

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-

CORRESPONDENCE
12/20/2019
DOCUMENT NO. 11433-2019

DATE: December 20, 2019

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

FROM: John Hightower, Public Utility Analyst II, Division of Accounting & Finance *JHR*

RE: Docket No. 20190125-WS Application for staff-assisted rate case by The Woods Utility Company.

Please file the attached document in the above referenced docket.

Thank you for assistance in this matter.

RECEIVED-FPSC
2019 DEC 20 AM 9:17
COMMISSION
CLERK

Attachment

COPY
M.S.H.

From: Mitzie Hodgson
Sent: Wednesday, December 18, 2019 3:14 PM
To: Mitzie Hodgson
Subject: FW: U.S. Water Meeting December 18, 2019 5:00 p.m.

Sent: Tuesday, December 17, 2019 5:01 PM
To: [Mitzie Hodgson](#)
Subject: U.S. Water Meeting December 18, 2019 5:00 p.m.

To The Florida Public Service Commission,

Reference Docket No 20190125-WS

I am Mitzie Sue Hodgson, Owner of Snooze N Scoot RV Campground located at 11380 South U.S. Hwy. 301 at the corner of C.R. 675, Webster, FL 33597.

I, am the ONE and only "General Service" customer of the U.S. water utility company known as "The Woods".

I am here today to strongly object to the proposed rate increase due to the poor quality of water the Woods provides, the poor quality of water pressure The Woods provides and the poor quality of customer service, in particular Troy Rendell, the Vice President of the Woods. Why should the customer pay for a rate increase when the quality of the water and water pressure has not improved. For two years, three months and a week to date, the customers are not consistently receiving the quality of clean, clear water with decent water pressure that we deserve for the money we pay.

December 2012, the water service provided to Snooze N Scoot RV Campground was Aqua Utilities Florida, Inc. The quality, water pressure and customer service was acceptable, understanding situations do occur. Aqua notified Snooze N Scoot of the bi-weekly flushings, provided a cone in front of the office to let my customers know of the flushing and also issued many boil alert and rescind notices when an unforeseen situation occurred.

March 29, 2013 The Woods Utility Company purchased the water and/or wastewater systems from Aqua Utilities Florida, Inc. The transferring from one water company to the other did not seem to effect the quality of water or water pressure from we were accustomed to receiving, still understanding situations do occur.

September 11, 2017 Hurricane IRMA went through Central Florida, damaging housing, equipment and uplifting trees. One major problem, The U.S. Water Distribution system became inoperable. There was not a generator at the water plant to provide service. Snooze N Scoot RV Campground was without ELECTRIC for 7 days and without WATER for 11 days. First question: should the distribution system loose power again, is there a back up system installed to provide water to the customers or is there a generator on hand to provide water to the customer?

After Hurricane IRMA, the quality of the water received at Snooze N Scoot RV Campground was noticeably discolored. The water pressure was very low. My customers complained. My customers starting looking at other campgrounds, intending to leave if the water problem was not resolved. My customers starting going to town to do their laundry. My business and my reputation were threatened. Approximately eleven months after Hurricane IRMA, August 4, 2018, I started keeping a log of the problems. The log which is now 32 pages, started as a Table of Contents or an Index of the occurrences, the emails, and the phone calls. The answers or comments from U.S. water's customer service became predictable.

I became accustomed to hearing from U.S. Water that: the issues have existed since the original water utility company (known as Aqua Utilities Florida, Inc.); the water is clear at the plant; the water pressure leaving the plant was 52 psi; they are not sure why I am the only customer experiencing the problem; the problem is within our campground; the p.s.i dropped below the minimum due to the back-flow preventer; and the latest catch phrase is...it must be because of my "newly installed filter system".

U.S. Water has claimed of improvements at the plant, stating the water from the plant is clear and the water pressure is 52 p.s.i. The water Snooze N Scoot receives is discolored, with approximately 38 p.s.i. Just yesterday, December 17, 2019, the scheduled 4:30 p.m. Daylight Savings Time, now 3:30 p.m. auto-flush occurred. Occasionally, John or I check on the auto-flush to determine if is operational and to check the clarity of the water. The water is discolored. "Brooks" U.S. Water tech. drove by the flush-point and saw John and I standing there. Brooks proceeded back to the plant. Approximately 15 minutes later, Brooks came back to the flush-point. Brooks came back figuring we had bad water, because "I" was there "Flushing". First of all, I am not capable of flushing. The auto-flush was in operation. Brooks claims he does not know of the auto-flush times and thought it was scheduled during the night. I told Brooks, he was here the last time with me and set it. Brooks said two other guys have been here since. I asked When? In my presence, October 23, 2019 at 4:00 p.m. Brooks set the auto-flush to occur at 4:30 p.m. and 5:00 a.m. for twenty minutes at 10%. Since Daylight Savings time ended November 4, 2019, the auto-flush schedule was not adjusted. The auto-flush currently occurs at 3:30 p.m. and 4:00 a.m.

December 17, 2019 (Tuesday) 4:20 p.m. I called U.S. Water dispatch at 1-888-228-2134 to report the yellow water flowing at the auto-flush. I advised Darren that Tech. Brooks (Herbert Shelley) was on site, knows of the discolored water and took a picture of the discolored water. I also told Darren that Brooks thought "I" was flushing, assuring Darren I am not capable of flushing, it was the scheduled auto-flush time.

