

February 28th, 2011

RECEIVED-FPSC

11 MAR -2 PM 3:49

COMMISSION
CLERK

DISTRIBUTION CENTER
11 MAR -2 AM 7:08

Anne Cole
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Heather Hills Estates Utilities LLC, Docket 100472-WS – Application for staff-assisted rate case in Manatee County

Dear Mrs. Cole,

Please find enclosed the information requested from Jay Williams, Engineering Specialist, dated February 14th, 2011.

Thank you,

Chris Stephens

Heather Hills Estates Utilities LLC
Rick & Chris Stephens

DOCUMENT NUMBER-DATE

01410 MAR-2 =

FPSC-COMMISSION CLERK

February 21st,2011

**Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850**

**Re: Docket 100472-WS Application for staff – assisted rate case by
Heather Hills Estates Utilities, LLC.**

This information is for the engineering portion of this rate case.

1. Employees Salaries and Wages
There are no employees

2. Contractual Services

John Tison - duties include reading meters, helping with installing new meters and helping with breaks and repairs in water lines.

Annual contractual cost for 2010 - \$ 4524.50 No service agreement

David Reynolds – Water samples, Helping replace meters and helping with water line breaks.

Annual Contractual cost for 2010 - \$ 580.00/No service agreement

Benchmark - monthly water testing laboratory.

Annual Contractual cost for 2010 \$800.00/No service agreement

Hugo - Helping with water line breaks, Helping with replacement of new water meters.

Annual Contractual cost for 2010 \$942.50/No service agreement

Griggs Plumbing - repaired water line breaks

Annual Contractual cost for 2010 - \$ 171.98/No Service agreement

Richard's Plumbing – repaired water line breaks

Annual Contractual cost for 2010 - \$282.00/No service agreement

CJNW – Accountants- Prepare Annual Report for Heather Hills Estates Utilities LLC for a Class “C” water system.

Annual Cost for 2010 - \$3045.99/No Service agreement

Burke and PoP CPA - Accounting for Utilities

Annual Cost for 2010 - \$360.00/ No Service agreement

Heather Hills Estates LLC – Provides rental space for the Utilities Co.
\$400.00 per month.

Annual Cost - \$4,800.00 / Lease agreement Attached.

3. Repairs and Maintenance from 2008 to present.

2008 – Replacement of 16- 2" Isolation Valves complete w/valves , Couplings,
valve boxes and 18 x 18 valve box pads. \$23,000.00

2009- Replaced water meters - Approximately 66.

2010- Replaced water meters- Approximately 274
Total Cost Approx -- \$16,989.65

2010- Replaced 2/ 4inch Valves and 2/ 2 inch Valves-
Total Cost Approx - \$5,000.00

2011 - Replacing Existing 4" Gate Valves with Andrew Sitework LLC.
This proposed project will take place in March 2011 and project
Total cost is: \$11,635.32

4. Water Bills For 2010 are attached.
5. I have attached a copy of the gallons of water and wastewater that was sold in 2010 from the 2010 Annual Report. Meter Size is 5/8" x 3/4".
6. There are no related electricity bills, this is included in the rental fee.
7. Copies of invoices from 2010 are attached. Total Cost \$16,143.21
8. I have attached the permit's from the Health Dept. for 2008,2009 and 2010.
9. Copies of all Correspondence from Manatee Co. Health Dept. for the past 3 years are attached.
10. Customer complaints that were received in 2010 are attached with the explanation on how they were resolved.
11. Heather Hills Estates Utilities LLC owns all 2" and 4" water lines that run along the utility easements from the county master meter at the entrance of park. (5th street west and 49th Ave Terr. W.).
There are 10- 4" valves and 17-2" valves, and 353 water meters that are owned and maintained by Heather Hills Estates Utilities LLC.

Heather Hills Estates Utilities also owns and maintains all sewer lines that run along the utility easement.

Heather Hills Estates Utility does not own a treatment plant. Heather Hills Estates purchases water directly from Manatee County and sells to the Heather Hills Estates residents.

12. The Utility 's engineering maps for water and wastewater showing the location and size of water and wastewater mains throughout the service area were sent at an earlier date.

Please let us know if there is something missing from the list provided.

Sincerely,

A handwritten signature in black ink that reads "Chris Stephens". The signature is written in a cursive, flowing style with a large loop at the end of the last name.

Chris Stephens, as manager
Heather Hills Estates Utilities LLC

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STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

February 14, 2011

Heather Hills Estates Utilities, LLC
Attn: Chris Stephens
4925 3rd Street West
Bradenton, FL 34207

Re: Docket 100472-WS - Application for staff-assisted rate case in Manatee County by Heather Hills Estates Utilities, LLC.

For the engineering portion of this rate case, staff requires several items be submitted to ensure fast, expedient treatment of your rate case. Please submit the following information for the period of calendar year 2010. Any responses provided that are duplicative of information provided as part of the audit conducted by staff may be noted as such and omitted.

1. **Employees Salaries and Wages**

List all employees, their duties and responsibilities, and salary.

2. **Contractual Services**

List all contractual service providers, their duties and responsibilities, and the annual contractual cost. Provide a copy of all contractual service agreements.

3. **Repairs and Maintenance**

Provide a description of all repairs and maintenance performed during the past three years.

4. Provide a copy of monthly bills for both water purchased and purchased wastewater treatment for each month of 2010.

5. Provide a summary of the amount of water sold and wastewater treatment billed by customer class and meter size for each month of 2010.

6. All utility related electricity bills from the beginning of 2010 to present which include meter number and location, kilowatts used, dollars paid, and electric company's account numbers.

7. Total costs along with copies of invoices for purchased parts, materials and supplies used in the operation and maintenance of the water and wastewater system during 2010.

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

MAILED 11 APR 11 09

about
rate
still

8. Provide a copy of all Department of Environmental Protection, Water management Districts, and/or County Health Department permits.
9. Provide a copy of all correspondence from DEP or the Manatee County Health Department in the past three years.
10. Provide a list of all customer complaints received during 2010 and an explanation of how they were resolved.
11. Provide a detailed description of all assets (pipes, meters, etc) owned by the utility.
12. Please provide a copy of the utility's engineering maps for water and wastewater showing location and size of water and wastewater mains throughout the service area.

Please provide the requested information no later than March 18, 2011. I will also be contacting you to schedule a time around the customer meeting for an inspection of the distribution and collection systems, and a tour of the general service area. If you have any questions, do not hesitate to call me at (850) 413-6447 or email me at jay.williams@psc.state.fl.us.

Sincerely,



Jay Williams
Engineering Specialist
Bureau of Certification, Economics & Tariffs

JW/lr

cc: Division of Economic Regulation (Maurey, Fletcher, Hudson, Bruce, Daniel)
Office of the General Counsel (Tan)
Office of Auditing and Performance Analysis (Prestwood, Stephens)
Office of the Commission Clerk (Docket No. 100472-WS)

2010
water bills

MCUCS

MANATEE COUNTY UTILITIES CUSTOMER SERVICE
POST OFFICE BOX 25010
4410 66TH STREET WEST
BRADENTON, FLORIDA 34206-5010
PHONE (941) 792-8811
www.mymanatee.org/utilities

ACCOUNT 24413-24328
HEATHER HILLS EST
4925 3RD ST W

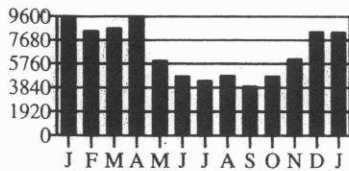
1/18/2010
chk # 1084

A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 = GAL. | AMOUNT |
|--------------|------------|------|-------------|---------------------|--------------------|-----------------------|--------|
|--------------|------------|------|-------------|---------------------|--------------------|-----------------------|--------|

| | |
|-------------------|---------|
| Previous Balance | 8453.52 |
| Payments Received | 8453.52 |
| Balance Forward | 0.00 |

| | | | | | | | |
|------------|------------|----|--------------------------------|--------|--------|------|-----------|
| 12/07/2009 | 01/09/2010 | 33 | Water Deposit Interest Applied | | | | -0.30 |
| 12/07/2009 | 01/09/2010 | 33 | Wtr Res. MM_MH/TT/Compound | 107124 | 114669 | 7545 | |
| | | | Wtr Res. MM_MH/TT/Compound | 11103 | 11860 | 757 | |
| | | | Water Usage | | | | 1,401.84 |
| | | | Water Cost of Basic Service | | | | 1,093.86 |
| | | | Swr Res. MM_MH/TT | | | 7056 | |
| | | | Sewer Usage | | | | 2,878.02 |
| | | | Sewer Cost of Basic Service | | | | 3,058.56 |
| | | | Total New Charges | | | | 8,431.98 |
| | | | Total Amount Due | | | | \$8431.98 |



Free Voluntary Pre-Kindergarten for 4 year olds. Call ELC at 757-2900.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

DOCUMENT NUMBER-DATE
01410 MAR-2=
FPSC-COMMISSION CLERK

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ACCOUNT 24413-24328
HEATHER HILLS EST
4925 3RD ST W

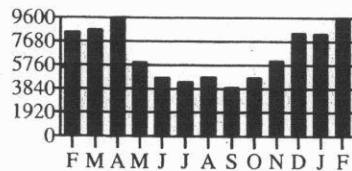
pd 2/19/10
chk # 1097

A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 = GAL. | AMOUNT |
|--------------|------------|------|-------------|---------------------|--------------------|-----------------------|--------|
|--------------|------------|------|-------------|---------------------|--------------------|-----------------------|--------|

| | |
|-------------------|---------|
| Previous Balance | 8431.98 |
| Payments Received | 8431.98 |
| Balance Forward | 0.00 |

| | | | | | | | |
|------------|------------|----|-----------------------------|--------|--------|------|-----------|
| 01/09/2010 | 02/10/2010 | 32 | Wtr Res. MM_MH/TT/Compound | 114669 | 123421 | 8752 | |
| 01/09/2010 | 02/10/2010 | 32 | Wtr Res. MM_MH/TT/Compound | 11860 | 12607 | 747 | |
| | | | Water Usage | | | | 1,603.62 |
| | | | Water Cost of Basic Service | | | | 1,093.86 |
| | | | Swr Res. MM_MH/TT | | | 8074 | |
| | | | Sewer Usage | | | | 3,295.74 |
| | | | Sewer Cost of Basic Service | | | | 3,058.56 |
| | | | Total New Charges | | | | 9,051.78 |
| | | | Total Amount Due | | | | \$9051.78 |



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ACCOUNT 24413-24328
HEATHER HILLS EST
4925 3RD ST W

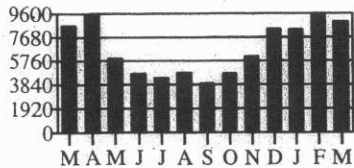
A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 = GAL. | AMOUNT |
|--------------|------------|------|-------------|---------------------|--------------------|-----------------------|--------|
|--------------|------------|------|-------------|---------------------|--------------------|-----------------------|--------|

Previous Balance
Payments Received
Balance Forward

9051.78
9051.78
0.00

| | | | | | | | |
|------------|------------|----|-----------------------------|--------|--------|------|-----------|
| 02/10/2010 | 03/11/2010 | 29 | Wtr Res. MM_MH/TT/Compound | 123421 | 131554 | 8133 | |
| 02/10/2010 | 03/11/2010 | 29 | Wtr Res. MM_MH/TT/Compound | 12607 | 13398 | 791 | |
| | | | Water Usage | | | | 1,508.04 |
| | | | Water Cost of Basic Service | | | | 1,093.86 |
| | | | Swr Res. MM_MH/TT | | | 7585 | |
| | | | Sewer Usage | | | | 3,093.96 |
| | | | Sewer Cost of Basic Service | | | | 3,058.56 |
| | | | Total New Charges | | | | 8,754.42 |
| | | | Total Amount Due | | | | \$8754.42 |



ALL JAZZED UP! MANATEE JAZZ FEST IN APRIL. EVENTS ON
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HEATHER HILLS EST
4925 3RD ST W

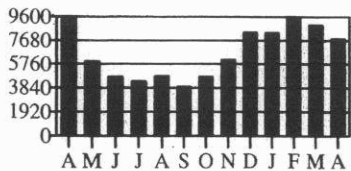
A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 = GAL. | AMOUNT |
|--------------|------------|------|-------------|---------------------|--------------------|-----------------------|--------|
|--------------|------------|------|-------------|---------------------|--------------------|-----------------------|--------|

| | |
|-------------------|---------|
| Previous Balance | 8754.42 |
| Payments Received | 8754.42 |
| Balance Forward | 0.00 |

| | | | | | | | |
|------------|------------|----|-----------------------------|--------|--------|------|-----------|
| 03/11/2010 | 04/08/2010 | 28 | Wtr Res. MM_MH/TT/Compound | 131554 | 138615 | 7061 | |
| 03/11/2010 | 04/08/2010 | 28 | Wtr Res. MM_MH/TT/Compound | 13398 | 14152 | 754 | |
| | | | Water Usage | | | | 1,320.42 |
| | | | Water Cost of Basic Service | | | | 1,093.86 |
| | | | Swr Res. MM_MH/TT | | | 6642 | |
| | | | Sewer Usage | | | | 2,711.64 |
| | | | Sewer Cost of Basic Service | | | | 3,058.56 |
| | | | Total New Charges | | | | 8,184.48 |
| | | | Total Amount Due | | | | \$8184.48 |

pd
4-19-2010
AK#
11216



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ACCOUNT 24413-24328
HEATHER HILLS EST

BILLING DATE: 14-MAY-2010
DUE DATE: 31-MAY-2010

A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 = GAL. | AMOUNT |
|--------------|------------|------|-----------------------------|---------------------|--------------------|-----------------------|------------|
| | | | Previous Balance: | | | | 8,184.48 |
| | | | Payments Received: | | | | 8,184.48 |
| | | | Balance Forward: | | | | 0.00 |
| 04/08 | 05/10 | 32 | Wtr Res. MM_MH/TT/Compound | 138615 | 141114 | 2499 | |
| 04/08 | 05/10 | 32 | Wtr Res. MM_MH/TT/Compound | 14152 | 15072 | 920 | |
| | | | Water Usage | | | | 577.02 |
| | | | Water Cost of Basic Service | | | | 1093.86 |
| | | | Swr Res. MM_MH/TT | | | 2906. | |
| | | | Sewer Usage | | | | 1185.90 |
| | | | Sewer Cost of Basic Service | | | | 3058.56 |
| | | | Total New Charges | | | | 5915.34 |
| | | | Total Amount Due: | | | | \$5,915.34 |

Our new Lobby hours are 8:00 am to 4:30 pm
Monday through Friday.

pd
5/2/10
ck#
1134

MANATEE COUNTY UTILITIES CUSTOMER SERVICE
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 4410 66TH STREET WEST
 BRADENTON, FLORIDA 34206-5010
 PHONE (941) 792-8811
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ACCOUNT 27713-27520
 HEATHER HILLS EST
 4925 3RD ST W

BILLING DATE: 15-JUN-2010
 DUE DATE: 30-JUN-2010

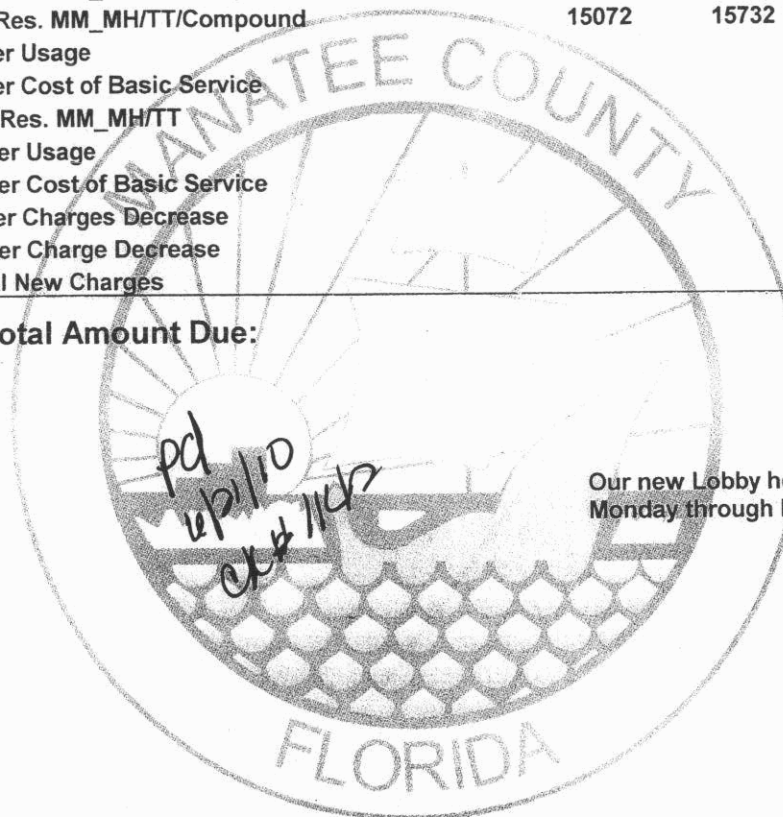
A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 = GAL. | AMOUNT |
|-----------------------------|---------|------|----------------------------|------------------|-----------------|--------------------|------------|
| Previous Balance: | | | | | | | 5,915.34 |
| Payments Received: | | | | | | | 5,915.34 |
| Balance Forward: | | | | | | | -683.22 |
| 05/10 | 06/08 | 29 | Wtr Res. MM_MH/TT/Compound | 139788 | 141107 | 1319 | |
| 05/10 | 06/08 | 29 | Wtr Res. MM_MH/TT/Compound | 15072 | 15732 | 660 | |
| Water Usage | | | | | | | 332.76 |
| Water Cost of Basic Service | | | | | | | 1093.86 |
| Swr Res. MM_MH/TT | | | | | | | 1682. |
| Sewer Usage | | | | | | | 686.76 |
| Sewer Cost of Basic Service | | | | | | | 3058.56 |
| Water Charges Decrease | | | | | | | -223.02 |
| Sewer Charge Decrease | | | | | | | -460.20 |
| Total New Charges | | | | | | | 5171.94 |
| Total Amount Due: | | | | | | | \$4,488.72 |

