



July 3, 2017

**VIA E-FILING**

Carlotta S. Stauffer, Commission Clerk  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

RE: Docket No.: 160176-WS; Application for Staff Assisted Rate Case in Polk County by  
Four Lakes Golf Club, Ltd.  
Our File No.: 45027.02

Dear Ms. Stauffer:

The following are the Responses of Four Lakes Golf Club, Ltd., (“Utility”) to Staff’s Third Data Request Dated June 14, 2017.

1. The Monthly Operating Report for December 2015 is attached.

2. Hydroneumatic Tank Replacement:

a. The Utility contacted many vendors and experienced difficulty obtaining quotes. Below is the list of vendors, when the Utility contacted them and notes on each.

-Aquapure / Blake Utility Construction (contacted on 12/2/16) – the only vendor we actually received a quote from

-Dixie Tank (began calling 12/2/16) – still waiting on a proposal

-Modern Welding of Florida (began calling 12/2/16) – still waiting on a proposal

-D. Laughline, Tank Team (contacted 12/2/16) – Asked for a proposal for replacement or rehab. They told the Utility it would require a full shut down and a new inspection cost of \$1,800 to receive a proposal for either.

-ATM Environmental (contacted in Feb 2017) – still have not received proposal or any response since contact.

The Utility has put effort into trying to obtain several quotes for the hydro tank replacement but have only received a quote from one vendor. This is why the Utility decided to proceed with that vendor.

b. The Utility tried to obtain proposals from a couple of companies regarding rehabbing the hydro tank but was unsuccessful in getting any quotes. Lew Gaskins (the Utility's Water Operator) spoke with Donnie Morrison (circuit writer for FRWA) several times regarding the options of replacing the hydro tank or rehabbing it. Mr. Morrison explained that due to the age and nature of the tank usage, he would recommend replacement.

c. The Utility did not receive any correspondence from the Health Dept. The Utility expect them to address this in their next inspection.

### 3. Quarterly vs. Monthly Billing:

a. Currently, bills are only generated and mailed to those customers who exceed 15,000 gallons of consumption for the quarter. Bills are originated and prepared at the Utility's corporate office – they are printed on card stock and mailed to resident (customer). Payments are mailed to the corporate office for processing (or dropped off at our Community Manager's office, which are then sent to the corporate office for processing). Approximately 400 bills are typically mailed out each quarter currently.

b. When the Utility converts to monthly billing, it will have to prepare, mail and process bills for every customer on a monthly basis (as opposed to only approx. 400 per quarter). This will create additional expenses for the Utility. Additional costs anticipated are detailed below:

-Office/Clerical Staff – the office and clerical demands resulting from the additional billing will increase. The new structure dictates that every customer will get a monthly bill. The Utility anticipates the need to hire additional clerical/office staff to work on the increased billing, payment processing and collection work. The Utility estimates that this will require 5 business days per month (40 hours) for the additional demand. At an hourly rate of \$14.00, plus 30% payroll costs, the additional monthly cost would be approx. \$728.00 (an annual cost of \$8,736).

-Postage – The increased frequency in billing from quarterly to monthly (and the fact that everyone will receive a bill) will create additional expenses in postage. Since all customers will receive bills going forward, the Utility estimates an annual increased postage expense of \$4,067 (over and above what the current postage expense is).

-Card Stock/Office Supplies – With the change to monthly billing, we anticipate the additional card stock, printing costs, office supplies, etc. to increase by approximately \$1,000.

4. Meter Reading:

a. Currently, the Utility utilizes maintenance personnel at the community to read meters (along with help from Community Managers). The time they allocate to meter reading is very small, as they are read only once per quarter. These employees have many duties related and unrelated to the Utility, but reading the meters is only a very small allocation of their duties.

b. There will be minimal change in costs with the meter reading. Even though the Utility is installing automatic read meters, which will take less time to read meters, the frequency is being increased. This will result in more requests for re-reads, etc. that will require more time. Thus, the utility estimates the time they spent on meter readings to be used on other items related to the readings.

c. The Utility thinks the costs related to meter readings will remain the same (as noted in the response above).

