



Wills | Trusts | Probate | Real Estate | Guardianship | Medicaid | Business Law

August 4, 2017

**VIA E-FILING**

Carlotta S. Stauffer, Commission Clerk  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

RE: Docket No. 20160065-WU; Application for an increase in water rates in Charlotte  
County by Bocilla Utilities, Inc.  
Our File No. 47016.04

Dear Ms. Stauffer:

Pursuant to Commission Order No. PSC-17-0209-PAA-WU, enclosed is Bocilla Utilities, Inc.'s documentation demonstrating that: (1) the Utility meets the DEP's secondary water quality standards as evidenced by results gathered from the six current testing points mentioned above; (2) the Utility has posted its office hours on its customers' bills and the side of its office building; (3) the Utility has notified its customers that complaints regarding service may be made to the Commission's Office of Consumer Assistance and Outreach at the following toll-free number: 1(800) 342-3552; and (4) the Utility is monitoring its voicemail and is ensuring that it is meeting the standards for tracking complaints in accordance with Chapter 25-30, F.A.C.

Please schedule this for Commission consideration to restore the Utility's 50 basis point reduction in its ROE. Should you or Staff have any questions regarding this filing, please do not hesitate to give me a call.

Very truly yours,

*/s/ Martin S. Friedman*

MARTIN S. FRIEDMAN  
For the Firm

MSF/

Enclosure

cc: Craig Noden (via email)  
Ray Flischel (via email)  
Margo Leathers, Esquire (via email)  
Patty Christensen, Esquire (via email)

ITEM # 1 – DEP SECONDARY WATER QUALITY STANDARDS  
FROM (6) SIX CURRENT TESTING POINTS

# BENCHMARK

## EnviroAnalytical Inc.



FDOH Certification #E84167

Bocilla Utilities  
7025 A Placida Rd.  
Englewood, FL 34224

John Keaser

### ANALYTICAL TEST REPORT

THESE RESULTS MEET NELAC STANDARDS

#### SECONDARY CONTAMINANTS

62-550.320

REPORT NUMBER: 17061192 - 001

SYSTEM NAME: BUI/KIU

SYSTEM ID:

PARAMETER ID	PARAMETER NAME	MCL	UNITS	ANALYSIS RESULT	QUALIFIER	ANALYTICAL METHOD	MDL	ANALYSIS DATE	ANALYSIS TIME	LAB ID
	COLOR PH		UNITS	7.70		SM4500H+B		06/28/2017	15:56	E84167
1002	ALUMINUM	0.2	MG/L	0.023	U	200.7	0.023	06/30/2017	11:04	E84167
1017	CHLORIDE	250	MG/L	120		300.0	0.353	06/29/2017	23:01	E84167
1022	COPPER	1	MG/L	0.012	I	200.7	0.004	06/30/2017	11:04	E84167
1025	FLUORIDE	4.0	MG/L	0.030	U	300.0	0.030	06/30/2017	17:13	E84167
1028	IRON	0.3	MG/L	0.053	I	200.7	0.029	06/30/2017	11:04	E84167
1032	MANGANESE	0.05	MG/L	0.003	I	200.7	0.00098	06/30/2017	11:04	E84167
1050	SILVER	0.1	MG/L	0.0005	U	200.7	0.0005	06/30/2017	11:04	E84167
1056	SULFATE	250	MG/L	7.73		300.0	0.339	06/29/2017	23:01	E84167
1095	ZINC	5	MG/L	0.0014	U	200.7	0.0014	06/30/2017	11:04	E84167
1905	COLOR, APPARENT	15	PCU	2.5	U	SM2120B	2.5	06/28/2017	15:56	E84167
1920	ODOR	3	TON	1	U	140.1	1	06/28/2017	14:04	E84167
1925	PH	6.5-8.5	UNITS	7.70	Q	SM4500H+B		06/28/2017	14:58	E84167
1930	TOTAL DISSOLVED SOLIDS	500	MG/L	244		SM2540C	7.26	06/30/2017	13:21	E84167
2905	SURFACTANTS	0.5	MG/L	0.03	U	SM5540C	0.03	06/28/2017	15:35	E84167

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**DATA QUALIFIERS THAT MAY APPLY:**

I = Reported value is between the laboratory MDL and the PQL.  
J = Estimated value.  
J3 = Estimated value, Quality control criteria for precision or accuracy not met.  
J4 = Estimated value, Sample matrix interference suspected.  
Q = Sample held beyond accepted hold time.  
U = Analyte analyzed but not detected at the value indicated.  
V = Analyte detected in sample and method blank. Results for this analyte in associated samples may be biased high.  
Standard, Duplicate, and Spike values are within control limits. Reported data are usable.  
Y = Analysis performed on an improperly preserved sample. Data may be inaccurate.

For questions or comments regarding these results, please contact us at (941)723-9986.

*Results relate only to the samples.*

**NOTES:**

PQL = 4 x MDL.  
ND = Not Detected at or above adjusted reporting limit.  
MBAS calculated as LAS; molecular weight = 340.  
X = Value exceeds MCL.

**Benchmark EnviroAnalytical, Inc.**

1711 Twelfth Street East  
 Palmetto, FL 34221  
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 (941) 723-6061 fax  
 WWW.Benchmarkea.com

Client: **Bocilla Utilities**

7025A Placida Rd.  
 Englewood FL 34224  
 Office 941-769-0561 / Fax 941-201-1084  
 John Keaser 941-769-8486 john.keaser@gmail.com  
 office@bocillautilities.com

**Chain of Custody Form: Secondary Contaminants Analysis**

Sample Matrix: DW

PWS ID:

Profile 860

Laboratory Submission #:

17061192

Sample ID	Al Cu Fe Mn Ag Zn	Odor	MBAS	Cl F SO <sub>4</sub> Color/pH pH* TDS	Lab ID-#
	1: 4 HNO <sub>3</sub> pH<2	Plain	Plain	Plain	
	1 x 1/2 Pint Plastic	1 x 250mL Amber Glass	1 x 1 Quart Plastic	1 x 1/2 Pint Plastic	
BUI/KIU	Date: 6-28-17 Time: 1001				1

\*pH Received after 15 minute hold time, ok to run.

- 1 "Sample Type" is used to indicate whether the sample was a grab (G) or whether it was a composite (C).
- 2 "Sample Matrix" is used to indicate whether the sample is being discharged to drinking water (DW), groundwater (GW), surface water (SW), soil, sediment (SDMNT), or sludge (SLDG).
- 3 "Container Type" is used to indicate whether the container is plastic (P) or glass (G).
- 4 Sample must be refrigerated or stored in wet ice after collection. The temperature during storage should be less than or equal to 6°C (42.8°F). Under "Preservative," list any preservatives that were added to the sample container.

**Instructions:**

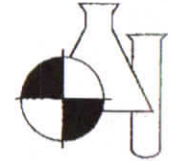
1. Each bottle has a label identifying sample ID, premeasured preservative contained in the bottle, sample type, client ID, and parameters for analysis.
2. The following information should be added to each bottle label after collection with permanent black ink: date and time of collection, sampler's name or initials, and any field number or ID.
3. All bottles not containing preservative may be rinsed with appropriate sample prior to collection.
4. The client is responsible for documentation of the sampling event. Please note special sampling events on the sample custody form.

