

HC WATERWORKS, INC.

October 9, 2019

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

Re: Docket No. 20190166-WU – Application for increase in interim and final water rates in Highlands County by HC Waterworks, Inc.

Dear Commission Clerk,

Please find enclosed, HC Waterworks, Inc.'s:

- 1) Application for increase in interim and final water rates - Rule 25-436 & .437, F.A.C. (16 copies)
- 2) Volume I – Financial, Rates, and Engineering Information - Rule 25-30.436 & .437, F.A.C. (16 copies)
- 3) Volume II – Additional Engineering Information - Rule 25-30.440, F.A.C. (2 copies)
- 4) Detailed Maps – Water Systems – Rule 25-30.440, F.A.C. - (1 copy)
- 5) Filing Fee of \$3,500 (water) – Rule 25-30.020, F.A.C.

T.H.
1 original & 15 copies
1 original & 1 copy

Should you have any questions, please contact me at (727) 848-8292, ext. 245.

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
// for HC Waterworks, Inc.

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9 Volume 1 and 1 Volume 2 and 4 maps
6 Volume 1

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water rates in Highlands County by HC Waterworks, Inc.

Docket No. 20190166-WU

Filed: October 9, 2019

**APPLICATION OF HC WATERWORKS, INC. FOR
INCREASED INTERIM AND FINAL WATER RATES IN HIGHLANDS
COUNTY**

HC Waterworks, Inc. (hereinafter referred to as "HC Waterworks" or "Utility"), by and through its undersigned representative and pursuant to Sections 367.081, Florida Statutes (F.S.), and Chapter 25-30, Florida Administrative Code (F.A.C.), hereby files this Application for increased interim and final water rates for its water system in Highlands County.

I. UTILITY INFORMATION

1. The Utility's name as it appears on its certificates and its mailing address are:

HC Waterworks, Inc.
4939 Cross Bayou Blvd.
New Port Richey, Florida 34652
(727) 848-8292 (Telephone)
(727) 848-7701 (Facsimile)

2. The names and addresses of the Utility's authorized representatives are:

Troy Rendell
Vice President
Investor Owned Utilities
U.S. Water Services Corporation
4939 Cross Bayou Blvd.
New Port Richey, Florida 34652
(727) 848-8292 (Telephone)
(727) 848-7701 (Facsimile)

3. HC Waterworks was incorporated on February 25, 2013 under the laws of Florida and is currently authorized to conduct business in Florida. The Florida Public Service Commission approved the transfer of Certificate Nos. 442-W and 359-S from Aqua Utilities Florida, Inc. to HC Waterworks in Order No. PSC-14-0314-PAA-WS, issued June 13, 2014. The names and addresses of the persons who own 5 percent or more of the Utility's stock are:

Gary A. Deremer
President and CEO
4939 Cross Bayou Blvd.
New Port Richey, FL 34652

Cecil Delcher
Vice President
11702 Forest Hills Dr.
Tampa, FL 33612

4. The last full file and suspend rate proceeding for these water and wastewater systems was in Docket No. 20140158-WS, utilizing a test year ending June 14, 2014, which culminated in Order No. PSC-15-0282-PAA-WS, issued July 8, 2015.

5. A copy of this Application and supporting documents will be made available for public inspection regular business hours at the following address:

U.S. Water Services Corporation
4939 Cross Bayou Blvd.
New Port Richey, Florida 34652
(727) 848-8292 (Telephone)

6. The Utility is requesting interim and final water rates which will allow it to recover all prudently incurred expenses the Utility will incur on a going-forward basis, and generate a fair rate of return on its investment in all property considered used and useful in the public service. The Utility is also requesting final water rates to recover the cost of complying with the Florida Department of Environmental Protection (FDEP) Consent

Order concerning the Leisure Lakes water treatment plant (WTP) in OGC Case No. 18-1214. Consent Order contained in the additional engineering information herewith. The pro forma plant cost, as well as pro forma expenses for the addition of sulfuric acid and sodium hydroxide for sulfide removals and additional electrical costs for additional pumping are included in the Utility's Minimum Filing Requirements (MFRs). This project was recently completed and is currently in operation. The FDEP Clearance is also included in the engineering information.

