





1           Finally, staff recommends that the utility  
2 not be made to show cause for failure to operate  
3 without a license over the last certificate as the  
4 current operator sought out our jurisdiction upon its  
5 acquisition. Staff and representatives of the utility  
6 are available for any questions.

7           **CHAIRMAN BROWN:** Thank you so much,  
8 Mr. Ellis.

9           Commissioners, any questions?

10          I do have a question, Mr. Smallridge.

11          **MR. SMALLRIDGE:** Shoot.

12          **CHAIRMAN BROWN:** The boil water notices, I  
13 know it's something that has been persistent from the  
14 other utility that you ultimately acquired. How are  
15 you going to address the issues? I know during your  
16 time you've had four boil water notice issues that came  
17 about, and there's been some consternation about those.  
18 How are you going to address those going forward?

19          **MR. SMALLRIDGE:** Well, I had a -- when I took  
20 over the utility, I had a different plan than the  
21 previous owners did. What I do -- when I had my  
22 initial customer meeting with the customers, I told  
23 them that we put out door hangers and we also would  
24 email those to those folks who prefer to get emails.  
25 So whenever we issue a boil water notice, it's either

1 in one of two scenarios. It's either we have a line  
2 break and we have to fix it right now. So in that  
3 scenario, it's just door hangers in everybody's door.  
4 If it's a planned shutdown, we mail the boil water  
5 notices to the customers at least a week in advance. I  
6 try to do it ten days in advance, let them know that  
7 the system will be shut down. And then once the boil  
8 water notices are issued, we repair whatever damage  
9 there is. Then after the water tests are done, then we  
10 hand out the rescission notices with the door hanger  
11 door to door. The previous owner was putting them in  
12 the mailbox, and that's not allowed by law.

13 **CHAIRMAN BROWN:** Uh-huh.

14 **MR. SMALLRIDGE:** So we do it a little bit  
15 different way. Some of the issue out there was people  
16 have locked gates with fences, and I can't put it in  
17 their mailbox, I can't hang it on their mailbox. We  
18 were putting it wherever we could without going on  
19 their property and getting eaten by dogs and what have  
20 you.

21 I think probably the first time that that  
22 happened it led to some confusion because the people  
23 out there just weren't used to it. Even though I had  
24 said it at the meeting, but everybody at the meeting --  
25 wasn't everybody at the meeting. So when I have my

1 annual customer meeting with them sometime next month,  
2 I will readdress and remind them. I think everybody is  
3 used to it by now. But we also do the notification by  
4 email.

5 **CHAIRMAN BROWN:** Okay. Thank you,  
6 Mr. Smallridge. I appreciate that.

7 **MR. SMALLRIDGE:** Did I answer your question?

8 **CHAIRMAN BROWN:** Yeah. Absolutely. And  
9 you're going to be meeting with the customers moving  
10 forward, so I appreciate that.

11 Commissioners, any other questions? Can I --  
12 I'll entertain a motion.

13 **COMMISSIONER PATRONIS:** Move staff.

14 **COMMISSIONER EDGAR:** Second.

15 **CHAIRMAN BROWN:** Okay. All those in favor,  
16 say aye.

17 (Vote taken.)

18 All right. By your action, the staff's  
19 recommendation is approved on Item 4.

20 (Agenda item concluded.)  
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22  
23  
24  
25

1 STATE OF FLORIDA )  
 : CERTIFICATE OF REPORTER  
 2 COUNTY OF LEON )

3  
 4 I, LINDA BOLES, CRR, RPR, Official Commission  
 Reporter, do hereby certify that the foregoing  
 5 proceeding was heard at the time and place herein  
 stated.

6  
 7 IT IS FURTHER CERTIFIED that I  
 stenographically reported the said proceedings; that the  
 same has been transcribed under my direct supervision;  
 8 and that this transcript constitutes a true  
 transcription of my notes of said proceedings.

9  
 10 I FURTHER CERTIFY that I am not a relative,  
 employee, attorney or counsel of any of the parties, nor  
 am I a relative or employee of any of the parties'  
 11 attorney or counsel connected with the action, nor am I  
 financially interested in the action.

12 DATED THIS 14th day of January, 2016.

13  
 14 *Linda Boles*

15  
 16 LINDA BOLES, CRR, RPR  
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