Laboratory Sample Acceptability
pH < 2 <input checked="" type="checkbox"/>
Temperature: 3.2°C

	Collector	Date	Time	Received By	Date	Time
1	John Keaser	6-28-17	1001			
2	John Keaser	6-28-17	1205		6/28/17	1210
3		6/28/17	1320		6/28/17	1320
4						

# BENCHMARK

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FDOH Certification #E84167

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Englewood, FL 34224

John Keaser

### ANALYTICAL TEST REPORT

THESE RESULTS MEET NELAC STANDARDS

#### SECONDARY CONTAMINANTS

62-550.320

REPORT NUMBER: 17061193 - 001

SYSTEM NAME: Sunny Dreams

SYSTEM ID:

PARAMETER ID	PARAMETER NAME	MCL	UNITS	ANALYSIS RESULT	QUALIFIER	ANALYTICAL METHOD	MDL	ANALYSIS DATE	ANALYSIS TIME	LAB ID
	COLOR PH		UNITS	6.89		SM4500H+B		06/28/2017	15:56	E84167
1002	ALUMINUM	0.2	MG/L	0.023	U	200.7	0.023	06/30/2017	11:08	E84167
1017	CHLORIDE	250	MG/L	116		300.0	0.353	06/29/2017	23:14	E84167
1022	COPPER	1	MG/L	0.012	I	200.7	0.004	06/30/2017	11:08	E84167
1025	FLUORIDE	4.0	MG/L	0.046	I	300.0	0.030	06/30/2017	17:29	E84167
1028	IRON	0.3	MG/L	0.111	I	200.7	0.029	06/30/2017	11:08	E84167
1032	MANGANESE	0.05	MG/L	0.006		200.7	0.00098	06/30/2017	11:08	E84167
1050	SILVER	0.1	MG/L	0.0005	U	200.7	0.0005	06/30/2017	11:08	E84167
1055	SULFATE	250	MG/L	9.41		300.0	0.339	06/29/2017	23:14	E84167
1095	ZINC	5	MG/L	0.0014	U	200.7	0.0014	06/30/2017	11:08	E84167
1905	COLOR, APPARENT	15	PCU	2.5	U	SM2120B	2.5	06/28/2017	15:56	E84167
1920	ODOR	3	TON	1		140.1	1	06/28/2017	14:04	E84167
1925	PH	6.5-8.5	UNITS	6.89	Q	SM4500H+B		06/28/2017	14:58	E84167
1930	TOTAL DISSOLVED SOLIDS	500	MG/L	276		SM2540C	7.26	06/30/2017	13:21	E84167
2905	SURFACTANTS	0.5	MG/L	0.062	I	SM5540C	0.03	06/28/2017	15:35	E84167

**DATA QUALIFIERS THAT MAY APPLY:**

I = Reported value is between the laboratory MDL and the PQL.

J = Estimated value.

J3 = Estimated value. Quality control criteria for precision or accuracy not met.

J4 = Estimated value. Sample matrix interference suspected.

Q = Sample held beyond accepted hold time.

U = Analyte analyzed but not detected at the value indicated.

V = Analyte detected in sample and method blank. Results for this analyte in associated samples may be biased high. Standard, Duplicate, and Spike values are within control limits. Reported data are usable.

Y = Analysis performed on an improperly preserved sample. Data may be inaccurate.

**NOTES:**

PQL = 4 x MDL.

ND = Not Detected at or above adjusted reporting limit.

MBAS calculated as LAS; molecular weight = 340.

X = Value exceeds MCL.

For questions or comments regarding these results, please contact us at (941)723-9986.

*Results relate only to the samples.*

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 John Keaser 941-769-8486 [john.keaser@gmail.com](mailto:john.keaser@gmail.com)  
[office@bocillautilities.com](mailto:office@bocillautilities.com)

**Chain of Custody Form: Secondary Contaminants Analysis**

Sample Matrix: DW PWS ID:

Laboratory Submission #: **17061193**

Sample ID	Al Cu Fe Mn Ag Zn	Odor	MBAS	Cl F SO <sub>4</sub> Color/pH pH* TDS	Lab ID #
	1: 4 HNO <sub>3</sub> pH<2	Plain	Plain	Plain	
	1 x 1/2 Pint Plastic	1 x 250mL Amber Glass	1 x 1 Quart Plastic	1 x 1/2 Pint Plastic	
SUNNY DREAMS	Date: 6-28-17 Time: 1013				1

\*pH Received after 15 minute hold time, ok to run.

- 1 "Sample Type" is used to indicate whether the sample was a grab (G) or whether it was a composite (C)
- 2 "Sample Matrix" is used to indicate whether the sample is being discharged to drinking water (DW), groundwater (GW), surface water (SW), soil, sediment (SDMNT), or sludge (SLDG).
- 3 "Container Type" is used to indicate whether the container is plastic (P) or glass (G).
- 4 Sample must be refrigerated or stored in wet ice after collection. The temperature during storage should be less than or equal to 6°C (42.8°F). Under "Preservative," list any preservatives that were added to the sample container.

Instructions:

- 1. Each bottle has a label identifying sample ID, premeasured preservative contained in the bottle, sample type, client ID, and parameters for analysis.
- 2. The following information should be added to each bottle label after collection with permanent black ink: date and time of collection, sampler's name or initials, and any field number or ID.
- 3. All bottles not containing preservative may be rinsed with appropriate sample prior to collection.
- 4. The client is responsible for documentation of the sampling event. Please note special sampling events on the sample custody form.

Laboratory Sample Acceptability  
 pH < 2   
 Temperature: 3.2°C

1	Collector: <i>John Keaser</i>	Date: 6-28-17	Time: 1013	Received By:	Date:	Time:
2	Relinquished by: <i>John Keaser</i>	Date: 6-28-17	Time: 1205	Received By: <i>JO</i>	Date: 6/28/17	Time: 1210
3	Relinquished by: <i>JO</i>	Date: 6/28/17	Time: 1320	Received By: <i>AG</i>	Date: 6/28/17	Time: 1320
4	Relinquished by:	Date:	Time:	Received For Lab By:	Date:	Time:



# BENCHMARK

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### ANALYTICAL TEST REPORT

THESE RESULTS MEET NELAC STANDARDS

#### SECONDARY CONTAMINANTS

62-550.320

REPORT NUMBER: 17061194 - 001

SYSTEM NAME: Lemon Bay

SYSTEM ID:

PARAMETER ID	PARAMETER NAME	MCL	UNITS	ANALYSIS RESULT	QUALIFIER	ANALYTICAL METHOD	MDL	ANALYSIS DATE	ANALYSIS TIME	LAB ID
	COLOR PH		UNITS	6.88		SM4500H+B		06/28/2017	15:56	E84167
1002	ALUMINUM	0.2	MG/L	0.023	U	200.7	0.023	06/30/2017	11:13	E84167
1017	CHLORIDE	250	MG/L	114		300.0	0.353	06/29/2017	23:28	E84167
1022	COPPER	1	MG/L	0.013	I	200.7	0.004	06/30/2017	11:13	E84167
1025	FLUORIDE	4.0	MG/L	0.050	I	300.0	0.030	06/30/2017	17:45	E84167
1028	IRON	0.3	MG/L	0.197		200.7	0.029	06/30/2017	11:13	E84167
1032	MANGANESE	0.05	MG/L	0.007		200.7	0.00096	06/30/2017	11:13	E84167
1050	SILVER	0.1	MG/L	0.0005	U	200.7	0.0005	06/30/2017	11:13	E84167
1055	SULFATE	250	MG/L	8.97		300.0	0.339	06/29/2017	23:28	E84167
1095	ZINC	5	MG/L	0.006		200.7	0.0014	06/30/2017	11:13	E84167
1905	COLOR, APPARENT	15	PCU	2.5	U	SM2120B	2.5	06/28/2017	15:56	E84167
1920	ODOR	3	TON	1	U	140.1	1	06/28/2017	14:04	E84167
1925	PH	6.5-8.5	UNITS	6.88	Q	SM4500H+B		06/28/2017	14:58	E84167
1930	TOTAL DISSOLVED SOLIDS	500	MG/L	252		SM2540C	7.26	06/30/2017	13:21	E84167
2905	SURFACTANTS	0.5	MG/L	0.052	I	SM5540C	0.03	06/28/2017	15:35	E84167

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**DATA QUALIFIERS THAT MAY APPLY:**

I = Reported value is between the laboratory MDL and the PQL.  
J = Estimated value.  
J3 = Estimated value. Quality control criteria for precision or accuracy not met.  
J4 = Estimated value. Sample matrix interference suspected.  
Q = Sample held beyond accepted hold time.  
U = Analyte analyzed but not detected at the value indicated.  
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Y = Analysis performed on an improperly preserved sample. Data may be inaccurate.

For questions or comments regarding these results, please contact us at (941)723-9986.

*Results relate only to the samples.*

**NOTES:**

PQL = 4 x MDL.  
ND = Not Detected at or above adjusted reporting limit.  
MBAS calculated as LAS; molecular weight = 340.  
X = Value exceeds MCL.

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 John Keaser 941-769-8486 john.keaser@gmail.com  
 office@bocillautilities.com

**Chain of Custody Form: Secondary Contaminants Analysis**

Sample Matrix: DW PWS ID:

Laboratory Submission #: **17061194**

Sample ID	Al Cu Fe Mn Ag Zn	Odor	MBAS	Cl F SO <sub>4</sub> Color/pH pH* TDS	Lab ID #
	I: 4 HNO <sub>3</sub> pH<2.0	Plain	Plain	Plain	
	1 x 1/2 Pint Plastic	1 x 250mL Amber Glass	1 x 1 Quart Plastic	1 x 1/2 Pint Plastic	
<b>LEMON BAY</b>	Date: <b>6-28-17</b> Time: <b>1025</b>	/	/	/	<b>1</b>

\*pH Received after 15 minute hold time, ok to run.

