

FPSC-RECORDS/REPORTS

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13965 NOV 30 1992

13964 NOV 30 1992

13963 NOV 30 1992

13962 NOV 30 1992

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13967 NOV 30 1992
 LAW OFFICES
 #62 #
 MESSER, VICKERS, CAPARELLO, MADSEN, LEWIS, GOLDMAN & METZNER
 A PROFESSIONAL ASSOCIATION
 SUITE 701, FIRST FLORIDA BANK BUILDING
 215 SOUTH MONROE STREET
 POST OFFICE BOX 1876
 TALLAHASSEE, FLORIDA 32302-1876
 TELEPHONE (904) 222-0720
 TELECOPIER (904) 224-4359

ACK ✓
 AFA 4
 APP _____
 CAF _____
 CMU _____
 CTR _____

SUITE 900
 2000 PALM BEACH LAKES BOULEVARD
 WEST PALM BEACH, FLORIDA 33409
 TELEPHONE (407) 640-0820
 TELECOPIER (407) 640-8202

Tallahassee

REPLY TO:

November 30, 1992

LEO _____
 LIN *orig + 4*
 OPS _____
 ROH _____
 SEC _____
 WAS _____
 QIH _____

Mr. Steve Tribble, Director
 Division of Records and Reporting
 Florida Public Service Commission
 101 East Gaines Street
 Tallahassee, Florida 32399-0850

Re: FPSC Docket No. 920199-W5

Dear Mr. Tribble:

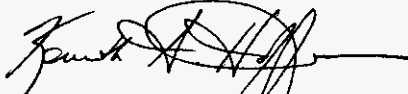
Enclosed for filing in the above-referenced docket are an original and fifteen copies of Late-Filed Hearing Exhibits Nos. 21, 25, 37, 47, 49, 63, 68, 69, 70, 71, 78, 79, 81, 84, 87, 116, 117, 121, 126, 138 and 141 submitted by Southern States Utilities, Inc. ("Southern States").

Please note that Late-Filed Hearing Exhibit No. 116 contains a narrative summary which refers to "the attached Hardy Cross hydraulic flow analysis." These are maps which must be reproduced in order to file and serve a sufficient number of copies. Southern States intends to file and serve these maps on December 2, 1992.

Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

Sincerely,



Kenneth A. Hoffman

KAH/rl

Enclosures

cc: Parties of Record with copies of exhibits

All LF Exhibits have been placed with Arg TR for hearing held 10/9 - 13/92. Jan

RECEIVED & FILED

KCF

#68
 DOCUMENT FILED
 13961 NOV 30 1992

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 13960 NOV 30 1992

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FPSC-RECORDS/REPORTS

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DOCUMENT NUMBER-DATE

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DOCUMENT NUMBER-DATE

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DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

**DOCKET NO. 920199-WS
1992 FPSC RATE CASE**

LATE FILED HEARING EXHIBIT NO. 21

TITLE

**RESPONSE TO CUSTOMER COMPLAINTS AT
SERVICE HEARINGS**

Case Nos. 1D98-0713 and 1D98-0727
Florida Water Services Corporation vs. Florida Public Service Commission ("PSC");
Sugarmill Woods Civic Association, Inc. vs. Southern States Utilities, Inc. and the
PSC
vs. Joseph J. DeRouin, et al.

PSC Docket No. 920199-WS

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET
NO. 920199-WS EXHIBIT NO. 21
COMPANY/
WITNESS: _____
DATE: _____

13955-92
DOCUMENT NUMBER-DATE

13955 NOV 30 1992

FPSC-RECORDS/REPORTING

**DOCKET NO. 920199-WS
1992 FPSC RATE CASE
SUMMARY OF RESPONSES TO CUSTOMER COMPLAINTS AT SERVICE HEARINGS**

<u>NAME</u>	<u>CUSTOMER SERVICE HEARING LOCATION & DATE</u>	<u>PAGE</u>
Juan Ramone	Kissimmee, Aug 05, 1992	1
Larry Miller	Kissimmee, Aug 05, 1992	2
Karen Deitemeyer	Kissimmee, Aug 05, 1992	6
Salvitore & Nina Matta	Kissimmee, Aug 05, 1992	7
Thomas Fowler	Kissimmee, Aug 05, 1992	8
Diane Scott	Kissimmee, Aug 05, 1992	9
Charlotte Bushby	Kissimmee, Aug 05, 1992	11
Mary Ann Boley	Kissimmee, Aug 05, 1992	19
C.P. Sadowski	Kissimmee, Aug 05, 1992	23
Al Phillips	Sanford, Aug 14, 1992	33
Andrew Rabinko	Sanford, Aug 14, 1992	34
Lynn Cadarette	Sanford, Aug 14, 1992	35
Carolyn Langford	Sanford, Aug 14, 1992	36
Myron Lewenthal	Sanford, Aug 14, 1992	37
Tina Jinright	Sanford, Aug 14, 1992	40
Cynthia Campbell	Sanford, Aug 14, 1992	40
Dot Lamon	Sanford, Aug 14, 1992	40
Lou Ann James	Sanford, Aug 14, 1992	40
Maria Silvia	Sanford, Aug 14, 1992	41
Ralph E. Bailey	Sanford, Aug 14, 1992	45
Dorothy M. Schultes	Sanford, Aug 14, 1992	47
E.C. Lamere	Brooksville, Sept 09, 1992	50
Eugene Fontana	Brooksville, Sept 09, 1992	54
Michael Popelar	Brooksville, Sept 09, 1992	56
John Fredericks	Brooksville, Sept 09, 1992	58
Ed Slezak	Brooksville, Sept 09, 1992	60
Chris Sheriden	Brooksville, Sept 09, 1992	62
Dewey Sadderfield	Brooksville, Sept 09, 1992	69
Angela Shatas	Brooksville, Sept 09, 1992	73
Herman Klusaritz	Brooksville, Sept 09, 1992	76

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Kissimmee, August 5, 1992
SSU SYSTEM:	Tropical Park
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	James W. Ragsdale

NO. 1:

Juan Ramone, 2729 W. Miami Terrace, Kissimmee, FL 34751 (932-3684)

Complaint: Sand in water; "white water -- too much chlorine;" and "bad smell of water."
Ms. Sweat said SSU had cleaned the pipes in the system that week, and the problem should clear up.

RESPONSE:

SSU personnel installed a sand separator on 8/12/92 and an additional flushing nozzle was installed on 8/28/92 at the end of Park Lane. SSU has implemented and will maintain a weekly flushing program. Customer notification of the flushing program will be coordinated with the next customer billing. Customers will be advised that they may experience some reduction in water pressure during the flushing periods; however, pressure will return to normal once the flushing is completed. Should they experience continued low pressure, customers will be advised to call our office at once.

00001

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Kissimmee, August 5, 1992
SSU SYSTEM:	Tropical Park
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Judy L. Sweat

NO. 2

Larry Miller - Phone 407/933-5976

Complaint: Excess charges on his meter. Ms. Sweat is supposed to be handling his complaint.

RESPONSE:

On 6/1/92 a field check for a high bill complaint was performed. Our service representative verified the meter read and checked for leaks. A leak was detected and Mr. Miller was informed of the leak, which was his responsibility.

A field accuracy test was performed on 7/21/92. We were unable to get accurate results from that test due to a leak in the customer's bathroom toilet. The meter was replaced with a new meter and brought in for a bench test. The meter was bench tested on 8/21/92 and Mr. Miller's account was adjusted in accordance with the results of the bench test. Attached is a copy of the customer letter and the bench test results.

00002



**General Office:
Customer Service:**

1000 Color Place
Apopka, FL 32700

(407) 880-0100
1-800-432-4501

September 11, 1992

Mr. Larry Miller
P. O. Box 154
Intercession City, Fl. 33848-0154

RE: Cust# 3707 & 3709

Dear Mr. Miller:

I am enclosing copies of the meter bench test for the Trailer Park and the Motel.

You were notified on June 1, 1992 of a leak in your plumbing. We were unable to achieve accurate results on the field test performed on July 21, 1992, therefore your meter was replaced with a new meter and the old meter was brought in for a bench test.

We are adjusting your bills prior to the meter changes for the last twelve months based on the results of the meter bench tests. Your account #3707 for the Motel meter has been credited 2% for a total of \$11.27. Account #3709 for the Trailer Park meter has been credited 3% for a total of \$9.41.

If you have any questions, or if I can be of any further assistance, please call me at 880-0100, ext. 102.

Sincerely yours,
Southern States Utilities, Inc.

Mary Ann Szukala
Customer Service Supervisor

/mas

CC: Judy L. Sweat ✓

00003



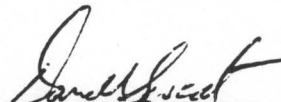
**General Office
Customer Service**

1000 Color Plex
Apopka, FL 3270

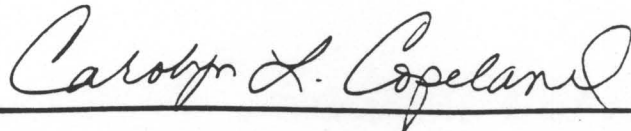
(407) 880-010
1-800-432-450

**This is to certify that the meter listed below was tested,
as received, with the results as listed:**

METER NUMBER	FLOW GPM	ACCURACY %
<u>P512393</u>	15	<u>102</u>
	1	<u>98.5</u>
	1/4	<u>0</u>


Darrell Sweat 8-21-92

Appeared before me on this date, Darrell Sweat, to me known and did affix his signature above.



Notary, Carolyn L. Copeland

CC142340

NOTARY PUBLIC, STATE OF FLORIDA.
MY COMMISSION EXPIRES: Oct. 20, 1995.
BONDED THRU NOTARY PUBLIC UNDERWRITERS.

00004

3709
11

Precision Meters, Inc.

11100 ASTRONAUT BOULEVARD • ORLANDO, FLORIDA 32837-9280

TELEPHONE: 407/851-4470

FAX # (407) 855-1881

August 28, 1992

B & H Sales
Orlando, Fl

This is to certify that the meter listed below was tested, as received, with the results as listed below:

<u>MODEL#</u>	<u>S/N</u>	<u>FLOW GPM</u>	<u>ACCURACY%</u>
PMX100 BG	E515892	35	101.6
		3	102.2
		3/4	103.0

Robert A. White

Appeared before me on this date, Robert White to me know and did affix their signature above.

Barbara M. Bell
Notary, Barbara M. Bell

NOTARY PUBLIC
STATE OF FLORIDA
COMMISSION EXPIRES 08/31/93

00005

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Kissimmee, August 5, 1992
SSU SYSTEM:	Tropical Park
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	James W. Ragsdale/Judy L. Sweat

NO. 3:

Karen Deitemeyer [407/847-3644 (Home), 407/847-1527 (Work)]

Complaint: Her complaint was lack of notification when SSU flushed the lines in the Tropical Park neighborhood.

When her neighbor, Nancy Bellville (407/847-9526), called SSU to complain about the water, an SSU representative said "well, boil your water."

NOTE: Chairman Beard was very irritated by the company's response and wants to know if SSU tells their customers to "boil water."

RESPONSE:

SSU received a water quality complaint from Nancy Belville on 6/16/92, a service order was issued for a field investigation. Our field representative went to Ms. Belville's home on 6/16/92, checked the water for a chlorine residual (0.2), flushed the lines and spoke with the customer at that time. Our service representative reported that the customer seemed satisfied after he spoke with her. I discussed the "boil water" comment, which Ms. Belville reported was made to her, with the SSU representative that took Ms. Belville's call on 6/16/92. The comment made regarding boil water was that if there was a problem or concern with drinking the water, SSU would be required to advise the customers to boil their water. In the event a boil water notice is required, SSU does issue written notice to customers advising them to boil their water as a safety precaution until SSU has received clearance on the required water samples submitted for analysis.

00006

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY: FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING: Kissimmee, August 5, 1992
SSU SYSTEM: Tropical Park
DATE OF RESPONSE: September 14, 1992
PREPARED BY: James W. Ragsdale

NO. 4:

**Salvitore and Nina Matta, 2805 Newcombe Lane, Kissimmee, FL 34741
Phone 933-4392**

Complaint: Water quality in Tropical Park Residential neighborhood. Ms. Sweat told them it was a temporary situation. Chairman Beard wants to know if, indeed, it was "temporary."

REPOSE:

SSU personnel installed a sand separator on 8/12/92 and an additional flushing nozzle was installed on 8/28/92 at the end of Park Lane. SSU has implemented and will maintain a weekly flushing program. Customer notification of the flushing program will be coordinated with the next customer billing. Customers will be advised that they may experience some reduction in water pressure during the flushing periods; however, pressure will return to normal once the flushing is completed. Should they experience continued low pressure, customers will be advised to call our office at once.