7. The Utility has demonstrated through its supporting schedules within the attached **Volume I** that it is earning outside its range of reasonable returns, calculated in accordance with Section 367.081, Florida Statutes. Submitted as part of **Volume I** are schedules of rate base (Schedules A-1 through A-19), net operating income (Schedules B-1 through B-15), cost of capital (Schedules D-1 through D-7), and rate design (Schedules E-1 through E-14), which also contain the billing analysis pursuant to Rule 25-30.437, F.A.C.

8. Attached hereto as **Exhibit "A"** is an affidavit signed by Gary Deremer, HC Waterworks' President, stating that the Applicant will comply with the notice requirements set forth in Rule 25-22.0407, F.A.C.

9. To minimize rate case expense and in light of the HC Waterworks' financial condition, the Utility requests that this case be processed using the proposed agency action ("PAA") procedures set forth in Section 367.081(8), Florida Statutes. The PAA procedures provide a cost-effective mechanism through which the Commission and its staff can thoroughly address all of the customers' and the Utility's issues related to the rate case. HC Waterworks customers will have ample opportunity to voice any concerns that they may have at customer meetings which will be held in the Utility's service territory.

HC Waterworks respectfully submits that utilizing the PAA process will minimize rate case expense to the benefit of customers.

10. The appropriate filing fee of \$3,500 (water) accompanies this Application as required by Section 367.145(2), Florida Statutes, and Rule 25-30.020, Florida Administrative Code, for the Utility's requests for increased water and wastewater rates.

11. Except as may be specifically identified herein, HC Waterworks does not know of any manner in which this Application deviates from the policies, procedures or guidelines prescribed by relevant Commission rules.

12. There has been no new land recorded on the Utility's books since rate base was last established in Order No. PSC-15-0282-PAA-WS.

II. APPLICATION FOR INCREASE IN WATER RATES

13. In accordance with Rules 25-30.436 and 25-30.437, Florida Administrative Code and Form PSC/ECR 19, sixteen copies of HC Waterworks' Financial, Rate and Engineering Minimum Filing Requirements ("MFRs"), have been filed contemporaneously herewith.

14. HC Waterworks is requesting permission to use the Commission's current approved leverage formula to establish return on common equity ("ROE") pursuant to Section 367.081(4)(f), Florida Statutes, and Rule 25-30.433(11), Florida Administrative Code. This leverage formula produces a ROE of 9.67% for HC Waterworks.

15. There are no allocated costs and/or charges from any affiliated or related party.

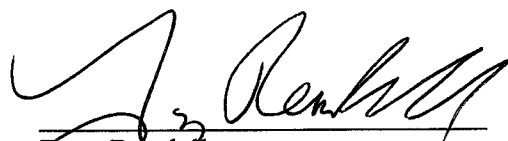
16. Two copies of Volume II to the MFRs containing the Additional Engineering Information required by Rule 25-30.440(2) – (10), Florida Administrative Code, are included with the MFRs filed herewith.

17. One copy of a detailed map of HC Waterworks water systems subject to the Application, showing the location and size of each system's distribution lines, its plant sites, and the location and respective classification of each system's customers, are filed simultaneously herewith pursuant to Rule 25-30.440(1), Florida Administrative Code.

WHEREFORE, the Utility respectfully requests that the Commission:

- A. Accept jurisdiction of this Application and utilize the PAA procedure set forth in Section 367.081(8), Florida Statutes;
- B. Grant interim rates as requested herein;
- C. Grant final rates as requested herein;
- D. Grant such further relief as the Commission deems fair, just, equitable and appropriate.

Respectfully submitted this 9th day of October, 2019.



Troy Rendell
Vice President
Investor Owned Utilities
// for HC Waterworks, Inc.
4939 Cross Bayou Blvd.
New Port Richey, Florida 34652
(727) 848-8292 (Telephone)

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing Application has been furnished
via U.S. Mail to the following this 9th day of October 2019:

Kurt Schrader
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

J.R. Kelly
Office of Public Counsel
c/o The Florida Legislature
111 W Madison St, Room 812
Tallahassee, FL 32399-1400

A handwritten signature in black ink, appearing to read "Troy Rendell", is written over a horizontal line.

Troy Rendell
Vice President
Investor Owned Utilities

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water
rates in Highlands County by HC Waterworks, Inc.

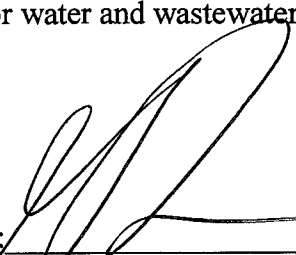
Docket No. 20190166-WU
Filed: October 9, 2019

AFFIDAVIT

STATE OF FLORIDA:
COUNTY OF PASCO:


BEFORE ME, the undersigned authority, personally appeared Gary Deremer,
who after being duly sworn, deposes and says:

1. That I, Gary Deremer, am the President of HC Waterworks, Inc.
2. That I hereby affirm that HC Waterworks, Inc. will comply with the
noticing requirements set forth in Rules 25-22.0407 and 25-30.4345,
Florida Administrative Code, for applications for water and wastewater
rate increases.
3. Further Affiant sayeth not.

By: 
Name: Gary Deremer
Title: President
HC Waterworks, Inc.

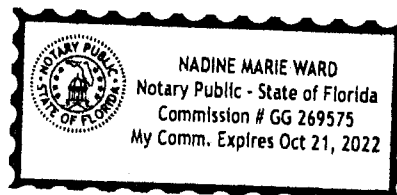
STATE OF FLORIDA:
COUNTY OF PASCO:

Subscribed and sworn to before me this 9th Day of October 2019, by Gary Deremer, who
is personally known to me.



NOTARY PUBLIC

My Commission Expires:



1	Rate Base
2	Net Operating Income
3	Tax
4	Capital
5	Rates
6	Engineering
7	Interim
8	

**HC Waterworks, Inc.
Water Rate Increase**

Docket No. 20190166-WS

Application to Increase Rates and Charges
For a "Class B" Utility

In

Highlands

County, Florida

VOLUME 1

Containing
Financial, Rate and Engineering
Minimum Filing Requirements

Historical Test Year Ending June 30, 2019

Year-End Balances and Average

HC Waterworks, Inc.
RATE BASE

SCHEDULE TITLE	SCHEDULE NUMBER	PAGE NUMBER
Rate Base - Water	A-1	3
Adjustments to Rate Base	A-3	4
Annual Plant Additions and Balances	A-4	5
Water Plant in Service By Primary Account	A-5	6
Non-Used & Useful Plant - Summary	A-7	7
Annual Accumulated Depreciation Additions and Balances	A-8	8
Water Accumulated Depreciation By Primary Account	A-9	9
Annual CIAC Additions and Balances	A-11	10
CIAC by Classification	A-12	11
Annual Accum. Amortization of CIAC Additions and Balances	A-13	12
Accumulated Amortization of CIAC by Classification	A-14	13
Schedule of AFUDC Rates Used	A-15	14
Annual Advances For Construction Additions and Balances	A-16	15
Calculation of Working Capital Allowance	A-17	16
Comparative Balance Sheet - Assets	A-18	17
Comparative Balance Sheet - Liabilities	A-19	18

Schedule of Water Rate Base**Florida Public Service Commission****HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Historical & Pro Forma

Schedule: A-1

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide the calculation of the average Water rate base for the test year, showing all adjustments. All non-used and useful items should be reported as Plant Held For Future Use.

(1)		(2)		(3)		(4)		(5)	
		Historical Test Year							
Line		Average				Adjusted			
No.	Description	Balance				Average			Supporting
		Per Books	Adjustments			Balance			Schedules
1	Utility Plant in Service	4,654,511	525,970			5,180,481			A-5
2	Utility Land & Land Rights	25,450	0			25,450			A-5
3	Less: Non-Used & Useful Components	0	(107,752)			(107,752)			A-7
4	Construction Work in Progress	0	0			0			
5	Less: Accumulated Depreciation	(1,358,277)	(11,449)			(1,369,726)			A-9
6	Less: CIAC	(904,320)	0			(904,320)			A-12
7	Accumulated Amortization of CIAC	623,602	0			623,602			A-14
8	Acquisition Adjustments	(809,041)	0			(809,041)			
9	Less: Accum. Amort. of Acq. Adjustments	334,500	0			334,500			
10	Less: Advances For Construction	0	0			0			A-16
11	Working Capital Allowance	0	48,299			48,299			A-17
12	Total Rate Base	2,566,425	455,067			3,021,492			

Schedule of Adjustments to Rate Base

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical [X] Projected [X]

Schedule: A-3

Page: 1 of 3

Preparer: W T Rendell

Explanation: Provide a detailed description of all adjustments to rate base per books, with a total for each rate base line item.

Line No.	(1) Description	(2) Water	(3) Sewer	(4) Supporting Schedules
1	UTILITY PLANT IN SERVICE			
2	Pack Tower Aeration - Leisure Lakes Consent Order	405,123		
3	Generator - Leisure Lakes	47,983		
4	Hydropneumatic Tank - Leisure Lakes Consent Order	72,863		
5				
6	Total Test Year Adjustments	525,970	-	
7				A-5, A-6
8	NON-USED & USEFUL (calculated on A-5, -6, -9, -10)			
9	Non-Used and Useful Test Year Plant	(107,752)	-	A-7
10	Non-Used and Useful Plant Adjustments	(107,752)	-	
11				
12	ACCUMULATED DEPRECIATION			
13	Accum Depreciation on Pro Forma Plant - net of non-used & useful	11,449		
14		-		A-9, A-10
15	Total Test Year Adjustments	11,449	-	
16				
17	Working Capital Allowance			
18	1/8th O&M	48,299		B-10

**Schedule of Water and Sewer Plant In Service
Annual Balances Subsequent to Last Established Rate Base**

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: A-4
Page: 1
Preparer: W T Rendell

Explanation: Provide the annual balance of the original cost of Water plant in service, for water and sewer separately, for all years since either rate base was last established by this Commission; or the date of inception of utility service if rate base has not been established previously by this Commission; and yearly additions, retirements, and adjustments by dollar amount up to the end of the test year. Provide an additional page if necessary. If a projected test year is used, include the projected annual additions and/or retirements specifically identifying those amounts.

Line No.	(1) Description	(2)	(3)
		Water Year End Balance	Sewer Year End Balance
1	<u>6/30/2014</u>		
2	Additions		
3	Retirements		
4	Adjustments		
5	<u>6/30/2014</u>	<u>3,782,610</u>	<u></u>
6			
7	July 2014 - June 2015		
8	Additions	78,130	
9	Retirements	(19,580)	
10	Adjustments		
11	06/30/2015 Balance	<u>3,841,160</u>	<u></u>
12			
13	July 2015 - June 2016		
14	Additions	61,874	
15	Retirements	(3,943)	
16	Adjustments		
17	06/30/2016 Balance	<u>3,899,091</u>	<u></u>
18			
19	July 2016 - June 2017		
20	Additions	50,024	
21	Retirements	(9,740)	
22	Adjustments		
23	06/30/2017 Balance	<u>3,939,375</u>	<u></u>

Schedule of Water Plant in Service By Primary Account
Test Year Average balance
HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical & Pro Forma

Florida Public Service Commission

Schedule: A-5
Page: 1
Preparer: W T Rendell

Explanation: Provide the ending balances and average of plant in service for the prior year and the test year by primary account. Also show non-used and useful amounts by account.