- 1 "Sample Type" is used to indicate whether the sample was a grab (G) or whether it was a composite (C).
- 2 "Sample Matrix" is used to indicate whether the sample is being discharged to drinking water (DW), groundwater (GW), surface water (SW), soil, sediment (SDMNT), or sludge (SLDG).
- 3 "Container Type" is used to indicate whether the container is plastic (P) or glass (G).
- 4 **Sample must be refrigerated or stored in wet ice after collection. The temperature during storage should be less than or equal to 6°C (42.8°F).**  
 Under "Preservative," list any preservatives that were added to the sample container.

**Instructions:**

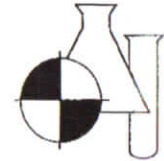
- 1. Each bottle has a label identifying sample ID, premeasured preservative contained in the bottle, sample type, client ID, and parameters for analysis.
- 2. The following information should be added to each bottle label after collection with permanent black ink: date and time of collection, sampler's name or initials, and any field number or ID.
- 3. All bottles not containing preservative may be rinsed with appropriate sample prior to collection.
- 4. The client is responsible for documentation of the sampling event. Please note special sampling events on the sample custody form.

Laboratory Sample Acceptability  
 pH < 2.0  
 Temperature: **3.2°C**

	Collector	Date	Time	Received By:	Date:	Time:
1	<i>John Keaser</i>	6-28-17	1025			
2	<i>John Keaser</i>	6-28-17	1205	<i>[Signature]</i>	6/28/17	1210
3	<i>[Signature]</i>	6/28/17	1320	<i>[Signature]</i>	6/28/17	1320
4				<i>[Signature]</i>		

# BENCHMARK

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FDOH Certification #E84167

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John Keaser

## ANALYTICAL TEST REPORT

THESE RESULTS MEET NELAC STANDARDS

### SECONDARY CONTAMINANTS

62-550.320

REPORT NUMBER: 17061195 - 001

SYSTEM NAME: Palm

SYSTEM ID:

PARAMETER ID	PARAMETER NAME	MCL	UNITS	ANALYSIS RESULT	QUALIFIER	ANALYTICAL METHOD	MDL	ANALYSIS DATE	ANALYSIS TIME	LAB ID
	COLOR PH		UNITS	7.09		SM4500H+B		06/28/2017	15:56	E84167
1002	ALUMINUM	0.2	MG/L	0.030	I	200.7	0.023	06/30/2017	11:17	E84167
1017	CHLORIDE	250	MG/L	114		300.0	0.353	06/30/2017	00:36	E84167
1022	COPPER	1	MG/L	0.064		200.7	0.004	06/30/2017	11:17	E84167
1025	FLUORIDE	4.0	MG/L	0.041	I	300.0	0.030	06/30/2017	18:00	E84167
1028	IRON	0.3	MG/L	0.206		200.7	0.029	06/30/2017	11:17	E84167
1032	MANGANESE	0.05	MG/L	0.006		200.7	0.00088	06/30/2017	11:17	E84167
1050	SILVER	0.1	MG/L	0.001	I	200.7	0.0005	06/30/2017	11:17	E84167
1055	SULFATE	250	MG/L	9.01		300.0	0.339	06/30/2017	00:36	E84167
1095	ZINC	5	MG/L	0.093		200.7	0.0014	06/30/2017	11:17	E84167
1905	COLOR, APPARENT	15	PCU	2.5	U	SM2120B	2.5	06/28/2017	15:56	E84167
1920	ODOR	3	TON	1		140.1	1	06/28/2017	14:04	E84167
1925	PH	6.5-8.5	UNITS	7.09	Q	SM4500H+B		06/28/2017	14:58	E84167
1930	TOTAL DISSOLVED SOLIDS	500	MG/L	252		SM2540C	7.26	06/30/2017	13:21	E84167
2905	SURFACTANTS	0.5	MG/L	0.076	I	SM5540C	0.03	06/28/2017	15:35	E84167

**DATA QUALIFIERS THAT MAY APPLY:**

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 office@bocillautilities.com

**Chain of Custody Form: Secondary Contaminants Analysis**

Sample Matrix: DW PWS ID:

Laboratory Submission #: **17061195**

Sample ID	Al Cu Fe Mn Ag Zn	Odor	MBAS	Cl F SO <sub>4</sub> Color/pH pH* TDS	Lab ID #
	I: 4 HNO <sub>3</sub> pH < 2 ✓	Plain	Plain	Plain	
	1 x 1/2 Pint Plastic	1 x 250mL Amber Glass	1 x 1 Quart Plastic	1 x 1/2 Pint Plastic	
<b>PALM</b>	Date: <b>6-28-17</b> Time: <b>1050</b> ✓	✓	✓	✓	<b>1</b>

\*pH Received after 15 minute hold time, ok to run.

- 1 "Sample Type" is used to indicate whether the sample was a grab (G) or whether it was a composite (C).
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- 3 "Container Type" is used to indicate whether the container is plastic (P) or glass (G).
- 4 **Sample must be refrigerated or stored in wet ice after collection. The temperature during storage should be less than or equal to 6°C (42.8°F).**  
 Under "Preservative," list any preservatives that were added to the sample container.

Instructions:

- 1. Each bottle has a label identifying sample ID, premeasured preservative contained in the bottle, sample type, client ID, and parameters for analysis.
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- 4. The client is responsible for documentation of the sampling event. Please note special sampling events on the sample custody form.

Laboratory Sample Acceptability  
 pH < 2 ✓  
 Temperature **3.2°C**

1	Collector: <b>John Keaser</b>	Date: <b>6-28-17</b>	Time: <b>1050</b>	Received By:	Date:	Time:
2	Relinquished by: <b>John Keaser</b>	Date: <b>6-28-17</b>	Time: <b>1205</b>	Received By: <b>JD</b>	Date: <b>6/28/17</b>	Time: <b>1210</b>
3	Relinquished by: <b>JD</b>	Date: <b>6/28/17</b>	Time: <b>1320</b>	Received By: <b>[Signature]</b>	Date: <b>6/28/17</b>	Time: <b>1320</b>
4	Relinquished by:	Date:	Time:	Received For Lab By:	Date:	Time:

# BENCHMARK

## EnviroAnalytical Inc.



FDOH Certification #E84167

Bocilla Utilities  
7025 A Placida Rd.  
Englewood, FL 34224

John Keaser

### ANALYTICAL TEST REPORT

THESE RESULTS MEET NELAC STANDARDS

#### SECONDARY CONTAMINANTS

62-550.320

REPORT NUMBER: 17061196 - 001  
SYSTEM NAME: Kettle Harbor  
SYSTEM ID:

PARAMETER ID	PARAMETER NAME	MCL	UNITS	ANALYSIS RESULT	QUALIFIER	ANALYTICAL METHOD	MDL	ANALYSIS DATE	ANALYSIS TIME	LAB ID
	COLOR PH		UNITS	6.77		SM4500H+B		06/28/2017	15:56	E84167
1002	ALUMINUM	0.2	MG/L	0.035	I	200.7	0.023	06/30/2017	11:22	E84167
1017	CHLORIDE	250	MG/L	114		300.0	0.353	06/29/2017	17:08	E84167
1022	COPPER	1	MG/L	0.015	I	200.7	0.004	06/30/2017	11:22	E84167
1025	FLUORIDE	4.0	MG/L	0.030	U	300.0	0.030	06/30/2017	18:16	E84167
1028	IRON	0.3	MG/L	0.123		200.7	0.029	06/30/2017	11:22	E84167
1032	MANGANESE	0.05	MG/L	0.009		200.7	0.00098	06/30/2017	11:22	E84167
1050	SILVER	0.1	MG/L	0.0005	U	200.7	0.0005	06/30/2017	11:22	E84167
1055	SULFATE	250	MG/L	9.45		300.0	0.339	06/29/2017	17:08	E84167
1095	ZINC	5	MG/L	0.002	I	200.7	0.0014	06/30/2017	11:22	E84167
1905	COLOR, APPARENT	15	PCU	2.5	U	SM2120B	2.5	06/28/2017	15:56	E84167
1920	ODOR	3	TON	1	U	140.1	1	06/28/2017	14:04	E84167
1925	PH	6.5-8.5	UNITS	6.77	Q	SM4500H+B		06/28/2017	14:58	E84167
1930	TOTAL DISSOLVED SOLIDS	500	MG/L	272		SM2540C	7.26	06/29/2017	15:55	E84167
2905	SURFACTANTS	0.5	MG/L	0.094	I	SM5540C	0.03	06/28/2017	15:35	E84167

---

**DATA QUALIFIERS THAT MAY APPLY:**

I = Reported value is between the laboratory MDL and the PQL.  
J = Estimated value.  
J3 = Estimated value. Quality control criteria for precision or accuracy not met.  
J4 = Estimated value. Sample matrix interference suspected.  
Q = Sample held beyond accepted hold time.  
U = Analyte analyzed but not detected at the value indicated.  
V = Analyte detected in sample and method blank. Results for this analyte in associated samples may be biased high. Standard, Duplicate, and Spike values are within control limits. Reported data are usable.  
Y = Analysis performed on an improperly preserved sample. Data may be inaccurate.

