FILED JAN 21, 2016 DOCUMENT NO. 00364-16 FPSC - COMMISSION CLERK

The Woods Utility Company

January 13, 2016

Office of Commission Clerk Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399

Re: Docket No. 150209-WS - Application of The Woods Utility Company for Staff Assisted Rate Case in Sumter County - Follow up to PSC Staff First Data Request

Dear Commission Clerk,

As a follow up to the PSC staff's telephone conversation held on January 12, 2016, The Woods Utility Company (The Woods) submits its follow up summary to Question No. 10 concerning customer complaints.

10. A list of all service complaints received during the test year and four years prior to the test year. Please include an explanation of how each complaint was resolved.

Response: As requested, please find attached a Summary of Customer Complaints concerning water/wastewater service from the test year forward. Also find attached copies of all Precautionary Boil Water Notices (including Incident Reports) and Rescission Notices.

Also included are invoices related to some of these items as additional documentation.

The Woods has received the information previously sent under confidential requests. Therefore, The Woods hereby retracts it previous request for confidentiality.

Respectfully Submitted,

Troy Rendell

Manager of Regulated Utilities

// For The Woods Utility Company

COMMISSION

RECEIVED-FPSC

The Woods – Customer Calls August 2014 – December 2015

<u>September 2014</u> – 5 calls were received concerning no water (interruption) and low pressure. This was due to a main break which was repaired.

October 2014 – 2 calls were received concerning no water (interruption) and low pressure. This was due to a 3" main break which was repaired. See Precautionary Boil Water Notice dated October 27, 2014.

<u>December 2014</u> – 2 calls were received concerning no water (interruption) and low pressure. This was due to the well control float in GST failing causing low pressure.

See Precautionary Boil Water Notice dated December 18, 2014; and Rescission Notice dated December 20, 2014.

<u>January 2015</u> – One call concerning sand in the water. The technician responded and found the water to be clear, oderless and the chlorine residual satisfactory.

March 2015 – 9 calls were received concerning no water (interruption), discoloration, and low pressure. This was due to a malfunction of the Iron Filtration system. The filter was repaired. See Precautionary Boil Water Notice dated March 31, 2015; and Rescission Notice dated April 3, 2015.

<u>April 2015</u> – One call concerning no water. The technician responded to resident.

June 30, 2015 – July 2015 - 8 calls were received concerning no water (interruption), discoloration, and low pressure. This was due to a malfunction of the Iron Filtration system causing loss of pressure. The GFI also tripped at the filter on July 8, 2015. The filter was repaired. See Precautionary Boil Water Notice dated June 30, 2015; and Rescission Notice dated July 2, 2015. See Precautionary Boil Water Notice dated July 8, 2015; and Rescission Notice dated July 10, 2015.

October 2015 – One call received concerning no water. There was a repair made to the valve which affected 3 customers. See Precautionary Boil Water Notice dated October 26, 2015; and Rescission Notice dated October 28, 2015.

November 2015 – One call received concerning a possible sewer back up.

The Woods Pus# 1640-0347 3' water main break (3277 OPL176

15 homes affected Along CR475W & CR674

Water and Wastewater Utility Operations. Maintenance, Engineering, Management The Woods, Plost 410-034

Date: 10/27/14

PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 707

4939 Cross Buyou Blvd., New Port Richey, Ft. 3465. Ph: 727-848-8292 | Ft: 727-849-4219



DEP - Central District 3319 Maguire Blvd, Suite 232 Orlando, FL 32803-3767

E-mail:

Phone: 407-897-4100 Fax: 407-897-2966

Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued:

October 27, 2014

System Name: The Woods

PWS-ID No.

660-0347

TIME: 1:00pm

County:

Sumter

Owner/Utility contact: Gary Deremer

Telephone: 866-753-8292

E-Mail: gderemer@uswatercorp.net

727-849-4219

Utility Contact Person: Diane Kibitlewski

Population affected (Connections): 15 connecters affected

Estimated time for system to be returned to service: Water was restored at 1:30pm today

Cause of incident: 3" water main break at 3277 CR 676

Corrective action undertaken: Repair the break.

How BWN delivered to customers: Hand Delivery.

How BWN will be rescinded: Hand Delivery

Department Of Health representative contacted: Sumter County Health Dept -Drinking Water

Department Of Health Phone:

NA

Fax: **352-793-6045**

DEP Central District rep contacted: Manny Cardona

DEP Central District Drinking Water Section: 407-897-4100

Primary Fax: 407-897-2966

Auxiliary – Water Facilities Fax: N/A

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.

