

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-

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**DATE:** April 28, 2016  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk *KFC*  
**FROM:** Kelley F. Corbari, Senior Attorney, Office of the General Counsel  
**RE:** **Docket No. 140219-WU** – Application for staff-assisted rate case in Polk County by Alturas Utilities, LLC.

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Attached please find a copy of correspondence received from Alturas Utilities, LLC containing the Utility's monthly status report for April 2016, as required by Order No. PSC-16-0128-PAA-WU. Please file the attached document in the documents tab of the above-referenced docket file and reference Document No. 01635-16.

Thank you for your assistance in this matter. Should you have any questions, please do not hesitate to contact me.

KFC

RECEIVED-FPSC  
2016 APR 28 AM 11:12  
COMMISSION  
CLERK

140219-WU

**Kelley Corbari**

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**From:** L SZABO <l.szabo@rogers.com>  
**Sent:** Wednesday, April 27, 2016 4:56 PM  
**To:** Kelley Corbari  
**Cc:** l.szabo@rogers.com  
**Attachments:** Sunrise to be answered..docx; Alturas to be replied.docx

Hello Ms. Corbari,

Please find as attachments our answers to the questioneres.

Yours truly

Leslie Szabo

April 27, 2016

Please find enclosed our replies completed for the questioner by the allowed time limit given from Ms. Kelly Corbari.

ORDER NO. PSC-16-0128-PAA-WU

DOCKET NO. 140219-WU

**PAGE 3**

**In addition, we find that Alturas shall be required to file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of its progress in meeting the requirements of the PCHC Consent Order.**

I have already expressed several times my sincere concern and frustration about this subject of the PSC turning down our original request to comply with the PCHD consent order for Alturas 3,000 gallon tank and help us with funding since the year 2014.

We were an underfunded operation then, - and still are today and struggling to look after the daily operation, - as within the current rate increase not one penny was given for compliances or for any must improvements to an aging system regardless to all our efforts.

It was explained at my presence by the PCHD to the PSC this is not a health hazard and there are many safety waives built in the system to protect water safety, as there were no access revenue to look after it due to shortage of funds

The answer is no, it has not been corrected and we have been punished with an escalating penalties compliance order from the PCHD.

It will be done ASAP once we will be able to accumulate enough money to pay for it.

We will file the report as requested.

ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
PAGE 5

**Alturas shall be required to file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of its progress in meeting the requirements of the PCHC Consent Order.**

We have written many letters written besides the above **page 3** explanations, and will file the progress report as requested.

We were also not given any chance to be heard at the March 1 telephone conference call and were humiliated and were treated absolutely unprofessionally and discriminated.

Regardless of all our effort to improve customer relationship and working extremely hard to run the business, - in return the PSC have decided to reduce the salary of the principal by 25 % for not paying attention to the business.

The Alturas 3,000 gallon tank issue was a lame excuse to be used as being a reason for punishment having an unrealistically low rate base and an underfunded operation, - and the PSC very well being aware of it.

The PSC failed to recognize their own responsibilities after their refusal to lend a helping hand at the first place when it was within their jurisdiction.

All financial aid for customer water quality safety and to have the minimal improvement was denied at this rate case application, - but demanding and making Sunrise to be responsible for ALL, BUT without given any additional funding.

The PSC is not doing any justice and not protecting Sunrise customers by not having any consideration of their continuous and safe water supply.

We were not given any choice in this matter and must continue to operate with the budget of the 25% reduction of salary causing more burdens to our customer

We do believe the PSC failed to share their responsibilities and not acted fairly to the needs of Sunrise and Alturas, and will not back fire ,as the recent Michigan Flint water scandal, and will be held accountable for their action.

It is our duty be on record and the world to know we did everything to protect our customers, - but the PSC ignored all our efforts.

ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
**PAGE 7**

**In addition, Alturas is required to file six monthly status reports, beginning April 15, 2016, to provide the status of its progress to repair, or replace, its master flow meter.**

It has not been done not having the access revenue to look after.

The flow meter only shows the incorrect readings but in reality there are no leaks at the system and we have must full fill our obligations and concentrate on the daily task of operation .

