

CHARLIE CREEK UTILITIES, LLC
3336 GRAND BLVD. SUITE 102
HOLIDAY, FL. 34690

COMMISSION CLERK
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL. 32399

RE: Docket # 160193-WU. Company response to customer comments.

Dear Commission Clerk:

Please record the following company response in the above docket file.

On behalf of the utility,

"S" Michael Smallridge

Mike Smallridge

Company Response: This issue was first discussed in the transfer docket as part of staff data requests. The customers are referring to an emergency line break that happened in the early morning hours in which it is believed that a garbage truck ran over a valve and broke the pipe.

Company personnel were able to dig up and repair the first leak, but realized that after the restarted system would not build enough pressure, there was additional unknown damage. We were able to find the new leak but we did not have the proper equipment to repair that leak so it was necessary to bring in a contractor who could repair it.

A customer of the system volunteered his equipment but the customers tractor wasn't big enough to finish digging the hole to repair the pipe.

The customer were not out of water for several days, but the pressure was low. The customer were placed under a Precautionary Boil Water Notice.

Mike Smallridge