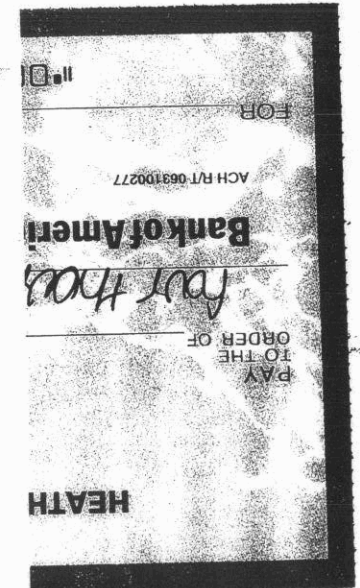
Total Amount Due:

\$4,488.72

Our new Lobby hours are 8:00 am to 4:30 pm
 Monday through Friday.



pd
 up 6/10
 ok # 1142



SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

MCOCS

MANATEE COUNTY UTILITIES CUSTOMER SERVICE
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ACCOUNT 24413-24328
HEATHER HILLS EST
4925 3RD ST W

pd
7/21/10
ck #
1150

BILLING DATE: 15-JUL-2010
DUE DATE: 30-JUL-2010

A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 = GAL. | AMOUNT |
|-------|---------|------|-----------------------------|------------------|-----------------|--------------------|------------|
| | | | Previous Balance: | | | | 4,488.72 |
| | | | Payments Received: | | | | 4,488.72 |
| | | | Balance Forward: | | | | 0.00 |
| 06/08 | 07/07 | 29 | Wtr Res. MM_MH/TT/Compound | 141107 | 141153 | 46 | |
| 06/08 | 07/07 | 29 | Wtr Res. MM_MH/TT/Compound | 15732 | 16248 | 516 | |
| | | | Water Usage | | | | 95.58 |
| | | | Water Cost of Basic Service | | | | 1093.86 |
| | | | Swr Res. MM_MH/TT | | | 477.7 | |
| | | | Sewer Usage | | | | 194.70 |
| | | | Sewer Cost of Basic Service | | | | 3058.56 |
| | | | Total New Charges | | | | 4442.70 |
| | | | Total Amount Due: | | | | \$4,442.70 |

water/sewer USAGE x 100 = # of gallons used
(example: USAGE 42 = 4,200 gal.)

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

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ACCOUNT 24413-24328
HEATHER HILLS EST
4925 3RD ST W

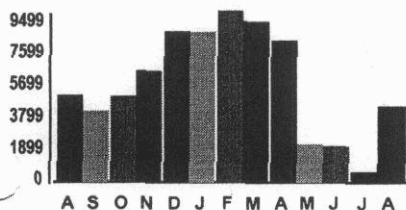
8/21/10
pd
1150

BILLING DATE: 16-AUG-2010
DUE DATE: 31-AUG-2010

A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 - GAL. | AMOUNT |
|-----------|---------|------|-----------------------------|------------------|-----------------|--------------------|-------------------|
| | | | Previous Balance: | | | | 4,442.70 |
| | | | Payments Received: | | | | 4,442.70 |
| | | | Balance Forward: | | | | 0.00 |
| 07/07 | 07/08 | 1 | Wtr Res. MM_MH/TT/Compound | 141153 | 141164 | 11 | |
| 07/07 | 07/08 | 1 | Wtr Res. MM_MH/TT/Compound | 16248 | 16266 | 18 | |
| 07/08 | 08/05 | 28 | Wtr Res. MM_MH/TT/Compound | 0 | 965 | 965 | |
| 07/08 | 08/05 | 28 | Wtr Res. MM_MH/TT/Compound | 0 | 3195 | 3195 | |
| | | | Water Usage | | | | 708.00 |
| | | | Water Cost of Basic Service | | | | 1093.86 |
| | | | Swr Res. MM_MH/TT | | | 3551. | |
| | | | Sewer Usage | | | | 1447.86 |
| | | | Sewer Cost of Basic Service | | | | 3058.56 |
| | | | Total New Charges | | | | 6308.28 |
| | | | Total Amount Due: | | | | \$6,308.28 |

RES MM MH/TT COMP Water History
Hundreds of Gallons



For your convenience, you can now pay your utility bill at any Amscot location.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

MCUCS

MANATEE COUNTY UTILITIES CUSTOMER SERVICE
 POST OFFICE BOX 25010
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ACCOUNT 24413-24328
 HEATHER HILLS EST
 4925 3RD ST W

PA
 9/20/2010
 amt 1167

BILLING DATE: 15-SEP-2010
 DUE DATE: 30-SEP-2010

A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 - GAL. | AMOUNT |
|-----------------------------|---------|------|----------------------------|------------------|-----------------|--------------------|-------------------|
| Previous Balance: | | | | | | | 6,308.28 |
| Payments Received: | | | | | | | 6,308.28 |
| Balance Forward: | | | | | | | 0.00 |
| 08/05 | 09/06 | 32 | Wtr Res. MM_MH/TT/Compound | 965 | 2063 | 1098 | |
| 08/05 | 09/06 | 32 | Wtr Res. MM_MH/TT/Compound | 3195 | 7072 | 3877 | |
| Water Usage | | | | | | | 842.52 |
| Water Cost of Basic Service | | | | | | | 1093.86 |
| Swr Res. MM_MH/TT | | | | | | | 4228. |
| Sewer Usage | | | | | | | 1723.98 |
| Sewer Cost of Basic Service | | | | | | | 3058.56 |
| Total New Charges | | | | | | | 6718.92 |
| Total Amount Due: | | | | | | | \$6,718.92 |

RES MM MH/TT COMP Water History
 Hundreds of Gallons



FOR YOUR CONVENIENCE, YOU CAN NOW PAY
 YOUR UTILITY BILL AT ANY AMSCOT
 LOCATION.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION



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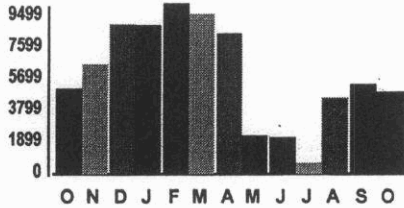
ACCOUNT 24413-24328
HEATHER HILLS EST
4925 3RD ST W

BILLING DATE: 14-OCT-2010
DUE DATE: 29-OCT-2010

A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 - GAL. | AMOUNT |
|-----------------------------|---------|------|----------------------------|------------------|-----------------|--------------------|------------|
| Previous Balance: | | | | | | | 6,718.92 |
| Payments Received: | | | | | | | 6,718.92 |
| Balance Forward: | | | | | | | 0.00 |
| 09/06 | 10/07 | 31 | Wtr Res. MM_MH/TT/Compound | 2063 | 3188 | 1125 | |
| 09/06 | 10/07 | 31 | Wtr Res. MM_MH/TT/Compound | 7072 | 10485 | 3413 | |
| Water Usage | | | | | | | 768.18 |
| Water Cost of Basic Service | | | | | | | 1093.86 |
| Svr Res. MM_MH/TT | | | | | | | 3857. |
| Sewer Usage | | | | | | | 1575.30 |
| Sewer Cost of Basic Service | | | | | | | 3058.56 |
| Total New Charges | | | | | | | 6495.90 |
| Total Amount Due: | | | | | | | \$6,495.90 |

RES MM MH/TT COMP Water History
Hundreds of Gallons



FOR YOUR CONVENIENCE, YOU CAN NOW PAY
YOUR UTILITY BILL AT ANY AMSCOT
LOCATION.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

MC-1250-1



MCUCS

MANATEE COUNTY UTILITIES CUSTOMER SERVICE
POST OFFICE BOX 25010
4410 66TH STREET WEST
BRADENTON, FL 34206-5010
PHONE: (941) 792-8811
www.mymanatee.org/utilities

ACCOUNT 24413-24328

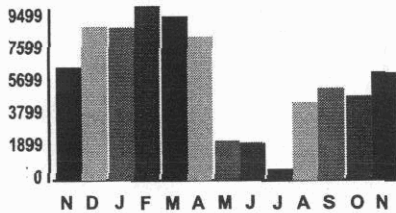
HEATHER HILLS EST
4925 3RD ST W

BILLING DATE: 12-NOV-2010
DUE DATE: 29-NOV-2010

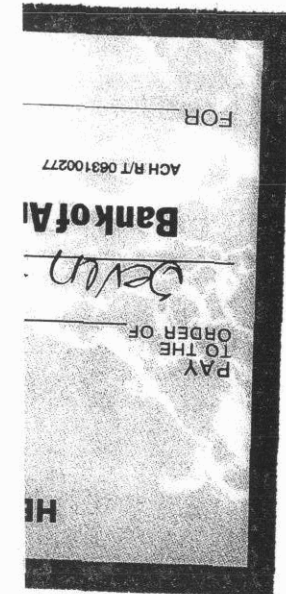
A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 - GAL. | AMOUNT |
|-----------------------------|---------|------|----------------------------|------------------|-----------------|--------------------|------------|
| Previous Balance: | | | | | | | 6,495.90 |
| Payments Received: | | | | | | | 6,495.90 |
| Balance Forward: | | | | | | | 0.00 |
| 10/07 | 11/05 | 29 | Wtr Res. MM_MH/TT/Compound | 3188 | 5248 | 2060 | |
| 10/07 | 11/05 | 29 | Wtr Res. MM_MH/TT/Compound | 10485 | 14252 | 3767 | |
| Water Usage | | | | | | | 984.12 |
| Water Cost of Basic Service | | | | | | | 1093.86 |
| Swr Res. MM_MH/TT | | | | | | | 4952. |
| Sewer Usage | | | | | | | 2021.34 |
| Sewer Cost of Basic Service | | | | | | | 3058.56 |
| Total New Charges | | | | | | | 7157.88 |
| Total Amount Due: | | | | | | | \$7,157.88 |

RES MM MH/TT COMP Water History
Hundreds of Gallons



water/sewer USAGE x 100 = # of gallons used
(example: USAGE 42 = 4,200 gal.)



SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

MCUD

MANATEE COUNTY UTILITIES DEPARTMENT
P. O. BOX 25010
BRADENTON, FL 34206-5010
PHONE: (941) 792-8811
www.mymanatee.org

ACCOUNT NUMBER: 24413-24328
HEATHER HILLS EST
4925 3RD ST W

BILLING DATE: 14-DEC-2010
DUE DATE: 29-DEC-2010

1552

1552

A LATE PAYMENT FEE MAY BE ASSESSED AFTER THE DUE DATE

| FROM DATE | TO DATE | DAYS | DESCRIPTION | PREVIOUS READING | PRESENT READING | USAGE X 100 = GAL. | AMOUNT |
|-----------|---------|------|-------------|------------------|-----------------|--------------------|--------|
|-----------|---------|------|-------------|------------------|-----------------|--------------------|--------|

Previous Balance: 7,157.88
Payments Received: 7,157.88
Balance Forward: 0.00

| | | | | | | | |
|-------|-------|----|-----------------------------|-------|-------|-------|---------|
| 11/05 | 12/07 | 32 | Wtr Res. MM_MH/TT/Compound | 5248 | 8368 | 3120 | |
| 11/05 | 12/07 | 32 | Wtr Res. MM_MH/TT/Compound | 14252 | 18831 | 4579 | |
| | | | Water Usage | | | | 1302.72 |
| | | | Water Cost of Basic Service | | | | 1093.86 |
| | | | Swr Res. MM_MH/TT | | | 6544. | |
| | | | Sewer Usage | | | | 2669.16 |
| | | | Sewer Cost of Basic Service | | | | 3058.56 |
| | | | Total New Charges | | | | 8124.30 |

Total Amount Due: \$8,124.30

RES MM MH/TT COMP WATER HISTORY
Hundreds of Gallons



Rates will increase 1/15/2011 as approved by the Board of County Commissioners

010
010

DUNT

88
88
00

72
86

16
56

30

0

the

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

#5
gallons sold
per month
in 2010

PUMPING AND PURCHASED WATER STATISTICS

| MONTH (a) | Water Purchased For Resale (Omit 000's) (b) | Finished Water From Wells (Omit 000's) (c) | Recorded Accounted For Loss Through Line Flushing Etc. (Omit 000's) (d) | Total Water Pumped And Purchased (Omit 000's) [(b)+(c)-(d)] (e) | Water Sold To Customers (Omit 000's) (f) |
|---------------------|---|--|---|--|--|
| January_____ | 830 | | | 830 | |
| February_____ | 950 | | | 950 | |
| March_____ | 892 | | | 892 | 1,703 |
| April_____ | 782 | | | 782 | |
| May_____ | 342 | | | 342 | |
| June_____ | 198 | | | 198 | 1,616 |
| July_____ | 56 | | | 56 | |
| August_____ | 419 | | | 419 | |
| September_____ | 498 | | | 498 | 1,142 |
| October_____ | 454 | | | 454 | |
| November_____ | 583 | | | 583 | |
| December_____ | 770 | | | 770 | 1,496 |
| Total for year_____ | 6,774 | N/A | | 6,774 | 5,957 |

If water is purchased for resale, indicate the following:

Vendor Manatee County Utilities
 Point of Delivery 5th St W

If Water is sold to other water utilities for redistribution, list names of such utilities below:

Note: Meters read/billed quarterly

MAINS (Feet)

| Kind of Pipe (Cast Iron, coated steel, etc.) | Diameter of Pipe | First of Year | Added | Removed or Abandoned | End of Year |
|--|------------------------|------------------|-------|-------------------------|----------------|
| PVC | 3/4" | 15,300 | | | 15,300 |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

DOCUMENT NUMBER-DATE

01410 MAR-2 =

TREATMENT PLANT

| | | | |
|---|-----------|-------|-------|
| Manufacturer_____ | None | _____ | _____ |
| Type_____ | N/A | _____ | _____ |
| "Steel" or "Concrete"_____ | N/A | _____ | _____ |
| Total Capacity_____ | N/A | _____ | _____ |
| Average Daily Flow_____ | 15768 | _____ | _____ |
| Effluent Disposal_____ | Purchased | _____ | _____ |
| Total Gallons of Wastewater Treated_____ | 5,755,470 | _____ | _____ |

MASTER LIFT STATION PUMPS

| | | | | | | |
|--|-------|-------|-------|-------|-------|-------|
| Manufacturer_____ | N/A | _____ | _____ | _____ | _____ | _____ |
| Capacity_____ (PM) | _____ | _____ | _____ | _____ | _____ | _____ |
| Motor: | | | | | | |
| Manufacturer_____ | _____ | _____ | _____ | _____ | _____ | _____ |
| Horsepower_____ | _____ | _____ | _____ | _____ | _____ | _____ |
| Power (Electric or Mechanical)_____ | _____ | _____ | _____ | _____ | _____ | _____ |

PUMPING WASTEWATER STATISTICS

| Months | Gallons of Treated Wastewater | Effluent Reuse Gallons to Customers | Effluent Gallons Disposed of on site |
|---------------------|-------------------------------------|---|--|
| January_____ | 705,600 | None | 705,600 |
| February_____ | 807,400 | _____ | 807,400 |
| March_____ | 758,500 | _____ | 758,500 |
| April_____ | 664,200 | _____ | 664,200 |
| May_____ | 290,600 | _____ | 290,600 |
| June_____ | 168,200 | _____ | 168,200 |
| July_____ | 47,770 | _____ | 47,770 |
| August_____ | 355,100 | _____ | 355,100 |
| September_____ | 422,800 | _____ | 422,800 |
| October_____ | 385,700 | _____ | 385,700 |
| November_____ | 495,200 | _____ | 495,200 |
| December_____ | 654,400 | _____ | 654,400 |
| Total for year_____ | 5,755,470 | _____ | 5,755,470 |

If Wastewater Treatment is purchased, indicate the vendor: Manatee County Utilities

7
copies of
invoices for 2010

With Payment For Faster Credit
 Portion With Payment For Faster Credit

Thank You For The Opportunity To Serve You.
 We appreciate your prompt payment.

| | | | | | | | |
|--------------|--------------|-----------------|----------|---------|----------------|-------------|--------------|
| Order Number | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
| 0080510 | 2/09/10 | RICK | STOCK | | | OUR TRUCK | 0080510 |

| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
|--------------|--|------------------|------------------|--------------|----------|-----|----------|
| 4307GPPMM | PMM M20 5/8X3/4 DR USG MTR , BRONZE BOTTOM BROWN PLASTIC RING AND LID 7765696031003 BID SEQ# 10 | 100 | 100 | | 32.25000 | EA | 3,225.00 |

| | | |
|--|--------|----------|
| This transaction is governed by and subject to HD Supply Waterworks standard terms and conditions, which are incorporated herein by this reference and accepted. To review these terms and conditions, please point your web browser to http://waterworks.hdsupply.com/TandC/ . | Terms | SubTotal |
| | NET 30 | 3,225.00 |

| | | | | | | | |
|---------|----------|----------|---------|-------|--------|---------------|------------|
| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
| | | | | | 209.63 | | \$3,434.63 |

| | | |
|--|---|---------------------|
| HDSWW - SARASOTA FL - S Branch - 579 2525 12th St Sarasota FL 34237 | THANK YOU FOR YOUR ORDER VISIT WATERWORKS.HDSUPPLY.COM FOR OTHER SERVICES OFFERED | INVOICE: 0080510 |
|--|---|---------------------|

This
 and
 To
 http

0001

0001:0001

Return Top Portion With Payment For Faster Credit

Thank You For The Opportunity To Serve You.
We appreciate your prompt payment.

| Date Ordered | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
|--------------|--|------------------|------------------|--------------|----------------|-------------|--------------|
| 2/15/10 | 2/15/10 | RICK | RICK | | | WILL CALL | 1005502 |
| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
| 3707B24258 | B24258 3/4 ANG BMV CPXMN CTS COMP X SADDLE MSN W/LW&CK (5/8X3/4X3/4) | 10 | | 10 | 61.33000 | EA | .00 |
| 3710B25170 | B25170 1 STRT BMV CTSXFIP LW & CHK | 2 | 2 | | 73.86000 | EA | 147.72 |
| 3907H15428 | H15428 3/4 ADPT 110 CTSXMIP | 10 | 10 | | 11.97000 | EA | 119.70 |
| 3007NCL | 3/4XCL BRASS NIPPLE | 10 | 10 | | 1.87000 | EA | 18.70 |
| 30079 | 3/4 BRASS 90 BEND | 10 | 10 | | 3.36000 | EA | 33.60 |

CH# 1099
PD 2/22/2010

This transaction is governed by and subject to HD Supply Waterworks standard terms and conditions, which are incorporated herein by this reference and accepted.
To review these terms and conditions, please point your web browser to <http://waterworks.hdsupply.com/TandC/>.

