



## Deer Creek RV Golf & Country Club, Inc.

42749 Highway 27, Davenport, Florida 33837  
PH: (863) 424-2839 FX: (863) 424-3336

February 17, 2020

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

Re: Docket No. 20190071-WS – Application for a Staff-Assisted Rate Case in Polk County by Deer Creek RV Golf & Country Club, Inc.

Commission Clerk,

The purpose of this correspondence is to provide updated information related to Deer Creek's (DCU) efforts to address an uncompensated water loss issue first reported to Commission staff during a conference call on June 12, 2019. At that time, DCU indicated to Commission staff its intent to request proforma recovery of four projects to address the difference between the potable water purchased from Polk County Utilities and the potable water sold to its customers. (See Attachment A)

On September 27, 2019, in response to Staff's Third Data Request, DCU notified Commission Staff that it was withdrawing its request for the inclusion of the four proforma projects to address the water loss issue in this rate proceeding. This request was due to timing and scheduling issues with various vendors and DCU efforts to obtain adequate and sufficient documentation to support its request for proforma plant additions. DCU indicated that it would seek recovery for these projects in a subsequent proceeding, so as not to delay the current rate proceeding.

On January 24, 2020, in response to Staff's Fourth Data Request, DCU's response to Item 8 of the request identified DCU actions and efforts to address the water loss issues identified in the Leak Survey & Flow Line Integrity Analysis Report (supplement), that was issued on, September 4, 2019. DCU has continued its efforts to address the water loss. A synopsis and update on DCU efforts is provided below.

1. In September 2019, DCU requested, and received a certification from Polk County Utilities concerning the accuracy of the 8" master meter providing potable water service to the Deer Creek Community. The certification, dated February 1, 2019, was provided to staff in response to Staff's Third Data Request, which was filed with the Commission Clerk on October 3, 2019 (09174-2019). The certification verified the accuracy Polk County Utilities master meter as greater than 99.0% for three volumes of water delivered.
2. The Leak Survey & Flow Line Integrity Analysis Report of DCU potable water distribution system, referenced above, was completed in September 2019. The revised report, issued on

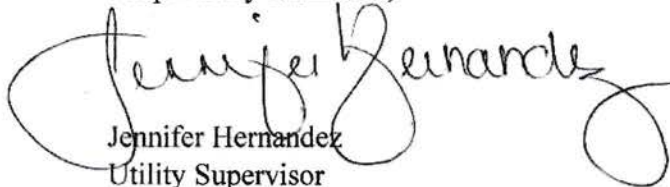
September 4, 2019, did not identify any significant leaks within the distribution system. The revised report was provided in response to Staff's Second Data Request on September 16, 2019, (08785-2019). The report identified and disclosed two distribution system gate valves that were inoperable and in unknown positions. If they are in an open position, they could, potentially, allow for uncompensated potable water flow that could bypass the master meters for two residential communities. DCU solicited bids from three (3) vendors to repair or replace the two gate valves on September 12, 2019. Only one proposal was received on October 8, 2019. DCU continues to solicit bids from other vendors to replace the suspect valves. To date, there has been no additional response from potential vendors. (See Attachment B)

3. In October 2019, DCU discovered and back billed a business entity within its certificated territory for uncompensated potable water use that was discovered during on site discussions with representatives of Polk County Utilities over the water loss issue. DCU notified the Commission of this discovery in a letter filed with the Commission Clerk on, October 22, 2019 (09523-2019), and a subsequent updated filing on, January 14, 2020, (00282-2020). The uncompensated use accounts for a large amount of the water loss difference that was disclosed to staff in the conference call on June 12, 2019.
4. In October 2019, DCU solicited vendor bids to test and verify the accuracy of the master meters serving the Fawn Ridge, Mocking Bird, and Regal Ridge communities. All three of the meters are Hersey - Model MFMII compound meters with metered bypass fire flow capability. Two of the meters, Mocking Bird and Regal Ridge, are located below ground in concrete vaults. As a result of the solicitation for bids to test and certify the meters and fire flow assemblies, DCU has subsequently learned that the meters and fire flow assemblies are obsolete, out of production and unserviceable because of a lack of replacement parts. Additionally, it was learned that current conventional Doppler meter testing equipment will not work on the two meters located in the concrete meter vaults due to spacing requirements for the testing equipment. No vendor bids were received when solicited in September 2019. Currently, DCU is in negotiations and exploring other options, with Polk County Utilities and the resident Home Owners Associations (HOA), concerning the replacement of the three master meters and their fire flow assemblies. (See Attachment C)

