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STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

# Public Service Commission

August 24, 2018

Mr. Howard Wise  
6 Fawn Run  
Lake Placid, FL 33852

**Re: Docket No. 20180021-WS Application for staff-assisted rate case in Highlands County by Country Walk Utilities, Inc.**

Dear Mr. Wise:

Thank you for attending the customer meeting for Country Walk Utilities, Inc. held on July 25, 2018. At the meeting, you had a question regarding the message on your water utility bill concerning the Water Quality Report and the four contaminants above Environmental Protection Agency (EPA) acceptable levels. The Utility is required by the Florida Department of Environmental Protection (FDEP) to periodically test the water provided to its customers and notify customers of the results. The message on you bill is the required notification. I have attached a copy of the Country Walk 2017 Water Quality Report for your convenience. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, a copy of this letter and your bill have been placed on the correspondence side of the docket file for all to review. Further, we have copied Mr. Troy Rendell, Vice President - Investor Owned Utilities, on this reply so that he is aware of your concerns. If you have any further questions, please call me at (850) 413-6536.

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys".

Dale R. Buys  
Public Utility Supervisor  
dbuys@psc.state.fl.us

Cc: Troy Rendell  
Email: trendell@uswatercorp.net

Attachment

**USW Utility Billing Center**

P.O. Box 151245  
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

**Country Walk Utilities, Inc**

Account Number .....  
Bill Date ..... 06/11/2018  
Due Date ..... 07/01/2018  
Total Amount Due ..... \$28.79

For Service To:  
6 FAWN RUN

Usage Data		Billing Period	Days	Meter Readings		Usage	Units
		05/01/2018	31	292	Actual	292	TGAL
		06/01/2018		294	Actual	294	
Total Days:			31	Total Usage:		2	TGAL

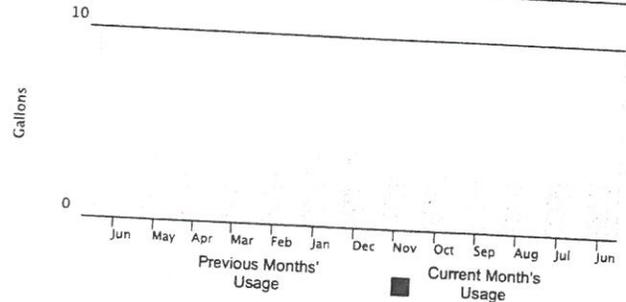
**Billing Detail**

Amount Owed From Last Bill .....  
Adjustments ..... \$41.13  
Total Payments Received ..... \$0.00  
Prior Balance ..... \$41.13  
..... \$0.00

**New Charges**  
Base Charge.....  
Water 2 @ 6.170000..... \$16.45  
Total Water 2 TGAL Charges ..... \$12.34  
Total Current Charges ..... \$28.79

Total Amount Due 07/01/2018..... \$28.79

**Water Use History**



*pd*  
8B59FSTV 6/22/18

**Message Center**

- View the Country Walk 2017 Water Quality Report will at: [mywaterservice.com/countrywalk2017](http://mywaterservice.com/countrywalk2017) The report contains important information about the source and quality of your drinking water. We detected 14 contaminants, 4 above EPA acceptable level for drinking water. If you prefer a copy mailed to you please call 866 753 8292 or check the box on the back of your payment stub.
- Your statement reflects all payments received and posted through June 4, 2018. Any payments posted after that date will be reflected on your next statement.
- Pay by phone, call 1-844-500-7358.
- Pay your bill online. Visit [www.mywaterservice.com](http://www.mywaterservice.com) to pay by credit card. A \$2.60 service fee will apply.

Bills are due when rendered, and delinquent if not paid within 20 days. Please remit by the due date to avoid a \$5.00 late charge.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

50795344 000620

**Make Checks Payable To:**

Country Walk Utilities, Inc  
Billing & Payment Processing Center  
P.O. Box 151245  
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.

6 FAWN RUN

Amount Due by 07/01/2018	\$28.79
Amount Enclosed: \$	

HOWARD WISE  
6 FAWN RUN  
LAKE PLACID FL 33852



Country Walk Utilities, Inc  
**C/O US WATER**  
P.O. BOX 151245  
CAPE CORAL, FL 33915-1245

# 2017 WATER QUALITY REPORT

## COUNTRY WALK UTILITIES

### Ensuring Your Water is Safe

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

We routinely monitor for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2017. Data obtained before January 1, 2017, and presented in this report are from the most recent testing done in accordance with the laws, rules, and regulations.

This report shows our water quality results and what they mean.

### Your Water Source

Your water is obtained from a groundwater source which draws from the Floridan Aquifer. The water is chlorinated for disinfection purposes.