**NOTES:**

PQL = 4 x MDL  
ND = Not Detected at or above adjusted reporting limit.  
MBAS calculated as LAS; molecular weight = 340.  
X = Value exceeds MCL.

For questions or comments regarding these results, please contact us at (941)723-9986.

*Results relate only to the samples.*



**Benchmark EnviroAnalytical, Inc.**

1711 Twelfth Street East  
 Palmetto, FL 34221  
 (941) 723-9986  
 (941) 723-6061 fax  
 WWW.Benchmarkea.com

**Client: Bocilla Utilities**  
 7025A Placida Rd.  
 Englewood FL 34224  
 Office 941-769-0561 / Fax 941-201-1084  
 John Keaser 941-769-8486 john.keaser@gmail.com  
 office@bocillautilities.com

**Chain of Custody Form: Secondary Contaminants Analysis**

Sample Matrix: DW

PWS ID:

Laboratory Submission #:

17061196

Sample ID	Al Cu Fe Mn Ag Zn	Odor	MBAS	Cl F SO <sub>4</sub> Color/pH pH* TDS	Lab ID #
	1: 4 HNO <sub>3</sub> pH<2 ✓	Plain	Plain	Plain	
	1 x ½ Pint Plastic	1 x 250mL Amber Glass	1 x 1 Quart Plastic	1 x ½ Pint Plastic	
KETTLE HARBOR	Date: 6-28-17 Time: 1120 ✓	✓	✓	✓	1

\*pH Received after 15 minute hold time, ok to run.

- "Sample Type" is used to indicate whether the sample was a grab (G) or whether it was a composite (C).
- "Sample Matrix" is used to indicate whether the sample is being discharged to drinking water (DW), groundwater (GW), surface water (SW), soil, sediment (SDMNT), or sludge (SLDG).
- "Container Type" is used to indicate whether the container is plastic (P) or glass (G).
- Sample must be refrigerated or stored in wet ice after collection. The temperature during storage should be less than or equal to 6°C (42.8°F). Under "Preservative," list any preservatives that were added to the sample container.

**Instructions:**

- Each bottle has a label identifying sample ID, premeasured preservative contained in the bottle, sample type, client ID, and parameters for analysis.
- The following information should be added to each bottle label after collection with permanent black ink: date and time of collection, sampler's name or initials, and any field number or ID.
- All bottles not containing preservative may be rinsed with appropriate sample prior to collection.
- The client is responsible for documentation of the sampling event. Please note special sampling events on the sample custody form.

Laboratory Sample Acceptability  
 pH<2 ✓  
 Temperature: 3.2°C

	Collector	Date	Time	Received By	Date	Time
1	John Keaser	6-28-17	1120			
2	John Keaser	6-28-17	1205	NO	6/28/17	1210
3	NO	6/28/17	1320		6/28/17	1320
4				APD		

# BENCHMARK

## EnviroAnalytical Inc.



FDOH Certification #E84167

Bocilla Utilities  
7025 A Placida Rd.  
Englewood, FL 34224

John Keaser

### ANALYTICAL TEST REPORT

THESE RESULTS MEET NELAC STANDARDS

#### SECONDARY CONTAMINANTS

62-550.320

REPORT NUMBER: 17050887 - 001

SYSTEM NAME: 480 S. Gulf

SYSTEM ID:

PARAMETER ID	PARAMETER NAME	MCL	UNITS	ANALYSIS RESULT	QUALIFIER	ANALYTICAL METHOD	MDL	ANALYSIS DATE	ANALYSIS TIME	LAB ID
	COLOR PH		UNITS	7.32		SM4500H+B		05/23/2017	15:25	E84167
1002	ALUMINUM	0.2	MG/L	0.023	U	200.7	0.023	05/25/2017	11:12	E84167
1017	CHLORIDE	250	MG/L	90.6		300.0	0.353	06/02/2017	08:19	E84167
1022	COPPER	1	MG/L	0.035		200.7	0.004	05/25/2017	11:12	E84167
1025	FLUORIDE	2.0	MG/L	0.063	I	300.0	0.030	06/06/2017	10:59	E84167
1028	IRON	0.3	MG/L	0.247		200.7	0.029	05/25/2017	11:12	E84167
1032	MANGANESE	0.05	MG/L	0.004		200.7	0.00098	05/25/2017	11:12	E84167
1050	SILVER	0.1	MG/L	0.0005	U	200.7	0.0005	05/25/2017	11:12	E84167
1055	SULFATE	250	MG/L	12.9		300.0	0.339	06/02/2017	08:19	E84167
1095	ZINC	5	MG/L	0.0014	U	200.7	0.0014	05/25/2017	11:12	E84167
1905	COLOR, APPARENT	15	PCU	5		SM2120B	2.5	05/23/2017	15:25	E84167
1920	ODOR	3	TON	1		140.1	1	05/23/2017	13:53	E84167
1925	PH	6.5-8.5	UNITS	7.32	Q	SM4500H+B		05/23/2017	15:02	E84167
1930	TOTAL DISSOLVED SOLIDS	500	MG/L	204		SM2540C	7.26	05/24/2017	13:15	E84167
2905	SURFACTANTS	0.5	MG/L	0.03	U	SM5540C	0.03	05/23/2017	16:00	E84167

**DATA QUALIFIERS THAT MAY APPLY:**

I = Reported value is between the laboratory MDL and the PQL.  
J = Estimated value.  
J3 = Estimated value. Quality control criteria for precision or accuracy not met.  
J4 = Estimated value. Sample matrix interference suspected.  
Q = Sample held beyond accepted hold time.  
U = Analyte analyzed but not detected at the value indicated.  
V = Analyte detected in sample and method blank. Results for this analyte in associated samples may be biased high.  
Standard, Duplicate, and Spike values are within control limits. Reported data are usable.  
Y = Analysis performed on an improperly preserved sample. Data may be inaccurate.

**NOTES:**

PQL = 4 x MDL  
ND = Not Detected at or above adjusted reporting limit.  
MBAS calculated as LAS; molecular weight = 340.  
X = Value exceeds MCL.

For questions or comments regarding these results, please contact us at (941)723-9986.

*Results relate only to the samples.*

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 Englewood FL 34224  
 Office 941-769-0561 / Fax 941-201-1084  
 John Keaser 941-769-8486 john.keaser@gmail.com  
 office@bocillautilities.com

**Chain of Custody Form: Secondary Contaminants Analysis**

Sample Matrix: DW PWS ID:

Laboratory Submission #: **17050887**

Sample ID	Al Cu Fe Mn Ag Zn	Odor	MBAS	Cl F SO <sub>4</sub> Color/pH pH* TDS	Lab ID #
	1:4 HNO <sub>3</sub> pH 2.17	Plain	Plain	Plain	
	1 x 1/2 Pint Plastic	1 x 250mL Amber Glass	1 x 1 Quart Plastic	1 x 1/2 Pint Plastic	
<b>480 S. GOLF</b>	Date: <b>5-23-17</b> Time: <b>1015</b>				<b>1</b>

\*pH Received after 15 minute hold time, ok to run.

- 1 "Sample Type" is used to indicate whether the sample was a grab (G) or whether it was a composite (C).
- 2 "Sample Matrix" is used to indicate whether the sample is being discharged to drinking water (DW), groundwater (GW), surface water (SW), soil, sediment (SDMNT), or sludge (SLDG).
- 3 "Container Type" is used to indicate whether the container is plastic (P) or glass (G).
- 4 **Sample must be refrigerated or stored in wet ice after collection. The temperature during storage should be less than or equal to 6°C (42.8°F).**  
 Under "Preservative," list any preservatives that were added to the sample container.

