

COUNTRY WALK UTILITIES, INC.

FILED 3/23/2018
DOCUMENT NO. 02490-2018
FPSC - COMMISSION CLERK

March 19, 2018

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

RECEIVED-FPSC
2018 MAR 23 AM 8:15
COMMISSION
CLERK

Re: Docket No. 20180021-WU - Application of Country Walk Utilities, Inc. for Staff Assisted Rate Case in Highlands County – Supplemental Response to Staff's First Data Request No. 13

Dear Commission Clerk,

Please find attached Country Walk Utilities, Inc.'s (Country Walk) supplemental response to Staff's First Data Request No. 13.

13. 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: Excel spreadsheet submitted via electronic mail (e-mail) to Doug Wright. Enclosed please find additional customer concerns (complaints) received via e-mail to Country Walk's corporate office.

There were primarily concerns over water quality (prior to new treatment), low water pressure, boil water notices, and outages. Country Walk also enclosed the precautionary boil water notices which have been issued. These related to:

- (a) preplanned outage for installation of new water lines at the water treatment plant for the new aeration treatment system on August 2, 2017.,
- (b) water main break on September 25, 2017
- (c) leak at hydro tank at the water treatment plant – March 2, 2018
- (d) loss of pressure at WTP due to electrical failure at well - March 10, 2018

Subsequent to the installation of the new force draft aeration treatment system, Hurricane Irma hit the State of Florida. Hurricane Irma was a massive hurricane that affected almost the entire state of Florida. The Florida Department of Environmental Protection (FDEP) and Department of Health (DOH) issued a Joint Letter (Memo) to all utilities concerning the appropriate methodology of notification of boil water notices during hurricane events. According to the FDEP/DOH Memo, for community systems (such as Country Walk) where the entire system is without water service due to power outages – utilities were to send the notification to the local media.

In accordance to the Memo, Country Walk issued its boil water notice to the local news media outlet after the hurricane. After the hurricane the personnel was dedicated to conduct damage assessment and work to restore water service as soon as possible. Country Walk was able to obtain a portable generator through U.S. Water Service Corporation. The utility was in constant contact with the FDEP throughout the hurricane, as well as afterwards on all boil water events. Once the required clearance samples were received and verified

Country Walk Utilities
Supplemental Response to Staff's First Data Request - No. 13
March 19, 2018

by FDEP, Country Walk followed the guidelines set out by FDEP and DOH and issued the rescind notice via the local news media.

Subsequently, the new treatment system experienced mechanical failures and electrical failures of some of the newly installed components of the system. Country Walk replaced one component and is working on replacing the electrical control panel as well. Country Walk had a team of five (5) managers access the new systems and operational protocols on March 13, 2018 after the recent failures. Country Walk responded to customer concerns (see Attached) and is working on replacing the required components.

Country Walk is also required to sandblast and recoat the existing hydro tank in the near future. It is anticipated that the utility may be able to accomplish this through a bypass so that the customers experience minimal to no outage. This will be scheduled in conjunction with other utilities owned in Highlands County.

The water quality complaints were primarily prior to the installation of the newly operational forced draft aeration system. Subsequent to the operation of this new treatment system, the customers' feedback were positive. Customers have stated that it is "the best water they have tasted." Country Walk will continue to actively "troubleshoot" the new system and replace any needed components it finds have failed or need replacing.

Concerning the low pressure complaints, Country Walk became aware of this issue at a HOA meeting attended by the utility. Country Walk dug up two water services at the customers' requests and determined that the existing service lines had calcified, primarily due to the amount of chlorine utilized to address the sulfide problems in the raw water. These two services were re-bored and the water pressure increased. Country Walk has proposed a pro-forma plant item in this SARC to complete the remainder of the services. Currently, Country Walk is testing each water connection for pressure. This may alleviate the need to de-calcify every service, thereby reducing this cost.

The high pressure event was primarily caused by an electrical failure with the new treatment system. Country Walk repaired this component, but it has subsequently been damaged by the water leak at the hydro tank. Country Walk is in the process of replacing this electrical control panel with a new one.

If you have any questions, please do not hesitate to contact me at (727) 848-8292, ext. 245.

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
// for Country Walk Utilities, Inc.

					OPWright 02/01/2016: WILMA CALLED TO SAY THAT SHE WOULD MAKE PYMT OF HER LARGE BILL BUT DOES NOT UNDERSTAND WHY IT INCREASED. SHE SAID SHE HAS HAD COMPANY OVER AND THAT IT WENT FROM '43 TO '45' IN 2-4 DAYS BUT THAT SHE UNDERSTOOD THAT. SHE HAS NOT DONE A LEAK TEST. WHEN ADV OF 2.90 FEE ON BILL, SHE DECLINED CC PYMT BUT FELT THAT SINCE THE DUE DATE WAS ON A SUNDAY SHE WOULD NOT GET A LATE FEE FOR MAILING HER PAYMENT; ADV THAT ALL PAYMENTS POSTED AFTER THE DUE DATE ARE SUBJECT TO LATE FEE. SHE SAID THAT WAS FINE AND MAILED IT ANYWAY; SHE SAID SHE WOULD TRY TO DO A LEAK TEST IN THE NEXT FEW DAYS. Waived late fee as courtesy.
54795054	Country Walk	D 3.2 Bill Dispute	Pfleid 01/18/2016: WILMA CALLED ABOUT BILL RECEIVED, SAID THERE IS NO WAY THIS MUCH WATER WAS USED, WENT THROUGH METER READS AND ADV TO DO HOME LEAK TEST, SAID OK AND WILL COMPLETE TEST AND WILL CB IF NEEDS MORE INFO OR TO REPORT IF SEES ANYTHING WRONG, ALSO SAID THAT NEIGHBOR HAD SOD PUT IN AND IT COVERED THEIR METER, WHEN THEY LOCATED THE METER HER HUSBAND DUG IT UP AGAIN, ADV WILL UPDATE NOTES, PH # 317-258-7024 OR 317-679-3741		
54796784	Country Walk	D 3.2 Bill Dispute	OPtheegog 05/15/2015: LL DEBBIE CALLD TO DISPUTE LATE FEE FOR CUSTOMER, SHE SZ CUSTOMER DIDNT LIVE ON PRTY AT THE TIME OF BILLING AND SHE CALLD TO INFORM US THAT SHE NEVER RECVD MARCH BILL, ADV LL THAT LATE FEE WILL BE REMOVE AS CURT.		removed late charge - advised customer
54797094	Country Walk	J 9.0 Water Quality	OPmwilliams 04/29/2017: DEBRA MEYER CALLED TO REPORT A SULPHURIC SMELL IN THE WATER. HOMEOWNER CHARLES TOTTENS PHONE # IS 814 406 7442		TECH NOTE We tested a scanner to overnight again. It has been replaced in the system as being flush right now
54797928	Country Walk	D 3.2 Bill Dispute	USWvraona 02/19/2018: CALCULATED A TOTAL REFUND DUE OF \$135.48 - CUSTOMER ALREADY RECEIVED A CREDIT OF \$216.10 ? ACTUALLY GAVE HIM TOO MUCH CREDIT BY TROY ORIGINALLY - THE CALCULATED REFUND WAS LESS		Meter bench tested - reading high. Customer received higher credit than calculated per FPSC rules.
54797928	Country Walk	D 3.2 Bill Dispute	USWvraona 12/08/2017: ADVISED TROY (CORPORATE) CUSTOMER IS TO RECEIVED HIGH USAGE ONCE AGAIN - METER HAS BEEN CHANGED OUT AND SENT IN FOR TESTING		
54797973	Country Walk	F 5.0 No Water - Sewer	OPtheegog 11/09/2015: MICHAEL CALLED HE IS THE NEW OWNER BUT HASNT MOVED INTO THE PROPERTY YET BUT DOESNT HAVE ANY SERVICE, ADV CUST IF SERVICE ISNT CONNECTED I WOULD GET A TECH SENT OUT, VERIFIED P		
54797973	Country Walk	F 5.1 Pressure Issue	OPvandelinoth 08/03/2016: MICHAEL AQUINO CALLED RE. LOW WATER PRESSURE. ADV WILL HAVE TECH COME OUT & HAVE TECH CALL WITH RESULTS. CREATED SERVICE ORDER		
54797973	Country Walk	F 5.1 Pressure Issue	OPsatchison 04/19/2016: MICHAEL AQUINO CALLED STATING HE IS STILL HAVING LOW WATER PRESSURE. ADV THAT THERE IS A PROBLEM AT THE MAIN BY THE STREET AND THEY ARE AWARE AND WILL BE WORKING TO FIX THIS IS		tech note put gauge on meter and showed 55 psi; said is more likely a volume issue at the main that will repair.
54797973	Country Walk	F 5.1 Pressure Issue	OPmjohnson 04/13/2016: MICHAEL SAYS HE HAS HAD LOW WATER PRESSURE FOR THE LAST THREE DAYS. HE WORKS OUT OF TOWN SO WOULD LIKE A TECH TO GO OUT AND CHECK IT. LOCKBOX COMBINATION IS 5678; CREATED S.O.		
54799036	Country Walk	F 5.1 Pressure Issue	OPmallens 04/21/2017: VICKI AND VICTOR BUDJ REPORTED VERY LOW WATER PRESSURE. THIS WAS GOING ON ALL DAY.		Hurricane Irma
54799036	Country Walk	J 9.1 Soil Water Inquiry	OPvrenberger 09/22/2017: VICKI BUDJ CALLED TO SEE IF BWN WAS LIFTED. ADV NOT YET		
54799049	Country Walk	D 3.2 Bill Dispute	OPhorris 10/24/2017: RON CALLED VERY UPSET ABOUT BALANCE. HAD A LEAK AND BALANCE IS MUCH HIGHER THAN NORMAL		USWmbrannan 11/17/2017: DUE TO A LEAK REPAIR CREDIT STATEMENT 9-01-2017 TO 10-6-2017 25 TGAL ADV 3 TGAL +22 DIV BY2 =11 TGAL 11 X \$7.72 = \$84.92 ON HIGHER TIER. 10-6-2017 TO 11-01-2017 9 T GAL ADV 3 T GAL -9 -3=6 DIV 2+3 3 X \$8.17= \$18.51 TOTAL OF CREDIT ADJUSTMENT \$103.43. CUSTOMER ADVISED OF CREDIT TO ACCOUNT.
54799049	Country Walk	J 9.0 Water Quality	OPmjohnson 01/19/2016: ADRIENNE CALLED TO COMPLAIN OF WATER QUALITY. SAYS SINKS AND APPLIANCES ARE GETTING DISCOLORED AND WANTS WATER CHECKED. CREATED S.O.		Tech Note. Met with customer. Explained situation and flushed her home.
54800073	Country Walk	J 9.0 Water Quality	OPweinkler 01/18/2018: MRS MATU CALLED IN ABOUT BLUISH COLORED WATER. CREATED S.O.		
54800631	Country Walk	D 3.2 Bill Dispute	OPweinkler 10/18/2017: MR GRINE CALLED IN TO HAVE THE 5.00 LATE FEE REMOVED SINCE HE HAD NOT REC'D A STATEMENT TO BE LATE ON. OPmjohnson 12/04/2017: late fee adj		Late fee waived, returned call to advise customer.