Line No.	(1) Acct No.	(2) Account Name	(3) Prior Year 06/30/18	(4) Test Year Enc 06/30/19	(5) Average Balance	(6) Non-Used & Useful %	(7) Balance	(8) Pro Forma Plant	(9) Pro Forma YE	(10) Non-U&U Proforma
1		INTANGIBLE PLANT								
2	301.1	Organization	6,577	6,577	6,577	0.00%	0	0	6,577	-
3	302.1	Franchises	0	0	0	0.00%	0	0	-	-
4	339.1	Other Plant & Misc. Equipment	0	0	0	0.00%	0	0	-	-
6	303	Land & Land Rights	25,450	25,450	25,450	0.00%	0	0	25,450	-
7	304	Structures & Improvements	1,146,701	1,146,701	1,146,701	0.00%	0	0	1,146,701	-
8	305.2	Collect. & Impound Reservoirs	0	0	0	0.00%	0	0	-	-
9	306.2	Lake, River & Other Intakes	0	0	0	0.00%	0	0	-	-
10	307.2	Wells & Springs	209,754	211,259	210,507	10.10%	21,261	-	210,507	-
11	308.2	Infiltration Galleries & Tunnels	0	0	0	0.00%	0	0	-	-
12	309.2	Supply Mains	66,369	66,369	66,369	0.00%	0	0	66,369	-
13	310.2	Power Generation Equipment	126,457	134,567	130,512	0.00%	0	47,983	178,495	-
14	311.2	Pumping Equipment	163,322	166,814	165,068	10.10%	16,672	0	165,068	-
15	339.2	Other Plant & Misc. Equipment	0	0	0	0.00%	0	0	-	-
16		WATER TREATMENT PLANT								
18	304.3	Structures & Improvements	0	0	0	10.10%	0	0	-	-
19	311.3	Pumping Equipment	0	0	0	10.10%	0	0	-	-
20	320.3	Water Treatment Equipment	922,632	922,825	922,729	10.10%	93,196	0	922,729	-
21	320.3	Water Treatment Lake Josephine Aeration	12,410	480,605	246,507	0.00%	0	405,123	651,630	-
22	339.3	Other Plant & Misc. Equipment	0	0	0	0.00%	0	0	-	-
23		TRANSMISSION & DISTRIBUTION PLANT								
24	304.4	Structures & Improvements	0	0	0	0.00%	0	0	-	-
25	311.4	Pumping Equipment	0	0	0	0.00%	0	0	-	-
26	330.4	Distr. Reservoirs & Standpipes	216,383	216,383	216,383	0.00%	0	72,863	289,246	-
27	331.4	Transm. & Distribution Mains	618,928	623,558	621,243	4.70%	29,198	0	621,243	-
28	331.4		516,589	516,589	516,589	0.00%	0	0	516,589	-
29	333.4	Services	102,993	108,005	105,499	4.70%	4,958	0	105,499	-
30	334.4	Meters & Meter Installations	255,297	259,749	257,523	0.00%	0	0	257,523	-
31	335.4	Hydrants	17,585	17,585	17,585	4.70%	826	0	17,585	-
32	336.4	Backflow Prevention	548	548	548	4.70%	26	0	548	-
33	339.4	Other Plant & Misc. Equipment	2,647	2,647	2,647	4.70%	124	0	2,647	-
34		GENERAL PLANT								
35	304.5	Structures & Improvements	0	0	0	0.00%	0	0	-	-
36	340.5	Office Furniture & Equipment	0	0	0	0.00%	0	0	-	-
37	340.51	Computer Equipment	0	0	0	0.00%	0	0	-	-
38	341.5	Transportation Equipment	0	0	0	0.00%	0	0	-	-
39	342.5	Stores Equipment	0	0	0	0.00%	0	0	-	-
40	343.5	Tools, Shop & Garage Equipment	3,031	3,031	3,031	0.00%	0	0	3,031	-
41	344.5	Laboratory Equipment	13,624	13,624	13,624	0.00%	0	0	13,624	-
42	345.5	Power Operated Equipment	0	0	0	0.00%	0	0	-	-
43	346.5	Communication Equipment	0	0	0	0.00%	0	0	-	-
44	347.5	Miscellaneous Equipment	4,871	4,871	4,871	0.00%	0	0	4,871	-
45	348.5	Other Tangible Plant	0	0	0	0.00%	0	0	-	-
46		TOTAL	4,432,167	4,927,756	4,679,961		166,262	525,970	5,205,931	-

