their office but I don't think they kept records of complaints.

From: Jeff Doehling [mailto:JDOEHLIN@psc.state.fl.us]
Sent: Wednesday, November 13, 2019 2:41 PM
To: 'Troy Rendell'
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

Are there any complaint logs from before the Utility was transferred?

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Wednesday, November 13, 2019 2:20 PM
To: Jeff Doehling
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

The system of our outside contractor only extracts a certain number of characters. I've asked them about that previously. However, if there are particular ones you'd like to see, I can pull them up and copy them to a document.

If possible if you elect to do so, can you pull a sample so I won't have to pull everyone of them?

From: Jeff Doehling [mailto:JDOEHLIN@psc.state.fl.us]
Sent: Wednesday, November 13, 2019 2:16 PM
To: 'Troy Rendell'
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

Thank you! Do you know by chance why the text in the comment box is cutoff?

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Wednesday, November 13, 2019 2:08 PM
To: Jeff Doehling
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

Sure.. here you go..

From: Jeff Doehling [mailto:JDOEHLIN@psc.state.fl.us]
Sent: Wednesday, November 13, 2019 12:14 PM
To: 'Troy Rendell'
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

Could you please provide a copy of the complaints in excel format?

Thanks for your assistance,
Jeff

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Thursday, November 07, 2019 3:06 PM
To: Melinda Watts; Jeff Doehling
Cc: Kerri Johnson
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

The attached was electronically submitted to the Commission Clerk's office this afternoon.

Thanks.

From: Melinda Watts [mailto:Mwatts@PSC.STATE.FL.US]
Sent: Thursday, November 7, 2019 2:26 PM
To: 'Troy Rendell'; Jeff Doehling
Cc: Kerri Johnson
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

Troy,

Jeff is out for the rest of the week I believe that he was mainly interested in the quality of service complaints, but his email does say "all customer complaints," so I hesitate to narrow it down without discussing it with him. Go ahead and provide all of the complaints.

Thanks.

Melinda

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Thursday, November 07, 2019 2:15 PM
To: Jeff Doehling
Cc: Melinda Watts; Kerri Johnson
Subject: RE: Docket No. 20190170-WS (Royal Waterworks) - Information Request

Good afternoon,

Did you decide if you needed all complaints – or just quality of service?

thanks

From: Jeff Doehling [mailto:JDOEHLIN@psc.state.fl.us]
Sent: Monday, November 4, 2019 8:36 AM
To: Troy Rendell (trendell@uswatercorp.net)
Cc: Melinda Watts; Kerri Johnson
Subject: Docket No. 20190170-WS (Royal Waterworks) – Information Request

Good morning Mr. Rendell,

In regards to the above referenced docket, please provide a list of all customer complaints received in 2019. In addition, please provide a list of any improvements that have been made to the system since July 1, 2019.

Thank you for your assistance,
Jeff