Please do not hesitate to contact me should you or technical staff have any questions regarding this filing.

Very truly yours,

*/s/ Martin S. Friedman*

MARTIN S. FRIEDMAN

For the firm

MSF/

cc: Brian Altman (via email)  
Martha Golden (via email)

PLANT NAME: Four Lakes Golf Club

Monitoring Period From: 12/01/15 To: 12/31/15

**(WATER REPORT**

DAY	METER 1	METER 2	TRC	PH	TRC	PH	MULT.	1000	TOTAL
PREV	228190	975085					#REF!	#REF!	#REF!
1	228245	975151	1.6		1.1		55000.0	66000.0	121000.0
2	228300	975350	1.5		1.2		55000.0	199000.0	254000.0
3	228373	975562	1.8		1.5		73000.0	212000.0	285000.0
4	228466		1.7		1.0		93000.0	162666.7	255666.7
5			-		-		58000.0	162666.7	220666.7
6	228582	976050	1.8		1.3		58000.0	162666.7	220666.7
7	228650	976176	1.8		1.5		68000.0	126000.0	194000.0
8	228719	976340	1.7		1.4		69000.0	164000.0	233000.0
9	228787	976510	1.7		1.3		68000.0	170000.0	238000.0
10	228850	976700	1.7		1.1		63000.0	190000.0	253000.0
11	228932	976815	1.5		1.2		82000.0	115000.0	197000.0
12			-		-		64000.0	117500.0	181500.0
13	229060	977050	1.5		1.1		64000.0	117500.0	181500.0
14	229140	977250	1.4		1.1		80000.0	200000.0	280000.0
15	229194	977460	1.5		1.1		54000.0	210000.0	264000.0
16	229297	977678	1.6		1.4		103000.0	218000.0	321000.0
17	229361	977868	1.5		1.2		64000.0	190000.0	254000.0
18	229424	977960	2.0		1.6		63000.0	92000.0	155000.0
19			-		-		68000.0	155000.0	223000.0
20	229560	978270	2.0		1.8		68000.0	155000.0	223000.0
21	229632	978457	1.7		1.0		72000.0	187000.0	259000.0
22	229704	978584	2.1		1.0		72000.0	127000.0	199000.0
23	229760	978725	1.9		1.7		56000.0	141000.0	197000.0
24	229823	978954	1.8		1.6		63000.0	229000.0	292000.0
25			-		-		90500.0	172000.0	262500.0
26	230004	979298	1.8		1.5		90500.0	172000.0	262500.0
27	230070	979380	1.7		1.4		66000.0	82000.0	148000.0
28	230,140	979628	1.7		1.5		70000.0	248000.0	318000.0
29	230215	979830	1.5		1.1		75,000	202,000	277,000
30	230280	979960	1.6		1.4		65,000	130,000	195,000
31	230,353	980,169	1.5		1.1		73,000	209,000	282,000
							-	-	-
Total Flow							2163000.0	5084000.0	7247000.0
ADF							69774.2	164000.0	233774.2
MAX			2.1		1.8		103000.0	248000.0	321000.0
MIN			1.4		1.0		54000.0	66000.0	121000.0

**MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER**

<b>I. General Information for the Month/Year of:</b>		Monitoring Period From: 12/01/15 To: 12/31/15		
<b>A. Public Water System (PWS) Information</b>				
PWS Name:	FOUR LAKES GOLF CLUB	PWS Identification Number:	6535360	
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	800	Total Population Served at End of Month:	730	
PWS Owner:	CENTURY REALTY FUNDS			
Contact Person :	TODD MAXWELL	Contact Person's Title:	PRESIDENT	
Contact Person's Mailing Address:	P.O. BOX 5252	City: LAKELAND	State: FL Zip Code: 33807	
Contact Person's Telephone Number:	863-647-1581	Contact Person's Fax Number:	1250	
Contact Person's E-Mail Address:	NONE			
<b>B. Water Treatment Plant Information</b>				
Plant Name:	FOUR LAKES GOLF CLUB	Plant Telephone Number:	863-651-7972	
Plant Address:	OLD LUCERN PARK RD	City: WINTER HAVEN	State: FL Zip Code: 33881	
Type of Water Treated by Plant:	<input checked="" type="checkbox"/> Raw Ground Water	<input type="checkbox"/> Purchased Finished Water		
Permitted Maximum Day Operating capacity of Plant, gallons per day:	1,304,000			
Plant Category ( per subsection 62-699.310(4), F.A.C.):	V	Plant Class:	C	
<b>Licensed Operators</b>	<b>Name</b>	<b>License Class</b>	<b>License Number</b>	<b>Day(s)/Shift(s) Worked</b>
Lead/Chief Operator:	GAINES ALEXANDER	C	C-5472	27
Other Operators:	DANNY ALEXANDER	C	C-12379	
	JENNIFER ALEXANDER	C	C-21471	

**II. Certification by Lead/Chief Operator**

I, the undersigned water treatment plant operator license in Florida, am the lead/chief operator of the water treatment plant identified in Part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment, chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) is applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Gaines Alexander 2016/01/11

Gaines Alexander  
Printed or Typed Name

C-5472  
License Number

Signature and Date  
DEP Form 62-555.900(3)  
Effective August 28, 2003

**MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER**

PWS: Identification Number: 6535360 Plant Name: Four Lakes Golf Club

III. Daily Data for the Month/Year of: Monitoring Period From: 12/01/15 To: 12/31/15

Means of Achieving Four-Log Virus Inactivation / Removal: \*  Free Chlorine  Chlorine Dioxide  Ozone  Combined Chlorine(Chloramines)  
 Ultraviolet Radiation  Other: (Describe):

Type of Disinfectant Residual Maintained in Distribution System:  Free Chlorine  Combined Chlorine(Chloramines)  Chlorine Dioxide

Day of the month	Days Plant Staffed or Visited by Operator	Hours Plant in Operation	Net Quality of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation	
				CT Calculations					UV Dose						
				Peak flow rate, gpd.	Lowest Residual Disinfectant concentration Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, C	pH of Water, if Applicable	Minimum CT, Required mg-min/L	Lowest Operating UV Dose, mW-Sec/cm2	Minimum UV Dose required, mW-sec/cm2	Lowest Residual Disinfectant concentration at Remote Point in Distribution System, mg/L		
1	X	24	121000		1.6									1.1	
2	X	24	254000		1.5									1.2	
3	X	24	285000		1.8									1.5	
4	X	24	255667		1.7									1.0	
5		24	220667												
6	X	24	220667		1.8									1.3	
7	X	24	194000		1.8									1.5	
8	X	24	233000		1.7									1.4	
9	X	24	238000		1.7									1.3	
10	X	24	253000		1.7									1.1	
11	X	24	197000		1.5									1.2	
12		24	181500												
13	X	24	181500		1.5									1.1	
14	X	24	280000		1.4									1.1	
15	X	24	264000		1.5									1.1	
16	X	24	321000		1.6										
17	X	24	254000		1.5									1.2	
18	X	24	155000		2.0									1.6	
19		24	223000												
20	X	24	223000		2.0									1.8	
21	X	24	259000		1.7									1.0	
22	X	24	199000		2.1									1.0	
23	X	24	197000		1.9									1.7	
24	X	24	292000		1.8									1.6	
25		24	262500												
26	X	24	262500		1.8									1.5	
27	X	24	148000		1.7									1.4	
28	X	24	318000		1.7									1.5	
29	X	24	277000		1.5									1.1	
30	X	24	195000		1.6									1.4	
31	X	24	282000		1.5									1.1	
<b>Total</b>			7247000												
<b>Average</b>			233774												
<b>Maximum</b>			321000												

\*Refer to the instructions for this report to determine which plants must provide this information.