OCT/27/2014/MON 03:05 PM

FAX(TX)

****	#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
Cucron	001	OCT/27	03:04PM	18504120482	0:01:29		MEMORY OK	ECM 6730
								7777



DATE: October 27, 2014

PAGES: 3

CO: FDEP - Central

TO: Manny Cardona

FAX#: 850-412-0482

FROM: <u>DIANE KIBITLEWSKI (727) 848-8292 EXT. #244</u>

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

SYSTEM: The Woods, PWS# 660-0347

RE: Boil Water Notice (BWN)

Thank you,

Diane M Kibitlewski

OCT/27/2014/MON 03:11 PM

FAX(TX)

# DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	T 1	ILE
001 OCT/	27 03:06PM	13527936045	0:01:44	3	MEMORY		731



DATE: October 27, 2014

PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX#: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN)

System: The Woods, PWS# 660-0347

The Woods PW6#44D-0347

Well control pleat in G6T failing-causing low pressure

> Entire System 18-connections



Water and Wastewater Utility Operations, Maintenance, Engineering, Management

Date: <u>Lumber 18, 2014</u>

PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652 Ph: 727-848-8292 Fx: 727-849-4219 Toll Free: 866-753-8292



DEP - Central District 3319 Maguire Blvd, Suite 232 Orlando, FL 32803-3767

E-mail:

Phone: 407-897-4100 Fax: 407-897-2966

Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555,350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued:

December 18, 2014

System Name: The Woods

PWS-ID No.

660-0347

TIME: 5:30 am

County:

Sumter

Owner/Utility contact: Ron DeRossett

Telephone: 904-540-9765

E-Mail: jconnolly@govmserv.com

727-849-4219

Utility Contact Person: Diane Kibitlewski

Population affected (Connections): Entire System - 78 connections

Estimated time for system to be returned to service: 8:00 am pressure regained

Cause of incident: Well control float at facility in GST failing - causing low pressure

Corrective action undertaken: Repair the break.

How BWN delivered to customers: Hand Delivery.

How BWN will be rescinded: Hand Delivery

Department Of Health representative contacted: Sumter County Health Dept -Drinking Water

Department Of Health Phone:

NA

Fax: 352-793-6045

DEP Central District rep contacted: Manny Cardona

DEP Central District Drinking Water Section: 407-897-4100

Primary Fax: 407-897-2966

Auxiliary - Water Facilities Fax: N/A

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.

DEC/18/2014/THU 09:06 AM

FAX(TX)

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#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	DEC/18	09:05AM	18504120482	0:01:03	3	MEMORY OK	0461



DATE: December 18, 2014 PAGES: 3

CO: FDEP - Central

TO: Manny Cardona

FAX #: 850-412-0482

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

SYSTEM: The Woods, PWS# 660-0347

RE: Boil Water Notice (BWN)

Thank you,

Diane M Kibitlewski

DEC/18/2014/THU 09:08 AM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	DEC/18	09:06AM	13527936045	0:01:28	3	MEMORY OK EC	



DATE: December 18, 2014 P.

PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX#: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN)

System: The Woods, PWS# 660-0347

The Woods PW6#44D-0347

Well control pleat in G6T failing-causing low pressure

> Entire System 18-connections

U.S. Water Services Corporation

Water and Wastewater Utility Operations, Maintenance, Engineering, Management

Date: Jeumber 20, 2014

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

The Juambus 18, 2014
"Precautionary Boil Water Notice" is hereby rescinded. The water system is back in operation, and the satisfactory completion of a bacteriological survey shows that the water is safe to drink.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652 Ph: 727-848-8292 Fx: 727-849-4219 Toll Free: 866-753-8292 3527873196

DRINK	ING WATER MICROBIAL SAMPLE CI & LABORATORY REPORTING FO	RMAT	ON		l ah D	n triena	ota R	Time:	2 19/14	935	7	
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DEC/22/2014/MON 08:14 AM

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	DEC/22		18504120482	0:01:17	3	MEMORY O	K ECM	0580



DATE: December 22, 2014 PAGES: 3

CO: FDEP - Central

TO: Manny Cardona

FAX #: 850-412-0482

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

SYSTEM: The Woods, PWS# 660-0347

RE: Boil Water Notice (BWN) - Rescinded Saturday 12/20/2014

Thank you,

Diane M Kibitlewski

DEC/22/2014/MON 08:15 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM. TIME	PAGE	TYPE/NOTE	***************************************	FILE
001	DEC/22	08:14AM	13527936045	0:01:12	 	MEMORY OK		