00007

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Kissimmee, August 5, 1992
SSU SYSTEM:	
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Judy L. Sweat

NO. 5:

Thomas Fowler, 2483 Trentwood Blvd., Orlando, FL 32812 (407/851-4376)

Complaint: Called the PSC's 800#. No one could direct him to the hearing location. Chairman Beard told Mr. Fowler he would look into the problem.

REPONSE:

Mr. Fowler called our office (prior to the first customer service hearing) for directions to the service hearing location. Customer service was unable to obtain directions from SSU personnel at that time. We did follow up and call the Osceola County Stadium to obtain directions. A telephone call was made to Mr. Fowler giving him the directions to the hearing location. We are now providing maps to the customer service hearings, which are being printed on the back of the customer notice.

00008

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Kissimmee, August 5, 1992
SSU SYSTEM:	Intercession City
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	James W. Ragsdale/Judy L. Sweat

NO. 6:

Diane Scott, 1548 Manatee St., Intercession City, FL 33848 (933-4925)

Complaint: Has contacted the company about excessive chlorine in the water; company has not responded to her calls.

RESPONSE:

SSU installed a new Service Order System to document all customer calls for problems, complaints and miscellaneous service call requests received. Service requests from 1/1/91 through the present have been entered and documented in this service order system. SSU has no calls on record from Mrs. Scott, dating back to January, 1991 when the program was implemented. A service order was issued to obtain a chlorine residual from Mrs. Scott's residence on 9/14/92. Our service representative was unable to obtain a water sample to test for a chlorine residual due to a "bad dog" in Mrs. Scott's yard but did take a chlorine residual from another residence in the same vicinity as Mrs. Scott's house, and the residual was ~~1.3~~ 0.7.

00009

Customer No. 003843 TEL# 4079334925
Cust. Name SCOTT, JOSEPH P
Serv. Address 1548 MANATEE

Taken Date 9/12/92
Completed 9/16/92
Plant 00780

PROBLEM: WATER QUALITY COMPLAINT PROB. TYPE 120
PLEASE GET CHLORINE RESIDUAL, CUSTOMER WENT TO SERVICE HEARING AND SAID SHE HAS CONTACTED THE COMPANY PREVIOUSLY REGARDING EXCESSIVE CHLORINE AND HASN'T RECEIVED A RESPONSE TO HER CALLS. SSU HAS NO CALLS ON RECORD FOR PREVIOUS YEAR. PLEASE GIVE RESULTS BACK TO MARY ANN/JUDY. 9/15/92 AT 9:45 CALLED CUSTOMER TO INFORM HER THAT SVCMAN WAS UNABLE TO CHECK WATER BECAUSE OF HER DOG. CUSTOMER WAS VERY RUDE AND SAID I WAS LYING AND THAT HER DOG WAS NO WHERE NEAR THE SVCMAN, TOLD ME TO SHUT UP, SHE DIDN'T WANT TO HEAR IT AND THEN HUNG UP. TOLD SVCMAN TO ATTEMPT ONCE MORE. INFORMED MARYANN. SPOKE TO MRS SCOTT, KEENYA

WTR METER NO. 07643969 GAS METER NO.

SCHEDULE DATE 9/14/92

Field Representative BILL T

Assign to:

ON 9/15 got service order for 1548 Manatee saying cust. has been calling about high clz, I went to the house I couldn't get to the door or hose bib because of dog, so I checked clz at blow off down the street 0.9ppm called dispatch to let them know.
ON 9/16 It was arranged for us to go back out after 3:30 both me and Jon were tied up with well problems so we both went to her house at around 1:30, went behind house and found hose bib clz was 0.6, water was also very clear
Left tag on fence post next to the driveway

Bill Indel

00010

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Kissimmee, August 5, 1992
SSU SYSTEM:	University Shores
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	James W. Ragsdale/Judy L. Sweat

NO. 7:

Charlotte Bushby, 8515 Auburn Circle, Orlando, FL (407/629-6207)

Complaint: Has contacted the company about problems with her water quality; company has not responded.

REPONSE:

SSU has received 3 water quality complaints from Mrs. Bushey which were followed up on immediately. These complaints date back to 8/30/89, 5/01/91 and 9/26/91. We have received several requests for yard repairs during the last few months, all of which were responded to immediately. See attached copies of service requests received from Mrs. Bushey.

00011

PROBLEMS/COMPLAINTS BY SELECTED CUSTOMER

Cust: 005232

Name: BUSHEY, CHARLOTTE

Plant: 00106

D	Type	Description	W/G	Taken Date	Comp Date
	120	WATER QUALITY COMPLAINT	W	5/01/91	5/01/91
	250	REPLACE METER BOX OR LID	W	8/01/91	8/02/91
	120	WATER QUALITY COMPLAINT	W	9/26/91	9/27/91
	140	LOW PRESSURE OR PRESSURE CHECK	W	10/28/91	10/28/91
	240	YARD, ROAD OR SIDEWALK REPAIR	W	6/02/92	6/03/92
	240	YARD, ROAD OR SIDEWALK REPAIR	W	6/09/92	6/09/92
	240	YARD, ROAD OR SIDEWALK REPAIR	W	8/19/92	8/19/92

CMD-7 Return

Enter D to Display, P to Print

C R E D I T H I S T O R Y

CUST NO 005232
LAND NO
DESCRIPTION

BUSHEY, CHARLOTTE
LAST: READ DATE 8/10/92 DISCONNECT DATE 0/00/00
Sep Aug Jul Jun May Apr Mar Feb Jan Dec Nov Oct Sep TC

CREDIT 0/00/00

NOTES

08/30/89 FLAKES IN WATER COMING FROM 16 YR OLD WATER HEATER--ADV.CUST
10/12/88 HBC - RE;0081990 NO LEAKS

BILLING DATES

8/19/92	7/22/92	6/19/92	5/27/92	4/24/92	3/20/92
2/19/92	1/22/92	12/23/91	11/27/91	10/25/91	9/25/91

9/12/92

*** S O U T H E R N S T A T E S U T I L I T I E S , I N C ***
*** O T H E R S E R V I C E O R D E R ***

CUST. NO. 005232

NAME - BUSHEY, CHARLOTTE
ADD1 - 8515 AUBURN CIR
ADD2 -

PLANT 00106
UNIVERSITY SHORES

SERV ADDRESS 8515 AUBURN CIRCLE

REQUESTED BY MRS. BUSHEY

TAKEN DATE 5/01/91

PROBLEM - WATER QUALITY COMPLAINT

TYPE - 120

CUSTOMER CALLED COMPLAINING THAT SHE HAS MILKY WATER THAT IS FIZZY
VERY UP-SET THIS AM MADE MY MORNING/PLEASE MAKE SURE SVC MAN CKS HE
R LINES AND SPEAKS WITH CUSTOMER IF HOME.THANK YOU

** WATER AND SEWER **
METER NO. 00928772

** G A S **
METER NO.

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS-

CUSTOMER MAINLY UPSET ABOUT "THE CUSTOMER SERVICE REP SHE TALKED TO AT
THE OFFICE / TO COMPOUND HAD TRIED TO CALL THAT EVE AND RECEIVED NO A
NSWER FROM THE AFTER HOURS SERVICE (REASON FOR THAT IS SHE WAS CALLING
THE WRONG NUMBER) ALSO HAS ASTHMA & WAS CONCERNED ABOUT BEING UPSET
STARTING AN ATTACH/ CL2 0.6 - PH 7.5 / CUST HAPPY W/ H2O BUT NOT OFFIC

RESOLUTION- 125

FLUSHED LINES, CHLORINE AND PH TEST DONE AT PLANT AND SYSTEM

ASSIGNED TO -

DATE

SCHEDULE DATE 5/01/91

COMPLETED DATE 5/01/91

FIELD REPRESENTATIVE- -----

00014

9/12/92

*** SOUTHERN STATES UTILITIES, INC ***
*** O T H E R S E R V I C E O R D E R ***

CUST. NO. 005232

NAME - BUSHEY, CHARLOTTE
ADD1 - 8515 AUBURN CIR
ADD2 -

PLANT 00106
UNIVERSITY SHORES

SERV ADDRESS 8515 AUBURN CIRCLE

REQUESTED BY MS BUSHEY

TAKEN DATE 9/26/91

PROBLEM - WATER QUALITY COMPLAINT

TYPE - 120

CUST REPORTED TO ANS SERV MILKY WATER / CANNOT AND WON'T DRINK IT. PLEASE CHECK AND ADVISE

** WATER AND SEWER **
METER NO. 00928772

** G A S **
METER NO.

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS-

FLUSHING LINES AT U.S./ RESID.GOOD

RESOLUTION- 125

FLUSHED LINES, CHLORINE AND PH TEST DONE AT PLANT AND SYSTEM

ASSIGNED TO -

DATE

SCHEDULE DATE 9/26/91

COMPLETED DATE 9/27/91

FIELD REPRESENTATIVE- -----

00015

9/12/92

*** SOUTHERN STATES UTILITIES, INC ***
*** OTHER SERVICE ORDER ***

CUST. NO. 005232

NAME - BUSHEY, CHARLOTTE
ADD1 - 8515 AUBURN CIR
ADD2 -

PLANT 00106
UNIVERSITY SHORES

SERV ADDRESS 8515 AUBURN CIRCLE

REQUESTED BY MS BUSHEY

TAKEN DATE 6/02/92

PROBLEM - YARD, ROAD OR SIDEWALK REPAIR TYPE - 240

CUST REPORTED TO ANS SERV THAT SHE WANTS HER YARD REPAIRED- DID NOT EL
ABORATE SAID ONLY HAS A HOLE IN YARD. PLEASE INVESTIGATE

** WATER AND SEWER **
METER NO. 00928772

** G A S **
METER NO.

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS-

SODED YARD

RESOLUTION- 240

REPLACED SOD OR REPAIRED ROAD OR SIDEWALK

ASSIGNED TO -

DATE

SCHEDULE DATE 6/03/92

COMPLETED DATE 6/03/92

FIELD REPRESENTATIVE- -----

00016

9/12/92

*** S O U T H E R N S T A T E S U T I L I T I E S , I N C ***
*** O T H E R S E R V I C E O R D E R ***

CUST. NO. 005232

NAME - BUSHEY, CHARLOTTE
ADD1 - 8515 AUBURN CIR
ADD2 -

PLANT 00106
UNIVERSITY SHORES

SERV ADDRESS 8515 AUBURN CIRCLE

REQUESTED BY MRS BUSHEY

TAKEN DATE 6/09/92

PROBLEM - YARD, ROAD OR SIDEWALK REPAIR TYPE - 240
MRS BUSHEY UNHAPPY WITH THE WAY HER YARD WAS REPAIRED AFTER BREAK REPA
IR--SHE WANTS SOD AND A FEW WHEEL BARROWS OF DIRT LEFT ON DRIVE AND SH
E WILL FINISH HERSELF ---679-6207 S SANDERSON

** WATER AND SEWER **
METER NO. 00928772

** G A S **
METER NO.

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS-

CUST DIDN'T LIKE THE WAY WE REPAIRED IT FIRST TIME. FRANK BRUCE SENT
HIS MEN OUT AGAIN. THEY REPAIRED IT UNDER CUST'S SUPERVISION. POLOROID
WAS TAKEN AND IS ON FILE.

RESOLUTION- 240

REPLACED SOD OR REPAIRED ROAD OR SIDEWALK

ASSIGNED TO -

DATE

SCHEDULE DATE 9/10/92

COMPLETED DATE 6/09/92

FIELD REPRESENTATIVE- -----

9/12/92

*** S O U T H E R N S T A T E S U T I L I T I E S , I N C ***
*** O T H E R S E R V I C E O R D E R ***

CUST. NO. 005232

NAME - BUSHEY, CHARLOTTE
ADD1 - 8515 AUBURN CIR
ADD2 -

PLANT 00106
UNIVERSITY SHORES

SERV ADDRESS 8515 AUBURN CIRCLE

REQUESTED BY MRS BUSHY

TAKEN DATE 8/19/92

PROBLEM - YARD, ROAD OR SIDEWALK REPAIR TYPE - 240
HOLE ON CORNER OF TCU AND AUBURN - HER SON FELL INTO IT AND TWISTED HIS ANKLE- SHE DEMANDS WE GET OUT THERE AND REPAIR IT ASAP.

** WATER AND SEWER **
METER NO. 00928772

** G A S **
METER NO.

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS-

FILLED DIRT IN HOLE

RESOLUTION- 241

FILLED HOLE

ASSIGNED TO -

DATE

SCHEDULE DATE 8/19/92

COMPLETED DATE 8/19/92

FIELD REPRESENTATIVE- -----

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Kissimmee, August 5, 1992
SSU SYSTEM:	University Shores
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	James W. Ragsdale/Judy L. Sweat

NO. 8:

Mary Ann Boley, 2869 T.C.U. Blvd., Orlando, FL (407/657-7259)

Complaint: Company has not been responsive to her calls about water quality in her area.