Terms

SubTotal

NET 30

319.72

| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
|---------|----------|----------|---------|-------|-------|---------------|----------|
| | | | | | 20.78 | | \$340.50 |

HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237

THANK YOU FOR YOUR ORDER
VISIT
WATERWORKS.HDSUPPLY.COM
FOR OTHER SERVICES OFFERED

INVOICE:

1005502

Return Top Portion With Payment For Faster Credit

Thank You For The Opportunity To Serve You.
We appreciate your prompt payment.

| Date Ordered | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
|--------------|--|------------------|------------------|--------------|----------------|-------------|--------------|
| 2/15/10 | 2/24/10 | RICK | RICK | | | WILL CALL | 1027266 |
| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
| 3707B24258 | B24258 3/4 ANG BMV CPXMN CTS COMP X SADDLE MSN W/LW&CK (5/8X3/4X3/4) | 10 | 10 | | 61.33000 | EA | 613.30 |

pd 3/2/2010
ck #1101

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Terms

SubTotal

NET 30

613.30

| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
|---------|----------|----------|---------|-------|-------|---------------|----------|
| | | | | | 39.87 | | \$653.17 |

HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237

THANK YOU FOR YOUR ORDER
VISIT
WATERWORKS.HDSUPPLY.COM
FOR OTHER SERVICES OFFERED

INVOICE:

1027266

STATEMENT



Local Service, Nationwide
P.O. Box 1419
Thomasville, GA 31799-1419

Branch:
HDSWW - SARASOTA FL - S
(941)364-8909

| | |
|----------------|-------------|
| STATEMENT DATE | 2/26/2010 |
| ACCOUNT # | 194911 |
| SALESPERSON | JACK BUTLER |
| BRANCH # | 579 |
| Balance Due | \$4,428.30 |

Remit To:

HD SUPPLY WATERWORKS, LTD.
PO BOX 100467
ATLANTA GA 30384-0467

1476 1 AB 0.360 E0163X I0195 D190135935 P494530 0001:0001



HEATHER HILLS ESTATES UTIL.
4925 3RD ST W
BRADENTON FL 34207-2608

| | |
|------------------|----------|
| Previous Balance | 14.96 |
| Payments | 208.85 |
| Purchases/Cr/Adj | 4,622.19 |
| Current Balance | 4,428.30 |

Return Top Portion With Payment For Faster Credit

Thank You For The Opportunity To Serve You.
We appreciate your prompt payment.

| Date | Type | Invoice | Purchase Order | 1-30 Days | 31-60 Days | 61-90 Days | Over 90 Days |
|---|------|---------|----------------|---|-----------------|--------------------|-------------------|
| 2/15/10 | INV | 0080510 | RICK | 3,434.63 | | | |
| 2/16/10 | INV | 1005502 | RICK | 340.50 | | | |
| 2/25/10 | INV | 1027266 | RICK | 653.17 | | | |
| STOCK ACCOUNT TOTALS =====> | | | | 4,428.30 | .00 | .00 | .00 |
| | | | | STOCK ACCOUNT BALANCE ==> | | | 4,428.30 |
| | | | | | | | |
| | | | | | | | |
| Types: | | | | Customer Totals | 4,428.30 | .00 | .00 |
| INV-Invoice CM-Credit Memo PAY-Payment ADJ-Adjustment S/C-Service Chg | | | | This transaction is governed by and subject to HD Supply Waterworks standard terms and conditions, which are incorporated herein by this reference and accepted. To review these terms and conditions, please point your web browser to http://waterworks.hdsupply.com/TandC/ . | | | |
| | | | | | | Balance Due | \$4,428.30 |

Return Top Portion With Payment For Faster Credit

Thank You For The Opportunity To Serve You.
We appreciate your prompt payment.

| Date Ordered | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
|--------------|--------------|-----------------|----------|---------|----------------|-------------|--------------|
| 3/30/10 | 3/30/10 | SEE BELOW | MAIN VLV | | | WILL CALL | 1165647 |

| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
|----------------|--|------------------|------------------|--------------|-----------|-----|--------|
| | CUSTOMER PO#- WATER MAIN VL | | | | | | |
| 21AMF8042004PV | 4 MEGALUG C900&IPS 2004PV RED | 4 | 4 | | 25.83000 | EA | 103.32 |
| 2902040S11020 | 2 IPS COMP COUPLING 110-20 | 5 | 5 | | 7.18000 | EA | 35.90 |
| 35A3649982 | 1-1/4X1-1/16 RATCHET 364-9982 BLUE HANDLE | 1 | 1 | | 67.67000 | EA | 67.67 |
| 2706P26 | 6 HW SWR SDR26 PVC SP PLUG | 19 | 19 | | 18.08000 | EA | 343.52 |
| 420000563260 | 2000-0563-260 4" HYMAX CPL TPS 4.25-5.63 OD LR; 4.92-5.63 OD HR | 4 | 4 | | 174.22000 | EA | 696.88 |
| 902080AHM | 2 PVC S80 MALE ADPT MIPTXH 836-020 | 2 | 2 | | 8.68000 | EA | 17.36 |
| 102A236089092 | 2 A2360-8-9092 THRD RW GV O/L EPDM SEAT & SS BOLTS & NUTS | 2 | 2 | | 203.33000 | EA | 406.66 |
| 1AMMJV04LG | 4 MJ VLV ACC SET L/GLAND | 4 | 4 | | 9.45000 | EA | 37.80 |
| 104A2362230331 | 4" A2362 DI MJ RW GV O/L WITH EPDM SEAT AND SS HRDWR 040A236223LN-0331 | 2 | 2 | | 324.93000 | EA | 649.86 |
| 6PAINTWS03901 | KRYLON S03901 QUIK-MARK WHITE | 1 | 1 | | 3.21000 | EA | 3.21 |

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| Terms | SubTotal |
|--------|----------|
| NET 30 | 2,362.18 |

| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
|---------|----------|----------|---------|-------|--------|---------------|------------|
| | | | | | 153.54 | | \$2,515.72 |

HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237

THANK YOU FOR YOUR ORDER
VISIT
WATERWORKS.HDSUPPLY.COM
FOR OTHER SERVICES OFFERED

INVOICE: 1165647



Local Service, Nationwide
P.O. Box 1419
Thomasville, GA 31799-1419

INVOICE

BRANCH ADDRESS
HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237
941/364-8909

| | |
|--------------|-------------|
| INVOICE # | 1120442 |
| INVOICE DATE | 3/26/10 |
| ACCOUNT # | 194911 |
| SALESPERSON | JACK BUTLER |
| BRANCH # | 579 |

Total Amount Due **\$3,194.21**

Remit To:

HD SUPPLY WATERWORKS, LTD.
PO BOX 100467
ATLANTA, GA 30384-0467

2212 1 AB 0.360 E0204X I0257 D196872641 P510059 0001:0001



HEATHER HILLS ESTATES UTIL.
4925 3RD ST W
BRADENTON FL 34207-2608

Shipped to:

STOCK 579
4925 3RD ST WEST
BRADENTON, FL

Return Top Portion With Payment For Faster Credit

Thank You For The Opportunity To Serve You.
We appreciate your prompt payment.

| Date Ordered | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
|--------------|--|------------------|------------------|--------------|----------------|-------------|--------------|
| 3/18/10 | 3/25/10 | RICK | STOCK | | | JACK | 1120442 |
| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
| 4307GPPMM | PMM M20 5/8X3/4 DR USG MTR , BRONZE BOTTOM BROWN PLASTIC RING AND LID 7765696031003 BID SEQ# 10 | 93 | 93 | | 32.25000 | EA | 2,999.25 |

pd cat# 1122
4/14/2010

This transaction is governed by and subject to HD Supply Waterworks standard terms and conditions, which are incorporated herein by this reference and accepted.
To review these terms and conditions, please point your web browser to
<http://waterworks.hdsupply.com/TandC/>.

Terms

SubTotal

NET 30

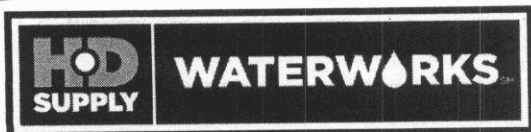
2,999.25

| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
|---------|----------|----------|---------|-------|--------|---------------|-------------------|
| | | | | | 194.96 | | \$3,194.21 |

HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237

THANK YOU FOR YOUR ORDER
VISIT
WATERWORKS.HDSUPPLY.COM
FOR OTHER SERVICES OFFERED

INVOICE: 1120442



Local Service, Nationwide
P.O. Box 1419
Thomasville, GA 31799-1419

INVOICE

BRANCH ADDRESS
HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237
941/364-8909

| | |
|------------------|-------------|
| INVOICE # | 2100195 |
| INVOICE DATE | 10/14/10 |
| ACCOUNT # | 194911 |
| SALESPERSON | JACK BUTLER |
| BRANCH # | 579 |
| Total Amount Due | \$503.71 |

Remit To:
HD SUPPLY WATERWORKS, LTD.
PO BOX 100467
ATLANTA, GA 30384-0467

355 1 MB 0.382 E0346X I0498 D257737271 P636200 0001:0001



HEATHER HILLS ESTATES UTIL.
4925 3RD ST W
BRADENTON FL 34207-2608

Shipped to:

CUSTOMER PICK-UP -

2010

Return Top Portion With Payment For Faster Credit

Thank You For The Opportunity To Serve You.
We appreciate your prompt payment.

| Date Ordered | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
|--------------|---|------------------|------------------|--------------|----------------|-------------|--------------|
| 10/13/10 | 10/13/10 | VERBAL | STOCK | | | WILL CALL | 2100195 |
| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
| 4607B24118FP | B24118 5/8X3/4X7 MTR RESETTER W/FULL PORT BALL VLV | 5 | 5 | | 94.15000 | EA | 470.75 |

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Terms

SubTotal

NET 30

470.75

| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
|---------|----------|----------|---------|-------|-------|---------------|--|
| | | | | | 32.96 | \$503.71 | |

HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237

THANK YOU FOR YOUR ORDER
VISIT
WATERWORKS.HDSUPPLY.COM
FOR OTHER SERVICES OFFERED

INVOICE: 2100195



Local Service, Nationwide
P.O. Box 1419
Thomasville, GA 31799-1419

INVOICE

BRANCH ADDRESS
HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237
941/364-8909

| | |
|--------------|-------------|
| INVOICE # | 2161184 |
| INVOICE DATE | 10/27/10 |
| ACCOUNT # | 194911 |
| SALESPERSON | JACK BUTLER |
| BRANCH # | 579 |

Total Amount Due \$102.78

Remit To:

HD SUPPLY WATERWORKS, LTD.
PO BOX 100467
ATLANTA, GA 30384-0467

336 1 MB 0.382 E0322X I0485 D261665798 P644125 0001:0001



HEATHER HILLS ESTATES UTIL.
4925 3RD ST W
BRADENTON FL 34207-2608

Shipped to:

CUSTOMER PICK-UP -

Return Top Portion With Payment For Faster Credit

*Thank You For The Opportunity To Serve You.
We appreciate your prompt payment.*

| Date Ordered | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
|-----------------|--|------------------|------------------|--------------|----------------|-------------|--------------|
| 10/25/10 | 10/26/10 | RICK | RICK | | | WILL CALL | 2161184 |
| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
| 2706PTE | 6 SDR35 SEWER TEMP PIPE PLUG | 5 | 5 | | 3.54000 | EA | 17.70 |
| 96PAINTFPS03612 | KRYLON S03612 QUIK-MARK PINK | 1 | 1 | | 3.31000 | EA | 3.31 |
| 4512126HKWOKOF2 | CARSON 012-12-P BLK WTR MTR FL USH CVR CI RDR 2 MSHL 0012126H KWOKOF2 00121011 | 1 | 1 | | 50.15000 | EA | 50.15 |
| 4510154018 | CARSON 10154018 1015 FLSH COVE R BLACK WMTR CAST IRON READER | 2 | 2 | | 12.45000 | EA | 24.90 |

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Terms

SubTotal

NET 30

96.06

| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
|---------|----------|----------|---------|-------|------|---------------|----------|
| | | | | | 6.72 | | \$102.78 |

HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237

THANK YOU FOR YOUR ORDER
VISIT
WATERWORKS.HDSUPPLY.COM
FOR OTHER SERVICES OFFERED

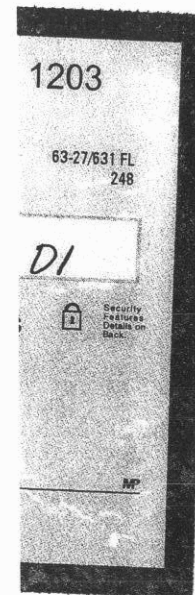
INVOICE: 2161184

| Date Ordered | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
|--|---|------------------|------------------|--------------|----------------|---------------|--------------|
| 11/19/10 | 11/19/10 | SEE BELOW | RICK STEPHENS | | | WILL CALL | 2303497 |
| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
| | CUSTOMER PO#- RICK STEPHENS | | | | | | |
| 3707H14265 | H14265 5/8X3/4X3/4 AMV FIPXMN ANGLE MTR VLV W/LW & CHK | 6 | 6 | | 21.41000 | EA | 128.46 |
| 2900740AHM | 3/4 PVC SCH40 MALE ADPT HXMIPT 436-007 | 6 | 6 | | .38000 | EA | 2.28 |
| 2900740SHH | 3/4 PVC SCH40 CPLG HXH 429-007 | 6 | 6 | | .33000 | EA | 1.98 |
| This transaction is governed by and subject to HD Supply Waterworks standard terms and conditions, which are incorporated herein by this reference and accepted. To review these terms and conditions, please point your web browser to http://waterworks.hdsupply.com/TandC/ . | | | | | Terms | | SubTotal |
| | | | | | NET 30 | | 132.72 |
| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
| | | | | | 9.29 | \$142.01 | |

HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237

THANK YOU FOR YOUR ORDER
VISIT
WATERWORKS.HDSUPPLY.COM
FOR OTHER SERVICES OFFERED

INVOICE: 2303497



2010

| Date Ordered | Date Shipped | Customer PO No. | Job Name | Job No. | Bill of Lading | Shipped Via | Order Number |
|--------------|---|------------------|------------------|--------------|----------------|-------------|--------------|
| 11/09/10 | 11/09/10 | VERBAL | STOCK | | | WILL CALL | 2246122 |
| Product Code | Description | Quantity Ordered | Quantity Shipped | Back-Ordered | Price | Per | Amount |
| 4307GPPMM | PMM M20 5/8X3/4 DR USG MTR BRONZE BOTTOM BROWN PLASTIC RING AND LID 7765696031003 | 24 | 24 | | 32.25000 | EA | 774.00 |

transaction is governed by and subject to HD Supply Waterworks standard terms and conditions, which are incorporated herein by this reference and accepted. To review these terms and conditions, please point your web browser to <http://waterworks.hdsupply.com/TandC/>.