DATE: December 22, 2014 PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX #: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN) – Rescinded Saturday 12/20/2014

System: The Woods, PWS# 660-0347

Thank you,

Diane

The Woods
Pros# 660-0347
Sumter Co.
Entire System
18 connection

Faulty Filter at

Services Comoration

Water and Wastewater Utility Operations, Maintenance, Engineering, Management The Woods

Date: March 31, 2015

PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652 Ph: 727-848-8292 Fx: 727-849-4219 Toll Free: 866-753-8292



DEP - Central District 3319 Maguire Blvd, Suite 232 Orlando, FL 32803-3767

E-mail:

Phone: 407-897-4100 Fax: 407-897-2966

Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued:

March 31, 2015

System Name: The Woods

PWS-ID No.

660-0347

TIME: 1:30 pm

County:

Sumter

Owner/Utility contact: Ron DeRossett

Telephone: 904-540-9765

E-Mail: rderossett@uswatercorp.net

727-849-4219

Utility Contact Person: Diane Kibitlewski

Population affected (Connections): Entire System - 78 connections

Estimated time for system to be returned to service: Water was restored at 3:30 pm

Cause of incident: Faulty filter at well

Corrective action undertaken: Repair the filter

How BWN delivered to customers: Hand Delivery

How BWN will be rescinded: Hand Delivery

Department Of Health representative contacted: Sumter County Health Dept -Drinking Water

Department Of Health Phone:

NA

Fax: 352-793-6045

DEP Central District rep contacted: Debra Knight

DEP Central District Drinking Water Section: 407-897-4100

Primary Fax: 407-897-2966

Auxiliary - Water Facilities Fax: N/A

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.

MAR/31/2015/TUE 02:59 PM

FAX(TX)

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-	#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
	001	MAR/31	02:57PM	18504120482	0:01:06	3	MEMORY OK	G3 7231



DATE: March 31, 2015

PAGES: 3

CO: FDEP - Central

TO: Debra Knight (Sumter Co)

FAX#: 850-412-0482

FROM: <u>DIANE KIBITLEWSKI (727) 848-8292 EXT. #244</u>

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

SYSTEM: The Woods, PWS# 660-0347

RE: Boil Water Notice (BWN)

Thank you,

Diane M Kibitlewski

MAR/31/2015/TUE 03:00 PM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/31	02:59PM	13527936045	0:00:58	3	MEMORY OK	ECM 7232



DATE: March 31, 2015

PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX#: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN)

System: The Woods, PWS# 660-0347

The Woods
Prost bled-0347
Sumber Co.
Entire System
18 connection

Faulty Filter at

U.S. Water Services Comporation

Water and Wastewater Utility Operations, Maintenance, Engineering, Management

Date: April 3, 2015

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

The March 31, 2015—
"Precautionary Boil Water Notice" is hereby rescinded. The water system is back in operation, and the satisfactory completion of a bacteriological survey shows that the water is safe to drink.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652 Ph: 727-848-8292 Fx: 727-849-4219 Toll Free: 866-753-8292

DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT

© 1681 Southpoint Pkwy. - Jacksonville, FL 32216 · 904.363.9350 · Fax 904.363.9354 · E82574
☐ 4885 SW 41st Bivd · Gainesville, Fl 32608 · 352.377.2349 · Fax 352.395.6639 · E82001
☐ 10200 USA Today Way · Miramar, FL 33025 · 954.889.2288 · Fax 954.889.2261 · E82535
☐ 9610 Princess Palm Ave. · Tampa, FL 33619 · 813.630.9616 · Fax 813.630.4327 · E84589

▼528 S. Northiake Bivd., Ste. 1016 · Altamonte Springs, FL 32701 · 407.937.1594 · E53076
☐ 1288 Cedar Center Drive, Tallahassee, FL 32301 · 850.219.6274 · Fax 850.219.6275 · E811085