### Source Water Assessment

In 2017, the Florida Department of Environmental Protection performed a Source Water Assessment on our system. Information provided by this assessment indicated no potential sources of contamination near our well. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at: [www.dep.state.fl.us/swapp](http://www.dep.state.fl.us/swapp)

### How to Reach Us

If you have any questions about this report or concerning your water utility, please contact U.S. Water Services Corporation at (727) 848-8292. We encourage our valued customer to be informed about their water utility.

### Important Health Information:

#### *For Customer with Special Health Concerns*

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

#### About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Country Walk Utility is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

# 2017 WATER QUALITY REPORT

## COUNTRY WALK UTILITIES

### About Your Drinking Water

#### ADDITIONAL HEALTH INFORMATION

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

**(A) Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**(B) Inorganic contaminants**, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

**(C) Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**(D) Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

**(E) Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the **Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791**.

#### HOW TO READ THE TABLE

In the table accompanying this report you may find unfamiliar terms and abbreviations. The following definitions are provided to assist you with understanding the report.

#### Important Definitions:

- **Maximum Contaminant Level or MCL:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **Maximum Contaminant Level Goal or MCLG:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **Action Level or AL:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Maximum Residual Disinfectant Level or MRDL:** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **Maximum Residual Disinfectant Level Goal or MRDLG:** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **ND:** Means not detected and indicates that the substance was not found by laboratory analysis.
- **Parts per Billion (ppb) or Micrograms per Liter (µg/l):** One part by weight of analyte to 1 billion parts by weight of the water sample.
- **Parts per Million (ppm) or Milligrams per Liter (mg/l):** One part by weight of analyte to 1 million parts by weight of the water sample.
- **Picocurie per Liter (pCi/L):** Measure of the radioactivity in water.

# 2017 WATER QUALITY REPORT

## COUNTRY WALK UTILITIES

### Water Quality Testing Results

RADIOACTIVE CONTAMINANTS							
Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Alpha emitters (pCi/L)	01/2013, 04/2013	N	4.8	4.2 – 4.8	0	15	Erosion of natural deposits
Radium 226 + 228 or combined radium (pCi/L)	01/2013, 04/2013	N	2.8	1.1 – 2.8	0	5	Erosion of natural deposits

INORGANIC CONTAMINANTS							
Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Arsenic (ppb)	05/2015	N	1.1	N/A	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	05/2015	N	0.071	N/A	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	05/2015	N	0.28	N/A	4	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum level of 0.7
Nitrate (as nitrogen) (ppm)	06/2017	N	0.0192	N/A	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Lead (point of entry) (ppb)	05/2015	N	1.0	N/A	0	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Sodium (ppm)	05/2015	N	34.6	N/A	N/A	160	Saltwater intrusion, leaching from soil

STAGE 1 DISINFECTANT AND DISINFECTION BY PRODUCTS							
Disinfectant or Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Chlorine (ppm)	Monthly 2017	N	2.98	0.78 – 3.6	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes

STAGE 2 DISINFECTANT AND DISINFECTION BY PRODUCTS							
Disinfectant or Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Haloacetic Acids (five) (HAA5) (ppb)	Quarterly/2017	Y	71.29	16.97 – 132.90	NA	MCL = 60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	Quarterly/2017	Y	104.34	38.62 – 144.50	NA	MCL = 80	By-product of drinking water disinfection

In 2017 our water system was in violation of federal and state water quality standards for exceeding the MCL for haloacetic acids and total trihalomethanes as seen in the table. Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Country Walk Utilities was approved for a permit to modify our water treatment process to include additional aeration and we are moving forward with construction. Once complete the modification to the water treatment process will allow us to lower the amount of chlorine used for disinfection with the goal of reducing the TTHM and HAA5 levels.

# 2017 WATER QUALITY REPORT

## COUNTRY WALK UTILITIES

### Water Quality Testing Results

#### LEAD AND COPPER (TAP WATER)

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result	Number of sampling sites Exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	09/2015	N	0.45	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water)(ppb)	09/2015	Y	40	1	0	15	Corrosion of household plumbing systems, erosion of natural deposits

In 2015 water samples tested for Lead yielded 1 result over the action level, as well as the 90<sup>th</sup> percentile value, which is a violation of water quality standards. Infants and children who drink water containing lead in excess of the MCL could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure. Please see the section on the front page "About Lead" for information on how to reduce your risk and the EPA website.

#### SECONDARY CONTAMINANTS

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Result	Range of Results	MCLG	MCL	Likely Source of Contamination
Color (color units)	05/2015	Y	22	N/A		15	Naturally occurring organics

In 2015 water samples tested higher than the maximum allowed for color which is a violation of state water quality standards. Color is a secondary contaminant and is not considered a health risk by the EPA.