Terms

SubTotal

NET 30

774.00

| Freight | Delivery | Handling | Restock | Misc. | Tax | INVOICE TOTAL | |
|---------|----------|----------|---------|-------|-------|---------------|----------|
| | | | | | 54.18 | | \$828.18 |

HDSWW - SARASOTA FL - S
Branch - 579
2525 12th St
Sarasota FL 34237

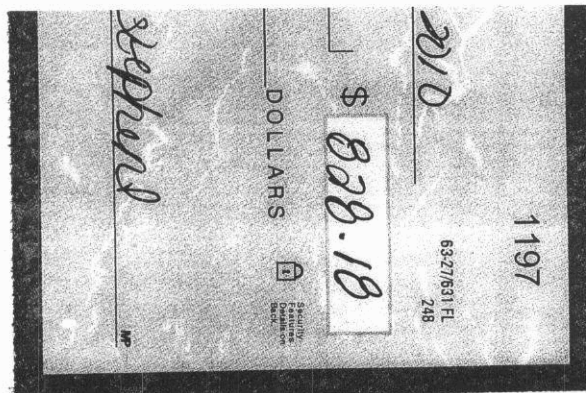
THANK YOU FOR YOUR ORDER
VISIT
WATERWORKS.HDSUPPLY.COM
FOR OTHER SERVICES OFFERED

INVOICE:

2246122

0001:0001

Page 1 of 1



8
permits

Health dept
for 2010, 2009,
and ~~2008~~ 2008



Charlie Crist
Governor

Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

6412533
HEATHER HILLS ESTATES
4925 3RD STREET WEST
BRADENTON, FL 34207

pd
6/5/10

June 1, 2010

DUE: \$100.00

Please detach and return

ANNUAL PUBLIC DRINKING WATER OPERATING PERMIT

DUE JULY 1, 2010

Notice to all PWS systems:

This notice is to advise you of the Department of Environmental Protection Senate Bill 1294 enacted into law on June 11, 2008. This law establishes a new annual operating license fee on each Safe Drinking Act public water system. Per an inter-agency agreement between this office and the Department of Environmental Protection (DEP) a fee will be collected for the annual permit by the Manatee County Health Department.

DEP has incorporated into Chapter 62-4, Florida Administrative Code a fee schedule based upon the size of the water system and the population served. The annual licensing year is from July 1, 2010 to June 30, 2011.

Please make checks payable to the Manatee County Health Dept. and return with a copy of this invoice in the envelope provided.

If you have any questions concerning this matter, please call Harry Messick at (941) 748-0747 extension 1355.

**Manatee County Health Dept.
Environmental Health Services
410 6th Avenue East
Bradenton, FL 34208**

Amount Due: \$100.00

Manatee County Health Department
Environmental Health Services
410 6th Avenue East, Bradenton, FL 34208

☎ (941) 748-0747 ext. 1340

✦ Fax (941) 750-9364

DOCUMENT NUMBER-DATE

01410 MAR-2 =

FPSC-COMMISSION CLERK

Charlie Crist
Governor



Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

6412533
HEATHER HILLS ESTATES
4925 3RD STREET WEST
BRADENTON 34207

OK #
1047
pd 8/26/09

August 20, 2009

DUE: \$100.00
Please detach and return

ANNUAL PUBLIC DRINKING WATER OPERATING PERMIT

DUE SEPTEMBER 30, 2009

Notice to all PWS systems:

This notice is to advise you of the Department of Environmental Protection Senate Bill 1294 enacted into law on June 11, 2008. This law establishes a new annual operating license fee on each Safe Drinking Act public water system. Per an inter-agency agreement between this office and the Department of Environmental Protection (DEP) a fee will be collected for the annual permit by the Manatee County Health Department.

DEP has incorporated into Chapter 62-4, Florida Administrative Code a fee schedule based upon the size of the water system and the population served. The annual licensing year is from July 1, 2009 to June 30, 2010. Invoicing was delayed so that it could be coordinated state wide between DEP and the approved counties.

Please make checks payable to the Manatee County Health Dept. and return with a copy of this invoice in the envelope provided.

If you have any questions concerning this matter, please call Harry Messick at (941) 748-0747 extension 1355.

**Manatee County Health Dept.
Environmental Health Services
410 6th Avenue East
Bradenton, FL 34208**

Amount Due: \$100.00

Manatee County Health Department
Environmental Health Services
410 Sixth Avenue East • Bradenton 34208-1928
PHONE (941) 748-0747 • FAX (941) 750-9364

Charlie Crist
Governor



Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

HEATHER HILLS ESTATES
4925 3RD STREET WEST
BRADENTON 34207

PC
9/22/08
3324

ANNUAL PUBLIC DRINKING WATER OPERATING PERMIT

DUE SEPTEMBER 30, 2008

Notice to all PWS systems:

This notice is to advise you of the Department of Environmental Protection Senate Bill 1294 enacted into law on June 11, 2008. This law establishes a new annual operating license fee on each Safe Drinking Act public water system. Per an inter agency agreement between this office and the Department of Environmental Protection (DEP) a fee will be collected for the annual permit by the Manatee County Health Department.

During the first year, all public water systems will be charged the minimum allowed fee of \$50.00. Within the near future DEP will begin rule-making to develop a fee schedule to be incorporated into Chapter 62-4, Florida Administrative Code. The schedule will be changed to address a fee based upon the size of the water system and the population served.

Please make checks payable to the Manatee County Health Dept. and return with a copy of this invoice in the envelope provided.

If you have any questions concerning this matter, please call Harry Messick at (941) 748-0747 extension 1355.

**Manatee County Health Dept.
Environmental Health Services
410 6th Avenue East
Bradenton, FL 34208**

Amount Due: \$50.00

Manatee County Health Department
Environmental Health Services
410 Sixth Avenue East • Bradenton 34208-1928
PHONE (941) 748-0747 • FAX (941) 750-9364

Lease Agreement between Heather Hills Estates and Heather Hills Estates Utilities LLC

Heather Hills Estates LLC , referred to as LANDLORD , and Heather Hills Estates Utilities LLC, referred to as TENANT, agree:

Landlord hereby leases and rents to Tenant the premises described as follows:

This lease shall be in effect for a term of one (1) year, commencing on Jan 1st 2010 and from year to year thereafter unless 60 days prior to the termination of the lease either party sends notice in writing electing not to renew this lease.

Tenant shall use the premises solely as:

Utility Company.

This includes:

1. Use of office equipment
2. Electric
3. Water
4. Telephone service
5. Use of Office Furniture
6. Miscellaneous Office Supply

Dated: Jan 1st, 2011

Landlord Heather Hills Estates LLC

Tenant Heather Hills ^{Estates} Utilities LLC

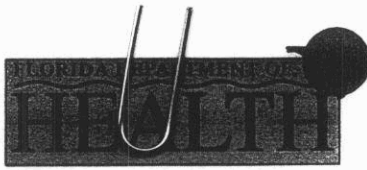
DOCUMENT NUMBER-DATE

01410 MAR-2 =

FPSC-COMMISSION CLERK

9

Correspondence
by manatee co.
Health Dept.



Charlie Crist
Governor

Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

August 1, 2008

Mrs. Clara B. Starkey
4925 3rd St. W.
Bradenton, Fl 34207

Subject: 2007 Certification of Delivery of Consumer Confidence Report for Heather Hills Estates Utility, PWS ID 6412533

Dear Mrs. Starkey,

We are pleased to have reviewed and approved your Certification of Delivery of Consumer Confidence Report for the year of 2007. We look forward to reviewing the 2008 CCR and Certification of Delivery next year.

If you have any questions please do not hesitate to contact me at (941) 748-0747 ext. 1342

Sincerely,

Hans Roese, M.S.
Environmental Specialist II
Manatee County Health Department
410 Sixth Avenue East
Bradenton, Fl 34208
(941) 748-0747 x1342

Manatee County Health Department
Environmental Health Services

410 Sixth Avenue East • Bradenton 34208-1928
PHONE (941) 748-0747 • FAX (941) 750-9364

DOCUMENT NUMBER-DATE

01410 MAR -2 =

FPSC-COMMISSION CLERK



MANATEE COUNTY FLORIDA

February 5, 2010

Ms. Stephanie Gardner
Heather Hills Estates
4925 3rd Street West
Bradenton, FL 34207

Dear Ms. Gardner:

Attached, please find water quality and source water information required by the 1996 Safe Drinking Water Act Amendments. As part of the amendments (40CFR 141.151-5), EPA requires community water systems to annually provide information to customers through the Consumer Confidence Report (CCR). Our system provides drinking water to your community water system and we are therefore required to provide information which will enable you to prepare your 2009 CCR. The attached information is intended to satisfy this requirement.

Please be aware that it is your responsibility as a community water system to prepare and deliver CCRs to your customers. A hard copy and electronic copy (PDF) of our CCR is enclosed. Please feel free to use any portion necessary in preparing your CCR. Some language in the CCR is to be included verbatim from EPA and other information is considered required information but a system may change the wording.

Some of the data provided is relevant to our distribution system and may not be appropriate for your water quality table in the CCR (i.e. TTHMs, lead, copper and coliform). Our system did not violate any primary or secondary MCLs. We are not operating under any variances or exemptions at this time.

Additional Water Quality Information is a summary of additional regulated (secondary) and non-regulated parameters. No adverse health effects are generally associated with the secondary drinking water contaminants. Because all values, average and maximum, are below the MCLs, this information is not integrated in the 2009 Water Quality Summary Report (F.A.C. 62-550.824(1)(j)1.b.). We would like to provide this info to our customers by posting it on the Utilities web site.

Utilities Department – Water Treatment Plant
Mailing Address: 17915 Waterline Road, Bradenton, FL 34212
PHONE: 941.746.3020 * FAX: 941.747.4176
www.myanatee.org

Please contact me at 746-3020, if you have any questions concerning the information provided.

Respectfully,

A handwritten signature in cursive script that reads "Olga Wolanin". The signature is fluid and elegant, with the first letters of each word being capitalized and prominent.

Olga Wolanin
Water Quality Compliance Supervisor

cc: Hans Roese, Manatee County Environmental Health Department

Changes
From
Hans 2009

Chris at Heather Hills Estates

From: Hans_Roese@doh.state.fl.us
Sent: Monday, May 11, 2009 11:28 AM
To: hh4925@verizon.net
Subject: RE: 2007 Annual Drinking Water Quality Report-final

Chris,

To prevent the continued back and forth e-mails for the CCR, I modified (added and deleted) the last CCR draft to correspond with the intent of the rule and the latest compliance decisions from Tallahassee. I received word that the monitoring and reporting violation for April will be deleted (it is already deleted the state database). This results in one violation for February and one for April. The CCR is approved "as is" if accompanied with the Manatee County Utilities copy

If there are questions feel free to call,

Hans Roese, M.S.
Environmental Specialist II
Manatee County Health Department
410 6th Avenue East
Bradenton, FL 34208
(941) 748-0747 x1342

From: Chris at Heather Hills Estates [mailto:hh4925@verizon.net]
Sent: Monday, May 11, 2009 9:36 AM
To: Roese, Hans C.
Subject: 2007 Annual Drinking Water Quality Report-final

Hi Hans,

I have made the changes to the CCR Report. I hope they are ok. Please let me know if any other changes need to be done.

Thanks,

Chris

2008 Annual Drinking Water Quality Report
Heather Hills Utility

We are pleased to provide you with this year's Annual Water Quality Report. We want to keep you informed about the water and services we have delivered to you over the past year. Our goal is and always has been, to provide to you a safe and dependable supply of drinking water. Our water source is; Manatee County Utility.

This report shows our water quality results and what they mean. If you have any questions concerning this report or concerning your water utility, please contact Chris Stephens at 941-755-0123. We encourage our valued customers to be informed about their water utility. Please call and schedule an appointment if you wish to meet with us.

Heather Hills Utility routinely monitors for contaminants in your drinking water according to Federal and State laws and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1, 2008 to December 31, 2008. Data obtained before January 1, 2008 and after December 31, 2008, and presented in this report are from the most recent testing done in accordance with the laws, rules and regulations.

To help you better understand terms used, we've provided the following definitions:

Maximum Contaminants Level or MCL: the highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCL's as feasible using the best available treatment technology.

Maximum Contaminant Level Goal or MCLG: The level of a contaminant in drinking water which there is no known or excepted risk to health. MCLG's allow for a margin of safety.

Parts per billion (ppb) or Micrograms per liter (ug/l) – one part by weight of analyte to 1 billion parts by weight of the water sample.

Parts per million or (ppm) or Milligrams per liter (mg/l) – one part by weight of analyte to 1 million parts by weight of the water sample.

| Contaminant and Unit of Measurement | Dates of sampling (mo./yr.) | AL Violation Y/N | 90th Percentile Result | No. of sampling sites exceeding the AL | MCLG | AL (Action Level) | Likely Source of Contamination |
|-------------------------------------|-----------------------------|------------------|------------------------|--|------|-------------------|--|
| Lead and Copper (Tap Water) | | | | | | | |
| 84. Copper (tap water) (ppm) | 6/07 | N | .0850 | 0 | 1.3 | 1.3 | Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |
| 85. Lead (tap water) (ppb) | 6/07 | N | 0 | 0 | 0 | 15 | Corrosion of household plumbing systems, erosion of natural deposits |

Action Level : (AL) – The concentration of a contaminant which, if exceeded; triggers treatment or other requirements that a water system must follow.

We failed to complete the required microbiological sampling in the month of February of 2008, and therefore were in violation of monitoring and reporting requirements. Because we did not take the required samples we do not know whether contaminants were present in your drinking water for the monitoring period, and are unable to tell you whether your health was at risk during that time. The following scenario triggered this violation. In January of 2008 there was a positive sample. This positive sample result required a minimum of 5 samples to be taken in the following month instead of the normal 2. When only 2 sample results were taken and submitted in February 2008 the system received a monitoring and reporting violation. Public notification was performed for this violation. Regular testing continued on schedule in March, 2008.

In April of 2008 we had an MCL violation which was triggered by too many bad samples in the same time month. There are no risks at this time because there were 8 samples taken by the Health Department, at the same locations, in April of 2008 which were satisfactory. The system is currently in compliance.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791)

We at Heather Hills Utility work around the clock to provide top quality water. We ask that all our valued customers help u

From: <Hans_Roese@doh.state.fl.us>
Subject: **Lead & Copper notice of tap water results template**
Date: July 29, 2010 1:26:49 PM EDT
To: <hh4925@verizon.net>
▶ 1 Attachment, 1.2 MB

Hello Chris,

Please find the attached document regarding notification of tap samples. The templates start around p. 60 of the document or p. 64 if you use the adobe page counter. There are about six templates that appear to be the same at first glance, but use the first one in the series. The footer note on page 60 mentions that customizable versions are available on the epa website. That may save some time typing the template verbiage. Talk to you next week,

Hans

Hans Roese, M.S.
Environmental Specialist II
Manatee County Health Department
410 6th Avenue East
Bradenton, Fl 34208
(941) 748-0747 x1342

How was our service? Click on the link below to take our survey!
<http://survey.doh.state.fl.us/survey/entry.jsp?id=1267458802415>

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.



[Implementin....pdf \(1.2 MB\)](#)

Charlie Crist
Governor



Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

Laboratory Scope of Accreditation

Page 2 of 12

Attachment to Certificate #: E84167-18, expiration date June 30, 2011. This listing of accredited analytes should be used only when associated with a valid certificate.

State Laboratory ID: E84167

EPA Lab Code:

FL00289

(941) 723-9986

E84167

Benchmark EnviroAnalytical, Inc.
1711 12th Street East
Palmetto, FL 34221

Matrix: Drinking Water

| Analyte | Method/Tech | Category | Certification Type | Effective Date |
|---|-------------|--|--------------------|----------------|
| Bromoform | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Cadmium | EPA 200.7 | Primary Inorganic Contaminants | NELAP | 5/25/2004 |
| Calcium | EPA 200.7 | Primary Inorganic Contaminants | NELAP | 5/25/2004 |
| Carbon tetrachloride | EPA 524.2 | Other Regulated Contaminants | NELAP | 9/28/2005 |
| Chlorate | EPA 300.1 | Secondary Inorganic Contaminants | NELAP | 11/21/2008 |
| Chloride | EPA 300.0 | Secondary Inorganic Contaminants | NELAP | 5/25/2004 |
| Chlorite | EPA 300.1 | Primary Inorganic Contaminants | NELAP | 11/21/2008 |
| Chloroacetic acid | EPA 552.2 | Group I Unregulated Contaminants | NELAP | 4/20/2009 |
| Chlorobenzene | EPA 524.2 | Other Regulated Contaminants | NELAP | 9/28/2005 |
| Chloroethane | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Chloroform | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Chromium | EPA 200.7 | Primary Inorganic Contaminants | NELAP | 5/25/2004 |
| cis-1,2-Dichloroethylene | EPA 524.2 | Other Regulated Contaminants | NELAP | 9/28/2005 |
| cis-1,3-Dichloropropene | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Color | SM 2120 B | Secondary Inorganic Contaminants | NELAP | 7/31/2007 |
| Conductivity | SM 2510 B | Primary Inorganic Contaminants | NELAP | 5/25/2004 |
| Copper | EPA 200.7 | Primary Inorganic Contaminants, Secondary Inorganic Contaminants | NELAP | 5/25/2004 |
| Dibromoacetic acid | EPA 552.2 | Group I Unregulated Contaminants | NELAP | 4/20/2009 |
| Dibromochloromethane | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Dibromomethane | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Dichloroacetic acid | EPA 552.2 | Group I Unregulated Contaminants | NELAP | 4/20/2009 |
| Dichlorodifluoromethane | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Dichloromethane (DCM, Methylene chloride) | EPA 524.2 | Other Regulated Contaminants | NELAP | 9/28/2005 |
| Dissolved organic carbon (DOC) | SM 5310 B | Primary Inorganic Contaminants | NELAP | 11/21/2008 |
| Escherichia coli | READYCULT | Microbiology | NELAP | 5/25/2004 |
| Escherichia coli | SM 9223 B | Microbiology | NELAP | 1/3/2002 |
| Ethylbenzene | EPA 524.2 | Other Regulated Contaminants | NELAP | 9/28/2005 |
| Fluoride | EPA 300.0 | Primary Inorganic Contaminants, Secondary Inorganic Contaminants | NELAP | 5/25/2004 |
| Heterotrophic plate count | SM 9215 B | Microbiology | NELAP | 5/25/2004 |
| Hexachlorobutadiene | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Iron | EPA 200.7 | Secondary Inorganic Contaminants | NELAP | 5/25/2004 |
| Isopropylbenzene | EPA 524.2 | Group II Unregulated Contaminants | NELAP | 9/28/2005 |
| Lead | SM 3113 B | Primary Inorganic Contaminants | NELAP | 1/3/2002 |
| Magnesium | EPA 200.7 | Primary Inorganic Contaminants | NELAP | 5/25/2004 |

Clients and Customers are urged to verify the laboratory's current certification status with the Environmental Laboratory Certification Program.