I talked with Darren, who wrote up a service work order reporting the discolored water. This way, there will be a follow-up tomorrow to make sure the problem has been resolved. Note, to bring up another point : I found, if I email or call Troy Rendell, Sharon Purviance or Joe Boyd, the complaint may not get on the log books as a customer complaint. Calling U.S. Water Dispatch based out Minnesota, it is duly noted.

U.S. Water's maintenance is very poor. Prior to Hurricane IRMA, we experienced a Bad Valve issue at the water main in order to turn off the water in case of an emergency. The Meter-reader has mal-functioned for at least two years causing U.S. Water to back-bill Snooze N Scoot for water usage, which U.S. Water estimated the costs. Fortunately, by law, U.S. Water can only charge for one year back-billing. To date, the meter reader, the person, has to come into the campground and physically bend down to read the meter manually. Not maintaining an electronic meter reader is a waste of equipment and man-power.

Yes, a filter media has been installed. Yes, Aqua Gold has been installed to line the water lines. At the time of installation, I had emailed U.S. Water, Troy Rendell inquiring, if the Aqua Gold lines U.S. Water's waterline, and our waterlines within the campground, what happens to the waterline within the RV Campers? I did not receive an answer. Question: with the installation of the Aqua Gold, is it possible the Aqua Gold plugs the RV's waterlines? Yes, The Auto-flush was installed June 25-26, 2019. But, the auto-flush was operational August 16, 2019, almost two months after installation. The auto-flush was set at 12:01 a.m. for four minutes at 10%. October 23, 2019, Brooks set the auto-flush for 12:01 a.m. for 20 minutes at 10%. I told Brooks he knows that is not enough. When U.S. Water performed the every other week flush which took approximately two to four hours for the complete flush from the plant to the flush points, it took 23 minutes for the dirty water to appear at our flush point.

Customer Service lacks communication regarding problems at the treatment plant. U.S. Water waits for customers to call in a complaint, but then again, I appear to be the only account with a problem, though several U.S. Water customers experience the same problems, discolored water and low water pressure. Recently, Monday, September 30, 2019, I emailed Troy Rendell and Sharon Purviance that we have lost water pressure and I had a reading of 10 p.s.i. when I checked the gauge. I asked for boil alert notices to be issued to each one of my 30 campers. Troy Rendell's responded the water treatment plant experience a tripped electrical breaker that had to be reset. This resulted in the water pressure dropping to 23 p.s.i, Troy Rendell quotes "Rule 62-555.350(7), Florida Administration Code". In short, Troy Rendell claims the water pressure never dropped below the required pressure of 20 p.s.i, and no precautionary boil water notice was required. Troy Rendell writes "it is conceivable that the pressure within your RV park may have dropped below the minimum due to (a) the back flow preventer, and (b) the newly installed filtration inside of the park. However, the utility is only required to maintain pressure above 20 psi at the point of delivery, or at our water meter outside of the park". As I read the Florida Administrative Code, I am reading the "suppliers of water shall maintain a minimum gauge pressure of 20 pounds per square inch throughout their drinking water distribution system UP TO EACH CUSTOMER'S POINT OF CONNECTION to the water supplier's distribution system. Again, the reading

was 10 p.s.i. at Snooze N Scoot's water main which is and includes UP TO EACH CUSTOMER'S POINT OF CONNECTION. Troy Rendell also comments, "the utility is only required to provide this notice to its customers of record and not anyone past the point of connection". Please note: With Troy Rendell responding regarding the tripped electrical breaker at the treatment plant, Troy Rendell pointed out they only received one call to their afterhours call center, which was from me. No other customer called the utility. Again, Troy Rendell insinuates each customer who has a problem, is the only customer who has a problem.

Per the Letter of December 4, 2019, U.S. Water installed the filtration system, the Aqua Gold and the (5) auto-flushers which was paid for and subsidized by U.S. Water Services Corporation at no cost to the utility and was not invoiced to THE Woods. Apparent to us the consumer, the galvanized pipe lines through out The Woods distribution water system should be replaced, at the expense of and subsidized by U.S. Water Services Corporation, at no cost to the utility and not invoiced to the Woods.

Referencing my last statement received from The Woods, I calculated what the cost would be using the same amount of water.

My base rate of 95.55 would increase to \$103.10 My usage rate of \$7.38 would increase to \$12.08.

Based on 52 units of usage, The current statement of \$479.31 would increase to \$731.26, and increase of \$251.95 That is 52.5% increase for the month.

Why would The Woods Utility apply for a proposed rate increase when their profit is \$6,291.00 based on the test year ended March 31, 2019.

Thank you for your time,

Mitzie Hodgson

P.S. Please note in order to save the Snooze N Scoot Business and reputation, Snooze N Scoot purchased and financed a \$7,364.40 Filtration system installed by Mike Scott Plumbing. Our customers to date, are very happy with the improved quality of water received within the campground. Understand, the quality of water coming from U.S. Water and entering into Snooze N Scoot R Campground remains discolored. Our newly installed filtration system eliminates the discoloration of water received by U.S. Water, processing through our filtration system, delivering clean water to each of our customer's RV site.