

State of Florida

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DIVISION OF WATER &
WASTEWATER
CHARLES HILL
DIRECTOR
(904) 413-6900

Public Service Commission

October 16, 1995

Mr. Brian Armstrong
Southern States Utilities, Inc.
1000 Color Place
Apopka, Florida 32703

Dear Mr. Armstrong:

RE: Docket No. 950495-WS, Application of Southern States Utilities, Inc. for a rate increase in Bradford, Brevard, Charlotte, Citrus, Clay, Collier, Duval, Hernando, Highlands, Hillsborough, Lake, Lee, Marion, Martin, Nassau, Orange, Osceola, Pasco, Polk, Putnam, Seminole, St. Johns, St. Lucie, Volusia, Washington Counties and Orange-Osceola Utilities, Inc. in Osceola County.

At the customer hearings held on September 28, 1995, in the New Port Richey City Commission Chamber, New Port Richey, Florida, and on October 3, 1995, in the Temple Terrace Gold and Country Club, Tampa, Florida, concerns were raised by at least two customers regarding the company flushing lines at these customer's residences. Testimony indicated that over the past 12 months, a utility representative has gone to their residence, has turned on a spigot at the residence, and has flushed the line for 10 or 15 minutes.

Several explanations may exist with reference to this activity. Regardless of the explanation, our concerns are that no notice is being sent to these customers and that they apparently are being charged for the water which is flushed during the 10 to 15 minute flushing process.

Please provide a response to the following questions:

- 1) How often does this process occur?
- 2) When this occurs at a customers residence, is the customer billed for the water that is flushed during the flushing process?

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3) If the customer is billed, is there a procedure in place for these customers to be refunded that portion of their bill attributable to this flushing process or would their account be credited for that amount?

4) Is it true that these customers are not notified prior to the flushing process?

5) If this flushing process is a routine procedure for SSU, can you estimate how much water is used during the 10 to 15 minute period from a residential outside spigot?

Further, please provide an explanation as to why Mr. Barry Grover and Ms. Hilarie Putnam should not receive refunds for this flushing activity for the past 12 months. The explanation should include a schedule detailing the number of times that flushing, as mentioned above, occurred and an estimated number of gallons used per occurrence per customer.

This explanation should be provided to our office by October 27, 1995. Please contact me at (904) 413-6934 if any of this information is not available or if you have any questions.

Sincerely,



Troy Rendell
Rate Supervisor

cc: Charles H. Hill
Division of Legal Services (Jaber)
Division of Records and Reporting (docket file)
Spring Hill Civic Association
Sugar Mill Woods Civic Association
Marco Island Civic Association
Office of the Public Counsel
Mike Twomey
Mr. Barry Grover
Ms. Hilarie Putnam