There were no rate increase given for repairs and improvements and the PSC should realize this, and bear and share the consequences of their reasoning of stripping Alturas for any possibilities to look after them at the time being.

ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
**PAGE 10**

**Finally, Alturas shall be required to file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of the correction of the landownership issue.**

This will be corrected way before December 2016.

ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
**PAGE 27**

**Alturas is also required to file six monthly status reports, beginning April 15, 2016, to provide the status of its contractual service providers, including the name and position of each contractual service provider currently providing services for the Utility.**

We have made changes regarding of accounting, administrative or the monthly billing issues.

It was taken over by Ms Debbie Valley 863 581 0706 having the same qualification and at the same financial terms as Cathy Parker office was.

We also have a new field representative / meter reader Mike Watkins handling the same emergency telephone phone line of 863 510 1318.

Please advise the staff this line is for customer emergencies only, and not to call this number for any administrative or billing questions.

There are many available options to them to call or e-mail and already being practiced through the years, without causing unnecessary or unfounded rumors or accusation for Sunrise and Alturas not being co-operative regarding to their administrative question.

No other changes were made regarding to any other contractual service provider.

ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
**PAGE 29**

**In addition, Alturas is required to provide monthly reports, beginning April 15, 2016, until it has satisfactorily refunded the appropriate amount of rate case expenses it over-collected.**

There are no outstanding rate case expenses over collected.

ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
**PAGE 30**

**The Utility is required to provide monthly reports, beginning April 15, 2016, until it has satisfactorily refunded the appropriate amount of customer deposits and applied the appropriate interest on customer deposits.**

The interest payment for the customer deposit accounts were completed as of August 2015 .

The refund will be made within the next 3 months after finalization of the rate case and a monthly progress report will be sent.

ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
**PAGE 33**

**Alturas Utilities, L.L.C. is required to file six monthly status reports, beginning April 15, 2016, to provide the status of its progress to repair or replace its master flow meter.**

It has not been done not having the access revenue to look after.

The flow meter only shows the incorrect readings but in reality there are no leaks at the system and we have must full fill our obligations and concentrate on the daily task of operation.

There were no rate increase given for repairs and improvements and the PSC should realize this, and bear and share the consequences of their reasoning of stripping Alturas for any possibilities to look after them at the time being.

A progress report will be filed as requested.

ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
**PAGE 34**

**In addition, Alturas Utilities, L.L.C. is required to file six monthly status reports, beginning April 15, 2016, to provide the status of its contractual service providers, including the name and position of each contractual service provider currently providing services for the Utility.**

We have made changes regarding of accounting, administrative or the monthly billing issues.

It was taken over by Ms Debbie Valley 863 581 0706 having the same qualification and at the same financial terms as Cathy Parker office was.

We also have a new field representative / meter reader Mike Watkins handling the same emergency telephone phone line of 863 510 1318.

Please advise the staff this line is for customer emergencies only, and not to call this number for any administrative or billing questions.

There are many available options to them to call or e-mail and already being practiced through the years, without causing unnecessary or unfounded rumors or accusation for Sunrise and Alturas not being co-operative regarding to their administrative question.

No other changes were made regarding to any other contractual service provider.



ORDER NO. PSC-16-0128-PAA-WU  
DOCKET NO. 140219-WU  
**PAGE 35**

**In addition, Alturas Utilities, L.L.C. is required to provide monthly reports beginning April 15, 2016, until it has satisfactorily refunded the appropriate amount of customer deposits and applied the appropriate interest on customer deposits.**

The interest payment for the customer deposit accounts were completed as of August 2015 .

The refunds will be made within the next 3 months after finalization of the rate case and a monthly progress report will be sent.

**The refund shall be made in accordance with Rule 25-30.360, F.A.C. Alturas Utilities, L.L.C. is required to file monthly reports on the status of the refund by the 20<sup>th</sup> of the following month, pursuant to Rule 25- 30.311(7) F.A.C. In addition, Alturas Utilities, L.L.C. is required to provide monthly reports, beginning April 20, 2016, until it has satisfactorily refunded the appropriate amount of rate-case expenses it over-collected**

Monthly reports will be provided and there are no outstanding overpayments.