RESPONSE:

SSU has no calls on record from Ms. Boley regarding water quality. Ms. Boley also stated in her testimony that SSU was unresponsive to customer request for extending payment due dates for her. We have worked out payment extensions with Ms. Boley for several years, the latest date being on 9/08/92, when Ms. Boley called to say she was mailing her payment to our office. This call was received 20 days after her billing date and as of 9/11/92 her payment hasn't been received. There were numerous occasions in the past where three billings were mailed out before a payment was received on the customer's account. There have also been at least 3 insufficient funds checks received on the customer's account. (see attached Credit History)

It is SSU's policy to work out payment arrangements with customers, assuming the customer has previously made the payments on the dates agreed upon by the Company and the customer.

00019

C R E D I T H I S T O R Y

CUST NO 005220 BOLEY, MARY ANN
 LAND NO LAST: READ DATE 8/10/92 DISCONNECT DATE 0/00/00
 DESCRIPTION Sep Aug Jul Jun May Apr Mar Feb Jan Dec Nov Oct Sep TOT
 FINAL NOTICE 1 1 1 1 1 1 1 1 1 1 1 1 9
 PAST DUE 1 1
 DISCONNECT LIST 1 1 1 1 1 1 1 1 1 1 7

CREDIT 0/00/00
 NOTES

09/08/92 CUST.MLNG FULL PMT TODAY-PZ
 08/07/92 MONEY ORDER REC'D FOR FULL AMT OF 60.23/ P.EASTON
 08/05/92 CUST WILL MAIL MO FOR FULL PYMT TONIGHT-MV
 06/18/92 PD \$62.18 M.O. DROP BOX -ALS
 06/17/92 CUST TO DROP PMT OFF IN DROP BOX TONIGHT. KEENYA
 05/15/92 PD \$71.10 M.O. DROP BOX -A.SMITH
 BILLING DATES 8/19/92 7/22/92 6/19/92 5/27/92 4/24/92 3/20/92
 2/19/92 1/22/92 12/23/91 11/27/91 10/25/91 9/25/91

C R E D I T H I S T O R Y

CUST NO 005220 BOLEY, MARY ANN
 LAND NO LAST: READ DATE 8/10/92 DISCONNECT DATE 0/00/00
 DESCRIPTION Sep Aug Jul Jun May Apr Mar Feb Jan Dec Nov Oct Sep TOT
 FINAL NOTICE 1 1 1 1 1 1 1 1 1 1 1 1 9
 PAST DUE 1 1
 DISCONNECT LIST 1 1 1 1 1 1 1 1 1 1 1 1 7

CREDIT 0/00/00
 NOTES

05/14/92 TO PAY \$71.10 MO IN DROP BOX TONITE-AG
 04/22/92 SRVCMAN BROUGHT IN M.O. \$48.00-PZ
 04/21/92 PER BILL @PLANT-PD \$48.00 MO THERE-AG
 03/27/92 SRVMN BROUGHT IN \$40.00 MO-AG
 03/26/92 SRVMN BROUGHT IN \$38.93 CHK #254-CALLED NCNB-N/A-SRVMN TO
 03/25/92 TAG DOOR TO HAVE MO 10:00 AM 3/27 OR T/O-AG
 BILLING DATES 8/19/92 7/22/92 6/19/92 5/27/92 4/24/92 3/20/92
 2/19/92 1/22/92 12/23/91 11/27/91 10/25/91 9/25/91

C R E D I T H I S T O R Y

CUST NO 005220 BOLEY, MARY ANN
 LAND NO LAST: READ DATE 8/10/92 DISCONNECT DATE 0/00/00
 DESCRIPTION Sep Aug Jul Jun May Apr Mar Feb Jan Dec Nov Oct Sep TOT
 FINAL NOTICE 1 1 1 1 1 1 1 1 1 1 1 1 9
 PAST DUE 1 1
 DISCONNECT LIST 1 1 1 1 1 1 1 1 1 1 7

CREDIT 0/00/00
 NOTES

03/24/92 T/O 3/23 & 3/25-AG
 12/23/91 RCVD \$65. CHK W/NOTE PTP BAL 1ST OF MO.-VERIFIED FUNDS-AG
 10/30/91 REC.\$53.35 M.O. FROM SRVCMN-PZ
 08/16/91 CUST.MLNG M.O. TODAY--PZ
 12/20/90 CUST.MLNG M.O. AT P.O. TODAY-SAYS WAS IN HOSPITAL-CANT DRIVE
 12/14/90 CUST SENT LTR ADVISING NO MORE CHKS WOULD BE ACCEPTED
 BILLING DATES 8/19/92 7/22/92 6/19/92 5/27/92 4/24/92 3/20/92
 2/19/92 1/22/92 12/23/91 11/27/91 10/25/91 9/25/91

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Deltona
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Joseph W. Roberts

NO. 1:

C.P.Sadowski, 2357 Kimberly Drive, Deltona, Florida 32738 - Phone 904/789-6230
Complaint: He brought a bottled water sample and told Chairman Beard his water "wasn't fit to drink." I introduced Mr. Sadowski to Doug Lovell, Area II Supervisor for SSU, who promised to come check his water sometime during the following week. Mr. Lovell's phone number is 407/574-6680.

REPOSE:

Flowers Chemical Laboratories, Inc. was contacted concerning the type of analysis needed to address Mr. Sadowski's concerns. Arrangements were then made with Mr. Sadowski for sampling on September 9. Two samples were taken at the discharge of the meter, since this was the only place to get samples prior to the filter softening unit.

Mr. Sadowski was advised that we would share the results of the analyses when received from Flowers Chemical Laboratories.

Mr. Sadowski's home is in the third housing area of our distribution system, and SSU has not received any other complaints from this area.

Attached are copies of previous documented complaints from Mr. Sadowski and their resolution.

00023

8/31

*** DELTONA UTILITIES ***

~~***~~ OTHER SERVICE ORDER ***

CUST. NO. 203083
ACCT. NO. 0102020308
PLANT 18001
DELTONA UTILITIES

NAME - SADOWSKI, CLARENCE/YOLANDA
ADD1 - 2359 KIMBERLY DR
SERV ADDRESS 2359 KIMBERLY DR
LEGAL- 020 1907

REQUESTED BY GARY CAPORALE
TEL NO- 9047896230

TAKEN DATE 8/31/92

PROBLEM - MISCELLANEOUS

TYPE -099

FOLLOW UP COMPLAINT FOR PUBLIC SERVICE COMM. WATER QUALITY COMPLAINT

** WATER AND SEWER **

** G A S **

METER NO. 08915938

METER NO.

CUR READ- 1) CA30.02/0

CUR READ- 1) -----

PRV READ- 1) 417460

PRV READ- 1)

BOOK- 6346 STOP- 1040

COMMENTS-

| GAS ODOR ___ PRESSURE ___ C.O. ___ |
| START PRESSURE END PRESSURE TIME HELD SYS. O.K. |
INCHES W.C. 1 INCHES W.C. 1

RESOLUTION-

QUAN	MATERIALS USED/DESCRIPTION	PRICE	TOTAL AMT

CUSTOMER'S SIGNATURE - X [Signature]
FIELD REPRESENTATIVE - X [Signature]

SUBTOTAL
TAX
TOTAL BILL

ASSIGNED TO -
SCHEDULE DATE
ASSIGNED DATE 9/19/92
COMPLETED DATE

PROBLEMS/COMPLAINTS BY SELECTED CUSTOMER

Cust: 203083

Name: SADOWSKI, CLARENCE/YOLANDA

Plant: -18001

D	Type	Description	W/G	Taken Date	Comp Date
1 -	120	WATER QUALITY COMPLAINT	W	9/18/91	9/18/91
2 -	120	WATER QUALITY COMPLAINT	W	10/21/91	10/21/91
3 -	120	WATER QUALITY COMPLAINT	W	1/22/92	1/23/92
4 -	100	HIGH BILL	W	2/07/92	2/10/92
5 -	140	LOW PRESSURE OR PRESSURE CHECK	W	5/20/92	5/20/92
6 -	099	MISCELLANEOUS	W	8/31/92	0/00/00

PLEASE SEE ATTACHED

CMD-7 Return

Enter D to Display, P to Print

9/09/92

*** DELTONA UTILITIES ***

*** OTHER SERVICE ORDER ***

1 OF 6

CUST. NO. 203083

NAME - SADOWSKI, CLARENCE/YOLANDA
ADD1 - 2359 KIMBERLY DR
ADD2 -

PLANT 18001
DELTONA UTILITIES

SERV ADDRESS 2359 KIMBERLY DR

REQUESTED BY CLARENCE/TRISH

TAKEN DATE 9/18/91

PROBLEM - MISCELLANEOUS

TYPE - 120

CUSTOMER SAID THIS IS SECOND COMPLAINT. ONCE BEFORE WE CORRECTED THE SAND IN HIS WATER BUT NOT AFTER IT COST HIM 180\$. THE PROBLEM HAD HAPPENED AGAIN AND AGAIN HIS WATER SOFTENER IS CLOGGED UP WITH SAND. THE CUSTOMER NEEDS TO BE CONTACTED ABOUT THIS PROBLEM THANKS TRISH

** WATER AND SEWER **
METER NO. 08915938

** G A S **
METER NO. P993154

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS-

CUSTOMER HAD TO HAVE WTR SOFTENER CLEANED & MOTOR BURNT OUT TWICE IN 8 MONTHS. CLAIMS SAND IN OUR WATER CAUSED DAMAGE. NO SAND IN TOILET TANK-SAID SOFTENER TRAPS SAND BEFORE WATER COMES INTO HOUSE. CUST HAS WELL. GARY C. ADVISED NO OTHER CUSTOMERS IN HIS AREA HAVE COMPLAINED ABOUT SAME PROBLEM.

RESOLUTION- 310

PROBLEM IN CUSTOMER LINES - NOTIFIED

ASSIGNED TO -

DATE

SCHEDULE DATE 9/19/91

COMPLETED DATE 91/09/18

FIELD REPRESENTATIVE- -----

9/09/92

*** DELTONA UTILITIES ***

*** OTHER SERVICE ORDER ***

2 OF 6

CUST. NO. 203083

NAME - SADOWSKI, CLARENCE/YOLANDA
ADD1 - 2359 KIMBERLY DR
ADD2 -

PLANT 18001
DELTONA UTILITIES

SERV ADDRESS 2359 KIMBERLY DR

REQUESTED BY CUSTOMER

TAKEN DATE 10/21/91

PROBLEM - MISCELLANEOUS

TYPE - 120

CUSTOMER CALLED TO INFORM US HIS WATER IS STILL BROWN AND MERKY HE REQUESTED THE MANAGER RESPOND TO HIS HOME

** WATER AND SEWER **
METER NO. 08915938

** G A S **
METER NO. 0P993154

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS- DOUG LOVELL

HE VISITED MR SADOWSKI. HE HAS A SEARS SOFTNER AND HAS HAD PROBLEMS WITH IT. HE NOW HAS INSTALLED A FIBER FILTER AHEAD OF SOFTNER & IT HAS TURNED BROWN OR BLACKISH COLOR. HE WANTS TO KNOW WHAT THAT FILTER IS REMOVING. I TRIED TO EXPLAIN IT WAS THE MINERALS IN WATER BUT HE INSISTED ON IT BEING ANALYZED & HE HAD ALREADY CALLED VOLUSIA CO. ENVIREMENTAL.