Two of the four pro forma projects identified in Attachment A have been put on hold due to the leak survey reports finding, in Item 2 above, that no significant leaks were detected. Those two projects would have only been needed had a significant leak, that could not be isolated, been discovered.

If you have any questions, please do not hesitate to contact me at (863)-424-2839.

Respectfully submitted,



Jennifer Hernandez  
Utility Supervisor

Deer Creek RV Golf & Country Club, Inc.

Attachments

**ATTACHMENT A**

**DEER CREEK RV GOLF & COUNTRY CLUB, INC.**  
**42749 HIGHWAY 27**  
**DAVENPORT, FL 33837**  
**(863) 424-2839**

Re: Docket No. 20190071-WS – Application of Deer Creek RV Golf & Country Club, Inc. for Staff-Assisted Rate Case in Polk County.

**Discussion Topics for Conference Call With Commission Staff on June 12, 2019**

Synopsis & History of Deer Creek Community

Revenue/Expense Impact Issues

1. Uncompensated Mocking Bird wastewater flow
2. Uncompensated North Commercial Strip wastewater flow
3. Uncompensated fire flow (water & wastewater fees)
4. Regal Ridge
5. Unbilled/Water Loss
6. Cross Connection Control Tariff (back flow preventers)

Pro-Forma Plant & O&M

7. System map verification (water & wastewater service lines)
8. Test existing master meters & fire flow valves (determine accuracy & by-pass issues)
9. Install isolation valves for each individual community (isolate line breaks)
10. Install master meter for each community (isolate water loss)

**ATTACHMENT B**



Jeff Small <jeffsmall@ocboa.net>

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## FW: Bid Proposals for stuck valves

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Jennifer Hernandez <deercreekutilities@artemislifestyles.com>  
To: Jeff Small <jeffsmall@ocboa.net>

Fri, Feb 14, 2020 at 1:53 PM

Jennifer Hernandez

Utility Supervisor, Deer Creek



Direct: 863-424-2839, ext. 103

deercreekutilities@artemislifestyles.com | www.artemislifestyles.com

42749 Highway 27 | Davenport, FL 33837



**From:** Doug Keesling <dg.keesling@gmail.com>  
**Sent:** Friday, February 14, 2020 1:50 PM  
**To:** Jennifer Hernandez <deercreekutilities@artemislifestyles.com>  
**Subject:** Bid Proposals for stuck valves

The bid proposal for stuck valve(s) replacement was sent out on Sept 12<sup>th</sup> 2019

The bid proposal was sent to the following vendors:

**R&M Services Solutions**

11820 Uradco Place Suite 103,

San Antonio FI 33576

**Certified Backflow**

Clermont, FI

P. O. box 121458

Clermont, FI 34711

**Cypress Plumbing**

1776 Executive Rd.

Winter Haven FI. 33884

Of the three bid proposals sent out only R & M responded.

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## BID PROPOSAL

### Location of Work:

Deer Creek RV Golf & Country Club Inc., 42749 Hwy. 27, Davenport, FL 33837

### Receipt of Bids:

All bids should be submitted in full to this office by **Sept. 20, 2019**.