Issue Date: 7/1/2010

Expiration Date: 6/30/2011

Charlie Crist
Governor



Ana M. Viamonte Ros, M.D.
State Surgeon General

February 3, 2010

HEATHER HILLS ESTATES
4925 3RD STREET WEST
BRADENTON, FL 34207

Subject: Reminder for Lead & Copper sampling, PWS# 6412533

Dear Water System Owner,

Lead and copper samples are due this year for your water system. The reduced sample number requirement for your system is 10. Sampling for lead and copper can occur any time between June 1st and September 30th. All samples are due to our office no later than October 10th. If you have any questions regarding this reminder letter, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink, appearing to read "Hans Roese".

Hans Roese, M.S.
Environmental Specialist II
Manatee County Health Department
410 6th Avenue East
Bradenton, FL 34208
(941) 748-0747 x1342

Manatee County Health Department
Environmental Health Services

410 Sixth Avenue East • Bradenton 34208-1928
PHONE (941) 748-0747 • FAX (941) 750-9364

Charlie Crist
Governor



Ana M. Viamonte Ros, M.D.
State Surgeon General

September 6, 2007

Heather Hills Estates
4925 3rd Street West
Bradenton, FL 34209

Subject: Lead & Copper Sampling for Heather Hills Estates:

Mrs. Stephanie Gardner,

The water system serving Heather Hills Estates qualifies for reduced lead & copper monitoring. Your initial sampling schedule of consecutive 6 month periods has been reduced to triennial monitoring. Additionally, the standard number of 20 samples may be reduced to 10 samples. The next sample results are due to our office by October 10, 2010. Please note that all samples for reduced lead & copper monitoring must be taken in the months of June, July, August or September. If you have any questions regarding your reduced lead & copper monitoring, please do not hesitate to contact me at (941) 748-0747 ext.1342

Thank you,

A handwritten signature in cursive script that reads "Hans Roese".

Hans Roese
Environmental Specialist II

Cc: Harry Messick
File

Manatee County Health Department
Environmental Health Services
410 Sixth Avenue East • Bradenton 34208-1928
PHONE (941) 748-0747 • FAX (941) 750-9364

**HEATHER HILLS ESTATES
4925 3rd Street West
Bradenton, Florida 34207**

Date: April 5th, 2010

**Harry Messick
Manatee Co. Health Dept.**

Re: Replacement of water valves

Harry,

On 3/30/2010 a boil water notice was delivered to each lot in Heather Hills Estates (353) informing the residents that the water would be turned off the next day, 3/31/2010 to replace 4 water valves. The notice is attached.

The water was off from approximately 10:00am to 5:00pm and all valves were replaced. The water was tested in 3 places adjacent to the new valves on 4/1/2010. We received the samples results from Benchmark on 4/2/2010 and they were satisfactory. Samples are attached.

On Friday 4/2/2010 "boil water rescind notices" were delivered to all residents (353) notifying them that it was safe to drink the water. Copy of this notice is attached.

Regards,

**Chris and Rick Stephens LLC
Managers of Heather Hills Utilities**

**Heather Hills Utilities
4925 3rd Street West
Bradenton, Florida 34207**

May 27th, 2009

**Re: Important Information About Your Drinking Water
Monitoring Requirements not met for system**

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During May, 2009 testing results we received show that our system exceeds the standard for total coliforms. We are allowed to have one unsatisfactory total coliform sample per month. We had two unsatisfactory samples.

Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present and are used as an indicator that other potentially-harmful bacteria may be present.* Coliforms were found in more samples than allowed and this was a warning of potential problems. **All confirmation samples were satisfactory.**

What should I Do?

There is nothing you need to do at this time.

What Happened? What is being done?

On May 13th, 2009 we took 3 routine compliance bacteriological samples. Two of these were unsatisfactory showing as total coliform positive. On May 15th, 2009 six samples were taken, **all of which were satisfactory.** The rule requires sampling at the original site plus upstream/downstream for each unsatisfactory.

Please share this information with all the other people who drink this water, especially those who may have received this notice directly (ie: people in apartments, nursing homes, schools and businesses). You can do this by posting this notice in a public place or distributing copies by hand.

For more information, contact Heather Hills Utilities at 755-0123 or send questions to: 4925 3rd Street. W. Bradenton, FL 34207.

This notice is being mailed to every home in Heather Hills Estates and will be posted in the Clubhouse for 30 days.

Chris at Heather Hills Estates

From: Harry_Messick@doh.state.fl.us

Sent: Friday, June 05, 2009 2:55 PM

To: hh4925@verizon.net

Subject: sampling results

Chris,

I was going to e-mail you about the requirement that when you have a positive coliform result and the system samples less than 40 samples per month, then the minimum samples to be taken are 5 distribution samples the next month.

But when I was looking again at the sample results I saw a worst problem. You sampled the repeat samples at the good sample location of 113 50th Avenue Terrace and not at the bad sample site of 103 48th Terrace.

The only corrective action that can be done is to take the required samples that should have been taken on 5/15/09 NOW. That would be at the original site and upstream and downstream.

Call me on Monday if you have any questions.

Harry Messick
Manatee County Health Dept.

6/8/2009

Chris at Heather Hills Estates

From: Harry_Messick@doh.state.fl.us
Sent: Monday, March 16, 2009 7:57 AM
To: hh4925@verizon.net
Subject: RE: Meeting for residents at Heather Hills for transfer of utilities

Thanks Chris.

Harry

From: Chris at Heather Hills Estates [mailto:hh4925@verizon.net]
Sent: Friday, March 13, 2009 12:12 PM
To: Messick, Harry P
Subject: Meeting for residents at Heather Hills for transfer of utilities

Hi Harry,

I just wanted you to be aware of the meeting day and time for the utilities sale. The Customer Meeting will be on Friday, March 27th at 11 am at the clubhouse of Heather Hills. Let me know if you need anything else.

Thanks,

Chris

3/16/2009

Chris at Heather Hills Estates

From: Harry_Messick@doh.state.fl.us
Sent: Monday, May 11, 2009 11:46 AM
To: hh4925@verizon.net
Subject: water sampling

Chris,

I was reviewing the compliance data for April and saw that two sets of samples were taken for Heather Hills for the month. One set was taken 4/1/09 and the other was taken on 4/30/09. Usually Heather Hills takes its samples at the beginning of the month. So this is just a reminder that the samples taken on 4/30/09 do not count as compliance samples for the month of May.

If any questions, do not hesitate to call.

Harry Messick
Manatee County Health Dept.
(941) 748-0747 extension 1355

5/12/2009

Charlie Crist
Governor



Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

TO WHOM IT MAY CONCERN

RE: Heather Hills Estates, PWS #6412533

The above referenced consecutive public water system is currently in compliance with all required testing as referenced in Chapter 64E-550 of the Florida Administrative Code. There has been no unsatisfactory test results since April 2008. There is no anticipated enforcement action planned by the Manatee County Health Department in reference to the bacteriological test results that occurred in April 2008. Based on the satisfactory test results from sampling preformed by the Health Department at the same locations, it is my opinion that there was no endangerment to the consumers of this water in April 2008.

If there are any further questions concerning this matter, please do not hesitate to contact me at (941) 748-0747 extension 1355.

Harry Messick

A handwritten signature in cursive script that reads "Harry Messick".

Environmental Health Services
Manatee County Health Dept.

Chris at Heather Hills Estates

From: Chris at Heather Hills Estates [hh4925@verizon.net]
Sent: Monday, March 09, 2009 11:50 AM
To: 'Harry_Messick@doh.state.fl.us'
Subject: Water Transfer

Hi Harry,

Hope all is well with you. I left you a message on your phone today, about the transfer of utilities from Keith and Clara Starkey to my husband and I. The legal notices are being sent to all of the residents of Heather Hills today. We are in the process of getting approval from the PSC. We will have a meeting for all the residents very soon and I will let you know when that is going to be. Rick and I have been managing the utilities for about a year now so I hope it will be a smooth transition. We have a water Consultant, Mike Smallridge that is going through the process with us.

I will keep in touch with you!!

Chris Stephens

3/9/2009

Stephanie

From: Stephanie [hh4925@verizon.net]
Sent: Friday, October 03, 2008 9:02 AM
To: 'Harry_Messick@doh.state.fl.us'
Subject: RE: received the microbiological form

Dear Harry,

I received the microbiological testing form. Please let me know if I filled this out properly. I put this in the mail to you today. I will keep you updated on the valves and the boil water notices.

Thanks for all your help!!

Chris Stephens

From: Harry_Messick@doh.state.fl.us [mailto:Harry_Messick@doh.state.fl.us]
Sent: Tuesday, September 30, 2008 10:46 AM
To: hh4925@verizon.net
Subject: RE: need form

Stephanie,

Thanks for the update. I was wondering what was happening with Heather Hills. I will send the form that was requested with the portion of the code that requires the monitoring and reporting.

Could you explain "the turn-off are being redone this month"? Are you referring to the isolation valves that need to be in working condition? If so, this is a reminder that if the water is turned off as a planned maintenance item, then a precautionary boil water notice and bacteriological testing is required. This is required unless pressure and flow is maintained at all times during the work.

Sorry that I will no longer be working directly with you.

Harry

From: Stephanie [mailto:hh4925@verizon.net]
Sent: Tuesday, September 30, 2008 10:31 AM
To: Messick, Harry P
Subject: need form

Hi Harry,

The sale is not going thru to Ni America. Chris and Rick Stephens are now managing the utility for Keith & Clara. They need a form from you. The one where I record the weekly Ph and Chlorine testing. The one we send to you along with the Microbiologicals. Please send forms to 4925 3rd Street W
Bradenton, Fl. 34207.

Also, just FYI. The turn-off are being redone this month. So, if you could maybe plan a visit for November and let them know what kind of reporting is required once they are up and going.

Thanks
Stephanie

10/3/2008

MONTHLY OPERATION REPORT FOR CONSECUTIVE SYSTEMS THAT RECEIVE PURCHASED FINISHED WATER ORIGINATING FROM A SUBPART H SYSTEM

INSTRUCTIONS: This form shall be completed and submitted by consecutive systems that receive purchased finished water originating from a subpart H system. WITHIN TEN DAYS AFTER THE END OF EACH MONTH, complete this form and submit it to the appropriate Department of Environmental Protection District Office or appropriate Approved County Health Department. All information provided on this form shall be typed or printed in ink.

The following specific instructions are for the table in Part II of this Form.

Residual disinfectant measurements shall be taken in the distribution system at the same sites where, and at the same times when, total coliform samples are taken. Additional residual disinfectant measurements and/or heterotrophic plate count (HPC) measurements may be taken in the distribution system at other sites and/or at other times. For each day that residual disinfectant measurements and/or HPC measurements are taken in the distribution system, enter the following information: (a) the total number of sites where the disinfectant residual was measured; (b) the total number of sites where the disinfectant residual was not measured but HPC was measured; (c) the total number of sites where the disinfectant residual was measured but not detected and HPC was not measured; (d) the total number of sites where the disinfectant residual was measured but not detected and HPC was greater than 500/mL; and (e) the total number of sites where the disinfectant residual was not measured and HPC was greater than 500/mL. Compute and enter the totals for a, b, c, d, and e for the month. Compute and enter V for the month. In addition, enter V for the previous month.



Messick, Harry P

From: Stephanie [hh4925@verizon.net]
Sent: Tuesday, September 30, 2008 10:31 AM
To: Messick, Harry P
Subject: need form

Heather Hills

Hi Harry,

The sale is not going thru to Ni America. Chris and Rick Stephens are now managing the utility for Keith & Clara. They need a form from you. The one where I record the weekly Ph and Chlorine testing. The one we send to you along with the Microbiologicals. Please send forms to 4925 3rd Street W Bradenton, Fl. 34207.

Also, just FYI. The turn-off are being redone this month. So, if you could maybe plan a visit for November and let them know what kind of reporting is required once they are up and going.

Thanks
Stephanie

9/30/2008

dose falls below the minimum UV dose required to comply with paragraph 62-555.320(12)(b), F.A.C., the supplier of water shall clean the UV lamp sleeves or replace the UV lamps to restore the operating UV dose to a level at least equal to the required minimum UV dose and shall notify the Department in accordance with subsection (10) below.

(6) Suppliers of water shall maintain a minimum free chlorine residual of 0.2 milligram per liter, or a minimum combined chlorine residual of 0.6 milligram per liter or an equivalent chlorine dioxide residual, throughout their drinking water distribution system at all times. If at any time the residual disinfectant concentration in any portion of a distribution system falls below the required minimum level, the supplier of water shall increase the disinfectant dose as necessary and flush said portion of the distribution system until the residual disinfectant concentration is restored to the required minimum level. Suppliers of water shall monitor and record the residual disinfectant concentration in their distribution system as described in paragraphs (a) and (b) below. The residual disinfectant measurements required under paragraph (a) or (b) may be performed by any authorized representative of the supplier of water; but field measurements of chlorine residual shall be performed following the appropriate procedures in the Department of Environmental Protection Standard Operating Procedures for Field Activities, DEP-SOP-001/01, as incorporated into Rule 62-160.800, F.A.C., and all other measurements shall be performed using an appropriate method referenced in subsection 62-550.550(1), F.A.C.

(a) Each supplier of water serving 3,300 or more persons shall take at least one grab sample each day the supplier serves water to the public or at least five days per week, whichever is less, at a point in the water supplier's distribution system reflecting maximum residence time after disinfectant addition, shall measure the residual disinfectant concentration, and shall record the residual disinfectant concentration in the logs and reports required under subsection (12) below.

(b) Each supplier of water serving less than 3,300 persons shall take at least one grab sample each day the supplier serves water to the public or at least two days per week, whichever is less, at a point in the water supplier's distribution system reflecting maximum residence time after disinfectant addition, shall measure the residual disinfectant concentration, and shall record the residual disinfectant concentration in the logs and reports required under subsection (12) below.

(7) Except when a water main breaks or treatment or pumping equipment fails and except under circumstances that the supplier of water documents to be highly unusual and nonrecurring, suppliers of water shall maintain a minimum gauge pressure of 20 pounds per square inch throughout their drinking water distribution system up to each customer's point of connection to the water supplier's distribution system.

(8) Suppliers of water shall employ licensed operation personnel in accordance with Chapters 62-602 and 62-699, F.A.C., for all public water systems except transient non-community water systems using only ground water and serving only businesses other than public food service establishments as defined in, and regulated under, Chapter 361, 500, or 509, F.S.

(9) No supplier of water shall alter or replace underground portions of, or abandon, any public water system well without first obtaining a permit from the appropriate water management district or delegated permitting authority if such a permit is required under Chapter 62-532, F.A.C. In addition, no supplier of water shall introduce a new source of water into any public water system; alter, or discontinue use of, any public water system components other than wells (but including well pumping equipment and appurtenances); or alter the type of chemicals being used to treat drinking water without first obtaining a construction permit or written approval from the Department if such a permit or such approval is required under subsection 62-555.520(1), F.A.C., or first submitting written notification to the Department if such notification is required under subsection 62-555.520(1), F.A.C.

(10) Suppliers of water shall notify the State Warning Point (SWP), the appropriate Department of Environmental Protection (DEP) District Office or Approved County Health Department (ACHD), and water customers in accordance with the following procedures in the event of the following circumstances.

(a) Suppliers of water shall telephone the SWP at 1(800)320-0519 immediately (i.e., within two hours) after discovery of any actual or suspected sabotage or security breach, or any suspicious incident, involving a public water system.

