

FLORIDA UTILITY SERVICES 1, LLC
5911 TROUBLE CREEK RD.
NEW PORT RICHEY, FL. 34652
863-904-5574

8/20/2020

Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399

Re: Docket No. 20200168-WU – Application for staff-assisted rate case in Polk County, and request for interim rate increase, by McLeod Gardens Utilities, LLC.

Dear Commission Clerk:

Enclosed please find the company's response to staff's first data request.

1. A written summary, by permit number, of all Department of Environmental Protection, Water Management District, and/or County Health Department permits.

Company response: The PWS ID # is 6535393.

2. If any plant addition has been made or will be required due to a written order from a governmental agency, please provide a copy of that order.

Company Response: None

3. A list of all service complaints received during the test year and four years prior to the test year. Please include an explanation of how each complaint was resolved.

Company response: Please see enclosed.

4. A listing for each water system of all assets associated with that system, including distribution piping, pumping stations, fire hydrants, etc.

Company Response: please see enclosed.

COM _____
AFD _____
APA _____
ECO _____
ENG 1 USB Drive
GCL _____
IDM _____
CLK _____

RECEIVED-FPSC
AUG 25 PM 12:10
10/20/2020

5. Number of customers classified as to meter size and class (commercial or residential) for the following points in time:
- a) A minimum of 4 years prior to the beginning of the test year.
 - b) The beginning of the last calendar year.
 - c) The end of the last calendar year.
 - d) Present.

Company response: Please see enclosed.

6. Please provide a copy of the engineering maps for each water system showing location and size of water mains throughout the service area and customer location and classification. Please identify on each map vacant customer lots, customer meter size, flush points, fire hydrants, and pumping stations.

Company Response: Maps are on enclosed flash drive.

7. Please fill out the spreadsheet, included as Attachment 1, concerning any pro forma items. Please include with your response at least three bid proposals or estimates per item for each of the pro forma items. If at least three bid proposals or estimates were not sought for each item, please explain on an item-by-item basis.

Company response: The well house is in poor condition and must be repaired. The utility is seeking bids from contractors to replace the building, along with any other issues such as permitting from the various governmental groups.

As soon as the information becomes available, I will send them to you.

On behalf of the utility,



Michael Smallridge

Additional documents for question #3

Call Jackie 7/12/17
have him replace lid! Ed

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, MGU, OLU, PCU, WLWW)

131 Weeping Willow

1. UTILITY NAME: MCLEOD GDNS
2. CUSTOMER NAME: DAVID TURLEY
3. CUSTOMER PHONE NUMBER 863-661-0032
4. DATE OF COMPLAINT: 7-13-2017.

5. DESCRIBE REASON OF COMPLAINT:

Customer's wife ran over neighbors meter lid with lawn mower.
WANTS to know the cost to replace it.

Neighbor lives at 129 Weeping Willow

6. CIRCLE ONE: COMPLAINT BY PHONE OR EMAIL. IF BY EMAIL, ATTACH EMAIL

7. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 7-19-2017.

Jackie will replace meter lid.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Miguel Nuñez
2. SERVICE ADDRESS: 327 Arrowroot Rd.
3. CUSTOMER PHONE NUMBER: 863-614-3022
4. DATE OF COMPLAINT: 7-5-2017 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL
5. DESCRIBE REASON OF COMPLAINT: Cust does not want the new meter for 1631 Spruce Rd. installed near his yard. Says he has dogs and meter reader will not be able to get access. Wants us to move meter.
6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Advised we cannot move meter. 7/5/2017

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Timothy Dyal
2. SERVICE ADDRESS: 124 Weeping Willow Rd
3. CUSTOMER PHONE NUMBER: 803-969-6053
4. DATE OF COMPLAINT: 4/13/17 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL
5. DESCRIBE REASON OF COMPLAINT: called customer to let them know their check came back returned. "unable to locate" customer says the bank printed their account # wrong. He is requesting. returned check fee waived.
6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Advised we cannot waive check fee. 4/13/17

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Gregory
2. SERVICE ADDRESS: 205 Lily PAD
3. CUSTOMER PHONE NUMBER: 863-651-8648
4. DATE OF COMPLAINT: 10/20/17. BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL
5. DESCRIBE REASON OF COMPLAINT: Says there is a white pipe
~~broken~~ running from his meter to his neighbours.
Steady flow of water coming out of pipe
meter flooded.
6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 10/20/17
Called Jacky left him v.mail also sent pic of
flood. Jacky went out to area.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, (MGU) OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: 12/5/19 Chalmer Stevens

2. SERVICE ADDRESS: 104 Weeping Willow

3. CUSTOMER PHONE NUMBER: 803-299-2452

4. DATE OF COMPLAINT: 12/5/19 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Need meter reread.

High bill. / says meter is covered with
leaves and grass.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED meter was reread.

Corrected bill for customer / called left v-mail

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, MGU, OLU, PCU, WLWW)

1. UTILITY NAME: McLeod GONS

2. CUSTOMER NAME: Shannon Cashdollar

3. CUSTOMER PHONE NUMBER 863-207-8388

4. DATE OF COMPLAINT: 5-3-2017

5. DESCRIBE REASON OF COMPLAINT:

CUST SAYS OUR ANSWERING SERVICE BLOCKED HER NUMBER LAST NIGHT, WANTS NAME OF COMPANY. IF NO ONE CALLS HER BACK BY THE END OF THE DAY, SHE WILL BE CONTACTING HER LAWYER.

6. CIRCLE ONE: COMPLAINT BY PHONE OR EMAIL. IF BY EMAIL, ATTACH EMAIL

7. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED _____

Called customer and told her the after hours number was for emergency only and billing questions would be handled during business hours. ~~AA~~.

Additional documents for question #4

ANALYSIS OF ACCUMULATED DEPRECIATION BY PRIMARY ACCOUNT - WATER

Acct. No. (a)	Account (b)	Average Service Life in Years (c)	Average Salvage in Percent (d)	Depr. Rate Applied (e)	Accumulated Depreciation Balance Previous Year (f)	Debits (g)	Credits (h)	Accum. Depr. Balance End of Year (f-g+h=i) (i)
301	Organization (Original Certificate).....		%	%	\$ -	\$ -	\$ -	\$ -
304	Structures and Improvements.....	27	%	3.70 %	1,770		83	1,853
305	Collecting and Impounding Reservoirs.....		%	%				
306	Lake, River and Other Intakes.....		%	%				
307	Wells and Springs.....	27	%	3.70 %	10,547		494	11,041
308	Infiltration Galleries & Tunnels.....		%	%				
309	Supply Mains.....	32	%	3.13 %	4,439		253	4,692
310	Power Generating Equipment.....	17	%	%	12,005		893	12,898
311	Pumping Equipment (Electric).....	17	%	5.88 %	22,966	-	1,768	24,734
311	Pumping Equipment (Sub Pump).....		%	%				-
320	Water Treatment Equipment.....	17	%	5.88 %	19,260	-	-	19,260
330	Distribution Reservoirs & Standpipes.....	33	%	3.03 %	20,881		957	21,838
331	Trans. & Dist. Mains.....	38	%	2.63 %	32,673		1,719	34,393
333	Services.....	35	%	2.86 %	12,667		680	13,347
334	Meter & Meter Installations.....	17	%	5.88 %	13,483		1,212	14,695
335	Hydrants.....	40	%	2.50 %	4,977		256	5,233
336	Backflow Prevention Devices.....		%	%				
339	Other Plant and Miscellaneous Equipment.....	20	%	5.00 %	376		29	405
340	Office Furniture and Equipment.....		%	%				-
341	Transportation Equipment.....		%	%				-
342	Stores Equipment.....		%	%				
343	Tools, Shop and Garage Equipment.....		%	%				
344	Laboratory Equipment.....		%	%				
345	Power Operated Equipment.....		%	%				
346	Communication Equipment.....		%	%				
347	Miscellaneous Equipment.....		%	%				-
348	Other Tangible Plant.....		%	%				-
	Totals.....				\$ 156,045	\$ -	\$ 8,345	\$ 164,389 *

* This amount should tie to Sheet F-5.

Additional documents for question #5

McLeod Gardens Utilities, LLC

January 2, 2019 billing

Residential water accounts - 93 Meter size 5/8 X 3/4"

December 2, 2019 billing

Residential water accounts - 96 Meter size 5/8 X 3/4"

Present August 20, 2020

Residential water accounts – 97 Meter size 5/8 X 3/4"