Bidders Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Addressed to:** Deer Creek RV Golf & Country Club Inc.  
Attn: Samantha Jewell  
Corporate Manager  
42479 Highway 27  
Davenport, Florida 33837  
(863) 424-2839, extension 102  
[sjewell.pmdeercreek@artemislifestyles.com](mailto:sjewell.pmdeercreek@artemislifestyles.com)

### Project:

Repair or replace two shut-off valves identified in the UIS report as inoperable/stuck and in an unknown position (open/closed). **Note:** We would like two estimates for these valves, one to repair the valves and another to replace the valves **if not repairable**.

### Description of Work:

Gate Valve #1 is located at the intersection of Broken Woods Blvd. and Caddy Drive in Fawn Ridge. The valve is located in a private driveway at a depth of approximately 30". According to our maps it is on a 6" water main.

Gate Valve #2 is located in Mockingbird Ridge at the end of Fairway Drive. The valve is located near the side of the roadway in a grassy area and is located at a depth of 18". According to our maps it is on a 4" water main.

The valves are in an unknown (open/closed) position.

The contractor will be responsible for all excavations, valve repairs or replacement, backfilling, and repairs to the surface to original condition.

**All Bidders are required to visit the site.**

**Contact: Doug Keesling**

**Telephone (219) 863-4318 or (863) 424-2839 to arrange a time to visit.**

**If no answer, please leave a message and we will contact you as soon as possible**

Bid sum includes all applicable Florida taxes, permits, bonds and fees, required by all legal authorities at the location of the work.

All contractors and sub-contractors must be licensed by the state of Florida. Deer Creek RV Golf & Country Club must be named as insured in addition to the Contractor prior to starting any work.

Payments here at Deer Creek work on a net 30. Payment is no longer available for same day services. We appreciate your understanding, this is a practice for all contractors, which allows inspection. If deposit is needed, please indicate that prior to job so that we can adjust accordingly.

**Bid to repair valves**

The undersigned, having carefully examined the work required to complete the above-named project and is fully familiar with all conditions affecting the work, hereby proposes to provide all materials, labor, services, etc. required thereby for the base sum of

\$ \_\_\_\_\_ Total amount (in word

Estimated time of completion: \_\_\_\_\_

**Bid to replace valves**

The undersigned, having carefully examined the work required to complete the above-named project and is fully familiar with all conditions affecting the work, hereby proposes to provide all materials, labor, services, etc. required thereby for the base sum of

\$ \_\_\_\_\_ Total amount (in word

Estimated time of completion: \_\_\_\_\_

Undersigned acknowledges that the owner reserves the right to accept or reject any and all bids with or without cause.

Firm Name: \_\_\_\_\_

Authorized signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



## BID PROPOSAL

### Location of Work:

Deer Creek RV Golf & Country Club Inc., 42749 Hwy. 27, Davenport, FL 33837

### Receipt of Bids:

All bids should be submitted in full to this office by **Sept. 20, 2019.**

Bidders Name: R&M SERVICE SOLUTIONS, LLC.

Address: 11820 URADCO PLACE / SUITE 103, SAN ANTONIO, FL 33576

Telephone: 727-403-7614 (MOBILE) Fax: \_\_\_\_\_

Email: MARK@RMSERVICESOLUTIONS.COM

Addressed to: Deer Creek RV Golf & Country Club Inc.

Attn: Samantha Jewell

Corporate Manager

42479 Highway 27

Davenport, Florida 33837

(863) 424-2839, extension 102

[sjewell.pmdeercreek@artemislifestyles.com](mailto:sjewell.pmdeercreek@artemislifestyles.com)

### Project:

Repair or replace two shut-off valves identified in the UIS report as inoperable/stuck and in an unknown position (open/closed). **Note:** We would like two estimates for these valves, one to repair the valves and another to replace the valves if **not repairable**.

### Description of Work:

Gate Valve #1 is located at the intersection of Broken Woods Blvd. and Caddy Drive in Fawn Ridge. The valve is located in a private driveway at a depth of approximately 30". According to our maps it is on a 6" water main.

Gate Valve #2 is located in Mockingbird Ridge at the end of Fairway Drive. The valve is located near the side of the roadway in a grassy area and is located at a depth of 18". According to our maps it is on a 4" water main.