(b) Suppliers of water shall telephone, and speak directly to a person at, the appropriate DEP District Office or ACHD as soon as possible, but never later than noon of the next business day, in the event of any of the following emergency or abnormal operating conditions:

1. The occurrence of any abnormal color, odor, or taste in a public water system's raw or finished water;
2. The failure of a public water system to comply with applicable disinfection requirements; or
3. The breakdown of any water treatment or pumping facilities, or the break of any water main, in a public water system if the breakdown or break is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C.

(c) Suppliers of water shall notify the appropriate DEP District Office or ACHD and affected water customers by no later than the previous business day before initiating any planned permanent or temporary conversion from free chlorine to chloramines or vice versa for disinfection. Notices to the appropriate DEP District Office or ACHD shall be delivered by telephoning, and speaking directly to a person at, the DEP District Office or ACHD, and notices to affected water customers shall be delivered in writing or via telephone, newspaper, radio, or television. A single notice may be provided to cover both a planned temporary conversion from chloramines to free chlorine and the planned subsequent conversion back to chloramines. Notification is not required before unplanned temporary conversions from chloramines to free chlorine to protect public health during emergency operating conditions caused by circumstances such as source water contamination, water main breaks, or backflow incidents.

(d) Suppliers of water shall notify affected water customers in writing or via telephone, newspaper, radio, or television by no later than the previous business day before taking public water system (PWS) components out of operation for planned maintenance or repair work if the work is expected to adversely affect finished-water quality or interrupt water service to any service connection. Additionally, suppliers of water shall telephone, and speak directly to a person at, the appropriate DEP District Office or ACHD by no later than the previous business day before taking PWS components out of operation for planned maintenance or repair work if the work is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C.

(e) Suppliers of water shall describe in the monthly operation reports required under subsection (12) below all emergency or abnormal operating conditions and all maintenance or repair work that involves taking out of operation public water system components other than water service lines.

(11) Suppliers of water shall issue precautionary "boil water" notices as required or recommended in the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C.

(12) Suppliers of water shall keep and submit operation and maintenance logs, reports, and records as described below.

(a) All suppliers of water shall keep operation and maintenance logs at their drinking water treatment plants. For plants that are **part of a transient non-community water system using only ground water and serving only businesses other than public food service establishments**, the operation and maintenance logs shall contain a minimum of three months of data at all times and shall contain the date and type of all maintenance performed and the date and results of all sampling and analyses performed unless the sampling or analyses are documented on a laboratory sheet. For all other plants, the operation and maintenance logs shall contain the information listed in, and shall be maintained as described in, subsection 62-602.650(4), F.A.C.

(b) For all public water systems except transient non-community water systems using only ground water and serving only businesses other than public food service establishments, suppliers of water shall submit monthly operation reports to the appropriate Department of Environmental Protection District Office or Approved County Health Department within ten days after each month of operation per paragraph 62-550.730(1)(d), F.A.C., and shall do so using the following forms as applicable: Form 62-555.900(2), Monthly Operation Report for Subpart H Systems as incorporated into paragraph 62-550.817(11)(a), F.A.C.; Form 62-555.900(3), Monthly Operation Report for PWSs Treating Raw Ground Water or Purchased Finished Water, hereby adopted and incorporated by reference, effective August 28, 2003; Form 62-555.900(4), Monthly Operation Report for Consecutive Systems that Do Not Treat Water, hereby adopted and incorporated by reference, effective August 28, 2003; Form 62-555.900(6), Monthly Operation Report for Consecutive Systems that Receive Purchased Finished Water from a Subpart H System as incorporated into paragraph 62-550.817(11)(b), F.A.C.; Form 62-555.900(11), Monthly Operation Report for Summation of Finished-Water Production by CWSs that Have Multiple Treatment Plants, hereby adopted and incorporated by reference, effective August 28, 2003. Copies of these forms are available from the Department of Environmental Protection Drinking Water Section, M.S. 3520, 2600 Blair Stone Road, Tallahassee, Florida 32399-2400. Suppliers of water shall keep copies of monthly operation reports, together with any additional operation records required by the monthly operation reports, for at least ten years in accordance with subsection 62-550.720(5), F.A.C.

(c) All suppliers of water shall keep records documenting that their finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, have been cleaned and inspected during the past five years in accordance with subsection 62-555.350(2), F.A.C. In addition, all suppliers of water shall keep records documenting that their isolation valves are being exercised, and their water mains conveying finished drinking water are being flushed, in accordance with subsection 62-555.350(2), F.A.C.

(13) Suppliers of water shall provide an operation and maintenance manual for each of their drinking water treatment plants by no later than December 31, 2005, and shall update the manual thereafter as necessary to reflect plant alterations and additions. The manual shall contain operation and control procedures, and preventive maintenance and repair procedures, for all plant equipment and shall be made available for reference at the plant or at a convenient location near the plant. Bound and indexed equipment manufacturer manuals shall be considered sufficient to meet the requirements of this subsection.

(14) By December 31, 2005, suppliers of water who own or operate a community water system serving, or designed to serve, 350 or more persons or 150 or more service connections shall have, and thereafter maintain, an up-to-date map of their drinking water distribution system. Such a map shall show the location and size of water mains if known; the location of valves and fire hydrants; and the location of any pressure zone boundaries, pumping facilities, storage tanks, and interconnections with other public water systems.

(15) Suppliers of water who own or operate a community water system serving, or designed to serve, 350 or more persons or 150 or more service connections shall develop a written emergency preparedness/response plan in accordance with *Emergency Planning for Water Utilities*, AWWA Manual M19, as adopted in Rule 62-555.335, F.A.C., by no later than December 31, 2004, and shall update and implement the plan as necessary thereafter. Said suppliers of water shall coordinate with their Local Emergency Planning Committee and their Florida Department of Law Enforcement Regional Security Task Force when developing their emergency plan and shall include in their plan all of the information in paragraphs (a) through (e) below.

(a) A communication chart as described in Chapter 5 of AWWA Manual M19.

Charlie Crist
Governor



Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

December 31, 2008

Keith & Clara Starkey
4925 3rd Street West
Bradenton, Florida 34207

RE: Heather Hills Estates, PWS# 6412533

Dear Mr. & Mrs. Starkey:

On December 1, 2008 a representative from this office inspected the above referenced public water system. Enclosed, please find a copy of the Inspection Report.

Please note the deficiencies listed on the form and the recommended corrective measures for those items listed as being out of compliance with the Florida Administrative Code, 62-550 and/or 62.555.

These deficiencies should be corrected **within the next 30 days**. These items will be rechecked on the next visit to your public water system, i.e.:

- (1) Provide a written explanation for the system's plans to prevent future violations of the Monitoring and Reporting or the Maximum Contaminate Level for bacteria.
- (2) Have available on site an operation and maintenance manual.

If you have any questions, do not hesitate to call Harry Messick at (941)748-0747 extension 1355. **Also, if there are any changes to be made concerning the system information, please notify us.**

Sincerely,

A handwritten signature in cursive script that reads "Thomas B. Larkin".

Thomas B. Larkin
Environmental Health Manager

CC: Chris Stephens
File

Manatee County Health Department
Environmental Health Services
410 Sixth Avenue East • Bradenton 34208-1928
PHONE (941) 748-0747 • FAX (941) 750-9364

Water system: HEATHER HILLS ESTATES System PWS #: 6412533 Date of survey: 12/1/2008

Inspector name: HARRY MESSICK Person(s) contacted: CHRIS STEPHENS

System type: C Population: 700 Connections: 355 Design capacity: NA Storage capacity: NA

System address: 4925 3RD STREET WEST City: BRADENTON State: FL Zip: 34207

System phone: (941) 755-0123 Cell: (941) 812-0819

Fax number: (941) 755-1128 Email: hh4925@verizon.net

Owner name: KEITH & CLARA STARKEY Owner title: _____

Owner address: 4925 3RD STREET WEST City: BRADENTON State: FL Zip: 34207

Owner phone: (941) 755-0123 Cell: NA

Fax number: (941) 755-1128 Email: hh4925@verizon.net

Operator required? ☐ Yes ☒ No (If "No", Operator sections not applicable) Operator class & cert. number: _____

Operator name: _____ Phone: _____ Cell: _____

Fax number: _____ Email: _____

SOURCE

Source water purchased from: Manatee County Utilities

TREATMENT

| Name of entry point(s) / Type of treatment: | /NA | / | Comment |
|--|------------------|---|---------|
| Operation & Maintenance (O&M) log at plant? | Yes | | |
| Is the O & M log hard bound? | NO | | |
| Does the O & M log have numbered pages? | NO | | |
| Are all of the activities recorded in O&M log? | Yes | | |
| Does the operator record date/time in the log? | NA | | |
| Does the operator record visit & sign/initial? | NA | | |
| Is O & M manual available at the plant(s)? | See Deficiencies | | |
| Manual include info regarding equipment? | NA | | |
| Manual include SOPs for treatment? | NA | | |

FLOW-PROPORTIONATE CHLORINATION

| | | | |
|--|-----|--|--|
| Is master meter calibrated and accurate? | Yes | | |
| If so, does the chlorinator run with the pump? | NA | | |
| If not, chlorinator flow proportionate? | NA | | |
| Treated sample tap provided? | NA | | |
| Chlorine residual at entry point to distribution | 2.6 | | |
| Comments: | | | |

CHLORINATION OR CHLORAMINATION (if provided)

| | | | |
|---|----|--|--|
| Chlorine solution strength? | NA | | |
| Antisiphon protection installed? | NA | | |
| Positive pressure injection point? | NA | | |
| Hypochlorite (OCL) solution tank covered? | NA | | |
| OCL solution tank measurable? | NA | | |
| Solution tank capable of being drained? | NA | | |
| Tank meet NSF 60 standards?(after 8/03) | NA | | |
| OCL stored separately from organics? | NA | | |
| OCL stored separately from acids? | NA | | |
| Gloves, apron, & eye-protection onsite? | NA | | |
| Eyewash onsite (if OCL solution is > 7%)? | NA | | |
| Deluge shower onsite? (> 120 gal OCL) | NA | | |
| Comments: | | | |

SANITARY SURVEY REPORT – Report for Consecutive Systems with no other source

Page 2

| | | | | | |
|---|--------|--|----|--|--|
| CHLORINE (CL) | VENT | Gas chlorine (GCL) stored out of sunlight? | NA | | |
| | | GCL room separate from operating areas? | NA | | |
| | | GCL room discharge near the floor? | NA | | |
| | | GCL intake near the ceiling? | NA | | |
| | SCALE | Scales for weighing gas cylinders installed? | NA | | |
| | | Are the scales working/functional? | NA | | |
| | SAFETY | Self contained breathing apparatus onsite? | NA | | |
| | | Are rubber gloves kept onsite? | NA | | |
| | | Is fresh ammonia kept onsite? | NA | | |
| | | Comments: | | | |
| CHLORINATION | | Chlorine to ammonia ratio? (5:1 recommended) | NA | | |
| | | Is the ammonia flow-paced? | NA | | |
| | | Ammonia added before or after chlorine? | NA | | |
| | | Frequency of free chlorine "burn" | NA | | |
| | | Backflow prevention from chlorine chambers? | | | |
| Any bacteriological MCL's in last 12 months? NO If yes, explain: New sampler technique is in question. Resulted in PN but samples taken by Health department were all satisfactory. | | | | | |
| Comments: | | | | | |

DISTRIBUTION

| | | | |
|--|------------|--|--------------|
| Does the system have a flushing program? | Yes/looped | System flush dead ends at least quarterly? | NO DEAD ENDS |
| Does the water system exercise all of the distribution valves routinely and in accordance with the manufacturer's recommendations? | | | NO |
| Free chlorine above 0.2 mg/L | NA | Total chlorine above 0.6 mg/L | Yes |
| System maintain at least 20 PSI w/in all parts of the distribution system? | | Yes | |
| Comments: Flushing done during summer when low usage is present | | | |

STORAGE

| | | | |
|-----------------------------------|----|---|---------|
| Storage tank name / Storage type: | / | / | Comment |
| Washouts compliant? (every 5 yrs) | NA | | |
| 5 year inspections performed? | NA | | |
| Annual inspections performed? | NA | | |
| Pressure relief valve installed? | NA | | |
| Is a sight glass installed? | NA | | |
| PSI gauge installed? | NA | | |
| If so, is it functional? | NA | | |
| Bypass installed? | NA | | |
| Drain installed? | NA | | |
| Entry hatch closed? | NA | | |
| Entry hatch locked? | NA | | |
| Fresh air vent installed? | NA | | |
| Overflow installed? | NA | | |
| Drain installed? | NA | | |
| Fresh air vent screened? | NA | | |
| Overflow screened? | NA | | |
| Splash pad provided? | NA | | |
| Bypass installed? | NA | | |

| | |
|---|----|
| Storage capacity meet or exceed 25% of the historical maximum daily demand? | NA |
| If not, does storage comply with <i>Water Distribution Systems Handbook</i> or meet the peak-hour demand for 4 consecutive hours? | NA |
| Comments: | |

PUMPS & CONTROLS

| | | | |
|---|----|------------------------------|----|
| Manual or automatic controls? | NA | Are HSPs functional? | NA |
| Any noise or vibration from HSPs? | NA | HSP GPM meet rated capacity? | NA |
| If so, does PWS plan to employ preventative maintenance (PM) soon? | NA | | |
| Does the total HSP capacity meet or exceed maximum daily demand? | NA | | |
| Pump on/off pressure settings (PSI)? | / | | |
| Are stop pressures near the maximum pressures of the storage tank (if using hydro)? | | NA | |
| Do on/off pressures allow proper water exchange? (at least 25 percent recommended)? | | NA | |

ents:

MONITORING/REPORTING

| | | | | | |
|------------------|--|--|---|---|-----|
| CHLORINE | Does the chlorine test kit read between 0.2 to 4.0? | Yes | Chlorine test kit reagents utilized in date? | Yes | |
| | Does the chlorine test kit use DPD type reagent? | Yes | Chlorine "grab" samples collected twice/week? | Yes | |
| | Chlorine sampling results recorded on the MOR? | Yes | If so, were any results zero? | NO | |
| COMPLIANCE | Compliance maintained for bacteriological sampling? | NO | Bacteriological results below the MCL? | No-See Deficiencies | |
| | Chemical sampling (NOx, VOCs, etc) compliant? | NA | Chemical sampling results below the MCL? | NA | |
| | Lead and copper sampling compliant?(C,P) | Yes | Lead & copper results below MCL? | Yes | |
| | Disinfection By-Product monitoring compliant? (C, P) | N/A | Disinfection By-Product results below MCL? | N/A | |
| MONITORING PLANS | BACT | Bacteriological (bacti) sampling plan onsite? | Yes | Bacteriological plan include a schedule for sampling? | Yes |
| | | Bacteriological plan include repeat sampling provisions? | Yes | Does the bacteriological plan include a map? | Yes |
| | DBP | Disinfection By-Products Plan (DBPP) onsite? | NA | DBPP kept up to date? | NA |
| | | DBPP plan include a map of sampling sites? | NA | DBPP include a schedule for sampling? | NA |
| | L&C | Is the Lead & Copper Plan (LCP) onsite? | Yes | Is the LCP fully complete? | Yes |
| | | Is the Lead & Copper Plan kept up-to-date? | Yes | | |

Comments:

MANAGERIAL / FINANCIAL

| | | | |
|------------------|--|---|-----|
| NSF | Treatment Chemicals meet NSF 60 standards? | NA | |
| | System components (chlorine solution vats/storage tanks/pipe & feed-lines/new meters/etc) meet NSF 61 Standards? | | NA |
| | Cross-connections prevented? (TNC and/or NTNC) | NA | |
| CROSS CONNECTION | COMMUNITY PWS | Cross-connection control (CCC) plan on file? | YES |
| | | Complete records retained for CCC Program? | NO |
| | | Annual testing performed on backflow devices? | NO |
| | | Number of Reduced Pressure Zone Assemblies? | |
| | | Number of Double Check Valve Assemblies? | |
| RECORDS | | Is the CCC Plan implemented? | YES |
| | | High hazard accounts equipped w/RPZ? | NO |
| | | Number of RPZA tests in last 12 months? | |
| | | Number of DCVA tests in last 12 months? | |
| | | Bacteriological analyses results kept for at least 5 years? | Yes |
| SECURITY | | Records of chemical analyses kept for at least 10 years? | Yes |
| | | Reports, summaries, or communications relating to CCC or sanitary surveys kept for at least 10 years? | Yes |
| | | Monthly operation reports (MORS) kept at least 10 years? | Yes |
| | | Are all the facilities kept under lock and key? | NA |
| | | Are facilities fenced? | NA |
| | Are tanks fenced? | NA | |
| | Are hatches locked? | NA | |
| | Storage tank ladders include ladder guards? | NA | |

Comments: MAINTAIN A LOG FOR CROSS CONNECTION CONTROL WHICH RECORDS ALL ACTIVITIES, NUMBER AND TYPE OF DEVICES, AND ANNUAL TESTING IF REQUIRED

OPERATOR (when disinfection provided)

| | | |
|--------|---|-----|
| VISITS | Plant category and class per FAC 62-699? | / |
| | Operator visits comply with FAC 62-699? | NA |
| | Does the operator visits recorded in the O & M log confirm compliance with required visits? | NA |
| MOR | Plant checked by owner/representative on days that certified operator does not visit plant? | NA |
| | Monthly operation reports submitted by the 10 th of the following month? | Yes |
| | Monthly operation reports submitted correctly as well as completely? | Yes |

Comments:

| | | | | | |
|---|----------------------------|---------|---------|---|---|
| FIELD SAMPLING RESULTS | Distribution Cl (mg/L) /pH | 2.6/7.4 | 4.8/7.4 | / | / |
| TECHNICAL ASSISTANCE PROVIDERS (TAP) RECOMMENDED? <input type="checkbox"/> Yes (see enclosed TAP information) <input checked="" type="checkbox"/> No TAP recommended at this time | | | | | |

Comments:

INSPECTOR'S SIGNATURE Harry Messick TITLE EST DATE: December 31, 2008

REVIEWED BY James B Lal TITLE ENV. Mgr DATE: December 31, 2008

DEFICIENCIES

DEFICIENCY: BACTERIOLOGICAL (M&R / MCL) VIOLATION DURING THE MONTHS OF FEBRUARY AND APRIL OF 2008.