Instructions:

- 1 Each bottle has a label identifying sample ID, pressurized preservative contained in the bottle, sample type, client ID, and parameters for analysis.
- 2 The following information should be added to each bottle label after collection with permanent black ink: date and time of collection, sampler's name or initials, and any field number or ID.
- 3 All bottles not containing preservative may be rinsed with appropriate sample prior to collection.
- 4 The client is responsible for documentation of the sampling event. Please note special sampling events on the sample custody form.

Laboratory Sample Acceptability  
 pH < 2   
 Temperature: **3.4°C**

1	Collector: <b>John Keaser</b>	Date: <b>5-23-17</b>	Time: <b>1015</b>	Received By:	Date:	Time:
2	Relinquished By: <b>J Keaser</b>	Date: <b>5-23-17</b>	Time: <b>1145</b>	Received By: <b>Melinda Merchant</b>	Date: <b>5/23/17</b>	Time: <b>1115</b>
3	Relinquished By: <b>[Signature]</b>	Date: <b>5/23/17</b>	Time: <b>1345</b>	Received By: <b>[Signature]</b>	Date: <b>05/23/17</b>	Time: <b>1345</b>
4	Relinquished By:	Date:	Time:	Received For Lab Use:	Date:	Time:

ITEM # 2

ATTACHED THE UTILITIES CUSTOMER SERVICE POLICY WHICH SHOWS THE UTILITIES POSTED HOURS ON THE CUSTOMER BILLS AND ON THE BUILDING.

ITEM # 4

THE UTILITIES VOICE MAIL MESSAGE AND CUSTOMER COMPLAINT LOGS FOR TRACKING COMPLAINTS IN ACCORDANCE WITH CHAPTER 25-30, F.A.C.

# CUSTOMER SERVICE POLICY

## ***BUSINESS OFFICE HOURS***

### OFFICE LOCATION:

7025-A Placida Road, Englewood, FL 34224

Tuesday – 9:00 am to 5:00 pm

Thursday – 9:00 am to 5:00 pm

Office personnel on site to handle walk-in customers, phone calls, and emails. All inquiries/reports made during office hours are responded to within the same business day, ideally within 2 hours. Account inquiries made during non-business hours are responded to the following office business day.

- Office hours are posted on the front door where customers enter. (Exhibit 1a)
- Office hours are posted online. (Exhibit 1b)
- Office hours are indicated on phone voice mail message. (Exhibit 1c)
- Office hours are indicated on monthly bills. (Exhibit 1d)

### WATER EMERGENCY (Service needed outside business hours)

Dedicated EMERGENCY phone number in place. Forwarded, 24 hours a day/7 days a week, to on-call Field Technician. All calls responded to as soon as possible by Technician.

- Phone number posted on front door where customers enter (Exhibit 1a)
- Phone number posted online on company website (Exhibit 1b)
- Phone number indicated on phone voice mail message (Exhibit 1c)

## ***CUSTOMER CONTACT***

### WALK-IN, PHONE, EMAIL

All customer contact is logged immediately on Master Customer Service Log (Exhibit 2a), with dates, account number, issue and resolution.

- As applicable, a Service Request (Exhibit 2b) is opened and forwarded to Field Technician. Field Technician returns completed Request upon completion/resolution of issue, with description of services rendered.

All customer contact is notated in detail in “ABS” utility software. (Exhibit 2c)

- Pertinent documentation (i.e. test results, photos, signed Transfers, etc.) is filed in customer’s hard service agreement file in business office.

## COMPANY WEBSITE

[www.bocillautilities.com](http://www.bocillautilities.com) (Exhibit 3a)

Available 24 hours a day/7 days a week. Accessible by PC and mobile devices. Formatted for current versions of Internet Explorer/Edge, Chrome, Safari and Firefox browsers.

Using the CUSTOMER PORTAL, the customer has the ability to:

- View their account, including balance due, payment history, meter readings and usage history (Exhibit 3b)
- Make a one-time online E-Payment using a checking account
- Send E-Messages to the Business Office (for a response during office business hours)
- Inquire about enrolling in the Automatic Payment Plan
- Receive instructions as to how to transfer existing water service and how to arrange for new service hook-ups.