The valves are in an unknown (open/closed) position.

The contractor will be responsible for all excavations, valve repairs or replacement, backfilling, and repairs to the surface to original condition.

**All Bidders are required to visit the site.**

**Contact: Doug Keesling**

**Telephone (219) 863-4318 or (863) 424-2839 to arrange a time to visit.**

**If no answer, please leave a message and we will contact you as soon as possible**

Bid sum includes all applicable Florida taxes, permits, bonds and fees, required by all legal authorities at the location of the work.

All contractors and sub-contractors must be licensed by the state of Florida. Deer Creek RV Golf & Country Club must be named as insured in addition to the Contractor prior to starting any work.

Payments here at Deer Creek work on a net 30. Payment is no longer available for same day services. We appreciate your understanding, this is a practice for all contractors, which allows inspection. If deposit is needed, please indicate that prior to job so that we can adjust accordingly.

**Bid to repair valves**

The undersigned, having carefully examined the work required to complete the above-named project and is fully familiar with all conditions affecting the work, hereby proposes to provide all materials, labor, services, etc. required thereby for the base sum of

\$ 12,000.00 (TWELVE THOUSAND AND NO/100) Total amount (in word)

Estimated time of completion: UNKNOWN DUE TO PARTS AVAILABILITY

**Bid to replace valves**

The undersigned, having carefully examined the work required to complete the above-named project and is fully familiar with all conditions affecting the work, hereby proposes to provide all materials, labor, services, etc. required thereby for the base sum of

\$ 9,000.00 (NINE THOUSAND AND NO/100) Total amount (in word)

Estimated time of completion: EIGHT (8) HOURS / BASED ON NO DEWATERING

Undersigned acknowledges that the owner reserves the right to accept or reject any and all bids with or without cause.

Firm Name: R&M SERVICE SOLUTIONS, LLC.

Authorized signature: \_\_\_\_\_

Title: DIRECTOR OF SALES & MARKETING

Date: 08 OCTOBER 2019



# QUOTE

11820 Uradco Place #103  
 San Antonio, FL 33576  
 Phone: [877-847-6747]  
 Prepared by: Mark McDowell

DATE	10/8/2019
QUOTE #	19540
CUSTOMER ID	
VALID UNTIL	12/31/2019

## CUSTOMER

Samantha Jewell / Corp Manager  
 Deer Creek RV Golf & Country Club, Inc.  
 42749 US Hwy 27 North  
 Davenport, FL 33837  
 PH: 863-424-2839 ext 102

DESCRIPTION	UNIT PRICE	QTY	TAXED	AMOUNT
4" Line Valve Replacement w/ Sod Restoration @ Mockingbird Ridge & Fairway Drive	3,400.00	1		3,400.00
6" Line Valve Replacement w/ Driveway Restoration @ Broken Woods Blvd & Caddy Drive	5,600.00	1		5,600.00
Pricing includes all excavation, replacement, backfilling to original cond				
*If dewatering is necessary, additional costs may be required (these costs will be negotiated at the time of occurrence)				
VALVE REPAIR WOULD REQUIRE MULTIPLE SITE VISITS AND MOBILIZATION OF EQUIPMENT TO SITE, AS WELL AS PARTS AVAILABIL THEREFORE INCREASED COSTS WOULD BE NECESSARY TO MEET THIS NEED. APPROX COST TO REPAIR BOTH = \$12,000				
ESTIMATED TIME OF PROJECT COMPLETION = 8 HOURS				
				-
				-
				-

## TERMS AND CONDITIONS

Customer Acceptance (sign below):

X \_\_\_\_\_

Print Name:

Subtotal	\$	9,000.00
Taxable	\$	9,000.00
Tax rate		7.000%
Tax due	\$	630.00
Other	\$	-
<b>TOTAL</b>	<b>\$</b>	<b>9,630.00</b>