REGULATION REFERENCE: FAC 62-550.518

RECOMMENDED ACTION:

Provide a written explanation with this response attesting to the system's plans to prevent future violations of this kind in the future.

DEFICIENCY: NO OPERATION AND MAINTENANCE (O & M) MANUAL

REGULATION REFERENCE: FAC Rule 62-555.350(13)

RECOMMENDED ACTION:

An operation and maintenance manual shall contain operation and control procedures, and preventive maintenance and repair procedures and shall be available at the site at all times within 30 days.

REMARKS AND RECOMMENDATIONS

MAINTAIN A LOG FOR CROSS CONNECTION CONTROL WHICH RECORDS ALL ACTIVITIES, NUMBER AND TYPE OF DEVICES, AND ANNUAL TESTING IF REQUIRED

SYSTEM SCHEMATIC

DRAWING OF DISTRIBUTION SYSTEM ON FILE

MAPS OR DIRECTIONS TO SYSTEM (text and/or graphics)

SEE ATTACHED

#10

customer
complaints
in 2010

Request No. 0971541W

Name VOORHIES ,JOHN & JANET MR.

Business Name

Consumer Information

Name: JOHN & JANET VOORHIES

Business Name:

Svc Address: 203 49TH AVE. DR. W.

County: Manatee

Phone: (248) -674-1117

City/Zip: Bradenton

/ 34207-

Account Number: 331

Caller's Name: JANET VOORHEIS

Mailing Address: 3420 WORMER

City/Zip: BRADENTON ,FL 34207

Can Be Reached:

E-Tracking Number: 26504

Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company: HEATHER HILLS ESTATES

Attn. Keith or Clara Starke0971541W

Response Needed From Company? y

Date Due: 10/25/2010

Interim Report Received: / /

Reply Received: 10/04/2010

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 10/04/2010

Time: 09:23

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Saturday, October 02, 2010 1:06 PM

To: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 26504

Complaint filed with PSC

Select County: MANATEE

Request No. 0971541W

Name VOORHIES ,JOHN & JANET MR.

Business Name

PAGE NO: 1

DOCUMENT NUMBER-DATE

01410 MAR-2 =

FPSC-COMMISSION CLERK

To: Keith or Clara Starke09/1541W

From: VIOLET FARIA

10-19-10 2:58pm p. 2 of 5

CUSTOMER INFORMATION

Name: Janet Voorheis
Telephone: 248-674-1117
Email: jvoorheis@ymail.com
Address: 3420 Wormer Waterford 34207

BUSINESS INFORMATION

Business Account Name: John & Janet Voorheis Account Number: 331
Address: 203 49th Ave Dr W Bradenton Fl 34207

COMPLAINT INFORMATION

Complaint: Improper Billing against Heather Hills Estates Utilities, LLC

Details:

The Quarterly Invoice for October, 2010 has my sewer used expenses as \$5.12 per 1000 Gallons of water used. It is my understand that this Manatee County water/wastewater pass through business purchases waterwater (sewer)from Manatee County at 85% of per 1000 gallons of Water usage. By billing for sewer usage at 100% of water usage, this utilities business makes a little more money on the sewer usage part of its bill. To avoid confusion and for accurate billing should not this business be billing consumers the same way that Manatee County bills it. Eric Saylor of the PSC understands this issue. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

| | | | | | |
|-------------|----------|------|----------------------------|---------------|--|
| Request No. | 0971541W | Name | VOORHIES ,JOHN & JANET MR. | Business Name | |
|-------------|----------|------|----------------------------|---------------|--|

the Code will be appreciated.

Jan Voorheis

10/15/10 - Acknowledgement letter returned marked: "RETURNED TO SENDER / INSUFFICIENT ADDRESS / UNABLE TO FORWARD."
Forwarded to RMcHargue. /ewe

10/18/2010 Emailed acknowledgement letter to customer and added copy to file. ACalhoun

10/19/10- ATTN HEATHER HILLS ESTATE: SUPPLEMENTAL REQUEST: RESPONSE DUE 10/28/2010:
In review of the approved tariff for wastewater set by the PSC, it appears you are improperly billing consumers.

The tariff states the gallonage charge is \$6.02 billed based on the 85% WATER USAGE per 1000 gallons NOT 85% of the \$6.02 gallonage charge.

It appears you have been overcharging customers by calculating the improper rate. Please correct Mr. Voorhies' billing based on the proper rate calculation. Please verify that all accounts are billed in accordance with tariff rate on file.

Request No. 0971541W Name VOORHIES ,JOHN & JANET MR. Business Name

PAGE NO: 4

10: AELCN OF LARA STARKOV / 1541W

FROM: VUULET FAKLA

10-19-10 2:58pm p. 5 of 5

FAX COVER SHEET

To: Consumer Complaints ^{Request} No. 0971541W

Fax # 850-413-6362

From: Chris Stephens at

Heather Hills Estates
4925 3rd Street West
Bradenton, FL 34207
Ph: 941-755-0123
Fax #: 941-755-1128

E-Mail Address: hh4925@verizon.net

Subject: Complaint from John & Janet Voorheis
#0971541W

Date: 10-20-2010

of Pages: 3 (including cover sheet)

Comments:

TO: Violet Faria

as per our conversation this morning - I'm
sending you copies of Janet Voorheis bill this
month & a copy of another residences bill.

We charge 85% of \$6.02 because our billing system
is able to compute this charge instead of 85% of wage.
It's easy for our residence to see this charge & we have
not shown in our park. Thank you for your help!

From: "Angie Calhoun" <ACalhoun@PSC.STATE.FL.US>
Subject: **Weekly Case report**
Date: October 12, 2010 8:05:35 AM EDT
To: <hh4925@verizon.net>
▶ 1 Attachment, 6.9 KB

closed

Dear Consumer Complaint Liaison:

The following is a Company Activity Report. IT IS NOT A PAST DUE REPORT.

The report lists:

Cases Received by the PSC,

Company Responses Received by the PSC and

Cases Closed by the PSC.

The report is designed to assist with the balancing of the cases logged with the PSC.

If any of the cases listed were NOT received by your company, please contact me IMMEDIATELY at (850) 413-6528 or e-mail me at acalhoun@psc.state.fl.us.

Please refer to the PSC Request/Complaint # when discussing a case.

Thank you.

Angie Calhoun

Regulatory Specialist III

Division of Regulatory Compliance and Consumer Assistance

Florida Public Service Commission

10/12/2010



COMPANY ACTIVITY REPORT

FOR THE PERIOD 10/01/2010 THROUGH 10/08/2010

| CASE NO: | CUSTOMER NAME | PHONE NUMBER: | RECEIVED | DUE | REPLY | CLOSED | TYPE STAFF | DIV. |
|----------------|-----------------------|----------------|------------|------------|------------|--------|------------|------|
| COMPANY: WS753 | HEATHER HILLS ESTATES | | | | | | | |
| 0971541W | JOHN & JANET VOORHIES | (248) 674-1117 | 10/04/2010 | 10/25/2010 | 10/04/2010 | / / | | SSC |
| Total | 1 | | | | | | | |

From: J Voorheis <jvoorheis@ymail.com>
Subject: **Case No. 0971541W- Wastewater Over Charge**
Date: October 8, 2010 8:44:11 AM EDT
To: DHOOD@psc.state.fl.us
Cc: hh4925@verizon.net

I know the tariff sheet states \$6.02 per 1000 gallons based on 85% of water use.

I also know that utilities are only allowed to charge according to what is stated on the PSC approved tariff sheet (PSC Administrative Code 25-30.135) A utility doesn't have the authority from PSC to use 85% of the \$6.02 to come up

with \$5.12 per 1000 gallons based on 100% of water use. For your information 85%

of \$6.02 equals \$5.117 and not \$5.12. The PSC Code doesn't allow an unapproved tariff change and doesn't allow for a utility to charge more than the PSC approved rate.

Heather Hills Estates Utilities, LLC is over charging its customers for Wastewater Service on every 1000 gallon based on 100% of water use. I expect this utility

to carefully study and follow all PSC Administrative Codes, Statutes, Laws and Rules of the State of Florida, Manatee County and the Federal Government. My bill

should read Wastewater Residential \$6.02 per 1000 gallons based on 85% of water use. Will consumers be credited for the many years of over charges? How is the PSC going to correct this situation? When PSC regulated utilities don't follow the Code what are the penalties and fines?

Your correction of this billing practice and your demanding that this utility study and follow

the Code will be appreciated.

Jan Voorheis

FAX COVER SHEET

To: PSC reply

Fax # 850-413-7168

From: Chris Stephens at

Heather Hills Estates
4925 3rd Street West
Bradenton, Fl. 34207
Ph: 941-755-0123
Fax #: 941-755-1128

E-Mail Address: hh4925@verizon.net

Subject; Re: FL PSC CATS NO. 0971541W
John & Janet Voorhies

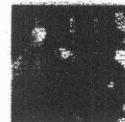
Date: 10-4-2010

of Pages: 2 (including cover sheet)

Comments:

response to complaint dated 10/2/2010

From: Chris Stephens <hh4925@verizon.net>
Subject: **Re: FL. PSC CATS NO: 0971541W JOHN & JANET VOORHIES**
Date: October 4, 2010 11:28:23 AM EDT
To: "Diane Hood" <DHOOD@PSC.STATE.FL.US>



This e-mail is in response to the complaint from John & Janet Voorhies.

The charge for the quarterly invoice dated October , 2010 is correct. The tariff sheets that we have in the Heather Hills Estates office reads as follows : The Gallonage Charge is: \$ 6.02 per 1,000 gallons based on 85% of water use. We charge \$5.12 per 1,000 gallons which is 85% of \$6.02.

Copies of the tariff sheets are located in the clubhouse office and can be reviewed by any resident that wishes to have a copy. I'm going to send a copy of our tariff sheets to Mr. & Mrs. Voorhies today.

Thank you,

Chris Stephens

On Oct 4, 2010, at 9:26 AM, Diane Hood wrote:

NAME: JOHN & JANET VOORHIES
CASE NO: 0971541W
CALLER NAME: VOORHEIS JANET
COMPANY: KEITH & CLARA STARKEY D/B/A HEATHER HILLS ESTATES
BUSINESS:
CITY: Bradenton
ZIP: 34207-
ADDRESS: 203 49TH AVE. DR. W.
TIME REC'D: 09:23
DATE REC'D: 10/04/2010
CONSUMER TELEPHONE: (248)-674-1117
CAN BE REACHED:
TIME SENT TO COMPANY: 09:26:17
DATE SENT TO COMPANY: 10/04/2010
HOW RECEIVED: E-FORM
BILLING TYPE: B
ACCOUNT NO.: 331
CATEGORY/INFRACTION CODE:
ENTERED BY: DH
ASSIGNED ANALYST: VIOLET FARIA
DUE DATE: 10/25/2010
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$0.00

NOTES: Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, October 02, 2010 1:06 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 26504

Complaint filed with PSC

Select County: MANATEE
CUSTOMER INFORMATION

Name: Janet Voorheis
Telephone: 248-674-1117
Email: jvoorheis@ymail.com
Address: 3420 Wormer Waterford 34207

BUSINESS INFORMATION

Business Account Name: John & Janet Voorheis Account Number: 331
Address: 203 49th Ave Dr W Bradenton FL 34207

John & Janet Voorhies
3420 Wormer
Waterford, MI 48329

10-4-2010

Dear John & Janet,

Enclosed you will find a copy of the most recent tariff sheets on file.

You will notice that we charge 85% of the gallonage charge which is \$6.02. This is based on per 1,000 of gallons used.

You may stop by the office at any time and receive any updated copies we may have on file.

Thank you,

Chris & Rick Stephens LLC
Heather Hills Estates Utilities LLC

From: "Angie Calhoun" <ACalhoun@PSC.STATE.FL.US>
Subject: **Weekly Case report**
Date: November 2, 2010 8:00:55 AM EDT
To: <hh4925@verizon.net>
1 Attachment, 6.9 KB

Dear Consumer Complaint Liaison:

The following is a Company Activity Report. IT IS NOT A PAST DUE REPORT.

The report lists:

Cases Received by the PSC,

Company Responses Received by the PSC and

Cases Closed by the PSC.

The report is designed to assist with the balancing of the cases logged with the PSC.

If any of the cases listed were NOT received by your company, please contact me

IMMEDIATELY at (850) 413-6528 or e-mail me at acalhoun@psc.state.fl.us.

Please refer to the PSC Request/Complaint # when discussing a case.

Thank you.

Angie Calhoun

Regulatory Specialist III

Division of Regulatory Compliance and Consumer Assistance

Florida Public Service Commission

11/02/2010



COMPANY ACTIVITY REPORT

FOR THE PERIOD 10/01/2010 THROUGH 10/29/2010

| CASE NO: | CUSTOMER NAME | PHONE NUMBER: | RECEIVED | DUE | REPLY | CLOSED | TYPE | STAFF | DIV. |
|----------------|-----------------------|----------------|------------|------------|------------|--------|------|-------|------|
| COMPANY: WS753 | HEATHER HILLS ESTATES | | | | | | | | |
| 0971541W | JOHN & JANET VOORHIES | (248)-674-1117 | 10/04/2010 | 10/25/2010 | 10/04/2010 | / / | | | ECR |
| Total | 1 | | | | | | | | |

Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/04/2010 - Company response received via fax. /EEstelle

10/04/2010 - Company response received via e-mail. /EEstelle

10/5/10- Reviewed Company Response:

Heather Hills states that the charge customer received for the quarterly invoice dated October 2010 is correct. The tariff sheet reads tha the gallonage charge is \$6.02 per 1,000 gallons based on 85% of water use. Therefore the company charges \$5.12 per 1,000 gallons, which is 85% of \$6.02

Company will send a copy of the tariff to customer on 10/4/10 and company states copies of the tariff are located in the clubhouse office and can be reviewed by any customer that wishes. VFaria

10/14/10 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

I know the tariff sheet states \$6.02 per 1000 gallons based on 85% of water use.

I also know that utilities are only allowed to charge according to what is stated on the PSC approved tariff sheet (PSC Administrative Code 25-30.135) A utility doesn't have the authority from PSC to use 85% of the \$6.02 to come up

with \$5.12 per 1000 gallons based on 100% of water use. For your information 85%

of \$6.02 equals \$5.117 and not \$5.12. The PSC Code doesn't allow an unapproved tariff change and doesn't allow for a utility to charge more than the PSC approved rate.

Heather Hills Estates Utilities, LLC is over charging its customers for Wastewater Service on every 1000 gallon based on 100% of water use. I expect this utility

to carefully study and follow all PSC Administrative Codes, Statutes, Laws and Rules of the State of Florida, Manatee County and the Federal Government. My bill

should read Wastewater Residential \$6.02 per 1000 gallons based on 85% of water use. Will consumers be credited for the many years of over charges? How is the PSC going to correct this situation? When PSC regulated utilities don't follow the Code what are the penalties and fines?

Your correction of this billing practice and your demanding that this utility study and follow

Request No. 0971541W Name VOORHIES ,JOHN & JANET MR. Business Name

PAGE NO: 3

Request No. 0928032W

Name VOORHEIS ,JOHN & JANET MR.

Business Name

| | | |
|---|--|--|
| Consumer Information Name: JOHN & JANET VOORHEIS Business Name: Svc Address: 203 49TH AVENUE DRIVE WEST County: Manatee Phone: (941)-896-8424 City/Zip: Bradenton / 34207- Account Number: 331 Caller's Name: JOHN & JANET VOORHEIS Mailing Address: 203 49TH AVENUE DRIVE WEST City/Zip: BRADENTON ,FL 34207- Can Be Reached: E-Tracking Number: 23761 | Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100 | PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 03/01/2010 Time: 15:35 Via: E-FORM Prelim Type: QUALITY OF SERVICE PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N |
| | Utility Information Company: HEATHER HILLS ESTATES Attn. Keith or Clara Starke0928032W Response Needed From Company? Y Date Due: 03/22/2010 | |
| | Interim Report Received: / / Reply Received: 03/02/2010 Reply Received Timely/Late: Informal Conf.: N | |

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Monday, March 01, 2010 2:39 PM

To: Consumer Contact

Subject: E-Form Repairs TRACKING NUMBER: 23761

Complaint filed with PSC

Select County: MANATEE

Request No. 0928032W

Name VOORHEIS ,JOHN & JANET MR.