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samples	of disinfectant residuals for distribution ro . Free chlorine or Total chlorine (circle one).			0.43				ests are preformed e results relate on		
	ectant Residual Analysis Method: D Colorimetric				Date an	d time PWS	notified by lab	of positive results: _		
Person	n performing disinfectors analysis is (Check certified operator (# 15 81 5	one of below	n:		f	d time DEP/l port issued:		y lab of positive resu	its:	***************************************
DSυ	pervised by certified operator (#	P or DOH)		Lab Si	gnature:	Mat	6-16/6	`	
	thorized representative of supplier of water				Title:_	Aral	75t			
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(toutin	e the sample type for each sample collected. Sample type of compliance), C = Repeat/Check, R = Raw, N = Entry Poin	odes are: D = Distr to Distribution, P	ibution = Plant	Relini			3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3			
Tap, S. 2. Lab cer	 Special (clearance, etc.). tiffication number for the listed method is included at top w 	ith the laboratory a	ddress.	, , , , , , , , , , , , , , , , , , , ,	Data:	***************************************		Time:		

	New Port Kicher Mis
1.	Indicate the sample type for each sample collected. Sample type codes are: $D = Distribution$ (routine compliance), $C = Repeat/Check$, $R = Raw$, $N = Entry Point to Distribution$, $P = Plant$
	Tap, S = Special (clearance, etc.).
2.	Lab certification number for the listed method is included at top with the laboratory address.
3	Please circle recognists relection

Defined in Florida Administrative Code Rule 62-160, Table 1.

w. Definition in Frontial Administrative Code Rule 0.2-100, 1800 1.
 Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.
 Results Key. A = Coliforns are absent; P = Coliforns are present; C = confluent growth; TNTC = too numerous to count (62-550.730 Reporting Format.

Time: 1340

APR/03/2015/FRI 02:52 PM

FAX(TX)

pa man construction money	p							
#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE		FILE
001	APR/03		18504120482	0:01:21	3	MEMORY OK	G 3	7552



DATE: April 03, 2015

PAGES: 3

CO: FDEP - Central

TO: Debra Knight (Sumter Co)

FAX#: 850-412-0482

FROM: <u>DIANE KIBITLEWSKI (727) 848-8292 EXT. #244</u>

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

SYSTEM: The Woods, PWS# 660-0347 RE: Boil Water Notice (BWN) - Rescinded

Thank you,

Diane M Kibitlewski

APR/03/2015/FRI 02:53 PM

FAX(TX)

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#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILS
001	APR/03	02:52PM	13527936045	0:01:11	3	MEMORY OK	ECM 7553



DATE: March 03, 2015

PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX#: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN) - Rescinded System: The Woods, PWS# 660-0347

The Woods Subdivision Pus# 440-0347

Filters went down causing Jose of pressure

Entere System 211e-connections



Water and Wastewater Utility Operations, Maintenance, Engineering, Management

PRECAUTIONARY
BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652
Ph: 727-848-8292 Fx: 727-849-4219
Toll Free: 866-753-8292



DEP - Central District 3319 Maguire Blvd, Suite 232 Orlando, FL 32803-3767

E-mail:

Phone: 407-897-4100 Fax: 407-897-2966

Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued:

June 30, 2015

System Name: The Woods Subdivision

PWS-ID No.

660-0347

TIME: 7:30 am

County:

Sumter

Owner/Utility contact: Ron DeRossett

Telephone: 904-540-9765

E-Mail: rderossett@uswatercorp.net

727-849-4219

Utility Contact Person: Diane Kibitlewski

Population affected (Connections): Entire system – 216 connections

Estimated time for system to be returned to service: Water was restored at 8:30 am

Cause of incident: Filters went down which caused a loss in pressure

Corrective action undertaken: Repair the filters

How BWN delivered to customers: Hand Delivery

How BWN will be rescinded: Hand Delivery

Department Of Health representative contacted: Sumter County Health Dept -Drinking Water

Department Of Health Phone:

NA

Fax: 352-793-6045

DEP Central District rep contacted: Debra Knight

DEP Central District Drinking Water Section: 407-897-4100

Primary Fax: 407-897-2966

Auxiliary - Water Facilities Fax: N/A

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.