Non-Used and Useful Plant - Summary**Florida Public Service Commission**

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical & Pro Forma

Schedule: A-7
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide a summary of the items included in non-used and useful plant for the year.
Provide additional support schedules, if necessary.

	(1)	(2)	(3)	(4)	(5)
Line		Average			
No.	Description	Amount per	Utility	Adjusted	Supporting
		Books	Adjustments	Balance	Schedules
Water					
1	Plant in Service	166,262	0	166,262	A-5
2	Land	0	0	0	A-5
3	Less: Accumulated Depreciation	(58,510)	0	(58,510)	A-9
4	Less: CIAC	0	0	0	A-12
5	Accumulated Amort. of CIAC	0	0	0	A-14
6	Less: Advances for Construction	0	0	0	A-16
7	Other (Explain)		0		
8	TOTAL	107,752	0	107,752	
Sewer					
9	Plant in Service		0	0	A-6
10	Land		0	0	A-6
11	Less: Accumulated Depreciation		0	0	A-10
12	Less: CIAC		0	0	A-12
13	Accumulated Amort. Of CIAC		0	0	A-14
14	Less: Advances for Construction	0	0	0	A-16
15	Other (Explain)		0		
16	TOTAL	0	0	0	

**Schedule of Water and Sewer Accumulated Depreciation
Annual Balances Subsequent to Last Established Rate Base**

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: A-8
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide the annual balance per books of Water Accumulated Depreciation, for all years since either rate base was last established by this Commission; or the date of inception of utility service if rate base has not been established previously by this Commission; and yearly additions, retirements, and adjustments by dollar amount up to the end of the test year. Provide an additional page if necessary. If a projected test year is used, include the projected annual additions and/or retirements specifically identifying those amounts.

Line No.	(1) Description	(2)	(3)
		Water Year End Balance	Sewer Year End Balance
1	6/30/2014		
2	Additions		
3	Retirements		
4	Adjustments		
5	6/30/2014	802,564	
6			
7	July 2014 - June 2015		
8	Additions	135,735	
9	Retirements	(19,580)	
10	Adjustments		
11	06/30/2015 Balance	918,719	
12			
13	July 2015 - June 2016		
14	Additions	139,297	
15	Retirements	(3,943)	
16	Adjustments		
17	06/30/2016 Balance	1,054,073	
18			
19	July 2016 - June 2017		

Schedule of Water Accumulated Depreciation By Primary Account
Test Year Average balance
HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical & Pro Forma

Florida Public Service Commission
Schedule A-9
Page: 1
Preparer: W T Rendell

Explanation: Provide the ending balances and average of accumulated depreciation for the prior year and the test year by primary account. Also show non-used & useful amounts.