BUSINESS OFFICE HOURS

TUESDAY

9:00 TO 5:00

&

THURSDAY

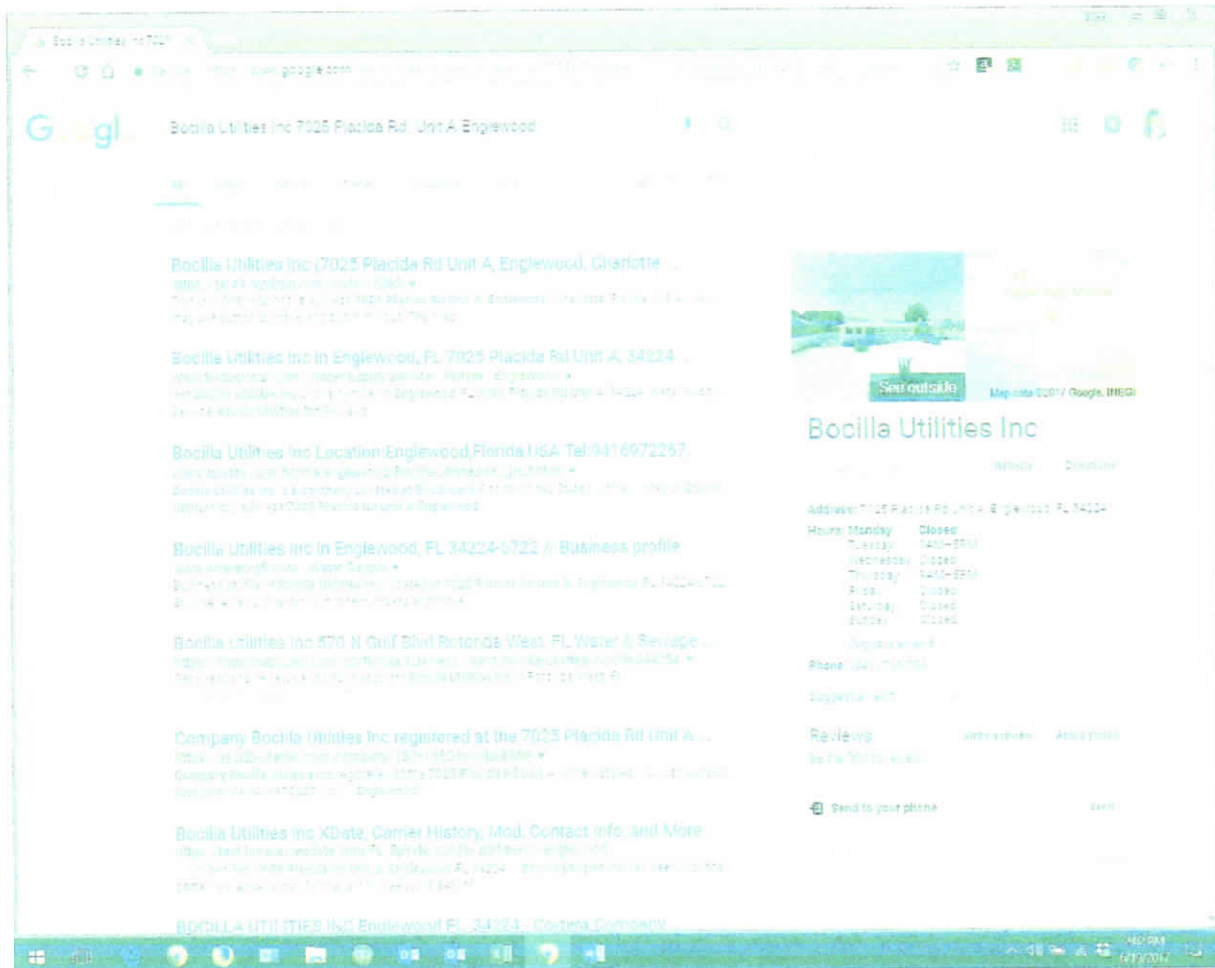
9:00 TO 5:00

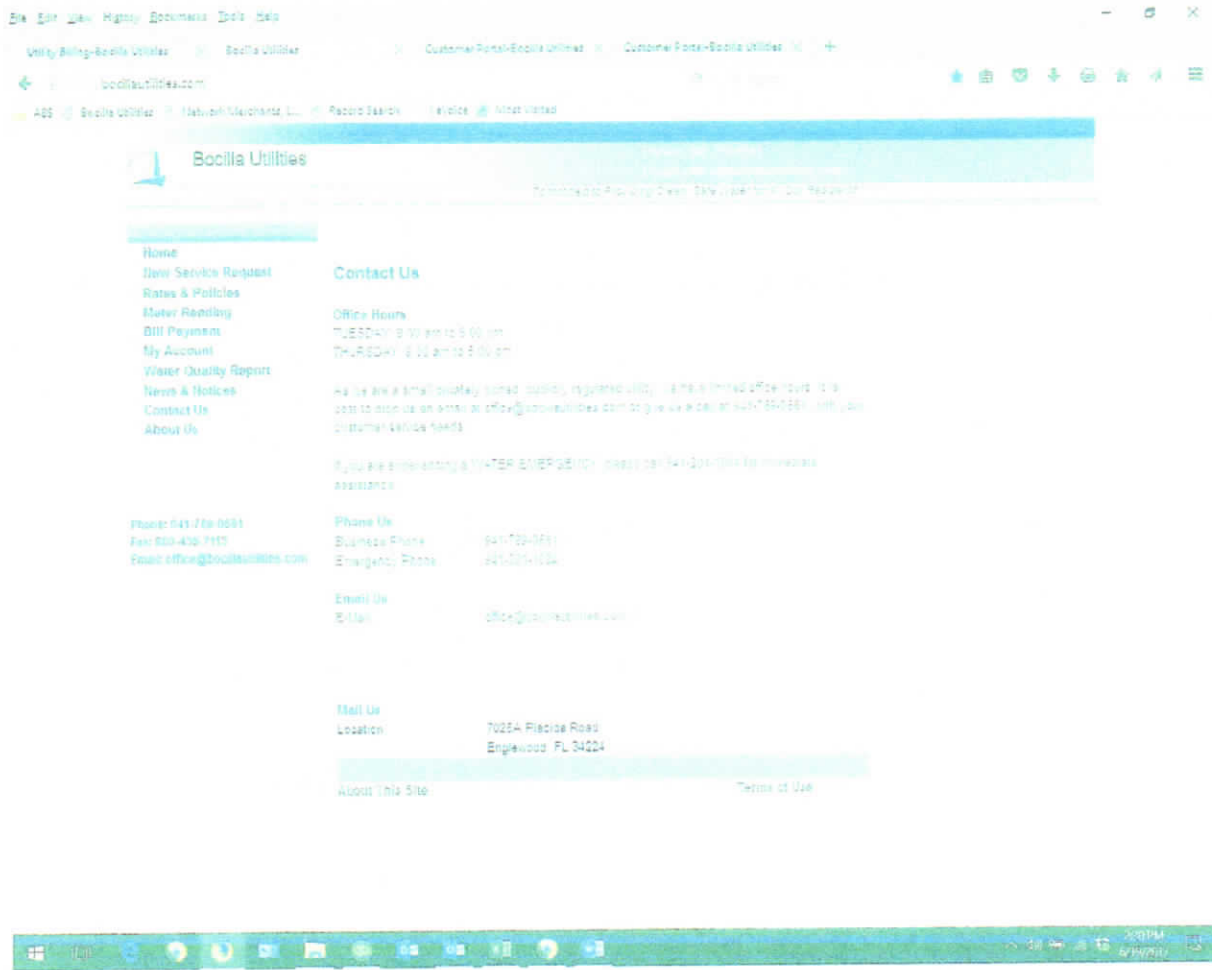
*VIEW YOUR ACCOUNT 24/7 AT:*

[WWW.BOCILLAUTILITIES.COM](http://WWW.BOCILLAUTILITIES.COM)

941-769-0561/office@bocillautilities.com







*Voice Mail Message*

Thank you for calling Bocilla Utilities on Don Pedro/Palm Island in Charlotte County Florida. Our business office hours are Tuesday, from 9 am to 5 pm, and Thursday, from 9 am to 5 pm. Please visit our Customer Portal, available 24 hours a day, 7 days a week, at [bocillautilities.com](http://bocillautilities.com) to view your account balance, payment history, and usage details. You can even make a one-time online payment. You may also email us at [office@bocillautilities.com](mailto:office@bocillautilities.com) with your billing questions.

If you are calling about a water service problem, or an emergency with water service, please call 941-201-1084. Again that emergency number is 941-201-1084.

If a return call is necessary, please leave your name, account number, reason for the call and our customer service representative will return your call during our business hours.

Thank you and have a great day!

Bocilla Utilities Inc  
7025-A Placida Road  
Englewood, FL 34224

941-769-0561

Acct: ZZZ1  
Dummy Account  
AMT DUE: \$0.00

**Bocilla Utilities Inc**

Date: 7/01/2017  
Account No: ZZZ1  
Service Dates: 06/01/17-06/30/17  
Terms: Due 07/24/17  
Received: 0.00 - Date:  
Office: Tue&Thu-9 to 5 / www.bocillautilities.com  
Service: Dummy Meter

PRESORTED  
FIRST CLASS  
MAIL US  
POSTAGE PAID  
PERMIT NO 47  
PLACIDA, FL  
33946

Current	Previous	Usage	Description	Amount
			Water	
			Other	
<b>TOTAL AMOUNT DUE</b>				<b>\$0.00</b>

Please Return This Stub  
With Payment (7)

Dummy Account

**SAMPLE - MAILED POSTCARD**

# SAMPLE - EMAIL BILL

## Bocilla Utilities Business Office

---

**From:** office=bocillautilities.com@mail1.absmailservers.com on behalf of office@bocillautilities.com  
**Sent:** Wednesday, July 26, 2017 12:33 PM  
**To:** Bocilla Utilities Business Office  
**Subject:** Statement PB10

**Bocilla Utilities Inc**  
7025-A Placida Road  
Englewood FL, 34224

SAMPLE  
7025-A Placida Road  
Englewood, FL 34224

Page: 1  
Statement Date: 07/26/2017  
Account No: PB10  
Terms: Due 07/24/17  
Previous Balance: 110.22  
Last Payment: 188.69

**DO NOT PAY-PAID BY ACH**

Office: Tue&Thu-9 to 5 / www.bocillautilities.com

### Other Charges This Period

Description	Amount
Payment #:10071087	-110.22
Payment #:10071699	-78.47
	<hr/>
	\$0.00

### Water Charges This Period

Meter	Current	Previous	Usage	Units	Description	Tier Amount	Amount
PB10	184040.00	179460.00	4580.00		Monthly Residential Service		78.47
					<b>Subtotal: Water Charges This Period</b>		<hr/>
							\$78.47

### Payment Coupon

Account No: PB10  
Name: SAMPLE  
Service Address: 10 Pointe Way  
Please Return This Stub  
With Payment (7)  
Write Account Number on Check and Mail to:  
**Bocilla Utilities Inc**  
7025-A Placida Road  
Englewood, FL 34224

**DO NOT PAY-PAID BY ACH:**

Master Customer Call Log - Excel

### Bocilla Utilities, Inc. Master Customer Service Log

Date	Name	Via	Account	Issue	Service Request			Resolution			
					Opened	Assigned to	Date	Remarks	Assigned to	Status	Date
6/1/17	Jane Alden	Sk/Ema	301	Billing/Payment	Y			Set up Bill - made payment by phone		Closed	6/1/17
6/1/17	Levant Enterprises	via	1344	Abnormally high usage/leak	Y	John Craig	6/1/17	Water Read - used - Billing Adjusted		Closed	6/1/17
6/1/17	Alex	Phone	1784	Returned Call	Y			Informed of high usage in MA		Closed	6/1/17
6/1/17	Mia Clark	Phone	9124	Shut Off/Service	Y			Shut off meter by bank that customer was sent		Closed	6/1/17
6/5/17	Mia Jennings	Voice Mail	019480	Shut Off/Service	Y			Returned Call - want over amount due		Closed	6/5/17
6/6/17	Brice Akers	Phone	10084	Billing/Payment	Y			Payment 6/6/17		Closed	6/6/17
6/6/17	Daryl Miller	Phone	7881	Billing/High B	Y			use HD shut off - wire plumber to find leaks		Closed	6/6/17
6/6/17	Judy Tandon Coast	Phone	919-PWP	Locked meter	Y			Properly High - Billing account current		Closed	6/6/17
6/6/17	Heather Street	Phone	12784	Locked meter	Y			Re-dial for phone (San John no unlocked meter)		Closed	6/6/17
6/13/17	Carla-Frances & Big	Phone	00910	Billing/High B	Y	John	6/13/17	Water Read - Board inspected - Billed Customer		Closed	6/13/17
6/13/17	Pat Sorenson	Email	6111	Locked meter	Y			Re-dial for phone (John unlocked meter 6/13)		Closed	6/13/17
6/13/17	Jorge Remon	Phone	596	Delayed Customer - Failed ACH Payment	Y			Enabled new ACH for processing payment		Closed	6/13/17
6/13/17	WV Rockoff	Phone	1387100	Billing	Y			Want over usage/leak due for leak		Closed	6/13/17