JUN/30/2015/TUE 07:49 AM

FAX (TX)

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DATE: June 30, 2015 PAGES: 3

CO: FDEP - Central

TO: Debra Knight (Sumter Co)

FAX#: 850-412-0482

FROM: <u>DIANE KIBITLEWSKI (727) 848-8292 EXT. #244</u>

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

SYSTEM: The Woods Subdivision, PWS# 660-0347

RE: Boil Water Notice (BWN)

Thank you,

Diane M Kibitlewski

JUN/30/2015/TUE 07:50 AM

FAX(TX)

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DATE: June 30, 2015 PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX#: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244 dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN)

System: The Woods Subdivision, PWS# 660-0347

Thank you,
Diane

The Woods Subdivision Pus# Www- 0347

Filters went down causing Jose of presoure

Entire System

U.S. Water Services Corporation

Water and Wastewater Utility Operations, Maintenance, Engineering, Management

Date: July 2, 20/5

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

The 30,80/5
"Precautionary Boil Water Notice" is hereby rescinded. The water system is back in operation, and the satisfactory completion of a bacteriological survey shows that the water is safe to drink.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652 Ph: 727-848-8292 Fx: 727-849-4219 Toll Free: 866-753-8292

DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT

© LABORATORY REPORTING PORIMA!

□ 6681 Southpoint Pkwy. - Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574

□ 4965 SW 41st Bivd • Gainesville, Fl 32608 • 352.377.2349 • Fax 352.395.6639 • E82001

□ 10200 USA Today Way • Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281 • E82535

□ 9510 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589

□ 528 S, Northlake Bivd., Ste. 1016 • Alternorte Springs, FL 32701 • 407.937.1594 • E53076

□ 1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811095

A1504432

	Advanced Environmental Laboratories, Inc.
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Date: 6-30-15 Time: 130

DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT

A LABUHA IUHY NEPUM ING FURINIA I

6681 Southpoint Pkwy. - Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574

4965 SW 41st 8lvd • Gainesville, Fl 32608 • 352.377.2349 • Fax 352.395.6639 • E82001

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1288 Cedar Center Drive, Tallahessee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811095

A1504489

	Advanced Environmental Laboratories, Inc.
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Report N Agalysis	Advanced Environmental La Sub-Cont Requested: (check all that apply) Collign (F. coll.	tract Lab ID:		Collabora	—	Analysis Da Sampte Acc Sample Pre Disinfectant This Sample	te & Time: ceptence Crit servation: VI C Check: □ No does not me	On Ice	AC requiremen	its:
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DATE: July 06, 2015

PAGES: 4

CO: FDEP - Central

TO: Debra Knight (Sumter Co)

FAX#: 850-412-0482

FROM: <u>DIANE KIBITLEWSKI (727) 848-8292 EXT. #244</u>

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

SYSTEM: The Woods Subdivision, PWS# 660-0347 RE: Boil Water Notice (BWN) – Rescinded Thursday 7/2/2015

Thank you, Diane M Kilitlewski

JUL/06/2015/MON 10:45 AM

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DATE: July 06, 2015

PAGES: 4

CO: Sumter County Health Department

TO: Drinking Water Section

FAX #: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN) - Rescinded Thursday 7/2/2015

System: The Woods Subdivision, PWS# 660-0347

Thank you,

Diane

The Woods Subdivision PLOS# 460-0347

afiter Entire System
78-connections



Water and Wastewater Utility Operations, Maintenance, Engineering, Management

Date: July 8, 2015

PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652 Ph: 727-848-8292 Fx: 727-849-4219 Toll Free: 866-753-8292



DEP - Central District 3319 Maguire Blvd, Suite 232 Orlando, FL 32803-3767

E-mail:

Phone: 407-897-4100 Fax: 407-897-2966

Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued:

July 8, 2015

System Name: The Woods Subdivision

PWS-ID No.

660-0347

TIME: 3:00pm pm

County:

Sumter

Owner/Utility contact: Ron DeRossett

Telephone: 904-540-9765

E-Mail: rderossett@uswatercorp.net

727-849-4219

Utility Contact Person: Diane Kibitlewski

Population affected (Connections): Entire System - 78 connections

Estimated time for system to be returned to service: Water restored at 4:00 pm

Cause of incident: GFI tripped at filter

Corrective action undertaken: Repair the break

How BWN delivered to customers: Hand Delivery

How BWN will be rescinded: Hand Delivery

Department Of Health representative contacted: Sumter County Health Dept -Drinking Water

Department Of Health Phone:

NA

Fax: 352-793-6045

DEP Central District rep contacted: Manny Cardona Labra Knight

DEP Central District Drinking Water Section: 407-897-4100

Primary Fax: 407-897-2966

Auxiliary - Water Facilities Fax: N/A

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.