Business Name

PAGE No 1

To: Keith or Clara Starke0928032W

From: SHONNA MCCRAY

4-02-10 9:05am P. 2 OF 7

CUSTOMER INFORMATION

Name: John and Janet Voorheis

Telephone: 941-896-8424

Email: jvoorheis@ymail.com

Address: 203 49th Ave Dr West Bradenton 34207

BUSINESS INFORMATION

Business Account Name: John and Janet Voorheis Account Number: 331

Address: 203 49th Ave Dr West Bradenton Florida 34207

COMPLAINT INFORMATION

Complaint: Repairs against Keith & Clara Starkey d/b/a Heather Hills Estates

Details:

Last Monday the water was 0 pressure in our homes and no boil water notice was issued. After the Stephens and Starkeys were told 2 years ago the correct procedures to use when there is a water line break they continue to put our health in danger by not following the information provided to them by the Florida PSC Administrative Rules and the Environment Health Department. Harry Messick, Environment Health Department at 941-748-0747 Ext. 1355 is an excellent resource. He provided much time educating our community and the utility 2 years ago. When I called Mr. Messick on Thursday he was not informed or aware of the major water break in the community. The new isolation valves didn't work. These valve were finally installed after many years of not exercising them so they didn't function. I would think that after the new installation the Stephens and Starkeys would have checked them to be sure they are functioning correctly. All the Stephens and Starkeys have to do is call Harry Messick when they have a break if they can't remember the correct procedures. How can we be sure this doesn't happen again? The Stephens and Starkeys were informed by Harry Messick and the rules of the PSC and they refused to use this information. I have no faith in their desire to provide this 55 plus community with safe drinking water and their ability to run this utility. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint

Request No. 0928032W Name VOORHEIS ,JOHN & JANET MR. Business Name

e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

3/2/10: Response received via email. Shonna McCray

3/3/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Heather Hills experienced a water break on Monday, 2/22/10.
- o The water pressure was never at 0 pressure.
- o The break took place while changing out a water meter.
- o The company is replacing 353 water meters and has replaced approximately 200 so far this year.
- o All of the residents are aware of the new meters.
- o The company had a customer meeting on Thursday, 2/25/10, with approximately 70 residents in attendance.
- o Janet and John Voorheis were in attendance.
- o The company tried to explain about the break and assured them the pressure never reached 0.
- o The took 2 special samples last week, at the site of the break, and in the back of the park.
- o These samples were both satisfactory.
- o There was never a need for a boil water notice.
- o The company has ordered magnets for all of the residents' refrigerators, with 2 emergency water contact numbers.
- o The company's numbers are on the front of the clubhouse also.
- o Rick Stephens can be on site within minutes of a break.
- o Heather Hills will continue to have customer meetings for all of the residents, to answer any questions or hopefully relieve any anxiety.
- o The valves were replaced in August 2008 and the Florida Utility Group is being contacted to test this particular valve.
- o Heather Hills is still waiting for a return call from Florida Utility Group.

Shonna McCray

03/03/2010 - Company response received via e-mail. /EEstelle

3/4/10: Response is duplicate of previous response; added to complaint. Shonna McCray

Request No. 0928032W

Name VOORHEIS ,JOHN & JANET MR.

Business Name

PAGE No. 3

03/19/10 - Customer correspondence received via e-mail; forwarded to S McCray. /ewe

I received a reply to Complaint No 23761 today. It was sent to my Michigan address and I'm in Heather Hills Estates subdivision in Florida. Rick Stephens stated at the February 25 meeting that he maintained a flow at the break site. The pressure in our houses was 0. It is my understanding that there has to be a flow through out the system not at just the break site. We do not have back flow devices in our homes and without a trickle of water throughout the system the safety of our system is jeopardized. All the shut off valves that were installed recently should have been checked for proper installation. The problem is that the utility owner has been shutting off the complete system for years because proper maintenance of the shut off valves was not done. So the first response to a problem was to shut off the complete system again which was done on Feb 22, 2010. The owner never issued a boil water notice during the 30 some years of ownership until only one was issued in 2007 or 2008. We definitely have problems with the owner and management of our water system. We still do not know if the shut off valves work. Harry Messick was not notified on February 22, 23 or 24 about the water shut off in Heather Hills. Mr. Messick should have been the first person contacted. We have never received the after hour's number as required by the PSC in the 20 years I've owned in HHE. Your cooperation in assure us that the owner of this utility follows the rule and regulations of the PSC will be greatly appreciated.

Jan Voorheis

3/22/10: ATTN COMPANY, PLEASE ADDRESS CUSTOMER'S ADDITIONAL CONCERNS AS STATED IN ABOVE EMAIL (3/19/10). PLEASE PROVIDE RESPONSE TO PSC BY 3/31/10. Shonna McCray

03/23/2010 - Company response received via e-mail. /EEstelle

3/25/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o The response was sent to the customer's Michigan address because that is the address the company has on file and Mr. and Mrs. Voorheis only request information is sent to this address.
- o As stated again, in the residential meeting of 2/25/10, flow was maintained at the break site.
- o Another meeting with the residents was held on 3/18/10; Mrs. Voorheis was not in attendance.
- o These meeting are scheduled to answer questions regarding any concerns a resident may have with the water system or the park.
- o The back flow devices are not a requirement of Manatee County Utilities, although Heather Hills has the authority to require back flow devices.
- o This may be something Mrs. Voorheis would like to talk to the company about, either at a private meeting, or a meeting with the residents.
- o The shut off valves were only in place since 2008.
- o Heather Hills was told by the Florida Utility Group that these valves were in proper working order.
- o This is the only time the company has had a problem with the valves in the past 2 years.
- o Heather Hills has a maintenance log at the clubhouse that records exercising of the valves.
- o Heather Hills is still in the process of contacting the Florida Utility Group to re - check all valves.
- o A boil water notice was not needed on this date because the water pressure never reached 0.
- o Harry Messick was contacted and 2 extra water samples were taken and came back satisfactory.
- o The after hours number is on the front of the clubhouse doors and magnets are in the office with 2 cell numbers for water emergencies where

Request No. 0928032W Name VOORHEIS ,JOHN & JANET MR. Business Name

someone can be reached 7 days a week 24 hours a day.

Shonna McCray

03/26/10 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

Did you receive my complaint reply? Has it been filed? What can the PSC do about it? Your cooperation is appreciated.

Jan Voorheis

3/29/10: 8:34 a.m. Called Mrs. Jan Voorheis at 941-896-8424. Discussed the company's response with Mrs. Voorheis. Explained to Mrs. Voorheis, the company reported the pressure did not reach zero therefore, a boil water notice was not needed. Mrs. Voorheis advised the pressure at the site of the break may not have reached zero, but they as well as all of the neighbors were without water. Asked if she reported the outage to the company. She did not report the outage. Mrs. Voorheis stated the company does not know where the isolation valves are located. Explained to Mrs. Voorheis the company reports they are in the process of having all of the shut off valves checked by the Florida Utility Group. Mrs. Voorheis stated the company should be penalized for all of the wrong things they are and have been doing. The company does not know or follow the rules and regulations of the PSC. She should not have to review the rules and contact the company to have them correct what they are doing wrong. Mrs. Voorheis stated the company does not notify customers on an annual basis, as required by PSC rules, of their emergency non-emergency contact information. Mrs. Voorheis stated not all residents can get to the office to read the 'small' notice they have posted or get the magnets. After discussing her concerns in detail advised I would re-send her complaint to the company to have the following concerns addressed:

- o Location of isolation valves and checking the valves
- o Notifying customer's of contact information

Explained a response should be received by 4/6/10. Shonna McCray

3/29/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

- 1) HAVE ALL THE SHUT OFF VALVES BEEN CHECKED?
- 2) THE CUSTOMER INDICATES THE COMPANY DOES NOT KNOW THE LOCATION OF THE VALVES, PLEASE EXPLAIN.
- 3) IS IT POSSIBLE TO INCLUDE THE TELEPHONE NUMBERS (REGULAR AND AFTER HOURS) ON THE BILLING STATEMENTS EACH MONTH?

PLEASE PROVIDE RESPONSE TO PSC BY 4/6/10. Shonna McCray

03/29/2010 - Company response received via e-mail. /EEstelle

3/31/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o The shut off valves were checked on 3/29/10 and 3/30/10, by another company.
- o The Florida Utility Group would not return calls from Heather Hills, therefore, another company was hired to check the valves and replaces those

Request No. 0928032W Name VOORHEIS ,JOHN & JANET MR. Business Name

needing replacement.

- o The valves will be replaced by 4/9/10.
- o The company will include their regular and after hours on the next billing statement.
- o The mailing for the current cycle has already been mailed.

Shonna McCray

4/2/10: Customer called directly. Mrs. Voorheis has concerns regarding treatment by company's Representatives. Customer states she was told by a Representative that the company does not have time to respond to PSC complaints. Mrs. Voorheis stated the Representative made negative comments to her regarding her character, type of person she is, etc. Advised Ms. Voorheis I would note her concern. Customer stated the water has been shutoff twice recently, on one occasion it was off for over 7 hours when replacing a shutoff valve. Mrs. Voorheis stated the water to the entire area should not have to be turned off when placing/repairing a shutoff valve. Shonna McCray

4/2/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

- 1) WHAT IS THE PROCEDURE FOR REPAIRING/REPLACING SHUTOFF VALVES? CAN SERVICE INTERRUPTIONS BE ISOLATED TO A SPECIFIC AREA DURING THIS PROCESS?
- 2) THE CUSTOMER STATES COMPANY REPRESENTATIVES ARE BEING VERY RUDE TO HER WHEN SPEAKING WITH HER. PLEASE ADDRESS THIS ISSUE.

PLEASE PROVIDE RESPONSE TO PSC BY 4/11/10. Shonna McCray

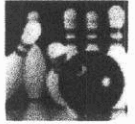
To: Keith or Clara Starke0928032W

From: SHONNA MCCRAY

4-02-10 9:05am P. / OT /

Request No. 0928032W Name VOORHEIS ,JOHN & JANET MR. Business Name

From: chris stephens <hh4925@verizon.net>
Subject: **Response to complaint from Heather Hills Estates Utilities**
Date: April 2, 2010 9:58:31 PM EDT
To: pscreply@psc.state.fl.us
Cc: hh4925@verizon.net



To Whom it may concern:

This is a response to Janet and John Voorheis complaint #23761 on 4/2/2010.

On Tuesday, 3/30/2010 boil water notices were delivered to each resident notifying of the water outage that would take place on 3/31/2010 beginning at 9:00am until completed. We indicated in the letter, that this was due to water valves being replaced and it would be necessary to shut off the water in the entire park to complete the repair. Service could not be isolated to a specific area for this repair. Our office number, as well as 2 cell numbers were on the notice for residents to call for questions. The valve replacement was mandatory to complete by April 9th, 2010 per the Manatee County Health Department. I notified Harry Messick, at the Manatee County Health Department, before the notices were sent out for the repair. There were 4 valves that were replaced.

The valve replacement was completed by 5:00pm and water was restored to all customers.

The next day, on 4/1/2010 we had a customer meeting, and explained the repair to all of the customers, Janet Voorheis was in attendance.

The water was tested on 4/1/2010 and water samples were satisfactory. The rescind notices were delivered to each resident on 4/2/2010 notifying that it was safe to drink the water again.

A company representative is always willing to speak to any customer about concerns they may have. We are accessible during office hours and after office hours.

Chris and Rick Stephens LLC
Managers



Print

Subject: **Response to complaint from Heather Hills Estates Utilities**

From: **chris stephens <hh4925@verizon.net>**

Sent: **Friday, April 02, 2010 8:58:31 PM**

To: **pscreply@psc.state.fl.us**

CC: **hh4925@verizon.net**

To Whom it may concern:

This is a response to Janet and John Voorheis complaint #23761 on 4/2/2010.

On Tuesday, 3/30/2010 boil water notices were delivered to each resident notifying of the water outage that would take place on 3/31/2010 beginning at 9:00am until completed. We indicated in the letter, that this was due to water valves being replaced and it would be necessary to shut off the water in the entire park to complete the repair. Service could not be isolated to a specific area for this repair. Our office number, as well as 2 cell numbers were on the notice for residents to call for questions. The valve replacement was mandatory to complete by April 9th, 2010 per the Manatee County Health Department. I notified Harry Messick, at the Manatee County Health Department, before the notices were sent out for the repair. There were 4 valves that were replaced.

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Chris and Rick Stephens LLC
Managers

Chris Stephens

Request No. 0935184W

Name GUNN , K M.

Business Name

Consumer Information

Name: K GUNN

Business Name:

Svc Address: 116 50TH AVENUE WEST

County: Manatee

Phone: (941)-727-2530

City/Zip: Bradenton

/ 34207-

Account Number: 245

Caller's Name: K GUNN

Mailing Address: 116 50TH AVENUE WEST

City/Zip: BRADENTON , FL 34207-

Can Be Reached:

E-Tracking Number: 24156

Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company: HEATHER HILLS ESTATES

Attn. Keith or Clara Starke0935184W

Response Needed From Company? Y

Date Due: 04/26/2010

Interim Report Received: / /

Reply Received: 04/05/2010

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 04/05/2010

Time: 09:59

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Friday, April 02, 2010 2:49 PM

To: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 24156

Complaint filed with PSC

Select County: MANATEE

Request No. 0935184W

Name GUNN , K M.

Business Name

CUSTOMER INFORMATION

Name: K Gunn

Telephone: 941 727 2530

Email: heatherhills353@msn.com

Address: 116 50th Avenue West Bradenton 34207-2666

BUSINESS INFORMATION

Business Account Name: K Gunn

Account Number: #245

Address: 116 50th Avenue West Bradenton Florida 34207-2666

COMPLAINT INFORMATION

Complaint: Improper Billing against Keith & Clara Starkey d/b/a Heather Hills Estates

Details:

On 12-29-09 I received my quarterly W & S invoice: service from "9/24/09 to 12/24/09", and included in the envelope was a "NOTICE TO CUSTOMERS" asserting rate raises and "These new rates will go into effect on December 13, 2009 and will appear on your bills after that date". (N.B. declared 'effect date' is 16 days PRIOR TO RECEIPT OF SAME). The inv. 'to date' is inaccurate. My meter was read on 12/17/09 the same day as the management company removed the old meter and installed a new one. I went to the office on 1/18/10 and explained this to Chris Stephens, a manager of the W & S system and she amended by hand (with unnecessary sarcasm) the invoice 'to date' to read 12/17/09 so she was aware of the situation back in January. The new meter should have been re-read on 12-24-09 and included usage to that date charged at the lower rates. My current quarterly invoice due on 4/21/10 reflects W & S usage both at the higher rates from 12/17/09 instead of from 12/24/09. I expect an adjustment to this invoice in my favor reflecting said days at the previous lower rates.

Thank you for your attention to this matter.

K.Gunn, Heather Hills Estates resident.

Re: your question immediately below, I did contact the PSC via telephone.

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:

| | | | | | |
|-------------|----------|------|-------------|---------------|--|
| Request No. | 0935184W | Name | GUNN , K M. | Business Name | |
|-------------|----------|------|-------------|---------------|--|

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/05/2010 Company response received via email. DScott.

04/07/2010 - Company response received via e-mail. /EEstelle

4/7/10- Response received on 4/5/10 is the company response. Response received today is a duplicate.

Reviewed Company Response:

Company states that they replaced meters at Heather Hills estate and customer's meter was read and replaced on 12/17/09 and then read on 12/24/09.

Customer was adjsted \$5.26 which is a base rate refund of \$4.06 and a gallonage refund of \$1.20. Customer received a 200 gallon refund. The billing cycle is normally 90 days and customer was refunded 7 days worth of water from the 1900 gallons billed. Cusotmer's current bill after adjustments is \$61.26.

4/7/10- ATTN HEATHER HILLS ESTATES: SUPPLEMENTAL REQUEST:

1. Your response does not provide any verification that you contacted the customer. Please provided the PSC verification on when, how and what date did you contact customer about complaint and resolution.

Report due April 16, 2010. Vfaria

Request No. 0935184W

Name GUNN , K M.

Business Name



[Print](#)

Subject: **Heather Hills Estates complaint #24156**

From: **chris stephens <hh4925@verizon.net>**

Sent: **Monday, April 05, 2010 3:21:01 PM**

To: **pcreply@psc.state.fl.us**

To whom it may concern:

We are replacing all meters in Heather Hills Estates (353). Kenna Gunn's meter was read and replaced on 12/17/09. The meters are read on 12/24/09.

To be fair to her complaint, we are going to give Ms. Gunn a credit on this billing cycle of \$5.26. This was our error.

The base rate is a refund of \$4.06 and the gallonage refund added up to \$1.20. We have given her a 200 gallon refund, more than the amount that should actually be refunded when you divide 1900 gallons into 97 days. The billing cycle is normally 90 days.

It was .40 cents for water used and .80 cents for sewer used.

Her total bill for this billing cycle was: \$66.52. We have given her a credit of \$5.26 and therefore, her total bill has been decreased to \$61.26.

Regards,

Chris and Rick Stephens LLC
Managers