# Service Report

Account #

Customer name

Date: [Date]

Location

Reported by

Received by

Via:

[Date]

## Nature of Problem

Problem reported

Location

System down?  No  Yes

Meter Serial #

Assigned to

Current Reading

Date | time [Date | time]

Previous Reading

Equipment

Spinning/Speed

## Service Details

Service rendered

Date | Time [Date | time]

Status after service  Complete  Incomplete  Pending for parts  
 Under observation  Working solution provided

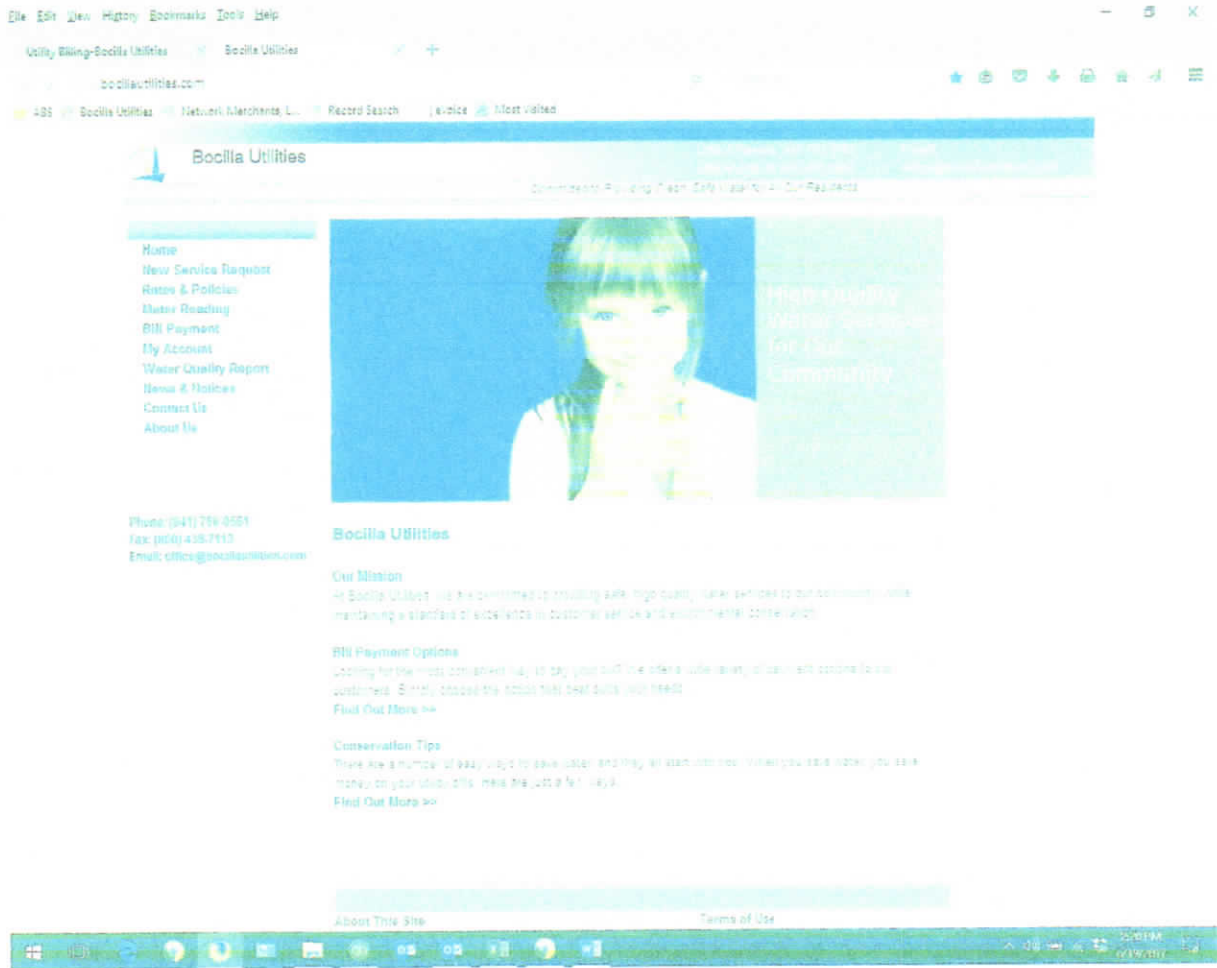
Service Remarks

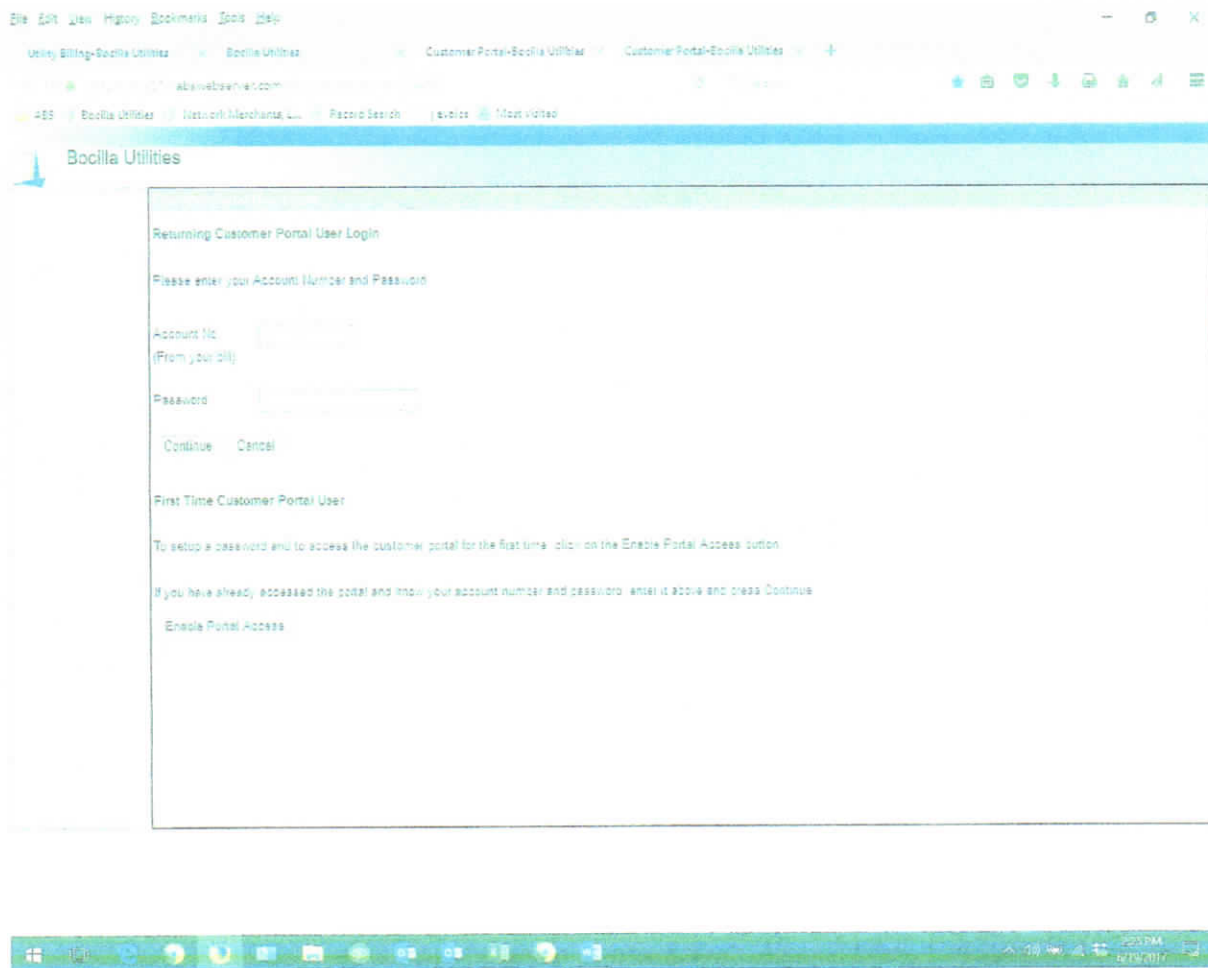
Technician Signature

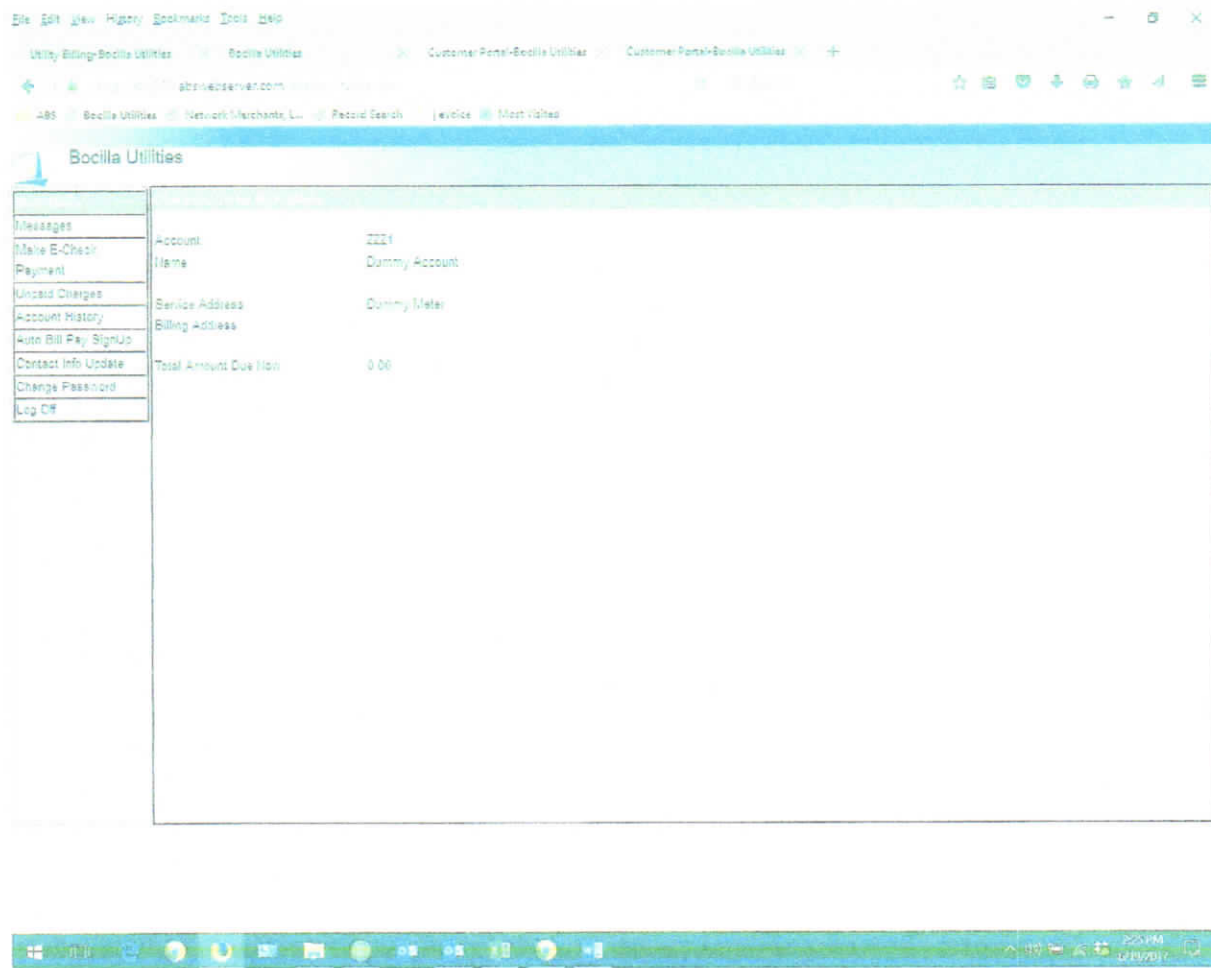
Bocilla Utilities

Account	Date	Description	Status	Type
Unpaid Charges	5/10/2017	Test note: All customer notations can be made here in detail	Failed	
Customer	6/01/2017	Email Statement to 2221	Completed	
Info	6/01/2017	Email Statement to 2221	Completed	
Notes	6/01/2017	Email Statement to 2221	Completed	
Locations	6/01/2017	Email Statement to 2221	Completed	
Meters	2/01/2017	Email Statement to 2221	Completed	
Add Note	1/20/2017	Bocilla Utilities Automatic Payment Plan TEST	Completed	Message
Add Document	1/11/2017	Bocilla Utilities Automatic Payment Plan	Completed	Message
Page Top	1/11/2017	Bocilla Utilities Automatic Payment Plan	Completed	Message
Page Down	1/04/2017	Email Statement to 2221	Completed	
Report	12/01/2016	Email Statement to 2221	Completed	
User Manual	11/02/2016	Email Statement to 2221	Completed	
Close	9/30/2016	Email Statement to 2221	Completed	
Search For	8/01/2016	Email Statement to 2221	Completed	
Form Type	8/01/2016	Email Statement to 2221	Completed	
LATE NOTICE	7/01/2016	Email Statement to 2221	Completed	
Apply	7/01/2016	Email Statement to 2221	Completed	
Descending	7/01/2016	Email Statement to 2221	Completed	
Apply	7/01/2016	Email Statement to 2221	Completed	









ITEM # 3 – UTILITY NOTIFICATION TO CUSTOMERS THAT COMPLAINTS REGARDING SERVICE MAY BE MADE TO THE COMMISSION’S OFFICE OF CONSUMER ASSISTANCE AND OUTREACH.

ATTACHED NOTICE MAILED TO ALL CUSTOMERS.

**Initial Customer Deposit**

Residential 5/8"x3/4" meter - \$183.00

All others – Two times the average estimated monthly bill

**Late Payment Charge**

\$7.12