RESOLUTION- 310

PROBLEM IN CUSTOMER LINES - NOTIFIED

ASSIGNED TO -

DATE

SCHEDULE DATE 10/21/91

COMPLETED DATE 91/10/21

FIELD REPRESENTATIVE- -----

00027

9/09/92

*** DELTONA UTILITIES ***

*** OTHER SERVICE ORDER *** 3 CF 6

CUST. NO. 203083 NAME - SADOWSKI, CLARENCE/YOLANDA
ADD1 - 2359 KIMBERLY DR
ADD2 -

PLANT 18001 DELTONA UTILITIES SERV ADDRESS 2359 KIMBERLY DR

REQUESTED BY DOUG LOVELL TAKEN DATE 1/22/92

PROBLEM - MISCELLANEOUS TYPE - 120

MR. SADOWSKI CAME INTO OUR OFFICE ON 1/22/92 WITH HIS WATER SAMPLE WE DO NOT FEEL THAT THE SEDIMENT IN HIS WATER IS CAUSED BY OUR SYSTEM WE HAVE BEEN TO HIS HOME IN THE PAST TO SAMPLE AND CHECK CL2 WHICH SHOWED A GOOD RES. ON 1/23/92 WE WILL FLUSH THE YOLK AT HIS LOT PER DOUG

** WATER AND SEWER **

** G A S **

METER NO. 08915938

METER NO. 0P993154

CUR READ- 1) -----

CUR READ- 1) -----

2) -----

3) -----

COMMENTS-

PULLED WTR MTR AND FLUSHED SERV AT 2359 KIMBERLY - 2912 ELKCAM-WE ALSO SHUT DOWN ALL SIDE STREETS ON MAIN LINES AND FLUSHED SYSTEM OUT OF A FIRE HYDRANT-WTR IS PERFECTLY CLEAR

RESOLUTION- 125

FLUSHED LINES, CHLORINE AND PH TEST DONE AT PLANT AND SYSTEM

ASSIGNED TO -

DATE

SCHEDULE DATE 1/23/92

COMPLETED DATE 92/01/23

FIELD REPRESENTATIVE- -----

00028

9/09/92

*** DELTONA UTILITIES ***

4 OF 6

*** OTHER SERVICE ORDER ***

CUST. NO. 203083

NAME - SADOWSKI, CLARENCE/YOLANDA
ADD1 - 2359 KIMBERLY DR
ADD2 -

PLANT 18001
DELTONA UTILITIES

SERV ADDRESS 2359 KIMBERLY DR

REQUESTED BY CLARENCE

TAKEN DATE 2/07/92

PROBLEM - MISCELLANEOUS

TYPE - 100

CUSTOMER'S BILL IS NORMALLY 6 TO 8 THOU GAL WE CHARGED HIM FOR 23000
PLEASE INVESTIGATE AND ADVISE CUSTOMER OF FINDINGS. THANKS TRISH

** WATER AND SEWER **

** G A S **

METER NO. 08915938

METER NO. 0P993154

CUR READ- 1) -----

CUR READ- 1) -----

2) -----

3) -----

COMMENTS-

REREAD WATER METER, CHECK FOR LEAKS, FOUND NONE. CUSTOMER HAS SPRINKLER SYSTEM BUT, IT RUNS OFF OF WELL. SPOKE WITH CUSTOMER.

RESOLUTION- 101

VERIFIED METER READ AND CHECKED FOR LEAK - NO ADJUSTMENT

ASSIGNED TO -

DATE

SCHEDULE DATE 2/10/92

COMPLETED DATE 92/02/10

FIELD REPRESENTATIVE- -----

00029

9/09/92

*** DELTONA UTILITIES ***

*** OTHER SERVICE ORDER ***

5 OF 6

CUST. NO. 203083

NAME - SADOWSKI, CLARENCE/YOLANDA
ADD1 - 2359 KIMBERLY DR
ADD2 -

PLANT 18001
DELTONA UTILITIES

SERV ADDRESS 2359 KIMBERLY DR

REQUESTED BY MR SADOWSKI / ANN

TAKEN DATE 5/20/92

PROBLEM - MISCELLANEOUS
LOW WATER PRESSURE FOR SEVERAL DAYS

TYPE - 140

** WATER AND SEWER **
METER NO. 08915938

** G A S **
METER NO.

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS-

CHECKED PRESSURE. CUST HAS BETWEEN 85 AND 95 PSI. CUST ONLY HAS PROBLE
M WITH WATER DISPENSER IN FRIGE AND SINK

RESOLUTION- 120

ADEQUATE PRESSURE AT CUSTOMER RESIDENCE - NOTIFIED

ASSIGNED TO -

DATE

SCHEDULE DATE 5/20/92

COMPLETED DATE 92/05/20

FIELD REPRESENTATIVE- -----

00030

9/09/92

*** DELTONA UTILITIES ***

*** OTHER SERVICE ORDER ***

6066

CUST. NO. 203083

NAME - SADOWSKI, CLARENCE/YOLANDA
ADD1 - 2359 KIMBERLY DR
ADD2 -

PLANT 18001
DELTONA UTILITIES

SERV ADDRESS 2359 KIMBERLY DR

REQUESTED BY GARY CAPORALE

TAKEN DATE 8/31/92

PROBLEM - MISCELLANEOUS

TYPE - 099

FOLLOW UP COMPLAINT FOR PUBLIC SERVICE COMM. WATER QUALITY COMPLAINT

** WATER AND SEWER **
METER NO. 08915938

** G A S **
METER NO.

CUR READ- 1) -----
2) -----
3) -----

CUR READ- 1) -----

COMMENTS-

RESOLUTION- 000

NOT COMPLETE

WAITING FOR LAB RESULTS

ASSIGNED TO -

DATE

SCHEDULE DATE

9/01/92

COMPLETED DATE

FIELD REPRESENTATIVE-

00031



FDER Lab# E83018
FDHRS Lab# 83139
NCDEHNR Lab# 296
SCDHEC Lab# 98019

ANALYTICAL & CONSULTING CHEMISTS
CHAIN OF CUSTODY RECORD
DRINKING WATER 17-550

(1) Client SSU/Deltona Utilities	(2) Address P.O. Box 5390 Deltona, FL 32726	(3) Phone (407) 574-6680
(4) Public Drinking Water ID #	(5) Public Water System Name:	
(6) Project #	(8) Public Water System Type	
(7) PO# B92081	(X) Community () Non-Community () Special Non-Community	

	Preservative					Plastic Containers					Glass Containers					NOTES:		
	UNOX	ZnOAC/NaOH				60ml	125ml	250ml	500ml	1L Clear	Whit-Pac Bag	40ml	250ml	500ml	1L		2L	1F
(16) 1	X								X	X								(12) Turn Around Time: 10 Working Days: _____ 5 Working Days : _____ 3 Working Days : _____ 1 Working Day : _____ Other : _____ call results ASAP - Doug Lovell
1									X									

(17) Kit Relinquished: <i>[Signature]</i>	(17) Date 9/3	(9) Kit Received	(9) Date
	(17) Time		(9) Time
(10) Parameter Group(s) Analyzed: Turbidity___; InorganicX; Trihalomethane___; Volatile Organic___; Organic Chemical___; Secondary ChemicalX; Radiological___; Unregulated Organic Purgeable___; Unregulated Organic Pesticide : Unregulated Base Neutral Extractable : Unregulated Acid Extractable			

(18) Laboratory Number	(11) Client Sample Identification
#1	MR. Sadowski - 2359 Kimberly - Deltona, FL
#2	
#3	
#4	
#5	
#6	
#7	
#8	
#9	
#10	

(13) Collectors Signature: <i>[Signature]</i>	Date 9/9/92	Time 9:30 AM
(14) Transporters Signature: <i>[Signature]</i>	Date 9/9/92	Time 11:22
(15) Lab Acceptance By: <i>[Signature]</i>		

00032

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Chuluota
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Judy L. Sweat

NO. 2:

Al Phillips, 421 E. 5th St., Chuluota, FL - Phone 407/365-3130

General Concern: Can't understand his bill; SSU has been unresponsive to his calls.

RESPONSE:

I called Mr. Phillips on 8/31/92 and left a message on his answering machine. Mr. Phillips didn't return my call. Mary Ann Szukala followed up with another call on 9/10/92 and spoke with Mr. Phillips who said he had received Judy Sweat's message and apologized for not calling back. He feels that his bills are too high for one person living alone. A service order for a high bill complaint was entered on 9/10/and dispatched on 9/11/92. We will advise Mr. Phillips of the result from the service order as soon as we receive it. After researching Mr. Phillips' account, I found that the last documented request or call was on 4/10/90. A high bill complaint was verified on that date and the customer advised of the results.

00033

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Deltona
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Joseph W. Roberts

NO. 3:

Andrew Rabinko, P.O. Box 5575, 1501 Fort Smith Blvd., Deltona, FL 32728 - Phone 904/789-6928

Complaint: 7 years ago he built his house. He's had to change his water heater this past year. Why does a Deltona customer have to replace water heaters and washers to often? (This is the question he asked Chairman Beard. Mr. Donald B. Corder, Area Supervisor with SSU, said he would review the problem. Mr. Corder's phone number is 407/880-0058.)

RESPONSE:

Mr. Rabinko was contacted by Service Supervisor, Gary Caporale, on 9/01/92 concerning his hot water heater complaint. They discussed a type of heater, a Sentry model, which other customers in his neighborhood were also using. Gary advised him that some of our customers with Sentry water heaters in Deltona had to have them replaced in less than five years, but that we also have customers in Deltona with water heaters over twenty years of age and still running.

Gary shared that if the water was the problem, Mr. Rabinko's other appliances (dishwasher, washing machine, ice maker, faucets and toiled) would have gone bad. Mr. Rabinko's reply was that no other appliance in his home has been replaced other than the water heater.

Mr. Rabinko was advised that the water meets or exceeds the regulations of all state and federal agencies. He was given Mr. Caporale's card and asked to call if he had any other problems.

00034

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Deltona
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Joseph W. Roberts

NO. 4:

Lynn Cadarette, 653 Sagamore Dr., Deltona, FL 32738 - 407/574-7719

Complaint: Seal rusted out in her washing machine. She had to buy a new washing machine, and her complaint is "there's too much iron in the water." Again, Chairman Beard wants someone from SSU to investigate the customers' problems with their appliances and their having to replace them due to water quality problems.

RESPONSE:

In exploring Ms. Cadarett's complaint, our Service Supervisor contacted Atchley Appliance Center in Orange City for information concerning her washer. He was told that Wayne Atchley had personally talked with Ms. Cadarette and shared with her that the age of the washer, bleach and detergents, along with the water probably caused the rust problem. Purportedly, Ms. Cadarette asked Wayne Atchley if he would sign a statement that the water only caused the washing machine to rust, and he said "no," that he personally felt it was a combination of all of the above.

Ms. Cadarette's home is furnished potable water from two wells which are within 1,000 feet of her home. Both wells are in compliance in the area of less than 0.3 ppm of iron.

On 9/3, this information was shared with Ms. Cadarette and also that if it was caused only by the water, it would have the same affect on the dishwasher, commodes, etc. We assured her that we were sympathetic, and she should feel free to call if we could be of any help to her in the future.

00035

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Deltona
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Joseph W. Roberts

NO. 5:

Carolyn Langford, 1260 Bailey Ave., Deltona, FL 32725 - 407/860-2338

Complaint: Water pressure is low. When she calls SSU service department, the company sends someone to her home "the day after the incident when the pressure is back up." She has problems when bathing, flushing her toilets, and when she is doing laundry.

RESPONSE:

Gary Caporale, service supervisor, went to the home of Mr. and Mrs. Langford on 9/2/92 at 8:30 A.M. to discuss her water pressure concerns. The pressure was checked at that time and found to be 58 psi at her hose bibb.

They looked at the sprinkler system, which is tied into a 5/8 x 3/4" house meter which will deliver approximately 14 gallons per minute. At times, the sprinkler system will not function properly during peak watering demands. The neighborhood distribution plan of water mains and sizes was shown to Mrs. Langford. She advised Gary that during peak demands her water pressure drops to about 40 psi. Gary suggested that possibly a larger meter might be the answer to her problem.

He also advised that a new well (Well #33) would be going on line by January, 1993, approximately a quarter of a mile from her home which also should help her problem.

Mrs. Langford was given Gary's card and asked to call him if she has any further problems.

00036

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Druid Hills
DATE OF RESPONSE:	September 16, 1992
PREPARED BY:	James W. Ragsdale

NO. 6:

Myron Lewenthal, 305 Cynthia Court, Maitland, FL 32751 - 407/831-1205

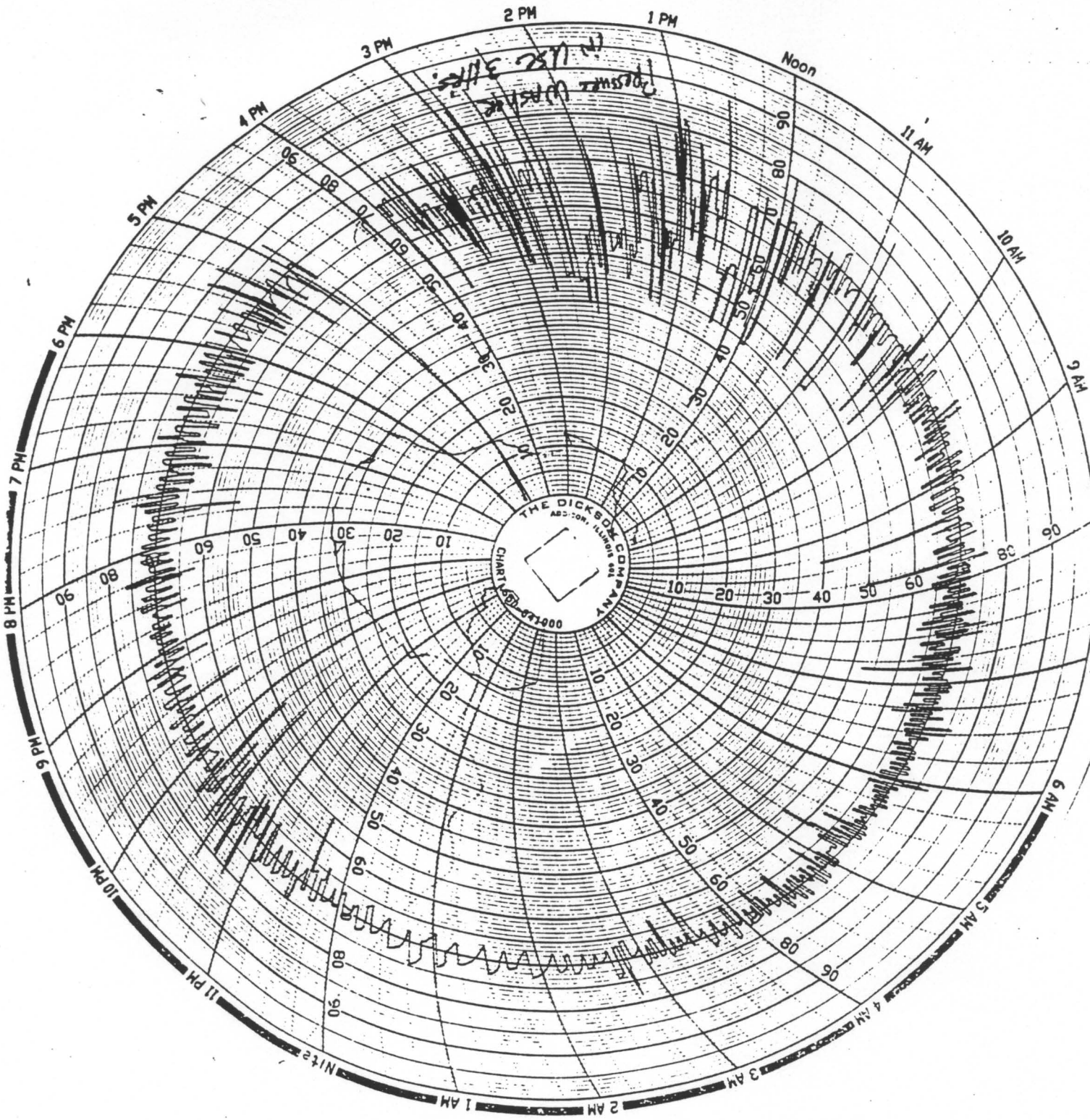
Complaint: Problem with the sprinkler system; it wasn't functioning. He has a 1 1/2" meter and lives at the end of the street. Donald B. Corder (SSU -- 407/880-0058) said he would review Mr. Lewenthal's problem.

RESPONSE:

SSU has not received any low pressure complaints from Mr. Lewenthal during the past year. On September 14, SSU personnel installed a pressure recorder at his home and recorded a 72 psi average high and a 60 psi average low, from 5 P.M. September 14 through 4:15 p.m. September 15, 1992. Please refer to copy of chart, attached. Note: from approximately noon until 3:45 P.M. September 15, the Lewenthal's home was being professionally pressure washed as reported by Mrs. Lewenthal to James Johnson, SSU's operator.

Don Corder, SSU Area Supervisor, has spoken to Mr. Lewenthal who understands that Cynthia Court is served by a 2" water main. Mr. Lewenthal's sprinkler system does function; however, there are times he is not totally satisfied with the coverage. It should be noted that his sprinkler system is not the typical pop-up spray system; his sprinkler heads are mounted on risers approximately 30" high and Mr. Lewenthal expects the heads to spray out a distance of about 25-30 feet.

00037



83003

305 Cynthia Court
5:00pm 9/14/92
True 4:15pm 9/15/92
Jug.

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Chuluota
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	James W. Ragsdale/Judy L. Sweat

NO. 7:

The following customers brought bundles of clothes, which had rust stains (from too much iron in the water):

Tina Jinright - 407/366-1561

Cynthia Campbell - 407/366-1551, 141 E. Third St., Chuluota, FL

Dot Lamon - 407/365-3744

Lou Ann James, 150 3rd Court, Chuluota, FL (Could not come to the hearing, but her clothes have rust stains, too.)

Chairman Beard wanted to make sure that SSU has taken care of water problems in the Chuluota System.

RESPONSE:

SSU is presently preparing plans and an application to F.D.E.R. to replace approximately 3000 feet of water main in the service area serving the above 4 individuals. We expect to have this work approved and completed by year-end 1992, resulting in increased water pressure and elimination of rust in the water.

Reimbursements for damaged clothing, based upon the customers' itemizations, have been approved and checks are being processed for Tina Jinright, Cynthia Campbell, Lou Ann James and Ronald Schade. Mrs. Lamon's complaint was primarily due to low pressure and her meter location; her meter has been relocated to the rear property easement of her home.

00040

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Deltona
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Joseph W. Roberts/Doug Lovell

NO. 8:

Maria Silvia, Phone: 407/574-2115

Complaint: See attached letter. She testified that her problem was not solved, and the letter is wrong.

RESPONSE:

SSU Note: Letter was not attached - Judy Sweat called FPSC for copy - it was a Consumer Request on file in our office - **copy attached.**

On 9/11, Mrs. Silvia was contacted by the Area Supervisor who advised that SSU will replace the galvanized pipe line on its side of the meter the week of 9/14/92. He also discussed with Mrs. Silvia that the galvanized piping on her side of the meter should be replaced or it would continue to cause her problems. This service was installed in about 1967 and Mrs. Silvia's inside plumbing was also galvanized, which she did have replaced. Mrs. Silvia was asked to phone Doug Lovell, Area Supervisor, if she has any further problems.

00041

August 4, 1992

Mike Dymek
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Request No. 25729P

Dear Mr. Dymek:

Thank you for your inquiry regarding Mrs. Silvia's account with Southern States Utilities.

Mrs. Silvia was contacted on July 23, 1992, concerning the water quality complaint at her home. She stated that at certain times of the day but usually in the mornings she will get brownish water. Mrs. Silvia continued by saying that the water pipes in the house were changed from galvanize to copper with the exception of the line from the meter to the house.

Mrs. Silvia was advised that our serviceman secured a water sample on July 22 at 675 Hager Street and the water was clear. The advantages of changing the customers service line to solve the discoloration of the water and to help increase the volume of water was discussed at this time.

Mrs. Silvia stated that the neighbor was having the same problem. The neighbor was contacted and ascertained that the service line is of galvanized construction. At this time a second set of tests was suggested.

On July 24, our serviceman tested the water a second time at 675 Hager Street and the water was clear. A test at 651 Hager Street and another at 709 Hager Street also indicated the water was clear.

Mrs. Silvia was advised by our serviceman that older galvanized pipes will discolor the water.

00042

If you have any further questions regarding this matter, please call me at 1-800-432-4501, ext. 102.

Sincerely yours,
Southern States Utilities

Mary Ann Szukala
Customer Service Supervisor

MAS/als

cc: Judy Sweat
Steve Blankshein
Marie Silvia

00043

Name SILVIA, MARIE

Company SOUTHERN STATES UTILITIES, INC.

Request No. 25729P

Address 675 HAGGER STREET

Attn. JUDY SWEAT

By MCD Time 9:29 AM Date 07/22/92

Consumer's Telephone # (407)-574-2115

To CO Time fax/mail Date 07/22/92

City/Zip DELTONA 32725 County VOL

Can Be Reached _____

Complaint Type WS-26

Account Number _____

Note _____

Has consumer contacted company? Yes No _____ Who _____

Justification _____

Closed by _____ Date ____/____/____

Reply Received _____

Customer complains of poor water quality "dirty water". Today, it is not drinkable and she can not wash clothes with it. Please contact customer and respond by date below.

00004

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Mike Dymek

08/06/92

DUE:

**SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS**

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Sugar Mill
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	Joseph W. Roberts

NO. 9:

Ralph E. Bailey, 555 Bottlebrush Ct., New Smyrna Beach, FL 32168 - 904/427-0693

Complaint: See attached letter. Chairman Beard wants to know about the doctor's assertion that the high chlorine content in the water could cause cancer.

(SSU Note: Letter was not attached - Judy Sweat called FPSC for copy - **see attached.**)

Quoted from attached letter: "One resident, Mr. Ray Bayus on Magnolia Circle, was told by S.S.U. personnel after they analyzed his water that the chlorine content was too high, could cause cancer, and advised not to drink the water."

RESPONSE:

The majority of Mr. Bailey's comments seem to reflect his personal political and economic views. The August 20 FPSC letter inquires about a "...doctor's assertion..." and Mr. Bailey's letter states "...told by SSU personnel..." -- as it was second hand by Mr. Bailey, perhaps it was misunderstood or misquoted. An inquiry of SSU personnel ended without identifying any individual responsible for the alleged comment.

On September 14, Douglas Lovell, Area Supervisor, contacted Mr. Bailey to discuss his concerns on water quality at Sugar Mill Estates. The discussion centered around taste and odor complaints which Mr. Bailey said he received from other customers of SSU. Mr. Lovell suggested to Mr. Bailey that those customers should call the utility directly to register any complaint, and that the complaint could then be dealt with on the day the problem occurred and be documented. They also discussed that the water meets or exceeds all state and federal regulations but that the taste and odor of Florida water is, indeed, different than water from "up North" as it comes from a different source; at Sugar Mill Estates, the majority of the customers spend 6 months up North and 6 months in Florida, and it may take awhile to "readjust" to this difference. Mr. Lovell also explained SSU's water reuse program (spraying golf courses, etc.) and the cost of no longer discharging effluent into Lake Monroe.

A chlorine residual sample was taken at Mr. Bayus' home, resulting in a 0.5 residual. SSU is required to maintain a .2 chlorine residual throughout its water distribution system. No maximum chlorine residual is required.

Messrs. Lovell and Bailey agreed to talk again after Mr. Bailey returns from vacation during the first part of October and we believe a better customer understanding and relationship is being created.

00045

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 920199 - W.S.

8-14-92

I AM RALPH BAILEY, A RESIDENT OF SUGAR MILL ESTATES IN NEW SMYRNA AND AN OFFICER OF THE HOMEOWNER'S ASSOCIATION. OUR SMALL COMMUNITY IS PROTESTING THE MAGNITUDE OF THE REQUESTED RATE INCREASE, WHICH I HAVE CALCULATED WILL AVERAGE 25% FOR THE NORMAL 3/4" METER. OUR BASIC RATES WILL HAVE INCREASED 84% SINCE 12-20-88. WE ALSO PROTEST THE RAPID IMPLEMENTATION OF THIS HUGE INCREASE.

THE SHORT TIME ALLOCATED BETWEEN NOTIFICATION AND THIS MEETING HAS PREVENTED A THOROUGH INVESTIGATION, BUT I WOULD LIKE TO KNOW WHAT IS S.S.U.'S MANAGEMENT PHILOSOPHY? HAVE THEY KEPT UP WITH THE LATEST TECHNIQUES SUCH AS PARTICIPATIVE MANAGEMENT AND INCREASED SPANS OF CONTROL WHICH PERMIT HUGE PERSONNEL REDUCTIONS? WE HAVE ALL SEEN WHAT INDUSTRY HAS DONE SUCH AS THE HUGE MANAGEMENT REDUCTIONS AT T.V.A., A GOVERNMENT AGENCY AND A UTILITY, AND THE PROPOSED REDUCTIONS AT THE POST OFFICE DEPARTMENT. IS S.S.U. IN THE MAINSTREAM OF AMERICAN INDUSTRY, OR IS S.S.U. OPERATING AS A QUASI-PUBLIC COMPANY SIMPLY PASSING ALONG UNCONTROLLED INCREASED COSTS TO THE CONSUMER? UNDER THE PRESENT SYSTEM, WHAT INCENTIVE DOES A MONOPOLY HAVE TO CONTROL COSTS? WHEN MONOPOLISTIC CORPORATIONS ARE MAKING MILLIONS IN PROFITS, WHO HAS THE RIGHT TO SAY THAT 11.57% IS A REASONABLE RETURN. WE ARE LOSING THE ECONOMIC WAR WITH THE REST OF THE WORLD, WHILE FOREIGN CORPORATIONS EARNING BILLIONS ARE HAPPILY EARNING RETURNS OF LESS THAN 5%.

THE USAGE OF EFFLUENT IS A SUBJECT OF GREAT CONCERN, AND I WONDER IF THE LONG TERM COSTS OF AVOIDANCE ARE GREATER THAN A SHORT TERM PROGRAM FOR EFFLUENT USAGE. THIS IS A VALUABLE COMMODITY WHICH HAS BEEN USED BY MANY COMMUNITIES FOR OVER 15 YEARS. NOW, WHAT IS S.S.U.'S PROGRAM FOR EFFLUENT USAGE?

I VIEW S.S.U.'S ADVICE ON CONSERVATION AS ONE CONCEIVED WITHOUT THOUGHT. THE CONSUMER HAS NO INCENTIVE TO INSTALL WATER CONSERVING PLUMBING FIXTURES OR TO EVEN THINK CONSERVATION. BY CONSERVING, WE REDUCE THE UTILITIES. INCOME, AND THE SYSTEM GIVES THEM THE RIGHT TO INCREASE RATES TO COVER FOR LOST INCOME.