JUL/08/2015/WED 03:16 PM

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DATE: July 08, 2015

PAGES: 3

CO: FDEP - Central

TO: Debra Knight (Sumter Co)

FAX #: 850-412-0482

FROM: <u>DIANE KIBITLEWSKI (727) 848-8292 EXT. #244</u>

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SYSTEM: The Woods Subdivision, PWS# 660-0347 RE: Boil Water Notice (BWN)

Thank you, Diane M Kibitlewski

JUL/08/2015/WED 03:17 PM

FAX(TX)

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DATE: July 8, 2015

PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX#: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN)

System: The Woods Subdivision, PWS# 660-0347

Thank you,

Diane

The Woods Subdivision PLOS# 460-0347

afityped a filter Entire bysten 78-connections

U.S. Water Services Corporation

Water and Wastewater Utility Operations, Maintenance, Engineering, Management

RESCISSION OF
PRECAUTIONARY BOIL
WATER NOTICE

The July 8, 20/5
"Precautionary Boil Water Notice" is hereby rescinded. The water system is back in operation, and the satisfactory completion of a bacteriological survey shows that the water is safe to drink.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652 Ph: 727-848-8292 Fx: 727-849-4219 Toll Free: 866-753-8292

DRINKING WATER MICROBIAL SAMPLE COLLECTION

- & LABORATORY REPORTING FORMAT

 □ 6681 Southpoint Pkwy. Jacksonville, FL 32216 904,363.9350 Fax 904,363.9354 E62574

 □ 4965 SW 41st Blvd Gainesville, Fl 32608 352.377.2349 Fax 352.395,6639 E62001

 □ 10200 USA Today Way Miramar, FL 33025 954.689,2281 Fax 954.889,2281 E82535

 □ 9610 Princess Palm Ave. Tampa, FL 33619 813.630.9616 Fax 813.630.4327 E84589

 □ 528 S. Northlake 8lvd., Ste. 1016 Altamonte Springs, FL 32701 407.937.1594 E53076

 □ 1288 Cedar Center Driva, Tallahasseo, FL 32301 850.219.6274 Fax 850.219.6275 E811095

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	Advanced Environmental La	nboratories	6, Inc.			Analysis Da Sample Ac Sample Pre Disinfectant	ite & Time: ceptance Crit servation: ☑ (Check: ☐ No	7-9-/5 Feria: On Ice Not On Ice Detected Detected Detected Detected Not On Ice		
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Person	performing disinfectors analysis is (Check ertilied operator (# 15 8 7 5	one of below	·):		Date an	d time DEP/D	OH notified b	y lab of positive resu	ts:	
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(routine	the sample type for each sample criticated. Sample type coccompliance), C = Repeat/Check, R = Raw, N = Entry Point	fcs are: D = Distrite Distrite Distribution. P	bution = Plant	<u> </u>		DH Reviewing	Official:			Militia de la company de la co
Tap, S = 2. Lab cent	Special (clearance, etc.), ification number for the listed method is included at top with			Heiin	quish By:					
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DATE: July 13, 2015

PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX#: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN) – Rescinded Friday, 7/10/2015 System:

Thank you,

Diane

INCIDENT REPORT

Report can be submitted to José de Pedro by email at <u>Jose.dePedro@dep.state.fl.us</u> or by fax at (850) 412-0740 PWS ID: 660-0347 PWS Name: The Woods Subdivision Contact Person: Melisa Rotteveel Phone: 866-753-8292 Date: 07/09/15 Time: 2:40 pm Was the event a planned outage, ☐ or a malfunction? ☒ Time water system was/is expected to be back in service: Time: n/a Situation was reported to: DEP Date: 07/09/15 Time: 3:00 pm Person Contacted: FDEP - Central (email) Date: ____ Person Contacted: ____ Health Dept. Date: ____ Time: ____ Person Contacted: ___ Other Location of trouble: due to a problem with the GFI switch on the filters, which is malfunctioning and causing the filter units to trip out and shut down. The filters are currently being bypassed. The problem with the filters is being investigated, and we anticipate having the filters returned to service within the next 48-72 hours. Residual disinfectant is being maintained. If material failure, give a (complete as possible) description of the material(s) including size, type, any available manufacturing information shown on the failed product. If known, include cause of failure: Statement of trouble: GFI switch on filter units Corrective action: The problem with the filters is being investigated, and we anticipate having the filters returned to service within the next 48-72 hours. Number of customers affected: 78 Were customers notified? Yes \(\text{No} \text{ No} \text{ Explain BWN issued when pressure loss due to GFI on July 8, 2015} Was a precautionary boil water notice issued? Yes ⊠ No □ Was water line flushed and chlorine residual restored prior to placing back into service? yes Were bacteriological samples taken? Yes ⊠ No ☐ Location taken: _____ If a Precautionary Boil Water Notice was issued, please attach or submit together with this report. Bacteriological reports (2 days) as well as a rescission notice must follow. Additional remarks:

The Woods Subdivision PWS# 660-0347

Repair valve at Snooz and Scoot 11380 S US Hwy 301

3 locations affected: 11380 S US Hwy 301 11538 S US Hwy 301 2793 SW 116th Avenue



Water and Wastewater Utility Operations, Maintenance, Engineering, Management

Date: or

October 26, 2015 at 10:00 am

PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayon Blvd., New Port Richey, FL 34652 Ph: 727-848-8292 Fx: 727-849-4219 Toll Free: 866-753-8292



DEP - Central District 3319 Maguire Blvd, Suite 232 Orlando, FL 32803-3767

E-mail:

Phone: 407-897-4100 Fax: 407-897-2966

Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued:

October 26, 2015

System Name: The Woods

PWS-ID No.

660-0347

TIME: 10"00 am

County:

Sumter

Owner/Utility contact: Ron DeRossett

Telephone: 904-540-9765

E-Mail: rderossett@uswatercorp.net

727-849-4219

Utility Contact Person: Diane Kibitlewski

Population affected (Connections): 3 locations

Estimated time for system to be returned to service: Water was restored at 10:30 am

Cause of incident: Repair leaking water valve at 11380 S US Hwy 301

Corrective action undertaken: Repair the valve

How BWN delivered to customers: Hand Delivery

How BWN will be rescinded: Hand Delivery

Department Of Health representative contacted: Sumter County Health Dept -Drinking Water

Department Of Health Phone:

NA

Fax: 352-793-6045

DEP Central District rep contacted: Manny Cardona

DEP Central District Drinking Water Section: 407-897-4100

Primary Fax: 407-897-2966

Auxiliary - Water Facilities Fax: N/A

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.

The Woods Subdivision PWS# 660-0347

Repair valve at Snooz and Scoot 11380 S US Hwy 301

3 locations affected: 11380 S US Hwy 301 11538 S US Hwy 301 2793 SW 116th Avenue



Water and Wastewater Utility Operations, Maintenance, Engineering, Management

Date: October 28, 2015 at 5:00 pm

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

The October 26, 2015

"Precautionary Boil Water Notice" is hereby rescinded. The water system is back in operation, and the satisfactory completion of a bacteriological survey shows that the water is safe to drink.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayon Blvd., New Port Richey, FL 34652
Ph: 727-848-8292 Fx: 727-849-4219
Toll Free: 866-753-8292

DRINKING WATER MICROBIAL SAMPLE COLLECTION

& LABORATORY REPORTING FORMAT

| 6681 Southpoint Pkwy. - Jacksonville, Fl. 32216 - 904.363.9350 - Fax 904.363.9354 - E82574 |
| 4965 SW 41st Blvd - Gainesville, Fl. 32608 - 352.377.2349 - Fax 352.395.6639 - E82001 |
| 10200 USA Today Way - Miramar, Fl. 33025 - 954.889.2288 - Fax 954.889.2281 - E82535 |
| 6610 Princess Palm Ave. - Tampa, Fl. 33619 - 813.630.9616 - Fax 813.630.4327 - E84589 |
| 528 S. Northlake Blvd., Ste. 1016 - Altamonte Springs, Fl. 32701 - 407.937.1594 - E53076 |
| 1288 Cedar Center Drive, Tallahassee, Fl. 32301 - 850.219.6274 - Fax 850.219.6275 - E811095