Country Walk
PWS# 628-4114

Loss of pressure due to
electrical problem at the well

Entire System affected: 69 connections

Pressure & water was restored at:
8:00 pm.



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: March 10, 2018 @ 8am

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

TRANSACTION REPORT

MAR/12/2018/MON 07:29 AM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/12	07:28AM	18504120590	0:00:47	2	MEMORY OK	G3 8896



U.S. Water
Services Corporation

DATE: March 12, 2018 PAGES: 2

CO: FDEP – South

TO: Patty Baron (Highlands Co)

FAX #: 850-412-0590

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

**** PLEASE DELIVER IMMEDIATELY – THANK YOU! ****

SYSTEM: Country Walk, PWS# 628-4114

RE: Boil Water Notice (BWN) – Saturday, 3/10/2018

Thank you,

Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 849-4219 * TOLL FREE (866) 753-8292

TRANSACTION REPORT

MAR/12/2018/MON 07:31 AM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/12	07:30AM	18634026551	0:01:04	2	MEMORY OK	ECM 8897



U.S. Water
Services Corporation

DATE: March 12, 2018 PAGES: 2

CO: Highland County Health Department

TO: Drinking Water Section

FAX #: 863-402-6551

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

**** PLEASE DELIVER IMMEDIATELY – THANK YOU! ****

RE: Boil Water Notice (BWN) – Saturday, 3/10/2018
System: Country Walk, PWS# 628-4114

Thank you,
Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 848-7701 * TOLL FREE (866) 753-8292

Country Walk
PWS# 628-4114

Loss of pressure due to
electrical problem at the well

Entire System affected: 69 connections

Pressure & water was restored at:
8:00 pm.



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: March 13, 2018 @ 1:00 pm

**RESCISSION OF
PRECAUTIONARY BOIL
WATER NOTICE**

The March 10, 2018
"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 Oper-
ations 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

TRANSACTION REPORT

MAR/13/2018/TUE 12:16 PM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/13	12:15PM	18504120590	0:01:36	3	MEMORY OK	G3 8983



U.S. Water
Services Corporation

DATE: March 13, 2018 PAGES: 3

CO: FDEP - South

TO: Patty Baron (Highlands Co)

FAX #: 850-412-0590

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

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

SYSTEM: Country Walk, PWS# 628-4114
RE: Boil Water Notice (BWN) - Rescinded

Thank you,
Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 849-4219 * TOLL FREE (866) 753-8292

TRANSACTION REPORT

MAR/13/2018/TUE 12:18 PM

FAX (TX)

#	DATE	START T.	RECEIVER	COM. TIME	PAGE	TYPE/NOTE	FILE
001	MAR/13	12:17PM	18634026551	0:01:28	3	MEMORY OK	ECM 8984



U.S. Water
Services Corporation

DATE: March 13, 2018 PAGES: 3

CO: Highland County Health Department

TO: Drinking Water Section

FAX #: 863-402-6551

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

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

RE: Boil Water Notice (BWN) - Rescinded
System: Country Walk, PWS# 628-4114

Thank you,
Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 848-7701 * TOLL FREE (866) 753-8292

Country Walk
PWS# 628-4114

At Facility:
Hydro tank leak

Entire system affected - 69 connections
Estimated time water service will restored:
12:00pm



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: March 02, 2018 @ 11 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 Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292

Country Walk
PWS# 628-4114

At Facility:
Hydro tank leak

Entire system affected - 69 connections
Estimated time water service will restored:
12:00pm



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: March 02, 2018 @ 11 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 Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292

TRANSACTION REPORT

MAR/02/2018/FRI 09:26 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/02	09:25AM	18634026551	0:01:06	2	MEMORY OK	ECM 8026



U.S. Water
Services Corporation

DATE: March 02, 2018

PAGES: 2

CO: Highland County Health Department

TO: Drinking Water Section

FAX #: 863-402-6551

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

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

RE: Boil Water Notice (BWN)
System: Country Walk, PWS# 628-4114

Thank you,
Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 848-7701 * TOLL FREE (866) 753-8292

TRANSACTION REPORT

MAR/02/2018/FRI 09:27 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/02	09:27AM	18504120590	0:00:46	2	MEMORY OK	G3 8027



U.S. Water
Services Corporation

DATE: March 02, 2018 PAGES: 2

CO: FDEP -- South

TO: Patty Baron (Highlands Co)

FAX #: 850-412-0590

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

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

SYSTEM: Country Walk, PWS# 628-4114

RE: Boil Water Notice (BWN)

Thank you,

Diane M Kibittlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 849-4219 * TOLL FREE (866) 753-8292

Country Walk
PWS# 628-4114

At Facility:
Hydro tank leak

Entire system affected - 69 connections
Estimated time water service will restored:
12:00pm



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: March 08, 2018

**RESCISSION OF
PRECAUTIONARY BOIL
WATER NOTICE**

The March 02, 2018
"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 Oper-
ations 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

TRANSACTION REPORT

MAR/08/2018/THU 01:09 PM

FAX (TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/08	01:07PM	18634026551	0:01:50	4	MEMORY OK	ECM 8812



U.S. Water
Services Corporation

DATE: March 08, 2018 PAGES: 4

CO: Highland County Health Department

TO: Drinking Water Section

FAX #: 863-402-6551

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

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

RE: Boil Water Notice (BWN) - Rescinded
System: Country Walk, PWS# 628-4114

Thank you,
Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 848-7701 * TOLL FREE (866) 753-8292

TRANSACTION REPORT

MAR/08/2018/THU 01:07 PM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/08	01:04PM	18504120590	0:02:05	4	MEMORY OK	G3 8811



U.S. Water
Services Corporation

DATE: March 08, 2018

PAGES: 4

CO: FDEP - South

TO: Patty Baron (Highlands Co)

FAX #: 850-412-0590

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

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

SYSTEM: Country Walk, PWS# 628-4114

RE: Boil Water Notice (BWN) - Rescinded

Thank you,

Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 849-4219 * TOLL FREE (866) 753-8292

Country Walk
PWS# 628-4114

Water Line break
Entire system affected
69 connections

U.S. Water



Services Corporation

Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: September 28, 2017

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

The September 25, 2017
“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 Oper-
ations 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

TRANSACTION REPORT

SEP/28/2017/THU 12:34 PM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	SEP/28	12:32PM	18504120590	0:02:05	4	MEMORY OK	G3 9283



U.S. Water
Services Corporation

DATE: September 28, 2017 PAGES: 4

CO: FDEP - South

TO: Patty Baron (Highlands Co)

FAX #: 850-412-0590

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

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

SYSTEM: Country Walk, PWS# 628-4114

RE: Boil Water Notice (BWN) - Rescinded at 12:00pm

Thank you,

Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 849-4219 * TOLL FREE (866) 753-8292

TRANSACTION REPORT

SEP/28/2017/THU 12:36 PM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	SEP/28	12:34PM	18634026551	0:01:19	4	MEMORY OK	SG3 9284



U.S. Water
Services Corporation

DATE: September 28, 2017 PAGES: 4

CO: Highland County Health Department

TO: Drinking Water Section

FAX #: 863-402-6551

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

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

RE: Boil Water Notice (BWN) - Rescinded at 12:00pm
System: Country Walk, PWS# 628-4114

Thank you,
Diane M. Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 848-7701 * TOLL FREE (866) 753-8292

Country Walk
PWS# 628-4114

PREPLANNED OUTAGE
to install new water lines.

Entire System: 69 connections



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: August 08, 2017

**RESCISSION OF
PRECAUTIONARY BOIL
WATER NOTICE**

The August 02, 2017

“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 Oper-
ations 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

TRANSACTION REPORT

AUG/09/2017/WED 07:58 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	AUG/09	07:56AM	18504120590	0:01:50	4	MEMORY OK	G3 6275



U.S. Water
Services Corporation

DATE: August 09, 2017 PAGES: 4

CO: FDEP - South

TO: Patty Baron (Highlands Co)

FAX #: 850-412-0590

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

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

SYSTEM: Country Walk, PWS# 628-4114

RE: Boil Water Notice (BWN) - Rescinded, Tuesday, 8/8/2017

Thank you,

Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 849-4219 * TOLL FREE (866) 753-8292

TRANSACTION REPORT

AUG/09/2017/WED 08:00 AM

FAX(TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	AUG/09	07:59AM	18634026551	0:01:15	4	MEMORY OK	SG3 6276



U.S. Water
Services Corporation

DATE: August 09, 2017 PAGES: 4

CO: Highland County Health Department

TO: Drinking Water Section

FAX #: 863-402-6551

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

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

RE: Boil Water Notice (BWN) - Rescinded, Tuesday, 8/8/2017
System: Country Walk, PWS# 628-4114

Thank you,
Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 848-7701 * TOLL FREE (866) 753-8292



Water and Wastewater Utility Operations, Maintenance, Engineering, Management

July 31, 2017

PRECAUTIONARY BOIL WATER NOTICE

To: Country Walk
PWS ID # 628-4114

Water Service will be shutting down on **Wednesday, August 02, 2017**, at **9:00am** to install new water lines within the system. It is expected to have the water service back on line by **5:00 pm**.

This Precautionary Boil Water Notice is a precaution until 2 consecutive days of test results are clear. We advise that all water used for drinking, cooking, making ice, washing dishes, or brushing teeth be boiled. A rolling boil of one minute is sufficient. As an alternative, **BOTTLED WATER MAY BE USED**.

This "Precautionary Boil Water Notice" will remain in effect until a bacteriological survey shows that the water is safe to drink, at which point the boil water notice will be rescinded. Testing normally takes two to three days to complete.

If you have any questions, please contact U.S. Water Services at (727) 848-8292.

4939 Cross Bayou Blvd., New Port Richey, Florida 34652

Ph: 727-848-8292 Fax: 727-849-4219 Toll Free: 866-753-8292

TRANSMISSION VERIFICATION REPORT

TIME : 07/31/2017 12:46
NAME : US WATER SERVICES
FAX : 7278487701
TEL :
SER.# : 000L8J461198

DATE, TIME	07/31 12:45
FAX NO./NAME	18504120590
DURATION	00:00:38
PAGE(S)	02
RESULT	OK
MODE	STANDARD

U.S. Water
Services Corporation

DATE: July 31, 2017 PAGES: 2

CO: FDEP - South

TO: Patty Baron (Highlands Co)

FAX #: 850-412-0590

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

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

SYSTEM: Country Walk, PWS# 628-4114
RE: Boil Water Notice (BWN) - PREPLANNED OUTAGE,
Scheduled for Wednesday, August 02, 2017 @ 9am

TRANSMISSION VERIFICATION REPORT

TIME : 07/31/2017 12:59
NAME : US WATER SERVICES
FAX : 7278487701
TEL :
SER.# : 000L8J461198

DATE, TIME	07/31 12:58
FAX NO./NAME	18634026551
DURATION	00:00:35
PAGE(S)	02
RESULT	OK
MODE	STANDARD ECM

U.S. Water

Services Corporation

DATE: July 31, 2017 PAGES: 2

CO: Highland County Health Department

TO: Drinking Water Section

FAX #: 863-402-6551

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

**** PLEASE DELIVER IMMEDIATELY – THANK YOU! ****

RE: Boil Water Notice (BWN) – PREPLANNED OUTAGE,

Troy Rendell

Subject: RE: Water in country walk

Good morning Jack,

The charge was removed on March 15th when you contacted customer service.

Sorry for any inconvenience.

Troy

-----Original Message-----

From: Jack Young [<mailto:gpajacof5@aol.com>]

Sent: Thursday, March 15, 2018 6:59 PM

To: trendell@uswatercorp.net

Subject: Water in country walk

Mr Trendell, Sorry to bother you but we just received the water bill and you are charging to turn on the water at our home. As you should recall your Co. Shut off the water to all unoccupied homes in country walk because the excessive water pressure was rupturing water lines in homes. I didn't request it to be shut off therefore I shouldn't be charged for turning it back on besides I always shut the water off at the entrance to the house. Thank You in advance for removing this charge from our bill, Jack & Joyce Young-5 Corkwood Ave-Country Walk

Sent from my iPhone

Troy Rendell

From: Michele Baker
Sent: Thursday, March 15, 2018 7:17 PM
To: Troy Rendell
Subject: Re: Country Walk

Thank you! Please continue to respond to our e-mails as you have with this one so we don't feel as if we are not being heard. It is very helpful to know that you are doing everything possible to not only correct the problems but to fix them so this does not continue in the future. Thank you, Michele Baker

On Mar 14, 2018 5:54 PM, "Troy Rendell" <trendell@uswatercorp.net> wrote:

First and foremost, I apologize for not responding sooner to your inquiry. However, I wanted to make sure that I had a full understanding of the recent events and issues at Country Walk Utilities, Inc. and in the Country Walk community. The utility has historically enjoyed a cooperative and good relationship with the Homeowners Association, the community, and its customers even prior to the acquisition. We worked closely with the HOA and community in identifying the treatment solution for the historical issues concerning the sulfides in the raw water source. After several HOA meetings through our cooperative efforts we were able to permit, construct and place into service the new force draft aeration treatment system back in September 2017. Unfortunately, this was just prior to the catastrophic event of Hurricane Irma. This hurricane hit the State of Florida hard and affected the Country Walk community and the water treatment plant. We worked with the HOA and through U.S. Water Services Corporation were able to obtain a portable generator. Shortly thereafter, we had an electrical failure in the new control panel of the new treatment plant that caused high pressure. We were able to get this repaired and fixed. However, in September 2017 we experienced a water main break that resulted in a precautionary boil water notice to be issued pursuant to the Florida Department of Environmental Protection rules.

Admittedly, we've had our fair share of "bumps in the road" in placing the new treatment system into operation. Unfortunately, we have suffered setbacks through mechanical failures and conversion through operations. Recently on March 2, 2018, we experienced a leak at the hydro tank at the plant that caused a precautionary boil water notice to be issued. This was caused primarily with technical issues with the mechanical failures and operational issues. Although this boil water notice was rescinded on March 8, 2018, we experienced another water outage which began the night of March 9, 2018. This was caused primarily in an electrical failure, which we believe was a result of the water leak which occurred at the hydro tank. The hydro tank is contained in the building at the treatment plant, which also housed the electrical control panel. This electrical failure caused the automatic well switches to fail. Once the hydro tank was drained, homeowners experienced a loss of water and pressure. We had the operator there to run the water system manually by hand in order to bring the water pressure and water service back to normal. Unfortunately, this again resulted in a precautionary boil water notice being issued on March 10, 2018. We recently rescinded this boil water notice on March 13, 2018.

On March 13th, we sent out a team of 5 utility managers to access the situation at Country Walk. We discovered that some of the components of the new treatment system had failed and either has been or will need to be replaced. We have replaced some of these through our warranty. We believe there are some components that still need to be replaced. The managers worked with the operators and maintenance personnel to go over the

Troy Rendell

From: Troy Rendell
Sent: Wednesday, March 14, 2018 5:46 PM
To: 'Lorraine Knox'
Subject: RE: Country Walk

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We understand the frustration and again apologize for any inconvenience. We continue to strive to provide quality service to our customers and to repair any relationships with the HOA and our customers.

From: Lorraine Knox [<mailto:cook775815@embarqmail.com>]

Sent: Saturday, March 10, 2018 7:23 AM

To: Trendell

Subject: Country Walk

We have no water again since 9:30 last night, the girl on your emergency line is telling people, they have to order a part and we will not have water till the part comes in, that is unacceptable! Last week we couldn't drink it, yesterday it had so much chlorine in we couldn't use it and today no water, we are so disgusted. Please can you help us? Lorraine Knox

Troy Rendell

From: Troy Rendell
Sent: Wednesday, March 14, 2018 5:47 PM
To: 'Pam Banwart'
Subject: RE: Country Walk/Continued water issues

First and foremost, I apologize for not responding sooner to your inquiry. However, I wanted to make sure that I had a full understanding of the recent events and issues at Country Walk Utilities, Inc. and in the Country Walk community. The utility has historically enjoyed a cooperative and good relationship with the Homeowners Association, the community, and its customers even prior to the acquisition. We worked closely with the HOA and community in identifying the treatment solution for the historical issues concerning the sulfides in the raw water source. After several HOA meetings through our cooperative efforts we were able to permit, construct and place into service the new force draft aeration treatment system back in September 2017. Unfortunately, this was just prior to the catastrophic event of Hurricane Irma. This hurricane hit the State of Florida hard and affected the Country Walk community and the water treatment plant. We worked with the HOA and through U.S. Water Services Corporation were able to obtain a portable generator. Shortly thereafter, we had an electrical failure in the new control panel of the new treatment plant that caused high pressure. We were able to get this repaired and fixed. However, in September 2017 we experienced a water main break that resulted in a precautionary boil water notice to be issued pursuant to the Florida Department of Environmental Protection rules.

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From: Pam Banwart [<mailto:thebanwarts@comcast.net>]
Sent: Saturday, March 10, 2018 7:43 AM
To: trendell@uswatercorp.net; lquintero@uswatercorp.net
Subject: Fwd: Country Walk/Continued water issues

Sent from my iPad

Begin forwarded message:

From: Pam Banwart <thebanwarts@comcast.net>
Date: March 10, 2018 at 7:36:29 AM EST
To: lquintero@uswatercorp.net
Subject: Country Walk/Continued water issues

Good morning. I have a houseful of company and was very happy when the most recent water boil notice was rescinded after days of bottled water. Last night, the water pressure dropped...a trickle from my kitchen sink. This morning, less of a trickle and word of a broken "something" and a part that needs to be ordered.

THIS IS CRAZY! The brand new system which was recently installed serves less than seventy homes. Why continued issues? We would appreciate an explanation as well as a solution. Thank you.

Sincerely,
Tom & Pam Banwart
9 Corkwood Ave
Lake Placid, FL
(Country Walk)
8152450862
Sent from my iPad

Troy Rendell

From: Troy Rendell
Sent: Wednesday, March 14, 2018 5:48 PM
To: 'd0nab'
Subject: RE: Country walk water

First and foremost, I apologize for not responding sooner to your inquiry. However, I wanted to make sure that I had a full understanding of the recent events and issues at Country Walk Utilities, Inc. and in the Country Walk community. The utility has historically enjoyed a cooperative and good relationship with the Homeowners Association, the community, and its customers even prior to the acquisition. We worked closely with the HOA and community in identifying the treatment solution for the historical issues concerning the sulfides in the raw water source. After several HOA meetings through our cooperative efforts we were able to permit, construct and place into service the new force draft aeration treatment system back in September 2017. Unfortunately, this was just prior to the catastrophic event of Hurricane Irma. This hurricane hit the State of Florida hard and affected the Country Walk community and the water treatment plant. We worked with the HOA and through U.S. Water Services Corporation we were able to obtain a portable generator. Shortly thereafter, we had an electrical failure in the new control panel of the new treatment plant that caused high pressure. We were able to get this repaired and fixed. However, in September 2017 we experienced a water main break that resulted in a precautionary boil water notice to be issued pursuant to the Florida Department of Environmental Protection rules.

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From: d0nab [mailto:d0nab@aol.com]
Sent: Saturday, March 10, 2018 7:43 AM
To: trendell@uswatercorp.net
Subject: Fwd: Country walk water

Sent from my Sprint Samsung Galaxy S8+.

----- Original message -----
From: d0nab <d0nab@aol.com>
Date: 3/10/18 7:32 AM (GMT-05:00)
To: lquintero@uswatercorp.net
Subject: Country walk water

We have no water again. We just were able to use it 2 days ago after a?week of boil water.
Something broke last week.
I thought we had a new system.
So i am hearing something is broke again . I am sick of this.
We have elderly people here... you cant keep letting tbis happen.
Enough already
Pleasefix this now and figure out why this New system keeps breaking.
Blanshans at 18 corkwood ave. Lake placid
863 531 3105

Sent from my Sprint Samsung Galaxy S8+.

Troy Rendell

From: Lina Quintero
Sent: Saturday, March 10, 2018 8:04 AM
To: Ron Derossett
Cc: David Tinoco; Troy Rendell
Subject: No Water In Country Walk, Lake Placid

Good Morning Ron:

I have gotten several emails regarding no water at Country Walk and people are very upset about the situation. I talked to David and they are taking care of the issues right now but I am forwarding this to you in case you would want to follow up with these customers? I will forward the rest of emails.

Thank You
Lina M. Quintero, P.E.
Regional Manager
727-858-2396

----- Forwarded message -----

From: <sc0tie1@aol.com>
Date: Mar 10, 2018 7:54 AM
Subject: No Water In Country Walk, Lake Placid
To: <lquintero@uswatercorp.net>
Cc:

Lina Maria Quintero, P.E.
US Water Regional Manager

This is getting ridiculous. We just got our water back to normalcy(?) after nearly a week of boiling it. Not two (2) days have passed and we seem to be back to square one. What gives?

And to think, almost two (2) years ago U.S. Water gave us at Country Walk the option of owning this mess. Thankfully we knew a bad deal when we saw one.

Scott Blanshan
18 Corkwood Ave.,
Lake Placid, Fl. 33852

Troy Rendell

From: Troy Rendell
Sent: Wednesday, March 14, 2018 5:51 PM
To: 'sc0tie1@aol.com'
Subject: Country Walk

First and foremost, I apologize for not responding sooner to your inquiry. However, I wanted to make sure that I had a full understanding of the recent events and issues at Country Walk Utilities, Inc. and in the Country Walk community. The utility has historically enjoyed a cooperative and good relationship with the Homeowners Association, the community, and its customers even prior to the acquisition. We worked closely with the HOA and community in identifying the treatment solution for the historical issues concerning the sulfides in the raw water source. After several HOA meetings through our cooperative efforts we were able to permit, construct and place into service the new force draft aeration treatment system back in September 2017. Unfortunately, this was just prior to the catastrophic event of Hurricane Irma. This hurricane hit the State of Florida hard and affected the Country Walk community and the water treatment plant. We worked with the HOA and through U.S. Water Services Corporation were able to obtain a portable generator. Shortly thereafter, we had an electrical failure in the new control panel of the new treatment plant that caused high pressure. We were able to get this repaired and fixed. However, in September 2017 we experienced a water main break that resulted in a precautionary boil water notice to be issued pursuant to the Florida Department of Environmental Protection rules.

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Troy Rendell

From: Lina Quintero
Sent: Saturday, March 10, 2018 8:06 AM
To: Ron Derossett; Troy Rendell
Cc: David Tinoco
Subject: Country Walk Community

Thank You
Lina M. Quintero, P.E.
Regional Manager
727-858-2396

----- Forwarded message -----

From: "James Paul" <jilupa@luciapaul.com>
Date: Mar 10, 2018 7:57 AM
Subject: Country Walk Community
To: <lquintero@uswatercorp.com>
Cc:

Dear Ms. Quintero :

We here at Country Walk are once again without water. I've lost count of the number of times the system here has been down recently. It's my understanding that you are charged with the responsibility of overseeing the operation of the Country Walk Water System. Please look into what is happening here because something is obviously wrong. Never in my lifetime have I experienced this many instances where water service was interrupted.

Thank you for your consideration.

Sincerely,

Jim Paul
40 Lake Side Trail
Country Walk
863-840-0140

Troy Rendell

From: Lina Quintero
Sent: Saturday, March 10, 2018 8:07 AM
To: Ron Derossett; Troy Rendell
Subject: No water

Thank You
Lina M. Quintero, P.E.
Regional Manager
727-858-2396

----- Forwarded message -----

From: "Michele Baker" <bmichele04@gmail.com>
Date: Mar 10, 2018 7:40 AM
Subject: No water
To: <lquintero@uswatercorp.net>
Cc:

We live in Country Walk and have no running water. Continued problems with water in a variety of mishaps. Very sad as alot of the people here are elderly and have a difficult time because of this. Thank you, Michele Baker

Troy Rendell

From: Troy Rendell
Sent: Wednesday, March 14, 2018 5:55 PM
To: 'bmichele04@gmail.com'
Subject: Country Walk

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Troy Rendell

From: Troy Rendell
Sent: Wednesday, March 14, 2018 5:50 PM
To: 'Michele Baker'
Subject: RE: No water

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From: Michele Baker [<mailto:bmichele04@gmail.com>]
Sent: Saturday, March 10, 2018 7:43 AM
To: trendell@uswatercorp.net
Subject: No water

----- Forwarded message -----

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To: <lquintero@uswatercorp.net>
Cc:

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Sent: Saturday, March 10, 2018 2:33 PM
To: Ron Derossett; Troy Rendell
Cc: David Tinoco; Melisa Rotteveel
Subject: Country Walk Community

Ron/Troy:

Could you please follow up with this customer? I don't want provide incorrect information.

Thank You
Lina M. Quintero, P.E.
Regional Manager
727-858-2396

----- Forwarded message -----

From: "James Paul" <jilupa@luciapaul.com>
Date: Mar 10, 2018 2:10 PM
Subject: Re: Country Walk Community
To: "Lina Quintero" <lquintero@uswatercorp.net>
Cc:

Thank you for your prompt reply to my email. Could you kindly advise as to who is in charge, because the problems here have become chronic with no relief in sight. Top level management must not be aware of what's happening here, otherwise I'm sure they would be doing something about it.

Sincerely,

Jim Paul

On Sat, Mar 10, 2018 at 8:22 AM, Lina Quintero <lquintero@uswatercorp.net> wrote:
Good Morning:

I am sorry to hear that you are having issues with the system this morning. Unfortunately I am not in charge of this area but I have made some phone calls and the technicians are working since early this morning to bring the system back to normal operation.

Thank You
Lina M. Quintero, P.E.
Regional Manager

On Mar 10, 2018 7:57 AM, "James Paul" <jilupa@luciapaul.com> wrote:
Dear Ms. Quintero :

We here at Country Walk are once again without water. I've lost count of the number of times the system here has been down recently. It's my understanding that you are charged with the responsibility of overseeing the operation of the Country Walk Water System. Please look into what is happening here because something is obviously wrong. Never in my lifetime have I experienced this many instances where water service was interrupted.

Thank you for your consideration.

Sincerely,

Jim Paul
40 Lake Side Trail
Country Walk
863-840-0140

--
Jim Paul

Troy Rendell

From: Troy Rendell
Sent: Wednesday, March 14, 2018 5:56 PM
To: 'jilupa@luciapaul.com'
Subject: Country Walk

First and foremost, I apologize for not responding sooner to your inquiry. However, I wanted to make sure that I had a full understanding of the recent events and issues at Country Walk Utilities, Inc. and in the Country Walk community. The utility has historically enjoyed a cooperative and good relationship with the Homeowners Association, the community, and its customers even prior to the acquisition. We worked closely with the HOA and community in identifying the treatment solution for the historical issues concerning the sulfides in the raw water source. After several HOA meetings through our cooperative efforts we were able to permit, construct and place into service the new force draft aeration treatment system back in September 2017. Unfortunately, this was just prior to the catastrophic event of Hurricane Irma. This hurricane hit the State of Florida hard and affected the Country Walk community and the water treatment plant. We worked with the HOA and through U.S. Water Services Corporation were able to obtain a portable generator. Shortly thereafter, we had an electrical failure in the new control panel of the new treatment plant that caused high pressure. We were able to get this repaired and fixed. However, in September 2017 we experienced a water main break that resulted in a precautionary boil water notice to be issued pursuant to the Florida Department of Environmental Protection rules.

Admittedly, we've had our fair share of "bumps in the road" in placing the new treatment system into operation. Unfortunately, we have suffered setbacks through mechanical failures and conversion through operations. Recently on March 2, 2018, we experienced a leak at the hydro tank at the plant that caused a precautionary boil water notice to be issued. This was caused primarily with technical issues with the mechanical failures and operational issues. Although this boil water notice was rescinded on March 8, 2018, we experienced another water outage which began the night of March 9, 2018. This was caused primarily in an electrical failure, which we believe was a result of the water leak which occurred at the hydro tank. The hydro tank is contained in the building at the treatment plant, which also housed the electrical control panel. This electrical failure caused the automatic well switches to fail. Once the hydro tank was drain, homeowners experienced a loss of water and pressure. We had the operator there to run the water system manually by hand in order to bring the water pressure and water service back to normal. Unfortunately, this again resulted in a precautionary boil water notice being issued on March 10, 2018. We recently rescinded this boil water notice on March 13, 2017.

On March 13th, we sent out a team of 5 utility managers to access the situation at Country Walk. We discovered that some of the components of the new treatment system had failed and either has been or will need to be replaced. We have replaced some of these through our warranty. We believe there are some components that still need to be replaced. The managers worked with the operators and maintenance personnel to go over the proper operational protocols. The new water treatment system is more complicated than the previous existing treatment that was in place. We still have work to do and are proceeding with the required work at the plant. We also are required to sandblast and coat the existing hydro tank in the near future, but plan to do so with little to no interruption of service.

We understand the frustration and again apologize for any inconvenience. We continue to strive to provide quality service to our customers and to repair any relationships with the HOA and our customers.

Troy Rendell

From: Maria Brannan
Sent: Tuesday, December 05, 2017 2:37 PM
To: Troy Rendell
Cc: Rita Varona; Maria Brannan
Subject: CW 23 QUAIL ROOST

Troy,

Mr. William Zimmer left a voice message for us to return his call.

When I called Mr. Zimmer back he wanted US water to know that he had no knowledge that his name was put on Mr. Totten letter and has no problem with his service or with US water.

He also gave me another name that was on the letter Sue and David Sylvester. They also feel the same way as Mr. Zimmer.

Mr. Zimmer's
Account #39595268
Phone #863-465-3823.

Thank you,
Maria Brannan

Troy Rendell

From: barry
Sent: Monday, December 04, 2017 11:02 AM
To: trendell@uswatercorp.net
Subject: Totten

Dear Troy,

Thank you for your quick response. I am afraid your patience will be tried in this matter. The board feels we have no business being involved, we feel it is between the customer and USWaters and you are taking care of the matter in a very professional manner.

Barry Witthuhn, President
CWHO

Troy Rendell

From: barry
Sent: Tuesday, October 31, 2017 2:17 PM
To: trendell@uswatercorp.net
Subject: Re: Water Bill

Dear Troy,

I would like to thank you for your response with helping the Banwart's with their billing problem. Your consideration and personal intervention is greatly appreciated.

Sincerely

Barry Witthuhn, President
Country Walk H.O.A.

-----Original Message-----

From: Troy Rendell <trendell@uswatercorp.net>
To: Pam Banwart <thebanwarts@comcast.net>
Cc: Realty262 <Realty262@aol.com>
Sent: Tue, Oct 31, 2017 1:34 pm
Subject: RE: Water Bill

I want to apologize for the error in your two month's billing. I understand this has been corrected, the credit applied, and that you have been contacted and it was fully explained.

Again – thank you for bring this to our attention and again I apologize for any inconvenience this may have caused.

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Sunday, October 29, 2017 8:18 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr.Rendell. As we were filing the paperwork regarding our "water issue" and "resolution," an additional question arose. We noticed that our Base Charge had been consistently \$16.45 through our 8/16/17 bill. Our 9/11/17 bill and our 10/12/17 bill show an increase to \$24.67 for our Base Charge. We questioned several neighbors and all of them have the \$16.45 Base Charge. Is there a reason for an \$8.22 increase for the past two billing cycles? We look forward to your reply. Thanks for your attention to this matter.

Sincerely,

Tom & Pam Banwart
9 Corkwood Ave
Lake Placid, FL 33852
815-245-0862

Sent from my iPad

On Oct 24, 2017, at 10:09 AM, Troy Rendell <trendell@uswatercorp.net> wrote:

I'm sorry for the confusion on the "balance." I was only referring to the gallonage charges portion of the August Bill. You are correct that after this adjustment is applied the new Total Account balance will be \$45.18.

You're current balance on the account is \$94.54 minus the adjustment that I authorize of \$49.36 equals \$45.18. This includes the most recent payment. I can't explain where the water went either – but it went through the water meter at some point in time.

I'll have Rita make the adjustment. Also I can have someone contact you on the payment.

Have a great day!!

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Tuesday, October 24, 2017 9:09 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr. Rendell. We saw your message late last night, as we were gone all day. The additional credit of \$49.34/8,000 gallons is much appreciated. The new total balance you have suggested (\$57.05) however does not include an overpayment and two underpayments. Our August payment of \$30 against our base charge of \$16.45 leaves a credit of \$13.55. Our September and October payments of \$30 each were both short .84/\$1.68, as our total bills for both months were \$30.84.

Doing the math, $\$57.05 - \$13.55 = \$43.50$. $\$43.50 + .84 + .84 = \45.18 .

At this point, you should be in receipt of our payment due November 1, bringing all of this current. We are hopeful a payment of \$45.18 will bring our account up to date and our next billing cycle will reflect our "normal" water consumption and the base charge. Please advise us on the best way to make this payment. Thank you for working with us on this matter.

Sincerely,

Tom&Pam Banwart
9Corkwood Ave.
Lake Placid, Fl 33852
815-245-0862

PS We remain curious as to where the 31,000 gallons of water went.

Sent from my iPad

On Oct 23, 2017, at 9:11 AM, Troy Rendell <trendell@uswatercorp.net> wrote:

Good morning Mr. & Mrs. Banwart,

I looked at the history on your account and can offer an additional credit. I did authorize the credit last Friday which was 1/2 of the difference between what was billed and an "average" of 5,000. That credit was for (\$84.86). The original billed gallonage portion was \$223.82. There was a credit adjustment applied on 9/11/17 in the amount of (\$32.55) to bring the charges down to the lowest gallonage tier. This appears on your September invoice. It appears this was a backbilling issue due to the incorrect meter reading being entered in the past. The meter was tested by an independent testing facility and the meter tested accurate.

