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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
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Public Service Commission

November 9, 2022

Mr. Martin S. Friedman
Dean Mead Law Firm
420 S. Orange Ave., Ste. 700
Orlando, FL 32801
mfriedman@deanmead.com

**STAFF'S FOURTH DATA REQUEST
VIA EMAIL**

Re: Docket No. 20220035-WS – Application for staff-assisted rate case in Polk County by S. V. Utilities, Ltd.

Dear Mr. Friedman:

By this letter, Commission staff requests that S. V. Utilities, Ltd. (Utility) provide responses to the following questions:

1. Several customer comments received in the docket addressed service interruptions. Please respond to the following questions regarding interruptions.
 - a. For the previous 12 month period, please identify each service interruption, the cause of each interruption, the number of customers affected by each interruption, and the date, time, duration, remedy, and steps taken to prevent recurrence. As part of this response, please also indicate whether or not boil water notices were issued for each interruption and, if so, please identify the date the boil water notice was rescinded.
 - b. Please discuss what steps, if any, the Utility has taken to reduce the number and duration of service interruptions.
 - c. Please identify how customers are informed when boil water notices are issued or rescinded (door tag, phone, website, social media, etc.).
 - d. Please indicate whether or not customers are notified in advance of planned service interruptions. If so, please identify how far in advance customers are typically notified of these interruptions, and identify the methods used to notify customers of these interruptions (door tag, phone, website, social media, etc.). If not, please explain why.
 - e. Please identify how often service interruptions are required for routine maintenance, and explain how the Utility determines which service areas will require service interruptions for maintenance.
 - f. When temporary fixes are used, please identify how soon permanent fixtures are typically put in place.
2. Several customer comments received in the docket addressed the condition or age of the pipes as the cause of unplanned service interruptions. Please indicate whether or not the Utility has

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considered replacing the pipes or making other improvements to limit service interruptions going forward. If so, please identify the estimated cost of the improvement, if known. If not, please explain why.

3. Several customer comments received in the docket addressed water quality issues regarding water odor, color, and taste, specifically as it relates to the chlorine content in the water. Please explain what actions have been or will be taken to resolve these concerns.
4. Please refer to the Utility's response to Staff's Third Data Request, No. 3(b). Please indicate whether or not this project has been completed. If so, please provide the final invoice.

Please file all responses electronically no later than **November 14, 2022**, via the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form (reference Docket No. 20220035-WS). If you have any questions, please contact me by phone at (850) 413-6592 or by email at tthomps@psc.state.fl.us.

Sincerely,

/s/Takira Thompson

Takira Thompson
Engineering Specialist

TTT:jp

cc: Office of Commission Clerk (Docket No. 20220035-WS)
Richard Gentry, Office of Public Counsel (gentry.richard@leg.state.fl.us)
Steven Baird, Office of Public Counsel (baird.steven@leg.state.fl.us)