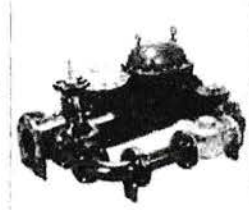
If you have any questions about this price quote, please contact  
 Mark McDowell at: mark@rmservicesolutions.com or cell at (727) 403-7614  
**Thank You For This Opportunity!**

**ATTACHMENT C**

The meter pictured below is the meter type installed at Regal Ridge, Mockingbird, and Fawn Ridge

#### MODEL MFM II FIRE LINE AND MASTER DETECTOR METERS

**APPLICATIONS:** The Hersey Model MFMII ® was designed for use as a combined fire and domestic service meter where one water line serves both fire and domestic, or process needs. Also as a master meter for an entire water system; for water system zones; automatic sprinkler systems and fire services; for domestic or process water systems where low pressure loss and dependable accuracy over a very wide flow range are essential. Hersey MFM II Water Meters will measure accurately at full pipe capacity, and have the highest flow capability available.



**CONSTRUCTION:** Hersey MFM II Water Meters consist of a mainline meter to measure high flow rates, a bypass meter to measure the lower flow rates, and a weight and lever valve (mainline valve) to automatically control the point at which the larger mainline meter registers. The valve is self-aligning and self-adjusting. The bypass includes a resilient sealed isolation valve, a swing check valve, and depending upon the bypass meter, either a Hersey MCTII™ Compound Meter, Hersey Model MVR™ Meter or Hersey Horizon™ Meter. The mainline meter maincase is cast iron with epoxy coating inside and out.

The MFMII is designed with an unobstructed full flow that eliminates the need for an external strainer. An internal strainer protects each measuring element.

**REGISTERS:** Separate mainline and bypass registers are provided. Permanently sealed registers use proven magnetic drive design and the exclusive Hersey triple seal to provide clarity and error free meter reading. Internal gears in all assemblies are self-lubricating, molded plastic for long life and minimum friction. The standard registers include a straight reading, odometer-type, totalization display, a 360 degree test circle with center sweep hand, and a low flow indicator. The Calibrator Gear Train permits accuracy calibration on MFMII mainlines and MCTII bypasses. For accuracy calibration on MVR and Horizon bypasses, consult the appropriate meter sections. All Hersey models are available with electronic meter reading systems for increased meter reading efficiency. ( See Automatic Meter Reading Equipment )

Hersey ceased production of this meter type and some parts are no longer available.

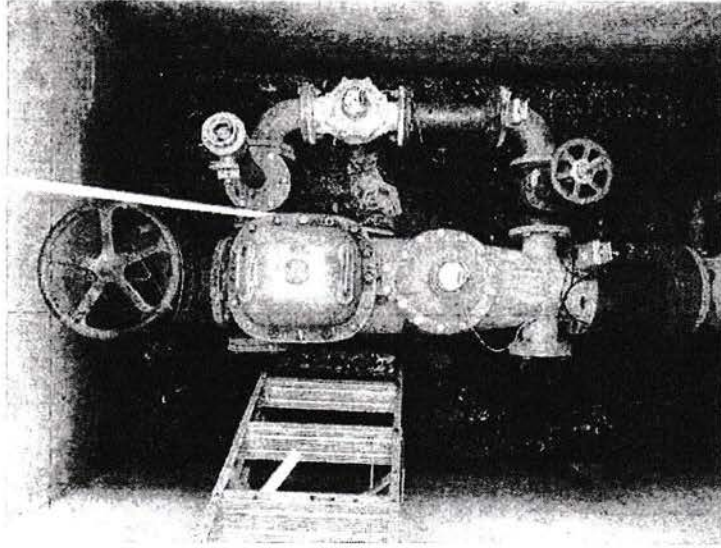
The accuracy of the meters located in Mockingbird and Regal Ridge cannot be determined due to the fact that the meter installations are in pits. Doppler type testing equipment will not work in these confines.

Meter at Fawn Ridge:



**Meter accuracy for Mockingbird, Regal Ridge, and Fawn Ridge.**

Meter pit at Mockingbird:



Meter pit at Regal Ridge:

