COUNTRY WALK UTILITIES, INC.

March 19, 2018

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

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



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.

<u>Response</u>: 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 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

4939 Cross Bayou Boulevard, New Port Richey, Florida 34652 Tel: 727-848-8292 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.

	Utility	Label	Comment	Resolution/Service Order
105224	Country Walk	A 0.1 Supervisor Review	HAS EMPTIED THE HOT WATER HEATER AND THE REVERSE OBMOSIS FLITER AND IT STILL SMELLS. IT TARTSEL LKE ROTTEN EGGS, PLEASE CALL HIM AT 863-465-484, OP-Anight 102/2015 emailed Rom and Todd re quarter quality. The outside in a binary statement to his account. OP-Anight 110/2015 calied and and poole to Mink is did Hot Hot for the pro- encouraged him to call if he runs into another problem and will get tech out again. He saked for an adjustment, adv will not adj for water quality, the outside and used more than usual trying to clear line; reviewed reads and adv reads in line with encouraged him to call if he runs into another problem and will get tech out again. He saked for an adjustment, adv will not adj for water quality, the fet the ran water and used more than usual trying to clear line; reviewed reads and adv reads in line with with the course adjustment of his account in full.	Of Weight 11/02/2015: celled and spoke to Mark to adv tech's finding; he said they have noticed a significant difference in water quality and they are able to drink it from the ta necuranged him to cell if he num into another problem and will get the hor at span. He saids for an adjustment, adv will not adj for water quality; he field he ran water and used more than usual trying to clear line, reviewed reads and adv reads in line with past read and do not show add low. Customer satisfied, will mail pumit in fid.
395224	Courselou Walk	A 0 1 Supervisor Review	OP BUILDED ABOUT HER BUILLSHE SAID SHE WAS ADVISED IN DECEMBER TO MAKE A PMT ONLINE BUT IT IS NOT REFLECTED ON THIS BUL OR ON THE TRANSACTION SCREEN. SHE IS N COUNTRY WALK AND I ADVISED THAT SHE CANNOT PAY ONLINE, SHE SAID THE PMT HAS NOT CLEARED HER BAYE KUT SHE RECA CONFIRMATION NUMBER OF ASCOSGOGGEFRBIN FOR HER ONLINE PMT. CAN YOU PLEASE VERIFY THAT THIS PMT WULL NOT HIT HER BANK ACT AND CALL HER BACK AT B33 455 5481. OPHCOW WITIS2014 Returned calls Kristing, LIXOW britking call	
-				CW - CUSTOMER REPORTS LOW PRESSURE: NO OTHER CALLS AT THIS TIME: toch note dug up main line and fived service lines on 39 and 40 quali roost installad new meters on both; meters were plugged; 40 quali roost new read 0000010 meter 35257146 (c) read 075580 meter 3401282
		A 0.1 Supervisor Review		SEE BELOW Per Todd, issued meter change cut order for 5/21 and he will make and adjustment, called and adv customer and adv will call when adjustment made to account. She was servy approaches or the information and will wall for my call.
				OPvknight 08/23/2018. Went to do bucket test Meter spinning told customer went a got leak detector did not fine leak told her to call plumber she said thanks for everythir
		H 7.0 Meter Reading Issu	AND KEPT INTERRUPTING HERSELF WITH NEW THOUGHTS, SO ADV WILL HAVE TECH GO OUT AND DO BUCKET TEST AND FULSH LINES ON MONDAY, SCHEDULED SERVICE CROER OP what to 1000 to 10000 to 1000 to 1000 to 1000 to 1000 to 10000 to 1000 to 10000	I did ADV TALKED TO TECH AND THEY WERE OUT AND PUT IN A NEW PUMP AT
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			OPearbians 071102016 ROSEMARY CALLED STATING THAT SHE HAD HER METER REPLACED AND SHE SHOULDN'T HAVE TO PAY FOR A BROKEN METER WHAS GONE FOR A MONTH. SHE STATED THE TECH WAS AT THE PROPERTY AND STATED THE METER IS NOT WORKING AND REPLACED THE METER AVOI IOO NOT SEE ANY TA TECH WAS AT THE PROPERTY ON STATED THE METER WAS REPLACED SHE DID NOT CALL IN THE ISSUE SHE 980 349 3497. ADV WE WILL CALL HER BACK IN BY THE ISTH: OPearbians 07/1102016 SHE STATES THE TECH WAS REPLACED AVOI IOO NOT SEE ANY THE ISSUE SHE 953 749 3497. ADV WE WILL CALL HER BACK IN BY THE ISTH: OPearbians 07/1102016 SHE STATES THE TECH WAS REPLACED AVOI IOO NOT SEE ANY THE ISSUE SHE 953 749 3497. ADV WE WILL CALL HER BACK IN BY THE ISTH: OPearbians 07/1102016 SHE STATES THE TECH WAS REPLACED AVOI IN THE ISSUE SHE 953 745 945 747. ADV WE WILL CALL HER BACK IN BY THE ISTH: OPEARDEN 07/1102016 SHE STATES THE TECH WAS REPLACED AVOI IOO NOT SEE ANY THE ISSUE SHE 953 745 945 747. ADV WE WILL CALL HER BACK IN BY THE ISTH: OPEARDEN 07/1102016 SHE STATES THE TECH WAS REPLACED AVOI IOO NOT SEE ANY THE ISSUE SHE 953 745 945 747. ADV WE WILL CALL HER BACK IN BY THE ISTH: OPEARDEN 07/1102016 SHE STATES THE TECH WAS REPLACED AVOI IOO NOT SEE ANY THE INSTITUTION OF INTER INFORMATION 07/1102016 SHE STATES INTER INFORMATION 07/1102016 SHE INFORMATION 07/1102016 SHE SHE INFORMATION 07/1102016 SHE INFOR	bucket test, check for leaks and current read. TECH NOTE start read 0315290 and re 0315310
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		F 5.1 Pressure Issue	OPmaillans 1002/017. ROBERT WOODALL REPORTS THAT HE HAS EXTREMELY HIGH WATTER PPESSURE. IN 5 EVALUATE. HE CAN BE REACHED AT 883.485.0122. OPInightoson 10132017. ROBERT CALLED TO SUPPORTION DECLAISE DUE TO THE HIGH PRESSURE. HE NOW HAS A DRIPPING SOMVER. A FLOODED PORCH DUE TO A BROKEN FAUCET AND 2 TOLLET. TANIS THAT LEAK NOW. LADVISED WOULD HAVE SOMEONE FROM CORPORATE CALL HIM. USW rightaman 1013/2017. Acct 395/29 ? Please see my notes. Mr. Woodail is claiming damage to his porch, shower and bliefs from having high pressure constantly. Thate made this a USW review I CALLED TROY. AND HE TOLD ME TO CALL THE CUSTOMER AND EXPLAIN TO DOCUMENT IN DETAIL BY LISTING THE DAMAGE ITEMS AND THE TIME AND DATE THIS OCCURRED SUBMIT TO THE 4980 ROSS BAYOU AT TROY.	connected) CALL THE CUSTOMER AND EXPLAIN TO DOCUMENT IN DETAIL BY LISTING THE DAMAGE ITEMS AND THE TIME AND DATE THIS OCCURRED SUBMIT TO THE 4999 (ROSS BAYOU ATT TROY
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395229 395229 395229 395229 395229 395229 395229 395229 395229 195230	Country Walk Country Walk Country Walk Country Walk Country Walk Country Walk Country Walk Country Walk Country Walk	3 9 0 Water Quality 3 9 0 Water Quality 4 0 1 Supervisor Review	OPwenteege 0215/2018 ROBERT WOODALL REG STAT OF S/O BECAUSE HE IS TESTING WATER AND IT HAS NO CHLORINE, ADV WILL CHECK WITH TECH OPmenteege 0215/2018 ROBERT CALLED WATER HAS STRONG ODCR DID A CHLORINE TEST HIMSELD AND STATES THERE IS NOW! IT WE WATER FOR MALLED OUT FOR S/O OPmenteege 0215/2018 ROBERT CALLED IN COMPLIAING ABOUT PH BALANCE AND RUST SMELLING WATER (REALTED S/O. OPmenteege 0212/2017 ROBERT CALLED IN COMPLIAING ABOUT PH BALANCE AND RUST SMELLING WATER (REALTED S/O. OPmenteege 0212/2017 ROBERT CALLED IN COMPLIAING ABOUT PH BALANCE AND RUST SMELLING WATER (REALTED S/O. OPmenteege 022/2017 ROBERT CALLED IN COMPLIAING ABOUT PH BALANCE AND RUST SMELLING WATER CREATED S/O. OPmenteege 022/2017 ROBERT CALLED IN COMPLIAING ABOUT PH BALANCE AND RUST SMELLING WATER CREATED S/O. OPmenteege 022/2017 ROBERT CALLED IN COMPLIAING ABOUT PH BALANCE AND RUST SMELLING WATER AND TECH CREATED S/O. OPmenteege 022/2017 ROBERT CALLED IN COMPLIAING ABOUT PH BALANCE AND RUST SMELLING WATER AND RUST CREATED S/O. OPmenteege 022/2017 ROBERT CALLED TO REPORT A STRONG SULFUR SMELL OVER WEEKEND, ADV SPORE TO TECH THE MORNING AND PUMP WENT OUT AT PLANT BUT HAS BEEN REPAIRED, HE SAID HE WAS GLAD TO KNOW IT WAS RE OPMentees 022/2017 ROBERT CALLED TO REPORT A STRONG SULFUR SMELL OVER WEEKEND, ADV SPORE TO TECH THIS MORNING AND PUMP WENT OUT AT PLANT BUT HAS BEEN REPAIRED, HE SAID HE WAS GLAD TO KNOW IT WAS RE OPMentees 022/2015 ROBERT CALLED TO REPORT A STRONG SULFUR SMELL OVER WEEKEND, ADV SPORE TO TECH THIS MORNING AND SHE SAID THAT WAS FINE. OPtimeogo 1000/2015 robert calied and state that he bas been weints for the bas into chinain is evicinia is some in more interne. cut and that he has the forth bin struttee DUT chining a worth at this worth CALLED AND STATED THAT HAS STREE. SOLED A TECH TO COME OUT TO THE PROPERTY OPhentees 0212/2015 ROBERT CALLED AND STATED THAT HIS WATER HAS A VERY STRONG SULFER SMELLIAND WANTED TO KNOW WHAT IS GOING ON ADVISED HIM THAT WE HAVE SCHEDULED A TECH TO COME OUT TO THE PROPERTY OPhentees 0212/2017.	coor customer not home teg teft on customers door coor customer not home teg teft on customers door coor customer on 822 regularised the situation and what eve were doing to fits the problem, fiter no tonger have ted wate coor customer contact by feld induced up on 822 explained the situation and what we were down to fits the problem, fiter no tonger have ted wate coor customer contact by feld induced up on 822 explained the situation and what we were down to fits the problem. There to tonger have bed wate Tech Note: Explained issues we are having to customerDW TECH NOTE had choine pump go down, fited it, all good CUSTOMER OFFERED A CREDIT OF \$222 12 DUE TO FAULTY METER (FAST) AVERAGE OF CIALS USE BORDON 2014 AD WATER (FAST)
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395229 395229 395229 395229 395229 395229 395229 395229 395229 395229 395229 195230 195230	Country Walk Country Walk	3 9 0 Water Quality 3 9 0 Water Quality A 0.1 Supervisor Review 3 9 0 Water Quality 3 9 0 Water Quality A 0.1 Supervisor Review 3 9 0 Water Quality 3 9 0 Water Quality 3 9 0 Water Quality	OPweetbege 0215/2018 ROBERT WOODALL REQ STATIOF S/O BECAUSE HE IS TESTING WATER AND IT HAS NO CHLORINE, ADV WILL CHECK WITH TECH OPmedees 0215/2018 ROBERT CALLED NO TECH HAS STRONG DOOR DID A CHORINE TEST HIMBELD AND STATES THERE IS NOW IT THERE IS NOW IT HERE IS NOW IT HAS DECRIFTED TO HERE IS NOW IT HAS BEEN REPAIRED. HE CHORINE LEVEL AND WATER HE TESTED THE CHORINE LEVEL AND THERE IS NO CHORINE IN IT, PLEASE SEND TECH CREATED S/O OPhereinge 05/20/2017. ROBERT CALLED TO REPORT A STRONG SULFUR SWELL UVER WEEKKIN, ADV SPOKETO TECH HILL COME OUT TOOAY. OPhereinge 10/20/2017. ROBERT CALLED TO REPORT A STRONG SULFUR SWELL OVER WEEKKIN, ADV SPOKETO TECH HILL COME OUT TOOAY. OPhereinge 10/20/2017. ROBERT CALLED TO REPORT A STRONG SULFUR SWELL AND LOW PRESSURE, ADV WILL SEND TECH TOMORROW AND SHE SAID THAT WAS SHE. OPhanegog 10/08/2015 robert caline and and and the has held to the she has held to that he sha held to that held she has held to that held the has held to that held the has held to that held	coor customer not home tag teft on customers door coor customer not home tag teft on customers door coor customer on 827. Reference on 827. Beglained the situation and what en were doing to fit the problem, fiter no tonger have bad wate coor customer contract by feld induced up on 829 explained the situation and what we were doing to fit the problem. There no tonger have bad wate coor customer on 827. Statement of the situation and what we were doing to fit the problem. There no tonger have bad wate Coord and the customer on 822. Indived up on 829 explained the situation and what we were doing to fit the problem. There no tonger have bad wate Coord tonger of the situation of the situation and what recent house. Explained issues we are having to customerDW TECH NOTE had chlorine pump go down, fixed II, all good CLISTOMER OFFERED A CREDIT OF \$222.12 DUE TO FAULTY METER (FAST) AVERAGE OF 6 TGALS USED BASED ON 2014-2016 MONTHLY USAGE - PER TROY Indite to the by flushing level at home. PER FIELD TECHNICIAN CUSTOMER OF 1 TGAL DUE TO WATER LINE RUSHING
395229 395229 395229 395229 395229 395229 395229 395229 395229 195230 195230 495231 1595233 1595233	Country Week Country Week	3 9.0 Water Quality 3 9.0 Water Quality A 0.1 Supervisor Review A 0.1 Supervisor Review A 0.1 Supervisor Review 5 9.0 Water Quality 3 9.0 Water Quality 5 10 Water Quality 5 10 Water Quality 5 10 Yessis/re Issuer	OPwentbege 0215/2018 ROBERT WOODALL REQ STATIOF SO BECAUSE HE IS TESTING WATER AND IT HAS NO CHLORINE, ADV WILL CHECK WITH TECH OPmidbege 0215/2018 ROBERT CALLED VIEW HAS STRONG DOOR DID A CHORINE TEST HIMBELD AND STATES THERE IS NOWE IT THE WATER FOR MALLED OUT FOR SO OPmidbege 02/2017 ROBERT CALLED IN COMPLIAND BOOTH PI BALANCE AND RUST SMELLING WATER CREATED SID. OPwentbegre 02/2017 ROBERT CALLED IN COMPLIAND RADUT PH BALANCE AND RUST SMELLING WATER CREATED SID. OPwentbegre 02/2017 ROBERT CALLED IN COMPLIAND RADUT PH BALANCE AND RUST SMELLING WATER CREATED SID. OPwentbegre 02/2017 ROBERT CALLED IN COMPLIAND RADUT PH BALANCE AND RUST SMELLING WATER CREATED SID. OPwentbegre 02/2017 ROBERT CALLED IN COMPLIAND RADUT PH BALANCE AND RUST SMELLING WATER CREATED SID. OPwentbegre 02/2017 ROBERT CALLED IN COMPLIAND RADUT PH BALANCE AND RUST SMELLING WATER ACT TECH WILL COME OUT TODAY. OPwentbegre 02/2017 ROBERT CALLED IN COMPLIAND SULFIR SMELL SIXE LAKE WATER AND TECH WILL COME OUT TODAY. OPwentbegre 02/2017 ROBERT CALLED IN COMPLIAND SULFIR SMELL SIXE LAKE WATER AND TECH WILL COME OUT TODAY. OPwentbegre 02/2017 ROBERT CALLED TO REPORT A STRONG SULFIR SMELL AND VATER AND LOW PRESSURE TO TECH THIS MATER AND LOCATING AND PLAN TBUT HAS BEEN REPAIRED. HE SAID HE WAS QUAD TO KNOW IT WAS RE. OPwentbegre 1005/2016 ROBERT CALLED TO REPORT A STRONG SULFIR SMELL AND LOW PRESSURE TO TECH THIS MATER AND LOW PRESSURE OT TECH THIS CALLED FAR THE STRONG SULFIR SMELLING WATER AND LOW PRESSURE TO TECH TOMORROW AND SHE SAID THAT WAS FIRE. OPhabegog 1009/2015 robert called and said to has been been under to water (and the saids) c. cust state bate he noticed bat when been doord bate water to charter bate state the saids the said the saids of the condition of the water. Cust state bate the noticed bate water in cust state bate the said the saids of the condition of the water. Cust state bate the noticed bate water in cust state bate the said bate bate state the said bate section of the water. Cust state bate the said bat the noticed bate	coor customer not home tag left on customers door coor customer not home tag left on customers door coor customer on the home tag left on customers door coor customer contract by field denoted up on 8/23 explained the situation and what we were doing to far the problem. They no longer have bad water coor customer contact by field denotes Tech Note: Explained issues we are having to customer. DW TECH NOTE: Explained issues we are having to customer. DW TECH NOTE: Explained issues we are having to customer. DW TECH NOTE: And chlorine pump go down, fixed it, all good (CISTOMER OFFERED A CREATION F222: 2010E TO F322: 2010E TO F3
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1595258			OPmailens 0519/2017: SUSAN LOOKED AT METER AND IT IS AT 708 AND NOT 709 AS STATED ON BILL, SHE WENT OUT AND READ IT. SHE WANTS A REREAD PLEASE CONTACT HER AT 863-465-7924. OPmpionson 05/22/2017: Created S.O. for a re-read on 5/23/2017 OPwinder 03/32/2016 SUSAN CALLED IN TO REPORT LOW PRESSURE EMAIL SENT TO TECH TO FIND OUT IF SOMETHING IS COUND ON, OPwinner 03/02/2018: S.O. DISPATCHED FOR LOW PRESSURE	SWmjbrannan 0808/2017. REGISTER CHANGE OUT TO CORRECT READ OF TO CURRENT CORRECT READ OF 707 ADJUSTED 2T-GAL DUE TO CORRECTION THE READ \$6.12 X 2 TOTAL \$12.34
	Country Walk			
595258	the second second second	D 3 2 Bill Dispute	LEAK TEST, SAID OK AND WILL OB IF HAS ANY QUESTIONS, ADV WILL UPDATE NOTES	Adustment made for overbilled meter reading
	Country Walk	A 0.1 Supervisor Review	ORCRECTS evaluate Mark to adult account to connected test called Dariel and any tay was tasked with her.	Adustment made for overbilled meter reading
		1.	Particle Status Diverse Called Book, AFTER USING HER INSTANCE THE INSTANCE IN THE INSTANCE OF DO HIME LOAD, TEXT SUBJECT AND THE STATUS OF AND THE INSTANCE OF A COUNT UPDATE FOR SUPERVISION TO REVIEW, PH # 863-869-1126, OP winght 08152015, scheduler thetends, called subtomer and imon, OP bailed 08/25/2015; DANIEL CALLED TO ASK (F THERE WAS AN ADJUSTMENT MADE TO ACCOUNT Instrument and the account of the accou	
95256	Country Walk	K 10.1 Sewer Smell	10 Phang 07/02015 RETURN VM FROM 7/0/15/5 @ 7.00AM TO CUST @ PH 863-865-8610, SPOKE W/ RITA, SHE SAID HER WATER SMELLS AND MAKES HER GAG, ADV WILL FRWRD INFO, SHE SAID OK. Pydwid 09/14/2015: DANIEL CALLED BACK, AFTER DOING HIS OWN METER READING WHEN INSTRUCTED TO DO HOME LEAK TEST, SAID READING RIGHT NOW IS 2402.000, ADV COULD HAVE BEEN A MISREAD AND WILL	New force Draft Aeration Treatment installed
		J 9.0 Water Quality	OPIenamikbolo 12/18/2013. RITA CALLED TO COMPLAIN ABOUT THE ODOR OF HER WATER. SHE SAID IT SMELLS LIKE ROTTEN EGGS AND THIS IS THE SECOND TIME THIS WEEK. PER RENEE, I'VE PLACED A SERVICE ORDER TO HAVE TO COMPLAIN ABOUT THE ODOR OF HER WATER. SHE SAID IT SMELLS LIKE ROTTEN EGGS AND THIS IS THE SECOND TIME THIS WEEK. PER RENEE, I'VE PLACED A SERVICE ORDER TO HAVE TO COMPLAIN ABOUT THE ODOR OF HER WATER. SHE SAID IT SMELLS LIKE ROTTEN EGGS AND THIS IS THE SECOND TIME THIS WEEK. PER RENEE, I'VE PLACED A SERVICE ORDER TO HAVE TO COMPLAIN ABOUT THE ODOR OF HER WATER. SHE SAID IT SMELLS LIKE ROTTEN EGGS AND THIS IS THE SECOND TIME THIS WEEK. PER RENEE, I'VE PLACED A SERVICE ORDER TO HAVE TO COMPLAIN ABOUT THE ODOR OF HER WATER. SHE SAID IT SMELLS LIKE ROTTEN EGGS AND THIS IS THE SECOND TIME THIS WEEK. PER RENEE, I'VE PLACED A SERVICE ORDER TO HAVE TO COMPLAIN ABOUT THE ODOR OF HER WATER. SHE SAID IT SMELLS LIKE ROTTEN EGGS AND THIS IS THE SECOND TIME THIS WEEK. PER RENEE, I'VE PLACED A SERVICE ORDER TO HAVE TO HAVE TO COMPLAIN ABOUT THE ODOR OF HER WATER. SHE SAID IT SMELLS LIKE ROTTEN EGGS AND THIS IS THE SECOND TIME THIS WEEK. PER RENE, I'VE PLACED A SERVICE ORDER TO HAVE TO HAVE TO HAVE TO HAVE THIS IS THE SECOND TIME THIS WEEK. PER RENE, I'VE PLACED A SERVICE ORDER TO HAVE THE ODOR OF HER WATER.	"per tech; no issue today, water OK - talked to owner**
95255	Country Walk	J 9.0 Water Quality	OPanichison 0817/2016: RITA CALLED STATING SHE HAS STINKY WATER. SMELLS LIKE ROTTEN EGGS. SHE STATED THAT MAYBE THE LINES AT THE CULDASAC NEED TO BE FLUSHED. THE FLUSH OUT IS ON HER PROPERTY, PH# 863	
95255	Country Walk	J 9.0 Water Quality	PROP	front of her house for a few minutes and go the hydrogen suffide out of the in Customer is very happy with the outcome.
and and		J 9.0 Water Quality	OUT OPWINDBURGHE 082X2010; RITA MAXSON CALLED 803-805-8019 RE: SMELLY WATER, ANDREA TALKED W/ HER LAST WEEK, IT LOOKS LIKE DISPATCHED BUT NO NOTES FROM TECH. RITA STATED THE FLUSH LINE IS ON HEF	tech note great residual at the plant and her home. I ran a manual blow off that
		J 9.0 Water Quality	OPjvandelanote 08/29/2016: RITA MAXSON CALLED RE: NOTES FROM 8/29/16; ORIGINALLY DISPATCHED ON 8/18/16 NO NOTES FROM TECH; SENT EMAIL TO VICKI ON 8/29/16 NO RESPONSE; ADV RITA WILL HAVE TECH COME	
95256	Country Walk	J 9.0 Water Quality	OPINUITINE 1218/2017. RTA MAXSON CALLED TO REPORT NO PRESSURE: CREATED SO OPINUTHER 1218/2017. RTA MAXSON CALLED TO REPORT NO PRESSURE: CREATED SO OPINUTHER 09/12/2016. RTA MAXSON CALLED 863-865-8619 RE: BLACK & SMELLY WATER: ADV WILL HAVE TECH COME OUT, CREATED SERVICE ORDER.	Tech Note: Talked to customer after we fixed leak; Everything good. Tech note completed
		J 9.0 Water Quality	OPmwilliams 07/10/2017. LORI LAGAAMAA REPORTS THAT WATER IS BLACK AND HAS A HORRIBLE SMELL. CREATED SO, PLEASE CALL HER AFTER INSPECTION AT 994.214.0817.	Tech Note: Responded, Flushed circle; Found black water; then flushed home. need a 1000 gal credit for this address Credit applied to the account.
95252	Country Walk	F 5.1 Pressure Issue	OPkjohnson 11/03/2017: Called about water pressure but problem was fixed while we was on the phone	OPmwilliams 11/06/2017: RETD CALL TO LORI LAGAMMA AND LEFT MSG / HER TO CALL BACK IF THERE IS STILL A WATER PRESSURE ISSUE.
95252	Country Walk	D 3 2 Bill Dispute	HER A TECH WILL GO OUT TOMORROW TO CHECK FOR A LEAK. NOTIFIED SUPERVISOR, CREATED SIO.	accurate read; meter running slow; should have 12 gal a min only 6 gal a min
95252	Country Walk	A 0.1 Supervisor Review	properts, the just wanted to be sure that there was nothing out of order with the backflow from the well. Adv will have bed, the under week to check the neter and call her with his findings. She aid that was perfect and thanked me for the call.	high read- check for leaks; customer away from property. TECH NOTE cannot g
			SUPERVISOR: ALSO LORI ASK THEY SHOULD BE DOING A BACKFLOW EVERY MONTH ARE THEY? ADV CAIN D0 to GALLON BUCKET TEST TO CHECK READS IF SHE WOULD LIKE LORI STATED SHE HAS CHECKED FOR LEAKS AND THERE ARE NONE. ADV WILL DISCUSS WITH SUPERVISOR AND FOLLOW UP WITH HER : OP-wingth 00/15/2016: called and spoke to Lori; she asked if the backflow that is located between her and her neighbor that comes from the well would cause a spike in our adv only water that moves through her meter is recorded; she said that waters the meter checked but said there is "no rub" as the is not at the	
			Oppendemote 08142010: LORI LAGAMMA CALLED 954-214-0817 RE: HIGH BILL FROM 44176-5216; LORI STATES A BACKFLOW WAS DONE IN MAY AND TECH "KEPT IT RUNNING", ADV WILL HAVE TO DISCUSS WITH	
		D 3.2 Bill Dispute	OProceedary 01/27/2014: Spoke to Paul, advised that bill pay is actually sent as paper checks and I believe that is the issue causing the payments to be received late. Customer advised that he feels there was some delay caused by the change in billing companies/bill pay system. Advised that most recent payment anived in plenty of time. I waived late fee as countery and Paul was please and assured me that he wants to be prompt with his payments.	Late fee waived, returned call to advise customer.
995251		A 0.1 Supervisor Review	OPHYLYNAN 32HIR/2013: PALE CALLED AND STATED THAT HE IS NOT GOING TO PAY THE LATE FEE. HE IS REQUESTING TO HAVE THE LATE FEE. REMOVED. CAN YOU LOOK INTO THIS AND CALL HIM BACK AT 612-2824870.	Lale fee waived, returned call to advise customer.
195250 195250	Country Walk Country Walk	J 9.0 Water Quality J 9.1 Boll Water Inquiry	OP[scott 1213/2013: Lonsine called, they have smelly water this morning. Will have tech go the property and check. Lonsine's phone 883-465-7060. OP-weinberger 09/27/2017: LORRAINE KNOX CALLED TO SEE IF STILL ON BWIN: ADV YES	Hurricane Irma
		J 9.0 Water Quality	OPtubegog 0706/2015: LORRAINE CALLED ABOUT THE SMELL OF THE WATER: ADV CUST THAT WE ARE STILL TRYING TO GET THIS RESOLVED; ADV HER THAT I WILL TOUCH BASIS WITH MY SUPERVISOR AND CALL BACK IN THE MORNING	
		H 7.0 Meter Reading lists J 9.0 Water Quality	OP/vandelanotie 07/05/2016: RETURNED CALL TO LORRAINE KNOX 663-465-7060 RE: SMELLY WATER: ADV TECH IS GOING OUT TODAY; ADV WILL FOLLOW UP NEXT DAY.	Credit (\$38.57)
	and the second se		OP-mulliams 10/18/2017. LORRAINE KNOX CALLED TO REPORT THAT HER CURRENT METER READING IS SHOWING AN ADVANCE OF 660 GALS. OP-Multiple 11/13/2015. MRS. KNOX CALLED RE HIGH READ, SHE SAID IT WAS UNEXPECTED. ASKED TO DO LEAK TEST AND CALL IF THERE ARE MORE QUESTIONS. OP-Anight 11/15/2015. MRS. KNOX CALLED BACK, SHE	USWrvarona 10/18/2017: CREDIT ADJUSTMENT DUE TO CUSTOMER COM (TROV) AS FOLLOWS: 1K gallon at \$7.72 = \$7.72 5K gallon at \$6.17 = \$30.85 County (FR 57)
95250	Country Walk	A 0.1 Supervisor Review	OUITE PLEASED	QUITE PLEASED
			OPwright 12/04/2015 MRS KNOX CALLED BACK FOR RE-READ RESULTS, REVIEWED AND ADV THAT THE READ ON 11/2 WAS 1239 AND THE RE-READ SHOWED 1291 ON 11/16, ADV CURRENT READS ARE IN NOW, SO WILL WORK WITH BILLING DEPT AND CALL HER AT 863-465-7080, OPinjohnson 12/22/2015, RETURNED CALL TO MRS, KNOXIADV THAT BILL WAS ADJUSTED BY \$145.07, LEAVING HER A NEW BALANCE OF \$35.20. CUSTOMER WAS	12/22/2015: RETURNED CALL TO MRS. KNOX/ADV THAT BILL WAS ADJUS BY \$145.07. LEAVING HER A NEW BALANCE OF \$35.20. CUSTOMER WAS
95249		H 7.2 Condition of Meter	OFDIAMAGO INFORMS VIRGINIA DAVIS CALLED DUE TO PIPES THAT ARE PUMPING WATER IN HER YARD DALY AND SHE WOULD LIKE TO KNOW THE PURPOSE AS WELL AS THE PROCESS BEING SO OFTEN BECAUSE IT IS SOAKING HER YARD. LADV CUST THAT I WOULD SET UP A HERR INSPECTION; UPDATE ACC'T WITH CUSTOMERS NAMES AND PH	TECH NOTE: NO LEAK. IT IS OUR AUTO BLOWOFF
95248 95248	Country Walk Country Walk	J 9.0 Water Quality J 9.0 Water Quality	CLEAN SINCE SHE LIVES FAR AWAY FROM PLANT PHIBDS-801-2294 SO TO SEND TECH OUT OphanoMemory Soft20016 KELINEF SMILEY CALLED 603-801-2204 RE'SMELLY WATER, ADV WILL GIVE WRITTEN NOTE TO SUPERVISOR TO HAVE TECH COME OUT TO CHECK.	tech note completed
		J 9.0 Water Quality	phybaley galogizone. KELLY CALLED TO SAY HER WATER HAS A STRONG ROTTEN EGG SMELL, SAYS HER NEIGHBORS HAVE THE SAME PROBLEM, SHE SAYS WE DONT PUT ENOUGH CHEMICALS IN THE WATER TO KEEP IT	CHLORINE IS 3.9mg/L - NO SMELL BUT CHLORINE **
95245	Country Walk	J 9.0 Water Quality	OP4blooks 12/13/2013 NANCY CALLED AND LM. RETURNED VM AND SPOKE WITH NANCY. SHE STATED THAT HER WATER IS BROWN AND HAS A VERY FOUL ODOR TO IT. ADVISED HER THAT THE ISSUE HAS BEEN REPORTED TO THE TEC OP4glues 12/2023/13 NANCY CALLED ABOUT POOR WATER QUALITY. SHE WANTS A TECH TO COME OUT AND LOOK AT IT. SET UP SERVICE ORDER FOR 12/10/13	"PER TECH READ IS 938760, NO LEAK INDICATED. WATER FLUSHEI
95245	Country Walk	A 0.1 Supervisor Review	12/19	COUNTRY WALK-CUSTOMER IS COMPLAINING OF POOR WATER QUAI SHE WANTS A TECHNICIAN TO COME AND FLUSH THE LINES FOR HER S SHE CANNOT DO IT HERSELF. ""Per tech: flushed line, wher cleared CI2."
95245	Country Walk	A 0 1 Supervisor Review	THE USAGE DATES AND EXPLAINED THAT THIS WAS OVER MONTHS. SHE IS NOT HAPPY THAT HER BILLS ARE DUE LESS THAN A MONTH APART AND WANTS TO SPEAK WITH YOU ABOUT IT. D'Puisives 12/18/2013. PLEASE CALL, NANCY BACK AT 863-665662 WITH THE RESULTS FROM THE SERVICE ORDER ENTERED FOR HER ON 12/18/13. SHE IS COMPLAINING OF SMELLY WATER AND HIGH USAGE. OPEcowdery	month due to the Tgal reading. She stated that was fine.
	-		OFIGIN 01/14/2014: RETURNED VM. FROM NANCY. SHE IS UPSET THAT THE DUE DATES ARE ALL LESS THAN A MONTH APART. THINKS SHE GOT CHARGES 91 DOLLARS OVER A COURSE OF 8 WEEKS. HAD HER LOOK AT	Topics the test reaction of the second secon
				stated that she was sure I would say that as then we will bill what ever we want. I reassured her that her bills are only based on the water she uses. She stated that
	1.11			the meter and run a 10 gal test.; OProcowdery 01/23/2014: Per tech : 10 gallon tes done, meter accurate. Called Nancy and advised that meter is reading accurately. 3
		K - 1		December as being far too high. I advised that the read was confirmed by the read in January. She still disputed the billed usage. I advised I will send out a tech to che
		315. 1		Nancy, spoke to her regarding billing. Advised that the bill dates may indicate less t month but the usage periods are a month spart. She disputed the usage billed in
				863-465-9682 for 3rd time, no answer, no voicemail - after many rings beeping cam the line and call was disconnected. OProcowdery 01/21/2014: Returned VM left by
				OProcowdery 01/15/2014: Returned call to 863-485-9662 again, no answer, no voic - after many rings beeping came on the line.: OProcowdery 01/16/2014: Returned ca
	1			OProceedery 01/15/2014: Returned call to 863-465-6662, no answer, no voicemail,
		J 9.0 Water Quality F 5.1 Pressure Issue	him next time there is an issue to call us and we can have a tech go to the property at that time. OPhyang 07/06/2015. CHRISTOPHER CALLED SAID HIS WATER PRESSURE IS REALLY LOW, STEADY SMALL STREAM, ADV WILL FRWRD INFO, ADD PH TO ACCT.	
7995241	Country Walk	J 9.0 Water Quality	wefer. Advised Kert to call back next time and we can have a tech sheck the property. OP/piccot 1273/2013 Kert called to be called in the probability issues such as smelly water or sediments in the water. He stated it can happen multiple times a week correlimes that there is an issue w/ the water quality. Advised	
		J 9.0 Water Quality	OPparablenote 07052016 KENT WRIGHT CALLED ABOUT SMELLY WATER. ADV PLMP WAS FIXED AND WOULD LIKE TO HAVE HIM FLUSH HIS LINES FOR 5-10 MINUTES. OPpaced bit13014 K Kent called agene about periodeally having drivy or annelly water. There is no specific lines or date that this will happen tot it is happening server lines each month. He called last time when it happened and was told to just run the	Replaced pump
		J 9.0 Water Quality	OPhilingly 0708/2016: RET CALL TO KENT HE SAYS THE WATER IS STILL YELLOW AND SMELLY J ADV THAT THEY ARE WORKING ON THE PROBLEM AND HE SHOULD TRY AND FLUSH HIS LINES TO GET RID OF THE SMELLY WATER	Replaced pump
		J 9.0 Water Quality	OP wright 07/05/2016; KENT CALLED BECAUSE HE STILL HAS SMELLY WATER AND FLUSHED THE LINE FOR AN HOUR. ADV THAT THE TECH CALLED BACK AND SAID THE FIX FROM THE WEEKEND DID NOT WORK AND THE PUMP BROKE COMPLETELY AND HE WAS REPLACING IT HE SAID OK.	Replaced pump
995241	Country Walk	F 5.1 Pressure Issue	UPDATE, OR TO GO TO PROPERTY AGAIN, ADV WILL UPDATE NOTES, PH # 863-245-3827; OPjaed 01/22/2517; edurad call to least at 863-245-3827 to adv supervisor spoke with tech and was bid tech does not see issue in area, tech adv for customer to check and clean filler all property, call the will check the filler bit bit to its share and adv	in case needs to cb to follow up - TECH NOTE: nothing wrong at plant or in lines, i may be customer's filter
			OP(dawld 01/2/2016; KENT CALLED TO ABOUT PRESSURE ISSUE; SAID IT HAS BEEN HAPPENING FOR A FEW DAYS AND WAS REPORTED, TECH CAME TO PROPERTY YESTERDAY BUT HASN'T HEARD AN UPDATE AND ISSUE IS STILL HAPPENING, SAID JUST STARTED WASHING MACHINE AND WASN'T EVEN ABLE TO RUN BECAUSE OF THE PRESSURE, ADV WILL PASS INFO TO SUPERVISOR AND SHE IS REACHING OUT TO TECH EITHER FOR AN	happening to more than just him in his area, adv will update notes and gave office h
995241	Country Walk	A 0.1 Supervisor Review		Late fee waived, returned call to advise customer. supervisor spoke with tech and was told tech does not see issue in area, tech advit
95240		J 9.0 Water Quality	OPjscott 01/13/2014 Kent called, he mailed in his payment and it was received 6 days after the due date. He wants the 5.00 late fee waived. Can late fee be waived? Please call 863-243-3827 and let Kent know, OProceedery 01/14/2014 Late fee	
		and a second	OPENNING WITH ADDITION AND ADDITIONAL	New force Draft Aeration Treatment installed
95740	Country Walk	J 9.0 Water Quality	OPmwilliams 04/14/2017: PATRICIA MARCHAL CALLED TO REPORT THAT WATER HAS A SEWAGE SMELL-REPORTED TO SUPERVISOR FOR DISPATCH.	HER AREA AND IT'S UPSETTING THAT IT IS NOW; ADV WILL NEED TO HA TECH CHECK OUT THE PROBLEM FOR HER.
				BE THERE ASAP, SHE SAID SHE IS MORE UPSET THAN SHE WOULD BE B "YEARS AGO" SHE WAS TOLD THAT THIS WOULD NEVER HAPPEN AGAIN
	the state of the			SHE WANTED A CALL BACK; ADV HAVE DISPATCHED TECH AND HE SHOL
				THAT NO ONE HAD BEEN OUT AND THAT SHE WAS WAITING FOR A CALL BACK; APOLOGIZED FOR THE MISUNDERSTANDING AND DID NOT REALIZE

1995261	Country Walk	J 9.0 Water Quality	OPHong 1024/2016 MARSHA HOLNES CALLED REGARDING AN ODOR TO THE WATER. SHE STATED THAT THE SMELL STARTED YESTERDAY, 10/2016, BUT HAS BECOME INCREASINGLY WORSE OVER THE LAST 24 HOURS. JADV. HER IVOULD CREATED ANS 10T NOTIFY THE TECHNICIAN.	tech note responded to customer complaint; she said she had smelly water a couple of days ago. I moved the residual back up and customer is happy.
			OPINIM 02/12/2015 LINDA CALLED REGARDING THE FLUXUATION OF HER READS. ADVISED HER READS HAVE ALWAYS FLUXUATED AND IT WOULD BE NOTED IF THE READS WERE ESTIMATED. PER HER REQUEST SET UP	
95263	Country Walk	H 7.2 Condition of Meter	METER INSPECTION TO MAKE SURE METER IS FUNCTIONING PROPERLY. ADVISED WOULD CALL HER BACK ONCE WE RECIEVE INTO BACK FROM TECH HEXT WEEK. TOPSMAR OTBOZIOTE UNDACATELET TO REPORT THAT THE WATER SEEMS TO BE DITYL; IF HEVER HILL TA FEW MANUTES IT DOES CLEAR UP BUT IT IS COMING BACK AFTERWARDS, SAID WHEN LETS WATER SIT IN SICK	METER READ IS 1442 NO LEAKS
595283	Country Walk	J 9.0 Water Quality	THEY CAN SEE DRITISEDMENT IN WAITER, ADV WILL BRIND SCHEDULE A TECH TO COME FLUSH THE LINES AND REPORT TO SUPERVISOR, SAID CK AND WILL RUN WATER AS WELL. TO Physiodeanized DDI2D010 MEMBER CALLED BRINDS SCHEDULE A TECH TO COME FLUSH THE UNES AND REPORT TO SUPERVISOR, SAID CK AND WILL RUN WATER AS WELL.	Ines flushed
595268	Country Walk	A 0.1 Supervisor Review	OPparticipation to 03312016. MERLE & WILLIAM ZIMMER CALLED 005469-3820 IN NE: BAL; STATED THE'R HAU NEW METERY OUT IN A NO HAU HIGHER USAGE PROM PHEVIOUS METER; AUV TECH CAME OUT AND WILL FIND OUT RESULTS; ADV WILL FOLLOW UP VER PH #; Opwinght 03312016; called and spoke to Merle to adv of chedit bal; outcome satisfied. [Ophmaning 03212016: MEST ZIMMER CALLED SAYS THAT THE METER IS SPINING AND WENT FROM 5000 TO 5000 PER HER HUSBAND; ADV SHE MUST HAVE A LEAK AND NEEDS A PLUMBER; SHE SAYS THEY DONT HAVE	Credit applied to account for 3.000 gallons - customer satisfied TECH NOTE BUCKET TEST NOT ACCURATE; START READ 0516220 END REA
595268		H 7.0 Meter Reading Iss	ANYTHING ON THEIR FND I SAID WE WILL BE SENDING A TECH OUT TO CHECK AND SHUT OFF THE WATER FOR REPAIR	TECH NOTE BUCKET TEST NOT ACCURATE, START READ 0518220 END REA 0518230 CHANGED OUT METER MARCH 2016
			OPAMING 08/24/2016: RETURINED MESSAGE TO SUE. SHE REPORTS ROTTEN EGG SMELL FROM HER WATER. SHE STATED THAT IT ALSO HAPPENS WHEN YOU FLUSH THE TOILET. ADV. HER TO CHECK HER WATER HEATER, FLUSH HER LINES FROM THE OUTSIDE AND THAT I WOULD NOTIFY MY SUPERVISIOR, ALSO ADV. HER TO TRY FLUING A GLASS OF WATER AND SMELLING IT OUTSIDE OR IN A DIFFERENT ROOM, BECAUSE IT COULD BE CAUSED BY THE PLINIBING TRYSIF. SHE WILL THAT HEY THESE SUBJECTIONS AND CALL US BACK.	tech note flush service line across the street from address ran til there was a residual a
		J 9:0 Water Quality	OPtimump 201962015: ROBERT CALLED WANT'S TO KNOW WHY YHIS BILLS HIGH ADV THAT THERE IS MORE WATER USAGE (@) TTALL HE ADV THAT IT IS MPOSSIBLE FOR ONE PERSON TO BE USING THAT MUNCH VATER. HE WOLLD FOR A RE-READ TO BE COME, HE ALSO QUESTION WHICH CHECKS HIS WATER FLICTERATION, BEST FHORE FOR HIM IS 80-486 2885. OPtimetiate 2017/2015. Eventyme with Burget to writy mean of the WICH CHECKS HIGH AS WICH HIGH AND HIGH AS WICH HIGH AS WICH HIGH AND HIGH AS WICH HIGH AND HIGH AN	norm. Performed field bucket test - meter was accurate. Customer happy to know meter
2795272	Country Walk Country Walk	A 0.1 Supervisor Review 18.2 Main Breek	OPpnorts 09/25/2017: ROBERT CALLED LEFT VM ABOUT MAIN BREAK, CALLED BACK TAUK TO ROBERT ADVISED WE WOULD GET TECHS OUT THERE.	working property. Flush valve was broke: Repaired Tach Note: Responded to address. Found black water present in home. Flush street
2796272	Country Walk	J 9.0 Water Quality	OPdnaynes 0815/2017: RETURNED CALL TO ROBERT COY; COMPLAINED ABOUT HAVING BLACK SMELLY WATER, ADV HIM A TECH WILL BE SENT OUT.; USWINAVOR 08/19/2017: CUSTOMER DUE 1 TGAL CREDIT DUE TO FLUSHING OF WATER LINES - PER FIELD TECHNICIAN	and then flushed home. Water quality back to satisfactory levels. Please provide customer with 1000 gallon credit. Credit applied to account
		J 9.0 Water Quality	OPHIOMING 0022010 RET CALL TO ROBERT COVIE WAS VERY UPSET THAT HE STILL HAS SMELLY WATER IT STINKS HIS WHOLE HOUSE UP HE SAYS HE MENTIONED WE REPAIRED HIS NEXT DOOR NEIGHBOR AT 7 QUALR ROOST PLEASE GO OUT AND FIX THIS FOR HIM	New force Draft Aeration Treatment installed
2795272	Country Walk	J 9.0 Water Quality	OP-whight 08/18/2016: Robert called re smelly water, said it's been happening for a week, adv will send tech to check it out	New force Draft Aeration Treatment installed New force Draft Aeration Treatment installed
		A 0.1 Supervisor Review	OPgate 01/20/2015 ROBERT CALLED AND HE IS STILL WATTING FOR AN ANSWER BACK. APOL OGUZED AND ADVISED HIM IT HAS BEEN PASSED ON TO FINANCIC DEPARTMENT FOR REVIEW AND LET HIM NOW I WOULD EXAML IT OF FAX WILL HE IS BECOMING UPERT AND WOULD INCE A CALL BACK AT 683-45508474 OFJavid 2020/2015 Indent called and is upeat about another discontent of them is a rememping balance after the monthly payment has is atemping from a rejected payment of 34.56 to 92014 plus a 5.00 late files, adv to follow up with him back to check if this payment was processed, said will check into this and co to get next step whether sending in payment for the set of the sender of the count of the set of the	(new norde junier werkendt in werden in eisenen
		A 0.1 Supervisor Review	Pationals 12222014: ROBERT CALLED STATED THAT EVERY MONTH HE HAS TO CALL REGARDING PMIT RESECTION, PER PREV NOT ADV OF REJECTION, HE ADV THAT HE HAD TALK TO HIS BANK, THEY ADV TO HMI THAT THEY DID NOT REJECT ANY PHITS: ROBERT STATED THAT THE PMITS ARE COUNSIG OUT OF RESECTION, PER PREV NOT ADV OF REJECTION, HE ADV THAT HE HAD TALK TO HIS BANK, THEY ADV TO HMI THAT Is being located at, paer info to cathy, OPconsistem 1224/2014 Left a vice mail for Robert, OPconsistem 1224/2014 Robert Inter on second that his bank returned the check, he would like to see our back, ep. 11bd hmi Isuaud check on the Segiptionet and ang the lack to him; OPconsistem 1224/2014 Robert Inter on second that his bank returned the check, he would like to see our back, ep. 11bd hmi Isuaud check on the Segiptionet and ang that has him; OPconsistem 1224/2014 Robert Inter on second that his bank returned the check, he would like to Decoration 100 ADV DHAT ADV THAT ADV IBE LOCKED INTO AND HE WILL GET A CALLE BACK WITH RESULTS - HE ASKED IF LATE FEES CAN BE REMOVED - ADV THAT ACCH TADV OF REJECTION, HE ADV THAT HAT AT HIS HANK ADV THAT A	
595273	Country Walk Country Walk	A 0.1 Supervisor Review J 9.0 Water Quality	OPhyhadev D916/2018: ROBERT RICHMOND CALLED TO SAY THE WATER IS GOTTEN MUCH WORSE AND HE FLUSHED LINES PLEASE SEND TECH OUT TO CHECK THIS OUT PH#863-835-0974	tech note I flushed lines Friday had good residual
			OPdrowski operations operations for the control of	
3595273	Country Walk	J 9.0 Water Quality	HORE NUMBER IS 883-837-0REATED NETER INSPECTION SERVICE ORDER OPdforwask 081732015 ROBERT CALLED AND STATED THAT INK WATER SMELTS VERY FOUL AND HE WOULD LIKE SOMEONE TO COME OUT TO THE PROPERTY TO FIND OUT WHAT THE CAUSE OF THIS IS HIS PHONE.	Tech took care of
3595273	Country Walk	J 9.0 Water Quality	UNUMBER IS 883-835 OPd/troads of 115/2015. ROBERT CALLED AND STATED THAT HIS WATER SMELLS VERY FOUL AND HE WOULD LIKE SOMEONE TO COME OUT TO THE PROPERTY TO FIND OUT WHAT THE CAUSE OF THIS IS. HIS PHONE	Tech took care of
3595273	Country Walk	J 9.0 Water Quality	NUMBER IS 883-835	Tech took care of
		J 9.0 Water Quality	DProcowdery 04/15/2014. Robert called with water quality complaint - suffur smell. Requested S/D for tech with for 4/18. DPrewarbokic 12/26/2013: MARGARET CALLED, SHE STATED SHE JUST HAD OPEN HEART SURGERY AND NEEDS SOMEONE TO COME DOWN ASAP BECAUSE HER WATER IS BLACK. REFERRED TO RENEE. SHE WILL	**4/16: flushed house, water clear, good chlorine***
	Country Walk		CONTACT & TECHNICIAN	**Per tech: Line was flushed and water was clear** Tech want in property
5195275	Country Walk	J 9.0 Water Quality	CONTACT A TECHNICIAN. COPIsod 123031 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (twoh) AND HE WILL GO TO THE PROPERTY. OPIsod 123031 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (twoh) AND HE WILL GO TO THE PROPERTY. SWIngenue 09222017: CUSTOMERTS METER READING SWITCH WITH NEICHEOR. BACK BILLING ON HIGH TER (NRIGNNALLY BILLED FOR \$223.82 - REBILL AT LOWER TER \$191.27 = CREDIT OF \$32.55) - FELD TECH REPORTED METER NOT REGISTERING ACCURATELY - METER TO BE SENT INTO MARS FOR ACCURACY TESTING - NO LATE FEESDICONNECTIONS NOTICES UNTL: 11/8/17 WHEN TEST RESULTS - SHOULD BE COMPLETED LINA TO CONTACT CUSTOMER TO MAKE PANIENT ARRANGEMENTS IN THE MEANTIME. OPInghmano 08/23/2017. Called Parm, no answer, Imon; OPinghmano 08/23/2017. Parm returned my call. Aslad if she would like a payment anrangement. She said to as her bill a city about \$30month. Also wating for a new meter as the toch bid her the networking propeny and was neglistanting double her water usage. Advised I would have 1984 and The to discuss new meter. USW investion 08/23/2017. VICH DRESSADE LEFT FOR FAM ABAWARATTO CALL BLING SUPERVISIOR DIRECTLY TO DISCUSS BILLING SUPERVISOR DIRECTLY WAS PROVIDED TO	Tech went to property. Account was credited for mistake – explained to customer: xoox Reed upon antwal 1214400, Performed bucket test and found meter is read incorracity. Final read 12144
5195275	Country Walk	J 9.0 Water Quality	CONTACT A TECHNICIAN. OP/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isodi 173/2014 CONTACT CUSTOMERTS METER READING SWITCH WITH NEIGHEOR - BACK BILLING ON HIGH TER (ORIGINALLY BILLED FOR \$223,82 - REBILL AT LOWER TER \$191.27 = CREDIT OF \$322,56) - FIELD TECH REPORTED METER NOT REGISTERNG ACCURATELY - METER TO BE SENT INTO MARS FOR ACCURACY TESTING - NO LATE FEESOISCONNECTIONS NOTICES UNTL. 11/9/17 WHEN TEST RESULTS SHOULD BE COMPLETED - LINGA TO CONTACT CUSTOMER TO MAKE PAYMENT ARRANGEMENTS IN THE MEANTINE; OP/inghnason 08/23/2017. Called Pain; no answer, Inon; OP/inghnason 08/23/2017. Pain retarmed my call, Added I she would be a pagement arrangement. She said no as he hould being for a new metaing for a new	Tech went to property. Account was credited for mistake - explained to customer: soot Read upon annel 1214400. Performed bucket test and found meter is read incorrectly. Final read 12144 Spoke with customer explained findings.
5195275 5995276 5996276	Country Walk Country Walk	J 9.0 Water Quality A 0.1 Supervisor Review	CONTACT A TECHNICIAN. OP/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isodi 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isodi 173/2014 CALLED AL (Woh) AND HE WILL GO TO THE PROPERTY. OF/Isodi 173/2014 CALLED AL (Woh) AND HE WILL GO TO THE PROPERTY. OF/Isodi 173/2014 CALLED AL (WATER IS VERY SMELLY. METER TO BE SENT INTO MARS FOR ACCURACY TESTING - NO LATE FEESOISCONNECTIONS NOTICES UNTL. 11/917 WHEN TEST RESULTS SHOULD BE COMPLETED. LING A TO CONTACT CUSTOMER TO MAKE PAYMENT ARRANGEMENTS IN THE MEANTINE, OP/Ing/naso 0422/2017. Called Parr, no answer, Innon, OP/Ing/naso 0422/2017. Parn returned my call, Adaled 1 she would be a pagment arrangement. She said no as he to waid bing for a new mether as a he took hold be the mether was net waising and was negativing ange. Advised 1 would have Rite all her to docus new mether. USW newow 042/2017. VOICE MESSAGE LEFT FOR PAM BANWART TO CALL BILLING SUPERVISION DIRECTLY TO DISCUSS BILLING CONCERNS - BILLING SUPERVISORS DIRECTLY PHONE NUMBER WAS PROVIDED TO CUSTOMER Opwinker 0421/2017. PAM CALLED IN TO DISCUSS THE USAGE ON THE ACCT. SAYS SHE COULD IN NO WUED 31TGALS FOR THIS HOME IN A BILLING PERIOD. WOULD LIKE TO HAVE THE ACCT CORRECTED AND ADJUSTED TO SHOW ACTUAL USAGE. HER NUMBER 8 155-256. OP/Isightson 0422/2017. Solde to File to docus she add to add over the add of and the add of	Tech went to property. Account was credited for mistake - explained to customer .xxxx Read upon aniwal 1214400. Performed bucket text and found mater is read incorrecity. Final read 121443 Spoke with customer explained findings. Account was credited for mistake - explained to customer
5195275 5995276 5996276	Country Walk Country Walk	J 9.0 Water Quality	CONTLICT A TECHNICIAN. COPIsod 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. COPIsod 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. COPIsod 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. COPIsod 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. COPIsod 173/2014 CONTACT CUSTOMERTS METER READING SWITCH WITH NEIDHEDR. BACK BILLING ON HIGH TIER (ORIGINALLY BILLED FOR \$223.82 - REBILL AT LOWER TER \$191.27 - CREDIT OF \$322.59) - FIELD TECH REPORTED METER NOT REGISTERING ACCURATELY - METER TO BE SENT INTO MARS FOR ACCURACY TESTING - NO LATE FEESOISCONNECTIONS NOTICES UNTL. 11/017 WHEN TEST RESULTS SHOULD BE COMPLETED LINGA TO CONTACT CUSTOMER TO MAKE PAYMENT ARRANGEMENTS IN THE MEANTINE; OPIngchnison 08/22/2017. Called Pain; no answer; Innon; OPIngchnison 08/22/2017. Pain relating A datad wind all to do do and the to do acus menter; LINGW inversion 08/22/2017. YONCE MESSAGE LEFT FOR FAM BAWWART TO CALL BILLING SUPERVISIOR DIRECTU Y TO DISCUSS BILLING CONCERNS - BILLING SUPERVISIOS DIRECTLY FHORE NUMBER WAS PROVIDED TO CUSTOMER Downward 08/22/2017. PAIN CALLED IN TO DISCUSS THE USAGE ON THE ACCT. SAYS SHE COULD IN NO WAY USED 31TGALS FOR THIS HOME IN A BILLING PERVISORS DIRECTLY FHORE NUMBER WAS PROVIDED TO CUSTOMER Downward 08/21/2017. PAIN CALLED IN TO DISCUSS THE USAGE ON THE ACCT. SAYS SHE COULD IN NO WAY USED 31TGALS FOR THIS HOME IN A BILLING PERVISORS DIRECTLY FHORE NUMBER B (15: 546-0862, OPInginison 08/22/2017). Pain testing up to metiss TO BILLING SUPERVISOR DIRECTLY FOR ALL ALL AD ALL	Tech went to property. Account was credited for mistake - explained to customer: soot Read upon annel 1214400. Performed bucket test and found meter is read incorrectly. Final read 12144 Spoke with customer explained findings.
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5195275 5995278 5995276 5995276 5995276	Country Walk Country Walk Country Walk Country Walk	J 9.0 Water Quality A 0.1 Supervisor Review A 0.1 Supervisor Review D 3.2 Bill Dispute	CONTACT A TECHNICIAN. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isout 1373/2014 CALLED AND AND FEED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isout 1373/2014 CALLED AND AND FEED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isout 1373/2014 CALLED AND AND FEED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isout 1373/2014 CALLED AND AND FEED AND AND FEED AL (woh) AND HE WILL GO TO THE PROPERTY. OF/Isout 1373/2014 CALLED AND AND FEED AND AND FEED AND AND HE WILL GO TO THE PROPERTY. OF/Isout 1373/2014 CALLED AND AND FEED AND AND HE TO BESONT INTO ANARS FOR ACCURACY TESTING - NO LATE FEES AND AND AND HE TO BESONT FOR MARK PAYMENT ARRANGEMENTS IN THE MEANTINE, OP/Isout 2017 CALLED AND AND AND ISOUT 2017 CALLED AND AND AND AND AND AND AND AND AND AN	Tech went to property. Account was credited for mistake – explained to customer : xxxx Reed upon anneal 1214400. Parformed bucket test and found meter is read incorrectly. Final read 12144 Sooke with customer explained for distake – explained to customer Account was credited for mistake – explained to customer tech note read 1197740
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5195275 5895276 5895276 5895276 5895276 5895276 5895276	Country Walk Country Walk Country Walk Country Walk Country Walk Country Walk Country Walk Country Walk	A 0.1 Supervisor Review A 0.1 Supervisor Review D 3.2 Bill Dispute H 7.0 Meter Reading Iss H 7.0 Meter Reading Iss I 8.0 Loak at Meter I 8.0 Loak at Meter	CONTACT A TECHNICIAN. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (two) AND HE WILL GO TO THE PROPERTY. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (two) AND HE WILL GO TO THE PROPERTY. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (two) AND HE WILL GO TO THE PROPERTY. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (two) AND HE WILL GO TO THE PROPERTY. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (two) AND HE WILL GO TO THE PROPERTY. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (two) AND HE WILL GO TO THE PROPERTY. OP/Isout 1373/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (two) AND HE WILL THE (TRICING) AND ISOUT 2013 TO BE SOLTING TO BE SOLTING TO AND AS FOR ACOURACY TESTING - NO LATE FEESOISCONNECTIONS NOTICES UNTIL III/017 WHEN TEST RESULTS SHOULD BE COMPLETED LINKA TO CONTACT CUSTOMER TO MAKE PAYMENT A RAVAVGEMENTS. IN THE MEANTIME. OP/inpohnoo NB22/2017. Called Paint in an asseed, addited the wall all and provements. LISW HERMONID TO CONTACT CUSTOMER TO MAKE PAYMENT A RAVAVGEMENTS. IN THE MEANTIME. OP/INDON DIRECTLY TO DISCUSSION CONCERNS - BILLING SUPERVISOR DIRECTLY FMOME NUMBER WAS PROVIDED TO DOWNLOW METURATION TO MACHINE TO AND ANY MART TO CALL BILLING SUPERVISOR DIRECTLY TO DISCUSSION FUNCTION TO AND AND HE WAS PROVIDED TO DOWNLOW METURATION TO MACHINE TO AND THO AND AND THE SAME AND AND THE MONIDAL DIRE TO HAVE THE ACCT CORRECTED AND ADJUSTED TO SHOW ACTUAL USAGE HER NUMBER IS 815-245-0852. OP/inputnicen 08/22/2017. Spake to Risk. We think the tooks are mining up the meters for 9 and 13 Corkwood. Sent a tech out today to writy meter numbers and get correct madmads for bidd properties. LISW Theorem 08/22/2017. SPOKE WITH FAM BANWART - POSSIBLE FAST METER - BACK BILLING ON UCESTION - CUSTOMER ADVISED TO PAY SIG FOR ALLOUST STILLING - METER CHANGED ON 217, ADV THAT DOES SHOW DO PANGER 02/2021/2017. PAIN CALLED BACK, SAD SHE DID A LEAK TEST AND SHOWED READ O	Tech went to property. Account was credited for mistake - explained to customer: xoox Reed upon arrival 1214400, Parformed bucket test and found meter is read incomedly. Final read 12144 Stocke with customer explained for mistake - explained to customer Account was credited for mistake - explained to customer Account was credited for mistake - explained to customer Account was credited for mistake - explained to customer Account was credited for mistake - explained to customer Account was resolved, the has an old hose bib that would not close completely closed it for customer
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5995276 5995276 5995276 5995276 5995276 5995276 5995278 5995280 99195280	Country Walk Country Walk	A 0.1 Supervisor Review A 0.1 Supervisor Review D 3.2 Bill Dispute H 7.0 Meter Reading Iss H 7.0 Meter Reading Iss H 7.0 Meter Reading Iss H 7.0 Meter Reading Iss I 8.0 Leak at Meter I 8.05 Leak - Customer 5 J 9.0 Water Customer 5 J 9.0 Water Customer 5 F 5.1 Pressure Issue F 5.1 Pressure Issue F 5.1 Pressure Issue	CONTACT A TECHNICIAN. OP/South 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/South 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/South 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. CALLED AL (woh) AND HE WILL GO TO THE PROPERTY. OP/South 173/2013 ROBERT CALLED, WATER IS VERY SMELLY. ACLE D BE SAT INTO MARS FOR ACURRACY TESTING. AND LATE FEESDIONS MOTICES UNTL. 11/017 WHEN TEST RESULTS FINULD BE COMPLETED LINCA TO CONTACT CUSTOMER TO MAKE PAYMENT ARRANGEMENTS IN THE MEANTINE; OP/inphono 08/23/2017. Called Pain; no answer, inon; OP/inphono 08/23/2017. Pain tealmed my call, Added I wand all as a pagement arrangement. Sinuary, OP/inphono 08/23/2017. VOICE MESSAGE LEFT FOR FAM BAWWART TO CALL BILLING SUPERVISOR DIRECTU Y HONE NUMBER No. 18/25/2017. VOICE MESSAGE LEFT FOR FAM BAWWART TO CALL BILLING SUPERVISOR DIRECTU Y TO DISCUSS BILLING CONCERNS - BILLING SUPERVISOR DIRECTU Y HONE NUMBER NOTE: SUULD SITUATION DISCUSS THE USAGE ON THE ACCT. SAYS SHE COULD IN NO WAY USED 317 BLING SUPERVISORS DIRECTU Y HONE NUMBER S 15/24-0802. OP/inphono 08/22/2017. YONCE WITH PAM BAWWART TO CALL BILLING SUPERVISOR DIRECTU Y TO DISCUSS BILLING CONCERNS - BILLING SUPERVISORS DIRECTU Y HONE NUMBER S 15/24-0802. OP/inphono 08/22/2017. SPORT HIS HOME IN A BILLING SUPERVISORS DIRECTU Y HONE NUMBER S 15/24-0802. OP/inphono 08/22/2017. SPORT HIS HOME NO BAR SHO NO LOD DISCUSS THE LOD OT DUSCOS BILLING CONCERNS - BILLING SUPERVISORS DIRECTU Y HONE NUMBER S 15/24-0802. OP/inphono 08/22/2017. SPORT HUSED STILL SUPERVISOR DIRECTU Y HONE NUMBER S 15/24-0802. OP/inphono 08/22/2017. SPONE WITH AND AREAD CF 1197080 ON 217. ADV THAT CONCERNS 2012/2017. SPONE WITH PAM BAWWART TO ODX ST 19/24 ADX ATEST BEAD QF 1197070 ON 22/2017. SPONE WITH PAM BAWWART - POSSIBLE FAST METER - BACK BILLING IN QUESTION - OLSTOMER ADVISED TO PAY \$200 FOR AUGUST BILLING - METER CHANGED ON 217. ADV THAT DOCES SHOW DISTINGTION 202/2017. THAT THAN BAWWART - POSSIBLE	Tech went to property. Account was credited for mistake - explained to customer: xoo Reed upon amial 1214400, Parforme bucket test and found meter is read incornectly. Final read 12144 Socke with customer explained fordings. Account was credited for mistake - explained to customer Account was credited for mistake - explained for mista
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ExTREME /	Count Web	D 3 2 Bill Dispute	Pydewd 01/18/2018; 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 WIRONG; 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 \$317.567.242 OR 317.4767.94741	OP-winght 0201/2016; WILMA CALLED TO SAY THAT SHE WOULD MAKE PM/T OF HER LARGE BILL BUT DOES NOT UNDERSTAND WHY IT INOREASED. SHE SAID SHE HAS HAD COMPANY OVER AND THAT IT WENT FROM "AS TO 45" IN 2- 4 DAYS BUT THAT SHE UNDERSTOOD THAT, SHE HAS NOT DONE'A LEAK TEST; WHEN ADV OF 240 FEE ON BILL, SHE DECLINED CO PM/T BUT FEIT THAT SINCE THE DUE DATE WAS ON A SUBJOAD'S SHE WOULD NOT GET A LATE FEEF FOR MAILING HER PAYMENT, ADV THAT ALL PAYMENTS POSTED AFTER THE DUE DATE ARE SUBJECT TO LATE FEE. SHE SAID THAT WAS FINE AND MALED IT ANYWAY. SHE SAID SHE WOULD TRY TO DO A LEAK TEST IN THE NEXT FEEV DAYS.
54/95054	Country wask	U 3 2 Bit Utspute	ASING ADVINE OF DATE MOST ADVINE AT STREAM AND A STREAM A	
54708784	Country Walk	D 3 2 Bill Dispute	ADV LL THAT LATE FEE WILL BE REMOVD AS CURT.	removed late charge - advised customer
			OPmvdlians 04202017. DEBRA MEYER CALLED TO REPORT A SULPHURIC SMELL IN THE WATER. HOMEOWNER CHARLES TOTTEN'S PHONE # IS 614.406.7442.	TECH NOTE We busted a scanner to overnight again. It has been replaced in the system as being flush right now
54797828	Country Walk	0.32Bil Disorte	USWrwmon 0219/2018. CALCULATED & TOTAL REFUND DUE OF \$135.48 - CUSTOMER ALREADY RECEIVED & CREDIT OF \$216.10 ? ACTUALLY GAVE HIM TOO MUCH CREDIT BY TROY ORIGINALLY - THE CALCULATED REFUND WAS LESS USWrwman 2008/2017. ADVISED TROY (CORPORATE) CUSTOMER IS TO RECEIVED HIGH USAGE ONCE AGAIN - METER HAS BEEN CHANGED OUT AND SENT IN FOR TESTING	Meter bench tested - reading high. Customer received higher credit than calculated per FPSC rules.
		F 5.0 No Water - Sewer /	OPUtWWW 108/2015 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 UVERIFIED P	
54797973	Country Walk	F 5.1 Pressure Issue	OP/windelandte 08032018: MICHAEL AQUINO CALLED RE. LOW WATER PRESSURE: ADV WILL HAVE TECH COME OUT & HAVE TECH CALL WITH RESULTS: CREATED SERVICE ORDER. OP authinion 0419/2018: 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 ave the low of the service of the servi	tech note put gauge on meter and showed 55 psi; said is more likely a volume issue at the main that the will repair.
54797973	Country Walk	F 5 1 Pressure Issue	IT A THIS IS OPINIONING OUTSIDE 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 \$678; OREATED S 0.	
		F 5.1 Pressure Issue	OPmalens 04/21/2017. VICKI AND VICTOR BUDD REPORTED VERY LOW WATER PRESSURE. THIS WAS GOING ON ALL DAY.	
54799036	Country Walk	J 9.1 Boil Water Inquiry	OP weinberger 09/22/2017: VICKI BUDD CALLED TO SEE IF BWN WAS LIFTED; ADV NOT YET	Humicane Irma
54300040		D 3 2 Bill Dispute	OPpontine 10/24/2017 RON CALLED VERY UPSET ABOUT BALANCE HAD A LEAK AND BALANCE IS MUCH HIGHER THAN NORMAL	USW mplaranuan 1117/2017: 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 = \$4 82 ON HOLER TIER. 10-6-2017 TO 11-01-2017 8 T GAL ADV 3 T GAL =9-3=6 DIV 2-3 3 X \$4 17= \$18-51 TOTAL OF CREDIT ADUSTMENT \$103.43. CUSTOMER ADVISED OF CREDIT TO A COUNT.
		3 9.0 Water Quality	OPpoints to 242011 NON GALED VENT OFSET ABOUT BALENCE THE ALEXAND BALENCE IN BOOTBALE IN MONTHLE OF	Tech Note. Met with customer: Explained situation and flushed her home.
		J 9.0 Water Quality	OPwinkler 01/18/2018 MRS MATU CALLED IN ABOUT BLUISH COLORED WATER, CREATED S 0.	
		D 3.2 Bill Dispute	OPwinklier 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: OPkiphnson 12/04/2017: late fee adj	Late fee waved, returned call to advise customer.

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.

FILE

TRANSACTION REPORT

MAR/12/2018/MON 07:29 AM

FA	AX ((TX)					
	#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE

001	MAR/12	07:28AM	18504120590	0:00:47	2	MEMORY	OK	G 3	8896



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

MAR/12/2018/MON 07:31 AM

E A V	(TVV)
LUU	(TX)

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



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

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 Operations at 727-848-8292, ext. 233 or 203.

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



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

MAR/13/2018/TUE 12:18 PM

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•	****	1	•		1

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



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

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.

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.

MAR/02/2018/FRI 09:26 AM

FAY	(TX)
LUU	(TV)

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



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

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	G 3	8027



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

At Facility: Hydro tank leak

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

U.S. Water Services Corporation

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 Operations at 727-848-8292, ext. 233 or 203.

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



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

MAR/08/2018/THU 01:07 PM

FAX (TX)				V			
#	DATE	START T.	RECEIVER	COM. TIME	PAGE	TYPE/NOTE		FILE
001	MAR/08	01:04PM	18504120590	0:02:05	4	MEMORY OK	G 3	8811



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

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 Operations at 727-848-8292, ext. 233 or 203.

FAX(TX)

TRANSACTION REPORT

SEP/28/2017/THU 12:34 PM

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE		FILE
001	SEP/28	12:32PM	18504120590	0:02:05	4	MEMORY OK	G 3	9283



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

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



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. Kibitlevski

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

PREPLANNED OUTAGE to install new water lines.

Entire System: 69 connections

U.S. Water Services Corporation

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 Operations at 727-848-8292, ext. 233 or 203.

AUG/09/2017/WED 07:58 AM

FAX	(TX)	
r 1112	(+ ** /	

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE		FILE
001	AUG/09	07:56AM	18504120590	0:01:50	4	MEMORY OK	G 3	6275



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

AUG/09/2017/WED 08:00 AM

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r 1	111	(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



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



DATE: July 31, 2017 PAGES: 2

CO: FDEP - South

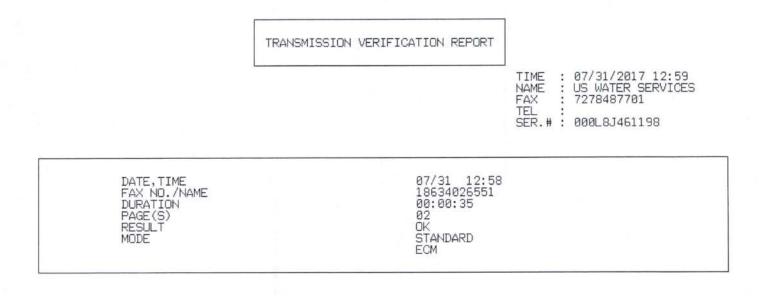
TO: Patty Baron (Highlands Co)

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





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,

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

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 you 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 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

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

First and foremost, I apologize for not responding sooner to you 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 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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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

From:Troy RendellSent:Wednesday, March 14, 2018 5:47 PMTo:'Pam Banwart'Subject:RE: Country Walk/Continued water issues

First and foremost, I apologize for not responding sooner to you 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 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 <<u>thebanwarts@comcast.net</u>> Date: March 10, 2018 at 7:36:29 AM EST To: <u>lquintero@uswatercorp.net</u> 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

From:Troy RendellSent:Wednesday, March 14, 2018 5:48 PMTo:'d0nab'Subject:RE: Country walk water

First and foremost, I apologize for not responding sooner to you 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 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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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: 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 <<u>d0nab@aol.com</u>> Date: 3/10/18 7:32 AM (GMT-05:00) To: <u>lquintero@uswatercorp.net</u> 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 this 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+.

From: Sent: To: Cc: Subject: Lina Quintero Saturday, March 10, 2018 8:04 AM Ron Derossett David Tinoco; Troy Rendell 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: <<u>sc0tie1@aol.com</u>> Date: Mar 10, 2018 7:54 AM Subject: No Water In Country Walk, Lake Placid To: <<u>lquintero@uswatercorp.net</u>> 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 <u>18 Corkwood Ave.,</u> Lake Placid, Fl. 33852

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

First and foremost, I apologize for not responding sooner to you 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 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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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: Sent: To: Cc: Subject: Lina Quintero Saturday, March 10, 2018 8:06 AM Ron Derossett; Troy Rendell David Tinoco Country Walk Community

Thank You Lina M. Quintero, P.E. Regional Manager 727-858-2396 ------Forwarded message ------From: "James Paul" <<u>jilupa@luciapaul.com</u>> Date: Mar 10, 2018 7:57 AM Subject: Country Walk Community To: <<u>lquintero@uswatercorp.com</u>> 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

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

Thank You Lina M. Quintero, P.E. Regional Manager 727-858-2396 ------ Forwarded message ------From: "Michele Baker" <<u>bmichele04@gmail.com</u>> Date: Mar 10, 2018 7:40 AM Subject: No water To: <<u>lquintero@uswatercorp.net</u>> 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

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

First and foremost, I apologize for not responding sooner to you 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 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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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:Troy RendellSent:Wednesday, March 14, 2018 5:50 PMTo:'Michele Baker'Subject:RE: No water

First and foremost, I apologize for not responding sooner to you 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 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: Michele Baker [mailto:bmichele04@gmail.com] Sent: Saturday, March 10, 2018 7:43 AM To: trendell@uswatercorp.net Subject: No water

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

From: Sent: To: Cc: Subject: Lina Quintero Saturday, March 10, 2018 2:33 PM Ron Derossett; Troy Rendell David Tinoco; Melisa Rotteveel 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" <<u>jilupa@luciapaul.com</u>> Date: Mar 10, 2018 2:10 PM Subject: Re: Country Walk Community To: "Lina Quintero" <<u>lquintero@uswatercorp.net</u>> 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 <<u>lquintero@uswatercorp.net</u>> 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" <<u>jilupa@luciapaul.com</u>> 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

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

First and foremost, I apologize for not responding sooner to you 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 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: Sent: To: Cc: Subject: Maria Brannan Tuesday, December 05, 2017 2:37 PM Troy Rendell Rita Varona; Maria Brannan 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

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

From: Sent: To: Subject: barry Tuesday, October 31, 2017 2:17 PM trendell@uswatercorp.net 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:<u>thebanwarts@comcast.net]</u> Sent: Sunday, October 29, 2017 8:18 AM To: Troy Rendell Cc: <u>Realty262@aol.com</u> 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 <<u>trendell@uswatercorp.net</u>> 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:<u>thebanwarts@comcast.net]</u> Sent: Tuesday, October 24, 2017 9:09 AM To: Troy Rendell Cc: <u>Realty262@aol.com</u> 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 <<u>trendell@uswatercorp.net</u>> 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 and 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

From:Pam BanwartSent:Tuesday, October 24, 2017 4:01 PMTo:Troy RendellCc:Realty262@aol.comSubject: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 <<u>trendell@uswatercorp.net</u>> 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:<u>thebanwarts@comcast.net]</u> Sent: Tuesday, October 24, 2017 9:09 AM To: Troy Rendell Cc: <u>Realty262@aol.com</u> 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

From: Sent: To: Subject:

barry Tuesday, October 24, 2017 10:19 AM trendell@uswatercorp.net 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

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Have a great day!!

Troy

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Sincerely,

Tom&Pam Banwart 9Corkwood Ave.

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

From: Sent: To: Subject: Lorraine Knox Wednesday, October 18, 2017 11:35 AM Troy Rendell 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 **\$38.57**

Would this be acceptable?

From: Lorraine Knox [mailto:<u>cook775815@embarqmail.com</u>] 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" <<u>cook775815@embarqmail.com</u>> To: "Troy Rendell" <<u>trendell@uswatercorp.net</u>> 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" <<u>trendell@uswatercorp.net</u>> To: "Lorraine Knox" <<u>cook775815@embarqmail.com</u>> Cc: "Rita Varona" <<u>rvarona@uswatercorp.net</u>> 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:<u>cook775815@embarqmail.com</u>] Sent: Saturday, October 14, 2017 6:53 PM To: <u>Trendell@uswatercorp.net</u> 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

From:	Troy Rendell
Sent:	Wednesday, October 18, 2017 9:09 AM
То:	'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

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Sincerely, Barry Witthuhn President Country Walk of Lake Placid HOA

From: Sent: To: Subject: Troy Rendell Monday, October 16, 2017 12:45 PM 'Lorraine Knox' 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: <u>Trendell@uswatercorp.net</u> 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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Sincerely, Barry Witthuhn President Country Walk of Lake Placid HOA

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

From: Sent: To: Subject: Troy Rendell Monday, September 25, 2017 9:51 AM Dustin Williams 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 <<u>trendell@uswatercorp.net</u>> 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

From:Troy RendellSent:Thursday, September 14, 2017 12:59 PMTo:'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 <<u>trendell@uswatercorp.net</u>> To: Tom Moran <<u>tmoran583@gmail.com</u>> Cc: barry <<u>realty262@aol.com</u>>; Baron, Patty <<u>Patty.Baron@dep.state.fl.us</u>> 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" <<u>trendell@uswatercorp.net</u>> 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:<u>tmoran583@gmail.com]</u> 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

2

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

Thanks

On Sep 14, 2017 7:36 AM, "Troy Rendell" <<u>trendell@uswatercorp.net</u>> 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:<u>tmoran583@gmail.com</u>] Sent: Thursday, September 14, 2017 7:15 AM To: Troy Rendell Cc: barry Subject: Country Walk

No water this morning @ 0600.

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

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

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

US Water truck pulling a generator just pulled Tom

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

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From: Tom Moran [mailto:<u>tmoran583@gmail.com]</u> 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

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

Troy,

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

From: Sent: To: Cc: Subject: Dustin Williams Tuesday, October 31, 2017 9:40 AM Christopher Berish; Troy Rendell Rita Varona; Ron Derossett 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	



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. Kibitlevski

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	G 3	8027



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

U.S. Water Services Compatien

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 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