I can authorize an additional credit in the amount of (\$49.36) which is for another 8,000 gallons. This will bring the total

credits for this invoice to (\$166.77) and brings down the gallonage portion of that previous invoice to \$57.05. = (223.82 - 32.55 - 84.86 - 49.36)

I believe this is a fair offer of settlement in this matter. If you agree, I can have the credit adjustment applied today. Also we did remove the \$5.00 late fee since we have been addressing your issue.

Troy Rendell
U.S. Water Services Corporation
<image001.jpg>
4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x245
(Fax) 727-848-7701
(E-Mail) trendell@uswatercorp.net

-----Original Message-----

From: Pam Banwart [<mailto:thebanwarts@comcast.net>]
Sent: Friday, October 20, 2017 11:35 PM
To: trendell@uswatercorp.net
Cc: Realty262@aol.com
Subject: Water Bill

Dear Mr. Randell,

We received a phone call today from Marie in the billing office. She informed us that our meter had been tested and the results showed it was in proper working order, despite the bucket tests your technicians did.

She further explained how you had adjusted our bill, calculating our average water usage at 5,000 gallons per month.

We have gone through our bills.

- * Our average monthly usage in 2016 was 1.55 TGal.
- * Our average monthly usage from January-July 8, 2017 was 3.33 TGal
- * Our average monthly usage from July 2016-July 8, 2017 was 3.22 TGal
- * From November 2016-July 8, 2017, we used 25,000 gallons of water
- * From July 8, 2017-August 11, 2017, we were billed for 31,000 gallons of water. Please note that during this 34 day period, US Water was installing a new system and we were without water for 3 days. Following the install, we were on a "boil" notice for 2 days and we took 2 showers and flushed our toilets only as needed. We used bottled water for cooking, dishes and drinking. Furthermore, we were out of town for 7 days and there was no water usage. That 34 day billing cycle represents 22 days of us being here and using water.

A new meter was installed. Our water usage has been 1TGal for the last two billing cycles.

There is no way we used 31,000 gallons of water in one billing cycle. We used 31,000 gallons of water from June 3, 2016 through July 8, 2017, which is 13 billing cycles.

There is no way our average usage is 5TGal per billing cycle.

There must be a better solution to this issue. We await your reply. In the meantime, please note that we have already mailed the agreed upon \$30 payment for our 10/12/17 bill, which is due November 1, 2017.

Thank you for your prompt attention to this matter.

Sincerely,

Tom & Pam Banwart

9 Corkwood Avenue

Lake Placid, FL 33852

815-245-0862

Sent from my iPad

Troy Rendell

From: Pam Banwart
Sent: Tuesday, October 24, 2017 4:01 PM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Thank you again for your prompt reply. Glad we have been able to reach an agreement. You can have someone call to arrange payment. Thanks again. Tom and Pam Banwart

Sent from my iPad

On Oct 24, 2017, at 10:09 AM, Troy Rendell <trendell@uswatercorp.net> wrote:

I'm sorry for the confusion on the "balance." I was only referring to the gallonage charges portion of the August Bill. You are correct that after this adjustment is applied the new Total Account balance will be \$45.18.

You're current balance on the account is \$94.54 minus the adjustment that I authorize of \$49.36 equals \$45.18. This includes the most recent payment. I can't explain where the water went either – but it went through the water meter at some point in time.

I'll have Rita make the adjustment. Also I can have someone contact you on the payment.

Have a great day!!

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Tuesday, October 24, 2017 9:09 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr. Rendell. We saw your message late last night, as we were gone all day. The additional credit of \$49.34/8,000 gallons is much appreciated. The new total balance you have suggested (\$57.05) however does not include an overpayment and two underpayments. Our August payment of \$30 against our base charge of \$16.45 leaves a credit of \$13.55. Our September and October payments of \$30 each were both short .84/\$1.68, as our total bills for both months were \$30.84.

Doing the math, $\$57.05 - \$13.55 = \$43.50$. $\$43.50 + .84 + .84 = \45.18 .

At this point, you should be in receipt of our payment due November 1, bringing all of this current. We are hopeful a payment of \$45.18 will bring our account up to date and our next billing cycle will reflect our "normal" water consumption and the base charge. Please advise us on the best way to make this payment. Thank you for working with us on this matter.

Sincerely,
Tom&Pam Banwart
9Corkwood Ave.
Lake Placid, FL 33852
815-245-0862

Troy Rendell

From: barry
Sent: Tuesday, October 24, 2017 10:19 AM
To: trendell@uswatercorp.net
Subject: Re: Water Bill

Troy,
Thank you for your help in resolving the Banwart billing confusion . Your help has been greatly appreciated and is one more step in creating a harmonious relationship within the community.
Sincerely,
Barry Witthuhn, president
Country Walk HOA

-----Original Message-----

From: Troy Rendell <trendell@uswatercorp.net>
To: Pam Banwart <thebanwarts@comcast.net>
Cc: Realty262 <Realty262@aol.com>; Rita Varona <rvarona@uswatercorp.net>; Linda Johnson <linda.johnson@opus21ms.com>
Sent: Tue, Oct 24, 2017 10:11 am
Subject: RE: Water Bill

I'm sorry for the confusion on the "balance." I was only referring to the gallonage charges portion of the August Bill. You are correct that after this adjustment is applied the new Total Account balance will be \$45.18. You're current balance on the account is \$94.54 minus the adjustment that I authorize of \$49.36 equals \$45.18. This includes the most recent payment. I can't explain where the water went either – but it went through the water meter at some point in time.

I'll have Rita make the adjustment. Also I can have someone contact you on the payment.

Have a great day!!

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Tuesday, October 24, 2017 9:09 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr. Rendell. We saw your message late last night, as we were gone all day. The additional credit of \$49.34/8,000 gallons is much appreciated. The new total balance you have suggested (\$57.05) however does not include an overpayment and two underpayments. Our August payment of \$30 against our base charge of \$16.45 leaves a credit of \$13.55. Our September and October payments of \$30 each were both short .84/\$1.68, as our total bills for both months were \$30.84. Doing the math, \$57.05-\$13.55=\$43.50. \$43.50+.84+.84=\$45.18. At this point, you should be in receipt of our payment due November 1, bringing all of this current. We are hopeful a payment of \$45.18 will bring our account up to date and our next billing cycle will reflect our "normal" water consumption and the base charge. Please advise us on the best way to make this payment. Thank you for working with us on this matter.
Sincerely,
Tom&Pam Banwart
9Corkwood Ave.

Troy Rendell

From: Troy Rendell
Sent: Friday, October 20, 2017 1:45 PM
To: 'barry'
Subject: Country Walk Notice

The recent notice on Country Walk was a requirement of the Florida Department of Environmental Protection. The notice was required due to the historical disinfection by product tests from November 2016 through August 2017. It is also based on a rolling annual average. This was prior to the installation of the new forced draft aeration treatment that was placed into service in September. As the notice states, there is no immediate health risk. The notice also states that people who drink water containing this disinfection by product over many years may have an increased risk of developing cancer. That would mean that a person would have to drink 2 liters everyday for 70 years.

The notice also states that “until the problem is corrected” customers may consider using alternative sources of water for ingestion. However, as stated, the new treatment system has been placed into service. Our next testing is due in November 2017; however, we will have the operator collect the sample sooner. The notice states that when disinfection is combined with organic or inorganic matter in the water it could lead to these disinfection by products. As you are aware, the new treatment was installed to remove this matter. Also, due to the new treatment, we were able to reduce the amount of disinfection that we were previously using.

Troy Rendell
U.S. Water Services Corporation



4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x245
(Fax) 727-848-7701
(E-Mail) trendell@uswatercorp.net

Troy Rendell

From: Lorraine Knox
Sent: Wednesday, October 18, 2017 11:35 AM
To: Troy Rendell
Subject: Re: Country Walk

Yes Troy, that would be acceptable, thank you for listening to me. From now on I will read my meter once a week and document the reading, then I will coordinate that with visits from kids for my own information. With the hurricane, no power, no water and the stress of losing my roof, insurance co. giving me a hard time, being turned down by FEMA, this was just one more thing to put me over the edge, no a good month for me.

Troy thank you for your kindness.

From: "Troy Rendell" <trendell@uswatercorp.net>
To: "Lorraine Knox" <cook775815@embarqmail.com>
Cc: "Rita Varona" <rvarona@uswatercorp.net>
Sent: Wednesday, October 18, 2017 11:11:16 AM
Subject: RE: Country Walk

I understand and no need to apologize. I understand the frustration and I can't explain where the water went either.

Only thing we could do at this point is offer you (a) a field bucket test or a (b) bench test. However for the bench test there is a deposit required and if the meter test results come back accurate, there is no refund of the deposit. I think it is \$25 or so.

I can't explain why the usage was high. The meters only record water that goes through the meter and the meter readers simply write down the meter readings – which are entered into the billing system.

I could offer you a credit of 6,000 gallons. That would be as follows:

1K gallon at \$7.72 =	\$ 7.72
5K gallon at \$6.17 =	\$30.85
Total Credit	<u>\$38.57</u>

Would this be acceptable?

From: Lorraine Knox [mailto:cook775815@embarqmail.com]
Sent: Wednesday, October 18, 2017 11:03 AM
To: Troy Rendell
Subject: Re: Country Walk

Plus, I forgot to add, when the bill was 17000 gallons back in 2015, the meter was read wrong and I was credited and billed for actual usage. I have 4 grandchildren two of which are teenagers so of course when their parents bring them up here, my bill is 10,000 gallons, because they don't understand the concept of a 5 minute shower! My point for these 11,000 gals is we used NO WATER at all for 8 days during storm and never had one grandchild come during the rest of the 20 days in the billing period. My bill was read on 10-02-17 and the reading was 1385820, it is now 10-18-17, 16 days later and my reading is 1386480. Meaning in 16 days I only used 660 gallons. So tell me how in 20 days in Sept. I used 11,000 gallons? Sorry I got snippy in the prior email, just so frustrated with US water at this point. I just want someone, anyone, at US water to understand what I am trying to tell you. Thanks for listening, Lorraine Knox

From: "Lorraine Knox" <cook775815@embarqmail.com>
To: "Troy Rendell" <trendell@uswatercorp.net>
Sent: Wednesday, October 18, 2017 9:55:25 AM
Subject: Re: Country Walk

I told the lady when my kids come, of course my usage is high, but I had no kids here and no water for 8 days. Never mind, it doesn't matter anyway what we say! Lorraine Knox

From: "Troy Rendell" <trendell@uswatercorp.net>
To: "Lorraine Knox" <cook775815@embarqmail.com>
Cc: "Rita Varona" <rvarona@uswatercorp.net>
Sent: Wednesday, October 18, 2017 9:09:12 AM
Subject: RE: Country Walk

Good morning Barry and Lorraine,

I looked at these two accounts. For Account 25195250 – Dennis Knox – The billing invoice for October had a meter reading of 1385 as of October 2, 2017. Lorraine called customer service on 10-10-17 and confirmed the reading on the meter was 1385, which matched the reading on the bill. A service order was issued on 10-11-17 to obtain a meter reading. The technician confirmed that the reading on the meter was 1385(820) which matches the meter reading on the bill. I've attached a Billing History for this account which shows that based on past consumption for the past three years is indicative of the usage. There have been months with 11,000; 10,000; 17,000; and 13,000 in the past. We can monitor the account for any abnormal usage going forward.

Account 54795574 – Donna Blanshan. I do not see anything unusual on her billing. She was billed for 5,000 gallons. I've attached her past Billing History for the past 3 years. Her average usage is just under 4,000 gallons. There's nothing unusual with her billing based upon past consumption patterns.

If you have any other concerns or questions, let me know.

Troy

From: Lorraine Knox [<mailto:cook775815@embarqmail.com>]
Sent: Saturday, October 14, 2017 6:53 PM
To: Trendell@uswatercorp.net
Subject: Country Walk

Hi Troy, here is a list of issues regarding Country Walk water. The first resident is Lorraine and Dennis Knox, 863-465-7060 of 56 Lake Side Trail, Lake Placid, they were told they used 11000 gallons of water for the month, when they used no water at all for 8 days beginning on Sept. 11 thru Sept 17. Their normal usage is between 3000 to 4000 gallons. So 11,000 for 21 days is a little excessive, and they have no water leaks. The second resident is Scott and Donna Blanshan 863-531-3105 of 18 Corkwood Avenue, they used 5000 gallons and the issue here is the high water pressure blew the valve of the side of their house ,and they did not know the water was running for over a day. The three other residents that were hit with very excessive water bill have been resolved.

At our monthly Board meeting a lot of residents that complained they have leaking faucets, shower heads, hose valves etc., all caused by the days and days of excessive water pressure. The question will US water reimburse them for any expenses they incurred from the pressure problems?

The next thing is, once our new water system is in place, we had the understanding in case of an emergency power failure ,a generator would be permanently installed on the site, the same as Covered Bridge, to alleviate any loss of water service. When Irma hit us and the power went out on Sept. 10, our residents also lost water until a generator was finally brought in Wednesday afternoon Sept. 13,.Our residents are 90% over the age of 65 and some are way up in age, it was a very difficult situation for these people. I would like to reassure them in case of any emergency, and we lose power that at least they will have water.

Sincerely, Barry Witthuhn President
Country Walk of Lake Placid HOA

Troy Rendell

From: Troy Rendell
Sent: Wednesday, October 18, 2017 9:09 AM
To: 'Lorraine Knox'
Cc: Rita Varona
Subject: RE: Country Walk
Attachments: Billing Statement Account 25195250 Knox 10-12-17.pdf; Billing-History-Report_Account 25195250 - Knox.pdf; Billing-History-Report_Account 54795574 - Blanshan.pdf

Good morning Barry and Lorraine,

I looked at these two accounts. For Account 25195250 – Dennis Knox – The billing invoice for October had a meter reading of 1385 as of October 2, 2017. Lorraine called customer service on 10-10-17 and confirmed the reading on the meter was 1385, which matched the reading on the bill. A service order was issued on 10-11-17 to obtain a meter reading. The technician confirmed that the reading on the meter was 1385(820) which matches the meter reading on the bill. I've attached a Billing History for this account which shows that based on past consumption for the past three years is indicative of the usage. There have been months with 11,000; 10,000; 17,000; and 13,000 in the past. We can monitor the account for any abnormal usage going forward.

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If you have any other concerns or questions, let me know.

Troy

From: Lorraine Knox [<mailto:cook775815@embarqmail.com>]
Sent: Saturday, October 14, 2017 6:53 PM
To: Trendell@uswatercorp.net
Subject: Country Walk

Hi Troy, here is a list of issues regarding Country Walk water. The first resident is Lorraine and Dennis Knox, 863-465-7060 of 56 Lake Side Trail, Lake Placid, they were told they used 11000 gallons of water for the month, when they used no water at all for 8 days beginning on Sept. 11 thru Sept 17. Their normal usage is between 3000 to 4000 gallons. So 11,000 for 21 days is a little excessive, and they have no water leaks. The second resident is Scott and Donna Blanshan 863-531-3105 of 18 Corkwood Avenue, they used 5000 gallons and the issue here is the high water pressure blew the valve of the side of their house ,and they did not know the water was running for over a day. The three other residents that were hit with very excessive water bill have been resolved.

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The next thing is, once our new water system is in place, we had the understanding in case of an emergency power failure ,a generator would be permanently installed on the site, the same as Covered Bridge, to alleviate any loss of water service. When Irma hit us and the power went out on Sept. 10, our residents also lost water until a generator was finally brought in Wednesday afternoon Sept. 13,.Our residents are 90% over the age of

65 and some are way up in age, it was a very difficult situation for these people. I would like to reassure them in case of any emergency, and we lose power that at least they will have water.

Sincerely, Barry Witthuhn President
Country Walk of Lake Placid HOA

Troy Rendell

From: Troy Rendell
Sent: Monday, October 16, 2017 12:45 PM
To: 'Lorraine Knox'
Subject: RE: Country Walk

Good morning,

I did look into the three you gave me last week. I'm out of the office this week until Thursday – but will look into these as well. One from last week did have a leak and the customer had called our customer service and apologized for his demeanor on the phone.

I do want to make one point. As far as the new water treatment system, there was never any mention or discussion on a generator. I don't know how the residents got that idea, but it was never discussed as part of the project. The project was just for water quality. However, if the community and HOA supports the purchase of a generator and the recovery through rates, I can discuss with the President. We would need the full support, with a letter stating so.

Regarding the water pressure issues and any potential damage, this will need to be on a case by case basis. We'd need to work with each individual to ascertain what damage may have occurred and when. Pictures would be good too.

I'll reach back out to you later in the week.

Thanks.

From: Lorraine Knox [<mailto:cook775815@embarqmail.com>]
Sent: Saturday, October 14, 2017 6:53 PM
To: Trendell@uswatercorp.net
Subject: Country Walk

Hi Troy, here is a list of issues regarding Country Walk water. The first resident is Lorraine and Dennis Knox, 863-465-7060 of 56 Lake Side Trail, Lake Placid, they were told they used 11000 gallons of water for the month, when they used no water at all for 8 days beginning on Sept. 11 thru Sept 17. Their normal usage is between 3000 to 4000 gallons. So 11,000 for 21 days is a little excessive, and they have no water leaks. The second resident is Scott and Donna Blanshan 863-531-3105 of 18 Corkwood Avenue, they used 5000 gallons and the issue here is the high water pressure blew the valve of the side of their house ,and they did not know the water was running for over a day. The three other residents that were hit with very excessive water bill have been resolved.

At our monthly Board meeting a lot of residents that complained they have leaking faucets, shower heads, hose valves etc., all caused by the days and days of excessive water pressure. The question will US water reimburse them for any expenses they incurred from the pressure problems?

The next thing is, once our new water system is in place, we had the understanding in case of an emergency power failure ,a generator would be permanently installed on the site, the same as Covered Bridge, to alleviate any loss of water service. When Irma hit us and the power went out on Sept. 10, our residents also lost water until a generator was finally brought in Wednesday afternoon Sept. 13,.Our residents are 90% over the age of 65 and some are way up in age, it was a very difficult situation for these people. I would like to reassure them in case of any emergency, and we lose power that at least they will have water.

Sincerely, Barry Witthuhn President
Country Walk of Lake Placid HOA

Troy Rendell

From: Troy Rendell
Sent: Monday, September 25, 2017 11:01 AM
To: 'Tom Moran'
Subject: RE: Country Walk

I found out this morning when another resident called me. Dustin the operator says they are out there now. There was a main break and they had to turn the system off to fix the break.

Once the break is fixed – they will get the water system back online.

Sorry for the inconvenience.

From: Tom Moran [<mailto:tmoran583@gmail.com>]
Sent: Monday, September 25, 2017 10:57 AM
To: Troy Rendell
Subject: Country Walk

Troy,

You may have heard that there is no water at Country Walk.

We had relatively high pressure last night about 2200. A resident called the after hours number about 2330; I called about 0400 this morning.

Here's the issue; the development has no water and there is no feedback from US Water regarding the acknowledgement of the outage, cause of the problem and estimated repair time.

Is there an avenue to pursue that may alleviate the issue?

Thanks

Tom

Troy Rendell

From: Troy Rendell
Sent: Monday, September 25, 2017 9:51 AM
To: Dustin Williams
Subject: RE: Water Outage - Country Walk

thanks

From: Dustin Williams [<mailto:dwilliams@uswatercorp.net>]
Sent: Monday, September 25, 2017 9:50 AM
To: Troy Rendell
Subject: Re: Water Outage - Country Walk

We are out here now. We had a mainline break that we can't fix without shutting off the plant. Water should be restored by noon. Thank you

On Mon, Sep 25, 2017 at 9:48 AM Troy Rendell <trendell@uswatercorp.net> wrote:

I just got a call from Robert Richmond – Account 43595273 – Address 19 Fawn Run Road

He says the water is out. It went out either last night or this morning.

Please have someone check on this..

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Mobile) 727-777-2508

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

Troy Rendell

From: Troy Rendell
Sent: Thursday, September 14, 2017 12:59 PM
To: 'barry'
Subject: RE: Power outage Country Walk

Thank you.. I just wish we could have got one sooner – unfortunately this was a massive hurricane that hit the entire state and the demand was greater than anticipated.

I appreciate your patience.

From: barry [<mailto:realty262@aol.com>]
Sent: Thursday, September 14, 2017 12:55 PM
To: trendell@uswatercorp.net
Subject: Re: Power outage Country Walk

Dear Troy,

As president of Country Walk, I personally would like to thank you for working on getting a generator on site to be able to furnish the community with water. As a previous contractor, before retiring, I realize there will be bugs in the system and your crews will do their best to provide us with service. I am sure you will be getting some complains from customers, but that is to be expected due to the additional stress Irma has caused.

Please know your help and cooperation is greatly appreciated.

Sincerely,
Barry R Witthuhn
President Country Walk H.O.A. Association

-----Original Message-----

From: Troy Rendell <trendell@uswatercorp.net>
To: Tom Moran <tmoran583@gmail.com>
Cc: barry <realty262@aol.com>; Baron, Patty <Patty.Baron@dep.state.fl.us>
Sent: Wed, Sep 13, 2017 2:27 pm
Subject: RE: Power outage Country Walk

We have a generator heading your way today.. hopefully getting hooked up this evening

From: Tom Moran [<mailto:tmoran583@gmail.com>]
Sent: Tuesday, September 12, 2017 4:15 PM
To: Troy Rendell
Cc: barry; Baron, Patty
Subject: RE: Power outage Country Walk

Thanks for looking.

On Sep 12, 2017 4:10 PM, "Troy Rendell" <trendell@uswatercorp.net> wrote:

We are assessing every area and are determining generator availability and mobilization.

Unfortunately I don't have any further updates at this time. I'm getting updates on all systems throughout the state of Florida as they come in.

From: Tom Moran [<mailto:tmoran583@gmail.com>]
Sent: Tuesday, September 12, 2017 4:08 PM
To: Troy Rendell

Cc: barry

Subject: Power outage Country Walk

Troy,

Could you look into placing a portable generator at the plant so we could have some drinking water?

Thanks

Tom

Troy Rendell

From: Tom Moran
Sent: Thursday, September 14, 2017 7:40 AM
To: Troy Rendell
Cc: barry
Subject: RE: Country Walk

Thanks

On Sep 14, 2017 7:36 AM, "Troy Rendell" <trendell@uswatercorp.net> wrote:

Ok.. will let them know.. Just so you know your entire community is under a precautionary boil water notice... I know you are out of power but this was sent to the media. During hurricane events, when entire systems are out the FDEP has sent guidelines that boil water notices be sent to the media and individual door tags are not required or expected due to the extent of the outages and damages.

From: Tom Moran [<mailto:tmoran583@gmail.com>]
Sent: Thursday, September 14, 2017 7:15 AM
To: Troy Rendell
Cc: barry
Subject: Country Walk

No water this morning @ 0600.

Troy Rendell

From: Tom Moran
Sent: Wednesday, September 13, 2017 8:48 PM
To: Troy Rendell
Cc: barry
Subject: Fwd: Country Walk

Troy,
Pass on to all concerned; good job.
Tom

----- Forwarded message -----

From: "Tom Moran" <tmoran583@gmail.com>
Date: Sep 13, 2017 7:21 PM
Subject: Country Walk
To: "barry" <realty262@aol.com>
Cc: "Troy Rendell" <trendell@uswatercorp.net>

US Water truck pulling a generator just pulled
Tom

Troy Rendell

From: Tom Moran
Sent: Tuesday, September 12, 2017 4:15 PM
To: Troy Rendell
Cc: barry; Baron, Patty
Subject: RE: Power outage Country Walk

Thanks for looking.

On Sep 12, 2017 4:10 PM, "Troy Rendell" <trendell@uswatercorp.net> wrote:

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From: Tom Moran [mailto:tmoran583@gmail.com]
Sent: Tuesday, September 12, 2017 4:08 PM
To: Troy Rendell
Cc: barry
Subject: Power outage Country Walk

Troy,
Could you look into placing a portable generator at the plant so we could have some drinking water?
Thanks
Tom

Troy Rendell

From: Tom Moran
Sent: Tuesday, May 09, 2017 9:54 AM
To: Troy Rendell
Subject: Country walk

Troy,
I am getting some reports of low pressure in the morning (0500 - 0730).
Can you advise?
Tom

Troy Rendell

From: Dustin Williams
Sent: Tuesday, October 31, 2017 9:40 AM
To: Christopher Berish; Troy Rendell
Cc: Rita Varona; Ron Derosssett
Subject: Re: 52 Lake Side Trail - Country Walk Utilities

Andy responded to this one. A flush valve near her home was running temporarily lowering pressure near her home. Andy shut the flusher off and checked the plant and seen there was good pressure.

On Tue, Oct 31, 2017 at 8:09 AM Troy Rendell <trendell@uswatercorp.net> wrote:

Susan Sylvester filed a complaint at the FPSC concerning her service. I see where she called in on 10/26/17 stating there is no water pressure.

Service Order 25629 was dispatched – but I don't see any notes or resolution.

Can you go out and work the Service Order and see why she has no water pressure?

Thanks.

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Mobile) 727-777-2508

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

Country Walk
PWS# 628-4114

At Facility:
Hydro tank leak

Entire system affected - 69 connections
Estimated time water service will restored:
12:00pm



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: March 02, 2018 @ 11 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 Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292

TRANSACTION REPORT

MAR/02/2018/FRI 09:26 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/02	09:25AM	18634026551	0:01:06	2	MEMORY OK	ECM 8026



U.S. Water
Services Corporation

DATE: March 02, 2018 PAGES: 2

CO: Highland County Health Department

TO: Drinking Water Section

FAX #: 863-402-6551

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

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

RE: Boil Water Notice (BWN)
System: Country Walk, PWS# 628-4114

Thank you,
Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 848-7701 * TOLL FREE (866) 753-8292

TRANSACTION REPORT

MAR/02/2018/FRI 09:27 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	MAR/02	09:27AM	18504120590	0:00:46	2	MEMORY OK	G3 8027



U.S. Water
Services Corporation

DATE: March 02, 2018 PAGES: 2

CO: FDEP -- South

TO: Patty Baron (Highlands Co)

FAX #: 850-412-0590

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

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

SYSTEM: Country Walk, PWS# 628-4114

RE: Boil Water Notice (BWN)

Thank you,

Diane M Kibitlewski

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 849-4219 * TOLL FREE (866) 753-8292

Country Walk
PWS# 628-4114

At Facility:
Hydro tank leak

Entire system affected - 69 connections
Estimated time water service will restored:
12:00pm



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: March 08, 2018

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

The March 02, 2018
"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 Oper-
ations 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