FINALLY I WOULD LIKE TO QUESTION THE QUALITY OF OUR DRINKING WATER. MANY OF US HAVE COMPLAINED ABOUT THE BAD TASTE AND ODOR OF OUR WATER TO NO AVAIL, RESORTING TO EXPENSIVE BOTTLED WATER OR FILTERING SYSTEM. ONE RESIDENT, MR. RAY BAYUS ON MAGNOLIA CIRCLE, WAS TOLD BY S.S.U. PERSONNEL AFTER THEY ANALYZED HIS WATER THAT THE CHLORINE CONTENT WAS TOO HIGH, COULD CAUSE CANCER, AND ADVISED NOT TO DRINK THE WATER. IS THIS THE REACTION OF A RESPONSIBLE CORPORATION SEEKING INCREASED PROFITS WHILE PROVIDING AN UNACCEPTABLE PRODUCT?

IT WOULD BE NICE IF A MONOPOLISTIC UTILITY AND THE POLITICIANS WOULD CONSIDER THE WORD "PUBLIC" AND GIVE THE CONSUMER SOME CONSIDERATION.

THANK YOU.

0006 RALPH E. BAILEY
555 BOTTLE BRUSH CT.
NEW SMYRNA BEACH, FLA
32168

SOUTHERN STATES UTILITIES, INC.
RESPONSE TO CUSTOMER COMPLAINTS
DOCKET NO. 920199-WS

REQUESTED BY:	FPSC Ltr. Dated Aug 20, 1992
CUSTOMER SERVICE HEARING:	Sanford, August 14, 1992
SSU SYSTEM:	Chuluota
DATE OF RESPONSE:	September 14, 1992
PREPARED BY:	James W. Ragsdale

NO. 10:

Dorothy M. Schultes, 330 East 5th St., Chuluota, Florida 32766-8614 - 407/365-2973

Complaint: See attached "green" customer comment form.

- "1. We have collapsing sewer pipes on 5th St. In 1990 SSU did a 'state of the arts' relining of the pipes. Again in 1992 the sewer lines are collapsing. We were told by SSU in 1990 that the company was going to replace the lines - water and sewer but they have not.
2. Why aren't high volume water users charged for their usage?
3. Is the sewage treatment plant still on a temporary permit?
4. When will new water treatment plant be built?
5. Our water & sewer bills will double, from \$78.00 for 2 month period & \$122.00 _____ (*ag unable to read this word*)."

RESPONSE:

1. The sewer lines have been televised by Metro Sewer Services to identify problem areas. The leaks, cracks and breaks have been located and are presently being grouted and sealed. This work is expected to be completed by October 1, 1992 and should eliminate any further line collapsing.
2. Charges for water usage are based on meter size and consumption; all users are charged accordingly under those guidelines.
3. The sewage treatment plant is currently operating under Permit Number D059-187652. (See attached copy of DER letter)
4. The existing water treatment plant is providing adequate service to the existing customers. Plans for construction of a new plant or plant expansion will be dependent upon future growth.

00047



Florida Department of Environmental Regulation

Central District • 3319 Maguire Boulevard, Suite 232 • Orlando, Florida 32803-37

Lawton Chiles, Governor

Carol M. Browner, Secret

NOTICE OF PERMIT

Southern States Utility Services
1000 Color Place
Apopka, FL 32703

Attention: Charles L. Sweat,
Vice President-Operations

Seminole County - DW
Chuluota, S.T.P.

Dear Mr. Sweat:

Enclosed is Permit Number D059-187652, dated 6/7/91, to operate a sewage treatment facility, issued pursuant to Section 403.087, Florida Statutes.

Persons whose substantial interests are affected by this permit have a right, pursuant to Section 120.57, Florida Statutes, to petition for an administrative determination (hearing), unless the right to petition has been waived. The petition must conform to the requirements of Chapters 17-103 F.A.C., and must be filed (received) in the Department's Office of General Counsel, 2600 Blair Stone Road, Tallahassee 32399-2400, within fourteen (14) days of receipt of this notice. Failure to file a petition within that time constitutes a waiver of any right such person has to an administrative determination pursuant to Section 120.57, Florida Statutes.

The petition shall contain the following information; (a) the name, address and telephone number of each petitioner, the applicant's name and address, the Department Permit File Number and the county in which the project is proposed; (b) A statement of how and when each petitioner received notice of the department's action or proposed action; (c) A statement of how each petitioner's substantial interests are affected by the department's action or proposed action; (d) A statement of the material facts disputed by Petitioner, if any; (e) A statement of facts which petitioner contends warrant reversal or modification of the department's action or proposed action; (f) A statement of which rules or statutes petitioner contends require reversal or modification of the department's action or proposed action; and (g) A statement of the relief sought by petitioner, stating precisely the action petitioner wants the department to take with respect to the department's action or proposed action.

00048



Florida Department of Environmental Regulation

Central District • 3319 Maguire Boulevard, Suite 232 • Orlando, Florida 32803-3767

Lawton Chiles, Governor

Carol M. Browner, Secretary

Permittee:
Southern States Utility Services
1000 Color Place
Apopka, FL 32703

I. D. Number: 3059P01117
Permit Number: D059-187652
Expiration Date: 02/16/96
County: Seminole
Project: Chuluota, S.T.P.

Attention: Charles L. Sweat
Vice President-Operations

This permit is issued under the provisions of Chapter(s) 403, Florida Statutes, and Florida Administrative Code Rule(s) 17-3, 17-4, 17-600, and 17-610 F.A.C. The above named permittee is hereby authorized to perform the work or operate the facility shown on the application and approved drawing(s), plans, and other documents attached hereto or on file with the department and made a part hereof and specifically described as follows:

Operate: A 0.100 MGD design capacity extended aeration wastewater treatment facility with dual sand filters. The disinfected reclaimed water is discharged to groundwater via the on-site 3-day holding pond to a 38+ acre restricted access spray irrigation site (17.4+ acres wetted area) and no discharge to surface waters.

Location: (1) The new wastewater treatment plant is located at 10th Street and Avenue C, Chuluota; the location of the original wastewater facilities. (2) The irrigation site location is north of State Road 419, approximately one (1) mile west of Chuluota, Seminole County, Florida.

Treatment Required: Secondary treatment and basic disinfection.

Operators Required: This is a Category III, Class C, treatment plant which requires the service of Class C (or higher) shall be on-site for one-half (1/2) hour per day, five (5) days per week and a weekend visit, as a minimum.

00049

Name LAMERE, E.C.

Company SPRING HILL UTILITIES, INC. (DELTON

Request No. 33356P

Address 2448 DOTHAN AVE

Attn. JUDY SWEAT

By MCD Time 11:26 AM Date 09/11/92

Consumer's Telephone # (904)-688-1243

To CO Time mail Date 09/11/92

City/Zip SPRING HILL County HER

Can Be Reached _____

Complaint Type WS-44

Account Number _____

Note _____

Has consumer contacted company? Yes No _____ Who _____

Justification _____

Closed by _____ Date / /

Reply Received _____

FROM SERVICE HEARING IN BROOKSVILLE

1. Customer applied for service in December when he moved in. Utility inexplicably cut in March, saying that the service was still under the old resident's name. La Mere's application was apparently never even taken.

2. He is quite concerned about the lid which covers his meter box. It does not fit and he has called company five times to try and correct, without any results. The meter reader removes the lid, and doesn't put back on properly, as it does not fit. He is concerned that when he mows the lawn, he will hit the meter. Company was extremely uncaring about the incident until the Brooksville hearing.

00050

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:**

Mike Dymek

09/28/92



**General Offices
Customer Service**

1000 Color Place
Apopka, FL 32703
(407) 880-0100
1-800-432-4501

September 22, 1992

Mike Dymek, Consumer Affairs
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Request No. 33356P, E.C. Lamere

Dear Mr. Dymek,

Thank you for your inquiry regarding the above consumer request.

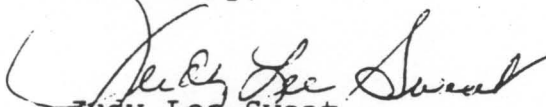
I have discussed Mr. Lamere's comments with SSU personnel in our Spring Hill office. Prior to 3/19/92 we have no record of Mr. Lamere requesting water service at 2448 Dothan Avenue. We do require our customers to come into our office to establish new service. On 3/19/92 we received a \$20.00 deposit and a request to begin service for Mr. Lamere at 2448 Dothan Avenue. The deposit and request was received from Linda Nicosia. I am enclosing a copy of the service request and customer's deposit receipt.

Previous to that date we had disconnected the water due to water consumption on a vacant (unbilled) account.

In regards to Mr. Lamere's concerns of the improper fitting on his meter box and lid. Our service representative went to the customer's home on 9/11/92 to follow up and determine the work required to resolve Mr. Lamere's concerns. Our service personnel was sent out on 9/14/92, lowered the plumbing line and reset the water meter. Mr. Lamere was contacted by our service personnel at that time and seemed to be satisfied with the results.

If you have any further questions, please call me.

Sincerely,


Judy Lee Sweat
Manager, Customer Service

JLS/als

cc: E. C. Lamere

00051

3/19

TO 83064

CONSUMER'S GUARANTEE DEPOSIT AND/OR SERVICE CHARGE RECEIPT

WATER DEPOSIT \$ <u>20</u>	SEWER DEPOSIT \$ <u> </u>	GAS DEPOSIT \$ <u> </u>	SERVICE CHARGE (N/R) (DO NOT INPUT) \$ <u>5</u>
WATER SERVICE INSTALLATION \$ <u> </u>	SEWER SERVICE INSTALLATION \$ <u> </u>	METER SIZE <u> </u>	ACCOUNT NO. <u>995320</u>
METER INSTALLATION FEE \$ <u> </u>	PLANT CAPACITY \$ <u> </u>	ERC <u> </u>	DATE <u>3-19</u>
PLANT CAPACITY \$ <u> </u>	MAIN CAPACITY \$ <u> </u>	SOCIAL SECURITY NO. <u>244-98-2381</u>	EMPLOYER I.D. NO. <u> </u>
MAIN CAPACITY \$ <u> </u>	LINE EXT. FEE \$ <u> </u>	LOT NO. <u> </u>	BLOCK NO. <u> </u>
OTHER \$ <u> </u>	AFPI \$ <u> </u>	OWN <input checked="" type="checkbox"/> RENT <input type="checkbox"/>	HOME PHONE <u> </u>
TOTAL WATER (N/P) \$ <u> </u>	TOTAL SEWER (N/P) \$ <u> </u>		

RECEIVED FROM EMILY C. LAMERS ✓
 SERVICE ADDRESS 2442 Ardmore Ave 34609
 MAILING ADDRESS
 EMPLOYER ADDRESS
 PREVIOUS ADDRESS

LANDLORD or OWNER
 SERVICE TELEPHONE #
 CITY/STATE/ZIP
 TELEPHONE # 904-621-1267
 CITY/STATE HOW LONG

As a Deposit TWENTY Dollars

As a Service Charge FIVE Dollars

(N/R = Not Refundable) (Service Charge is Not Refundable)

683092

DEPOSIT:

To guarantee the payment of any and all indebtedness for water, sewer, and/or gas service which may be or become due to the Company by said consumer. Consumer agrees that such part thereof may be applied in discharge of any indebtedness of the consumer to the company whatsoever and that the Company may use such deposit as if the Company were the absolute owner thereof. Upon discontinuance of service covered by this deposit, and the presentation of this receipt and proper identification the Company agrees to refund to the consumer the deposit less any amounts then due the Company.

This shall not preclude the Company from discontinuing for non-payment the service covered by this deposit regardless of the sufficiency of said deposit to cover such indebtedness for such service.

The Company hereby acknowledges the receipt of the above amounts and accepts same as liquidated damages for connecting to the mains of the Water and/or Sewer System by the herein named payee at the above stated location.

By the signing of this agreement, the customer recognizes and agrees to abide by all existing rules and regulations of the Company, and any amendments thereto, copies of said

rules and regulations and amendments thereto being available for inspection at the utility office.

Among other rules and regulations, the customer agrees that the duly authorized agents of the Company shall have access at all reasonable hours to the premises of the Consumer for the purpose of installing, maintaining and inspecting or removing Company's property, reading meters and other purposes incident to performance under or termination of the Company's agreement with the consumer, and in such performance shall not be liable for trespass.

The customer further agrees that all bills for water, sewer, and/or gas charges will be paid within twenty days of mailing bills and if not so paid, the Company will have the right to disconnect service and charge a fee for reconnecting.

It is further understood and agreed that the sale of water and/or gas to the consumer occurs at the meter and the Company has no responsibility relative to service after said water and/or gas reaches the consumer's side of meter.

SSU SERVICES, INC.