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Advanced Environmental Laboratories, Inc.							Lab Receipt Date & Time.				
Report Number: Sub-Contract Lab ID:						This sumple does not meet the following MEDAC requirements.					nis:
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PWS Ad	dress: WS HOY 301	4 CV	G77			(city: 5	155 7	exone 335	47	***************************************
PWS or	PWS Owner's Phone #: 127	<u> </u>	73	V 4000000000000000000000000000000000000	Fax #:	**********	727	sugary.	LK		
Collecto	Vater System (PWS) Name: The dress: WS Hosy 351 PWS Owner's Phone #: 337 PWS Owner's Phone #: 337	<u></u>			Collect	or's	Phone #:	352.1	176 5722	<u> </u>	
Com	Supply: (check only cne) nunity Water System	t Non-comm	unity Wate	er Sustam	□ Tr	ansi	ent Non-co	mmunity Wi			•
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Sample	ance □ Replacement (also check type Collection Date: \(の・ みんパラー	or sample b	າ ໄປ ໄ	<u>ced) (국업</u> (oii Wate					and the second s	****
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ů		Collection Time	Type	fectant Residual			Non-	Total	Fecal, E. coil,	Data	Lab
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Disinfec	ant Residual Analysis Method: Colorimetric					NEL	AC standa	irds, and the	sts are preformed results relate only	to the samp	e with les.
	W				Date	and t	ime PWS no	otified by lab o	positive results:		
A ce	performing disinfectant analysis is (Check of titled operator (#	one of below)	•	÷ 1. 1. 1. 1.	Date	ана Веро	nt Issued:	and the same of	hab of positive result	s:	- se te is d
⊔Supe	rvised by certified operator (#	1			M-11-11-11						
Authorized representative of supplier of water					Lab Signature: /// (aux (6))						
HINSERT N	AME AND MAILING ADDRESS STO RECEIVE REPORTI	***************************************			□sa	tisfar	rtory			DECEMBER	
US Water Severces					☐ Satisfactory DEP/DOH USE ONLY ☐ Incomplete Collection Information						
4535 CAOSE POLICE POLICE						☐ Repeat Samples Required ☐ Replacement Samples Required					
19.7 Part Mary 181 3012						Date Reviewed by DEP/DOH:					
I. Indicate th	sample type for each sample collected. Sample type code	s are: D = Distribu	tion				Reviewing (Official:			
2. Lab certific	mpliance), C = Repeat/Check, R = Raw, N = Entry Point to secial (clearance, etc.). ration number for the listed method is included at top with			Reling	uish B		fram	<u>//:</u>	- Sou		Pe
Date: 10/27/15 Time: 17/00 Date: 10/27/15 Time: 17/00											
and include	ng 4,900. Do not include raw or plant samples in the average	ze.	•	Receiv	red By:	ed By: Canox II					
Results Key: A = Celiforms are absent; P = Coliforms are present; C = confluent growth; TNTC = too numerous to count (62-550.739 Reporting Format.						:1	0/27	45_	Time: <u>/33</u>	a	

OCT/28/2015/WED 02:46 PM

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DATE: October 28, 2015

PAGES: 3

CO: FDEP - Central

TO: Debra Knight (Sumter Co)

FAX #: 850-412-0482

FROM: <u>DIANE KIBITLEWSKI (727) 848-8292 EXT. #244</u>

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

SYSTEM: The Woods, PWS# 660-0347

RE: Boil Water Notice (BWN) - Rescinding around 5:00 pm

Thank you, Diane M Kibitlewski

OCT/28/2015/WED 02:48 PM

FAX(TX)

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DATE: October 28, 2015

PAGES: 3

CO: Sumter County Health Department

TO: Drinking Water Section

FAX #: 352-793-6045

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244

dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN) – Rescinding around 5:00 pm System: The Woods, PWS# 660-0347

Thank you,

Diane

Oxford Pipeline Inc.

Underground Utilities/Pipe Rehabilitation

P.O. Box 86 Oxford, FL 34844

Phone: 352-504-8750 Fax: 352-330-0473 Email: cbarrette@oxfordpipeline.com

FL LIC#: CUC1224062

The Woods Utility Company 4939 Cross Bayou Boulevard New Port Richey, FL 34652

Invoice # 902-09-08-14-0440



Date: Sept. 08, 2014

Customer ID: A101

Prepared by: Craig Barrette

INVOICE

The Woods WTP	Job #711-16		
	Description		Amount
to locate valves on mai pit next to driveway an shut water off. Install	n 3" main. Heavy ground water. H n. Could not find. Haul in excavate d pit away from tree saw cut 3" ma valve on 3" pipe and connected on ot clean up residents yard, due to h	or. Excavate in could not both ends.	
Entered:		o'ko The wood	B WHI.
Man hours= 60 Equipment= Truck w/	tools, excavator, and trailer.		
Materials OPI supplied:	=N/A		
Materials= (U.S. Water Service requested by=	supplied all other Materials) John Worrell		
	Thank you for your business!	TOTAL	\$2215.00

Note: net terms 30

Attn: Joe Gabay