**IF YOU WISH TO CONTACT THE FLORIDA PUBLIC SERVICE COMMISSION REGARDING COMPLAINTS ABOUT SERVICE, YOU MAY CALL THE COMMISSION'S DIVISION OF CONSUMER ASSISTANCE AND OUTREACH AT THE FOLLOWING TOLL-FREE NUMBER: 1-800-342-3552.**

The rates shall be effective for service rendered as of the Commission's stamped approval date on the tariff sheets provided the customers have received notice. If the effective date of the new rates falls within a regular billing cycle, the initial bills at the new rate may be prorated. The old charges shall be prorated based on the number of days in the billing cycle before the effective date of the new rates. The new charges shall be prorated based on the number of days in the billing cycle on or after the effective date of the new rates. If you have any questions about your bill, please contact the Utility at (941) 769-0561.

**NOTICE**  
**TO CUSTOMERS OF BOCILLA UTILITIES, INC.**  
**AND ALL OTHER INTERESTED PERSONS**  
**DATED: JUNE 23, 2017**

By Order No. PSC-17-0209-PAA-WU issued May 30, 2017, the Florida Public Service Commission (Commission) approved an increase in water rates, a late payment charge, an initial customer deposit, and changes to the service availability charges for Bocilla Utilities, Inc. (Utility). A schedule of Commission approved rates and charges are set forth below.

**MONTHLY WATER RATES**

	<b>IMPLEMENTED INTERIM RATES</b>	<b>COMMISSION APPROVED FINAL RATES</b>
<b><u>Residential and General Service</u></b>		
Base Facility Charge by Meter Size		
5/8" x 3/4"	\$53.83	\$56.34
3/4"	N/A	\$84.51
1"	\$134.59	\$140.85
1-1/2"	\$269.15	\$281.70
2"	\$430.64	\$450.72
3"	\$861.28	\$901.44
4"	\$1,345.75	\$1,408.50
6"	\$2,691.50	\$2,817.00
8"	\$4,306.40	\$4,507.20
Charge per 1,000 gallons - Residential		
0-6,000 gallons	\$5.38	N/A
6,001-12,000 gallons	\$9.03	N/A
Over 12,000 gallons	\$14.34	N/A
0-3,000 gallons	N/A	\$6.35
3,001-12,000 gallons	N/A	\$7.94
Over 12,000 gallons	N/A	\$15.87
Charge per 1,000 gallons - General Service		
0-6,000 gallons	\$5.38	\$9.27
6,001-12,000 gallons	\$9.03	N/A
Over 12,000 gallons	\$14.34	N/A

**Approved Service Availability Charges**

Meter Installation Charge - 5/8"x3/4"	\$365.00
Main Extension Charge – per ERC	\$1,421.00
AFPI Charge – per ERC	\$1,292.31