Consumer: Linda Niccario

By: Paul M. Greenlee

00052

RECEIPT FOR WATER SERVICE INSTALLATION AND/OR SERVICE CHARGE RECEIPT

ACCOUNT NO. DATE

(324551) ****

ALL INFORMATION REQUIRED ****

NAME Emery C. LaMere SOCIAL SEC.# 244-98-8384

Florida
Hernando Co. DATE OF BIRTH 12/12/56
DRIVERS LICENSE #(PLEASE INC.STATE & CO.)

SPOUSE/CO-RESIDENT NAME SOCIAL SEC.#

DATE OF BIRTH
OWN RENT 688-1248
NEW SERVICE ADDRESS NEW TEL.#

2448 Dothan Ave
MAILING ADDRESS LANDLORD / REALTOR NAME & TEL #

EMPLOYER NAME EMPLOYER TEL.#

EMPLOYER NAME (SPOUSE OR CO-RESIDENT) EMPLOYER TEL. #

Caspian St. Springhill Fla. 327
LAST ADDRESS STREET CITY STATE ZIP CODE HOW LONG

\$25.00 DEPOSIT AMOUNT
3/17/72 today if possible TURN ON DATE

WHITE - CUSTOMER YELLOW - OFFICE PINK - ACCOUNTING

WATER DEPOSIT
WATER SERVICE INSTALLATION
METER INSTALLATION

PLANT CAPACITY
MAIN CAPACITY
OTHER
TOTAL WATER (IN)

RECEIVED FROM
SERVICE ADDRESS
MAILING ADDRESS
EMPLOYER ADDRESS
PREVIOUS ADDRESS

As a Deposit
Not Returned
DEPOSIT

To give
employee which the
that each has the
company which
employee owner
to notification of
to determine the
This is
covered by the
independence for
The Co
name as individual
by the hotel and
By the
all existing info

Customer:

00055

Name FONTANA, EUGENE

Company SPRING HILL UTILITIES, INC. (DELTON

Request No. 33388I

Address 10375 VENTURA DRIVE

Attn. JUDY SWEAT

By MCD Time 12:33 PM Date 09/11/92

Consumer's Telephone # (904)-686-3894

To CO Time mail Date 09/11/92

City/Zip SPRING HILL 34608 County HER

Can Be Reached _____

Complaint Type gi-99

Account Number 823562 E 827237

Note _____

Has consumer contacted company? Yes No _____ Who _____

Justification _____

Closed by _____ Date / /

Reply Received _____

INQUIRY FROM CUSTOMER COMMENTS AT BROOKSVILLE SERVICE HEARING

"I have 2 meters, one for household use and one for irrigation. Each month I get a bill for each in separate envelopes on the same dates mail. This is wasting money- an extra stamp and envelope each month. I've reported this situation, but it has been ignored."

Please contact customer and respond.

00054

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:**

Mike Dymek

DUE: / /



SSU

**General Offices
Customer Service**

1000 Color Place
Apopka, FL 32703
(407) 880-0100
1-800-432-4501

September 23, 1992

Mike Dymek, Consumer Affairs
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Consumer Request No. 33388I, Eugene Fontana

Dear Mr. Dymek:

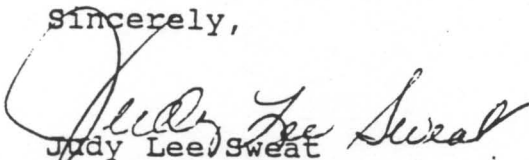
Thank you for your inquiry regarding the above consumer request.

Our mailing process is automated and it would be necessary to manually pull these bills out of the billing run, manually stuff the envelopes and apply postage from an off line postage meter. We normally bill from 1,000 to 5,000 bills per day. If these bills were burst and separated from the billing run, we would also be required to stop the machine and reload the forms each time there was a break in the forms.

I appreciate Mr. Fontana's concerns and his recommendation. However, I have given consideration to this in the past and feel that the additional time and labor credited to take advantage of mailing multiple bills in one envelope would not result in a cost savings.

If you have any questions, or if I can be of further assistance, please call me.

Sincerely,



Judy Lee Sweat
Manager, Customer Service

JLS/als

cc: Eugene Fontana

00055

Name ^R POPELA, MICHAEL

Company SOUTHERN STATES UTILITIES, INC.

Request No. 33390I

Address 11125 ARECA DR

Attn. JUDY SWEAT

By MCD Time 12:39 PM Date 09/11/92

Consumer's

Telephone # (813)-868-7141

To CO Time mail Date 09/11/92

City/Zip PORT RICHEY 34668 County PAS

Can Be Reached

Complaint Type gi-99

Account Number 980360 & 982540 (IR)

Note

Has consumer contacted company? Yes No Who

Justification

Closed by Date / /

Reply Received

INQUIRY FROM CUSTOMER COMMENTS AT BROOKSVILLE HEARING

Customer was concerned about a \$100 meter charge in which she says "they had to have the check in hand before they would put the meter in." She called SSU several times about this, but company would not answer her questions nor return her calls.

00056

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Mike Dymek

DUE: / /



**General Offices
Customer Service**

1000 Color Place
Apopka, FL 32703
(407) 880-0100
1-800-432-4501

September 23, 1992

Mike Dymek, Consumer Affairs
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Consumer Request No. 33390I, Michael Popelar

Dear Mr. Dymek:

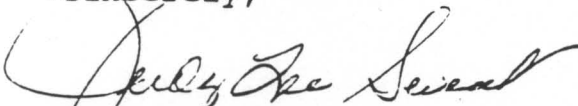
Thank you for your inquiry regarding the above consumer request.

It has always been SSU's policy to precollect for tap fees and meter installation fees prior to scheduling the work.

We received a \$70.00 meter installation fee, \$20.00 deposit and \$10.00 new connect on 5/8/90. The water meter was installed on 5/11/90. It was necessary for SSU to notify Ernie Shillus, the customer's plumber, so he could connect the service at the time we installed the meter. Our records indicate that the customer was out of state for two months at that time. We have no record of the customer calling at any other time inquiring about this service.

If you have any questions, or if I can be of further assistance, please call me.

Sincerely,


Judy Lee Sweat
Manager, Customer Service

JLS/als

cc: Michael Popelar

00057

Name FREDERICKS, JOHN

Company SPRING HILL UTILITIES, INC. (DELTON

Request No. 33387

Address 9009 PATTON CT

Attn. JUDY SWEAT

By MCD Time 12:

Consumer's Telephone # 904 683 4206

To CO Time mai

City/Zip SPRING HILL 34606 County HER

Can Be Reached _____

Complaint Type WS-44

Account Number #293540

Note _____

Has consumer contacted company? Yes No _____ Who _____

Justification _____

Closed by _____ Date / /

Reply Received _____

COMPLAINT FROM SERVICE HEARING IN BROOKSVILLE

Customer feels he is not being charged properly for his pool meter and sewer usage. He called Apopka five times to try to discuss, but nobody would help him or return his calls.

00058

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:**

Mike Dymek

09/28/92

DIIF-



**General Offices
Customer Service**

1000 Color Place
Apopka, FL 32703
(407) 880-0100
1-800-432-4501

September 23, 1992

Mike Dymek
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Request No. 33387P

Dear Mr. Dymek:

Thank you for your inquiry regarding Mr. Fredericks account with Southern States Utilities.

I spoke to Mr. Fredericks regarding his concerns at his closed account. He stated that approximately five years ago he requested that Deltona Corp. give him a credit on his sewer for filling a pool. They stated that there is no such adjustment.

Mr. Fredericks asked where I was calling from. I told him I was in the Apopka office. He stated that he never calls the Apopka office, he always calls the local Spring Hill office. I gave Mr. Frederick my name and telephone # and told him to call me if he was going to have the services turned on again at 9009 Patton Court and also to inform me if he was going to do any repair to his pool. At that time we would try to work out an adjustment on the sewer charge if the pool were to be refilled.

If you have any further questions regarding this matter, please call me at 1-800-432-4501, ext. 102.

Sincerely yours,
Southern States Utilities

Mary Ann Szukala
Customer Service Supervisor

MAS/als

cc: John Fredericks
Judy Sweat

00059

Name SLEZAK, ED

Company SOUTHERN STATES UTILITIES, INC.

Request No. 33373P

Address 4588 N RUSHMORE LOOP

Attn. JUDY SWEAT

By MCD Time 12:05 PM Date 09/11/92

Consumer's Telephone # _____

To CO Time mail Date 09/11/92

City/Zip BEVERLY HILLS 34465 County CIT

Can Be Reached _____

Complaint Type WS-27

Account Number _____

Note Tom Walden

Has consumer contacted company? Yes No _____ Who _____

Justification _____

Closed by _____ Date ____/____/____

Reply Received _____

COMPLAINT FROM BROOKSVILLE SERVICE HEARING

Customer complains that water from fire hydrant on Buffalo Drive is just trickling out, without sufficient pressure. He further stated that the water from the hydrant on Apricot (Street or Road) had a bad odor, and would like these problems corrected.

09000

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:**

Mike Dymek

09/28/92

DUE: _____



General Offices

1000 Color Place
Apopka, FL 32703
(407) 880-0058

September 25, 1992

Mr. Mike Dymek
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Customer Complaint - Ed Slezak

Dear Mr. Dymek:

I have spoken with our Area Supervisor, Bob Williams, concerning Mr. Slezak's complaints. The odor of the water at the fire hydrant on Apricot Drive in Pine Ridge was the result of water standing in the hydrant. All water mains on Apricot were flushed to ensure that no stagnant water remained. There is a low volume of water usage on this particular main.

Main valves were checked on lines leading to the hydrant on Buffalo Drive. One was found to be partially closed, which was corrected. At this time, a gauge was installed and the pressure reading was 42 pounds. The hydrant will not show full volume until a six (6) inch line between two (2) adjoining streets are tied together. This presently is not scheduled but is contingent upon additional home building in the area.

Please advise if you have further questions.

Sincerely,

Judy Sweat
Manager, Customer Service
/ag

00061

Name SHERIDEN, CHRIS

Company SOUTHERN STATES UTILITIES, INC.

Request No. 33369P

Address 4588 N RUSHMORE LOOP

Attn. JUDY SWEAT

By MCD Time 11:56 AM Date 09/11/92

Consumer's

Telephone # _____

To CO Time mail Date 09/11/92

City/Zip BEVERLY HILLS 34465 County CIT

Can Be Reached _____

Complaint Type WS-44

Account Number 100831

Note Bev

Has consumer contacted company? Yes No _____ Who _____

Justification _____

Closed by _____ Date / /

Reply Received _____

COMPLAINT FROM SERVICE HEARING IN BROOKSVILLE

Customer is on Pine Ridge Utilities system. She has a different size meter than the ones published with the interim and proposed rates. She called SSU to find out what her new rates would be and company was of no help. She spoke with Mary Ann and 5 other people. Nobody at SSU could give her any information at all.

00062

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:**

Mike Dymek

09/28/92

DUE: _____



**General Offices
Customer Service**

1000 Color Place
Apopka, FL 32703
(407) 880-0100
1-800-432-4501

September 23, 1992

Mike Dymek
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Request No. 33369P

Dear Mr. Dymek:

Thank you for your inquiry regarding Ms. Sheridan's account with Southern States Utilities.

Enclosed is a copy of the published rate schedule sent to our customers in Pine Ridge. I am also enclosing a copy of the service order checking the meter size and also the response to Ms. Sheridan's question in regard to the rates. Ms. Sheridan was questioning the 5,000 gallon minimum included in the initial charges. I explained to Ms. Sheridan that according to the published proposed interim and final rates there were no gallons included in the new base rate.

If you have any further questions regarding this matter, please call me at 1-800-432-4501, ext. 102.

Sincerely yours,
Southern States Utilities

Mary Ann Szukala
Mary Ann Szukala
Customer Service Supervisor

MAS/als

cc: Chris Sheridan
Judy Sweat

00063

Customer No. 100831 TEL# 0000000000
Cust. Name SHERIDAN & SLEZAK
Serv. Address 4588 N RUSHMORE LOOP

Taken Date 8/05/92
Completed 8/05/92
Plant 09002

PROBLEM: 92-FPSC CONSOLIDATED RATE CASE PROB. TYPE 050
CUST CALLED QUESTIONED IF THE RATES WOULD STILL INCLUDE THE 5000 GAL
IN THERE BASE.

WTR METER NO. 22483927 GAS METER NO.

SCHEDULE DATE 8/05/92

Field Representative DIANE

Assign to:

00064

9/22/92

DISPLAY ONE PROBLEM/COMPLAINT

8:44:22

Customer No. 100831
Cust. Name SHERIDAN & SLEZAK

Completed 8/05/92

COMMENTS:

MILTA TALKED WITH CUSTOMER CONCERNING THE NEW RATES; CUST WANTED TO
KNOW IF 1ST 5000 GAL WAS STILL INCLUDED IN BASE CHARGE

RESOLUTION: 050

DISCUSSED CONSOLIDATED RATE CASE WITH CUSTOMER DOCKET#920199-WS

WATER READINGS

Prev. 1	2232000	Curr 1	2232000
Prev. 2		Curr 2	
Prev. 3		Curr 3	

GAS READINGS

Prev. 1
Curr. 1

CMD-1 SCREEN 1

ENTER TO CONTINUE

00065

Customer No. 100831 TEL# 9047461153
Cust. Name SHERIDAN & SLEZAK
Serv. Address 4588 N RUSHMORE LOOP

Taken Date 8/05/92
Completed 8/06/92
Plant 09002

PROBLEM: VERIFY METER # OR RE-READ MTR PROB. TYPE 410
PLEASE VERIFY METER SIZE. ACCT. SHOWS 1" METER. CUST. THINKS IT IS A
5/8 X 3/4. MARY ANN
CUST. WILL CALL BACK FRIDAY FOR RESULTS THANK YOU

WTR METER NO. 22483927 GAS METER NO.

SCHEDULE DATE 8/06/92

Field Representative RAY JOHNSON

Assign to:

00066

9/22/92

DISPLAY ONE PROBLEM/COMPLAINT

8:44:54

Customer No. 100831
Cust. Name SHERIDAN & SLEZAK

Completed 8/06/92

COMMENTS:
THIS IS A 1" METER

RESOLUTION: 410
METER NUMBER OR SIZE VERIFIED

WATER READINGS

Prev. 1	2232000	Curr 1	2246070
Prev. 2		Curr 2	
Prev. 3		Curr 3	

GAS READINGS

Prev. 1
Curr. 1

CMD-1 SCREEN 1

ENTER TO CONTINUE

00067

**PINE RIDGE UTILITIES
CITRUS COUNTY
(Monthly Rates)**

CLASS/ METER SIZE	PRESENT RATES	PROPOSED RATES	
		INTERIM	FINAL
<u>WATER</u>			
Residential and General Service			
5/8" x 3/4"	\$20.61	\$8.99	\$9.63
3/4"	\$20.61	\$13.49	\$14.45
1"	\$20.61	\$22.48	\$24.08
1 1/2"	\$20.61	\$44.95	\$48.15
2"	\$20.61	\$71.92	\$77.04
3"	\$20.61	\$143.84	\$154.08
4"	\$20.61	\$224.75	\$240.75
6"	\$20.61	\$449.50	\$481.50
8"	---	\$719.20	\$770.40
10"	---	\$1,033.85	\$1,107.45
Gallage Charge (per 1,000 gallons)			
0-5,000 gallons	\$0.00	\$1.36	\$1.46
All Excess Gallons	\$1.27	\$1.36	\$1.46

MISCELLANEOUS SERVICE CHARGES

Initial Connection	\$15.00	No Change	No Change
Normal Reconnection	\$15.00	No Change	No Change
Violation Reconnection	\$15.00	No Change	No Change
Premises Visit	\$10.00	No Change	No Change

89000

Name SADDERFIELD, DEWEY

Company SPRING HILL UTILITIES, INC. (DELTON

Request No. 33376P

Address BAY RIDGE COURT

Attn. JUDY SWEAT

By MCD Time 12:12 PM Date 09/11/92

Consumer's Telephone # _____

To CO Time mail Date 09/11/92

City/Zip SPRING HILL County HER

Can Be Reached _____

Complaint Type WS-45

Account Number _____

Note _____

Has consumer contacted company? Yes No Who _____

Justification _____

Closed by _____ Date / /

Reply Received _____

COMPLAINT FROM SERVICE HEARING IN BROOKSVILLE

Customer had several questions to ask company and called Mr. Crooks in Apopka. Crooks would never return his calls, nor would any of his staff. He made repeated efforts to call the company. (Customer did

69000 finally speak with Lisa Spinnizola at the hearing)

Please respond by date below.

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:**

Mike Dymek

09/28/92

DUE: _____



**General Offices
Customer Service**

1000 Color Place
Apopka, FL 32703
(407) 880-0100
1-800-432-4501

September 23, 1992

Mike Dymek, Consumer Affairs
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Consumer Request No.33376P, Dewey Satterfield

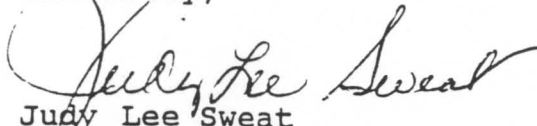
Dear Mr. Dymek:

Thank you for your inquiry regarding the above consumer request.

A copy of the consumer request was forwarded to Mr. Crooks for his response. I am enclosing a copy of the response I received back from Mr. Crooks with his comments.

If I can be of any further assistance, please call me.

Sincerely,


Judy Lee Sweat
Manager, Customer Service

JLS/als

cc: Dewey Satterfield
Kerry Crooks

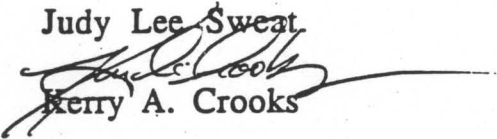
00070

SSU

SERVICES

intra-company correspondence

MEMORANDUM

To: Judy Lee Sweat
From: 
Date: September 21, 1992
Re: FPSC Query: Dewey Satterfield

Judy, I have received the query from the Florida Public Service Commission regarding a comment from Mr. Dewey P. Satterfield that neither Lisa nor I had returned his calls. To this, I have the following information:

1. I remember meeting Mr. Satterfield in Spring Hill. I have not received any messages from him on either my voice mail or by receptionist to the best of my knowledge. However, having said that, it must be mentioned that I have been away, either in the hospital or on extended trips and have been very difficult to reach. Occasionally, my voice mail system either does not register a call or the saving function automatically deletes older saved calls. Considering the above, it is very probable, though extremely regrettable, that Mr. Satterfield's calls did not ultimately reach me.
2. Lisa Spinazzola mentioned to me that Mr. Satterfield commented about his failure to get through to me. I immediately called him back and, first, apologized for our failure to respond to his calls, and, second, discussed with him his concerns. The conversation was very amiable and I look forward to continued contacts in the future.

00071

3. As remedial action, my voice mail message will give two alternate extensions to call if I am not available. Further, we are expanding our department which will make more individuals available to these types of customer calls.

If you have any further questions, please let me know.

d1h/92M29

Name SHATAS, ANGELA

Company SOUTHERN STATES UTILITIES, INC.

Request No. 35549P

Address 553 HANCOCK

Attn. JUDY SWEAT

By MCD Time 12:00 PM Date 09/29/9

Consumer's Telephone # (904)-773-3296

To CO Time fax/mail Date 09/30/9

City/Zip SUNNY HILLS County WASH

Can Be Reached _____

Complaint Type WS-26

Account Number 996416

Note _____

Has consumer contacted company? Yes No _____ Who _____

Justification _____

Closed by _____ Date / /

Reply Received _____

COMPLAINT FROM SERVICE HEARING IN SUNNY HILLS

Customer complains of poor water quality, and wonders when last tested for contamination. She says parasites are found on her fish. She would also like to know why a hydrant was left running which flooded her neighbor's yard.

Please contact customer and respond by date below.

00073

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:**

Mike Dymek

DUE: 10/15/92

October 9, 1992

Mike Dymek
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Request No. 35549P

Dear Mr. Dymek:

Thank you for your inquiry regarding Mrs. Shattus's account with Southern States Utilities.

Mr. Harold Register from Sunny Hills has contacted Mrs. Shattus and has given her a copy of our October bacteriological sample analysis and has also reviewed the bacterial analysis for the whole year to date. He also explained all other tests and explained to her that she would have to dechlorinate her water in her aquarium before adding her fish.

I have enclosed a copy the service order. If you have any further questions regarding this matter, please call me at 1-800-432-4501, ext. 102.

Sincerely yours,
Southern States Utilities

Mary Ann Szukala
Customer Service Supervisor

MAS/als

cc: Angela Shattus
Judy Sweat

00074

9/30

*** DELTONA UTILITIES ***
*** OTHER SERVICE ORDER ***

CUST. NO. 996416
ACCT. NO. 0802012209
PLANT 28001
SUNNY HILLS

NAME - SHATTUS, ANGELA E.
ADD1 -
SERV ADDRESS 553 HANCOCK CT ?
LEGAL-0003 0172 004

REQUESTED BY MRS. SHATTUS

TAKEN DATE 9/30/92

TEL NO- 9047733296

PROBLEM - WATER QUALITY COMPLAINT

TYPE -120

COMPLAINT FROM SERVICE HEARING IN SUNNY HILLS

CUSTOMER COMPLAINS OF POOR WATER QUALITY AND WONDERS WHEN LAST TESTED FOR CONTAMINATION. SHE SAYS PARASITES ARE FOUND ON HER FISH. SHE WOULD ALSO LIKE TO KNOW WHY A HYDRANT WAS LEFT RUNNING WHICH FLOODED HER

** WATER AND SEWER **
METER NO. 08950578

** G A S **
METER NO.

CUR READ- 1) 90260
PRV READ- 1) 85450
BOOK- 6652 STOP- 1250

CUR READ- 1) -----
PRV READ- 1) -----

COMMENTS-

Gave Customer a copy of October Bacteriological sample analysis & showed her bact. analysis for the whole year to date. Explained about all other tests that are run such as inorganics, radiologicals, organics & secondary contaminants. Also explained flushing program & that lines are flushed & checked on a monthly basis also explained she would have to de-chlorinate her water in her aquarium

! GAS ODOR _____ PRESSURE _____ C.O. _____ ! before adding
! STALL PRESSURE _____ END PRESSURE _____ TIME HELD SYS. O.K. ! fish. Also that
! INCHES W.C. ! INCHES W.C. ! _____ !
DER requires us by law to add chlorine to water.

RESOLUTION-

125

QUAN	MATERIALS USED/DESCRIPTION	PRICE	TOTAL AMT

CUSTOMER'S SIGNATURE - _____
FIELD REPRESENTATIVE- Harold Register

SUBTOTAL
TAX
TOTAL BILL

ASSIGNED TO -
SCHEDULE DATE 10/01/92 TAKEN BY - MARYANN

ASSIGNED DATE 10/1/92
COMPLETED DATE

Name KLUSARITZ, HERMAN R.

Company SOUTHERN STATES UTILITIES, INC.

Request No. 35232P

Address 12416 DRAYTON DRIVE

Attn. JUDY SWEAT

By JRD Time 3:18 PM Date 09/25/92

Consumer's
Telephone # (904)-688-4550

To CO Time mail Date 09/28/92

City/Zip SPRING HILL 34609 County HER

Can Be
Reached _____

Complaint Type wb-24

Account Number 836267

Note _____

Has consumer contacted company? Yes No _____ Who _____

Justification _____

Closed by _____ Date / /

Reply Received _____

See attached correspondence.

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Richard Durbin

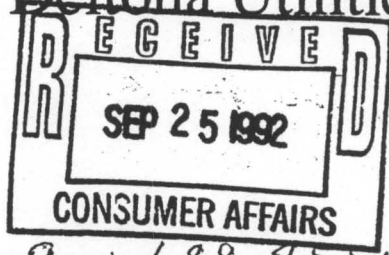
DUE: 10/13/92

00076

352374

Southern States Utilities, Inc. & Deltona Utilities

Docket #920199-WS
Brooksville, Florida
September 9, 1992



Name HERMAN R. KLUSARITZ Phone 904-688-4550

Address 12416 DRAYTON DR.
SPRING HILL FL. 34609-9221

If you want to let the Public Service Commission know how you feel about the utility's case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this docket.

CUSTOMER COMMENTS 9-18-92

I am being billed at \$5.40 per month plus gallons charges when I should only be billed \$2.75 per month this S.S.U. installed a 1 inch meter w/ high cost 5.40 monthly instead of a 3/4 inch meter to be billed at 2.75 monthly. there is only a 3/4 inch line running into my house.

I was hooked up for water 11-20-90. now we are almost into October 92. now for 23 months I am paying \$5.40 monthly instead of 2.75 plus gallon charges. I was over-charged to the tune of \$60.95. I feel they owe me this money. the utility never asked me if they should install a 1 inch or 3/4 inch meter. I only have a 3/4 inch pipe into my house. What a 1 inch meter? I feel this company should credit me for \$60.95

Fold and tape -- see back for address
00077

Thank You

October 5, 1992

Richard Durbin
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399

Re: Request No. 35232P

Dear Mr. Durbin:

Thank you for your inquiry regarding Mr. Klusaritz's account with Southern States Utilities.

The one inch meter installed was requested by Cardinal Builders. Southern States Utilities did not decide what size meter should be installed here.

We cannot adjust the base facility charges for this size meter. A 5/8 x 3/4" meter was installed on September 18, 1992. The next water bill will reflect the base facility charge for this size meter.

If you have any further questions regarding this matter, please call me at 1-800-432-4501, ext. 102.

Sincerely yours,
Southern States Utilities

Mary Ann Szukala
Customer Service Supervisor

MAS/als

cc: Herman Klusaritz
Judy Sweat

00078