(1)		(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)		
Line Acct		Prior Year	Test Year End	Average	Non-Used & Useful			Pro Forma Adjustments		Non-Used & Useful		Depr Rates
No.	No.	Account Name	06/30/18	06/30/19	Balance	%	Balance	Pro Forma Plant Adjustment	Depreciation	Amount	%	Amount (FYI)
1		INTANGIBLE PLANT										
2	301.1	Organization	1,243	1,407	1,325	0.00%	0			1,325	0.00%	0 2.50%
3	302.1	Franchises	0	0	0	0.00%	0			0	0.00%	0 2.50%
4	339.1	Other Plant & Misc. Equipment	0	0	0	0.00%	0			0	0.00%	0 5.58%
5		SOURCE OF SUPPLY & PUMPING PLANT										
6	303.2	Land & Land Rights	0	0	0	0.00%	0			0	0.00%	0 0.00%
7	304.2	Structures & Improvements	356,533	392,367	374,450	0.00%	0			374,450	0.00%	0 3.33%
8	305.2	Collect. & Impound Reservoirs	0	0	0	0.00%	0			0	0.00%	0 2.00%
9	306.2	Lake, River & Other Intakes	0	0	0	0.00%	0			0	0.00%	0 2.50%
10	307.2	Wells & Springs	81,510	88,550	85,030	10.10%	8,588	-	-	85,030	10.10%	8,588 3.33%
11	308.2	Infiltration Galleries & Tunnels	0	0	0	0.00%	0			0	0.00%	0 2.50%
12	309.2	Supply Mains	38,052	39,948	39,000	0.00%	0			39,000	0.00%	0 2.88%
13	310.2	Power Generation Equipment	77,639	84,262	80,951	0.00%	0	47,983	1,200	82,150	0.00%	0 5.00%
14	311.2	Pumping Equipment	85,670	93,969	89,819	10.10%	9,072			89,819	10.10%	9,072 5.00%
15	339.2	Other Plant & Misc. Equipment	0	0	0	0.00%	0			0	0.00%	0 5.58%
16		WATER TREATMENT PLANT										
17	303.3	Land & Land Rights	0	0	0	0.00%	0			0	0.00%	0 0.00%
18	304.3	Structures & Improvements	0	0	0	10.10%	0			0	10.10%	0 3.13%
19	311.3	Pumping Equipment	0	0	0	10.10%	0			0	10.10%	0 5.00%
20	320.3	Water Treatment Equipment	310,948	352,761	331,854	10.10%	33,517	-	-	331,854	10.10%	33,517 4.55%
21	320.3	Water Treatment - Lake Josephine Aeration	141	9,917	5,029	0.00%	0	405,123	9,207	14,236	0.00%	0 4.55%
22	339.3	Other Plant & Misc. Equipment	0	0	0	0.00%	0			0	0.00%	0 5.58%
23		TRANSMISSION & DISTRIBUTION PLANT										
24	303.4	Land & Land Rights	0	0	0	0.00%	0			0	0.00%	0 0.00%
25	304.4	Structures & Improvements	0	0	0	0.00%	0			0	0.00%	0 3.13%
26	311.4	Pumping Equipment	0	0	0	0.00%	0			0	0.00%	0 5.00%
27	330.4	Distr. Reservoirs & Standpipes	67,376	73,224	70,300	0.00%	0	72,863	1,042	71,342	0.00%	0 2.86%
28	331.4	Transm. & Distribution Mains	106,395	132,854	119,625	4.70%	5,622			119,625	4.70%	5,622 2.33%
29	331.4	Water Treatment - Lake Josephine Aeration	7,672	19,686	13,679	0.00%	0			13,679	0.00%	0 2.33%
30	333.4	Services	22,365	25,020	23,692	4.70%	1,114			23,692	4.70%	1,114 2.50%
31	334.4	Meters & Meter Installations	79,669	86,318	82,993	0.00%	0			82,993	0.00%	0 5.00%
32	335.4	Hydrants	10,629	11,020	10,825	4.70%	509			10,825	4.70%	509 2.22%
33	336.4	Backflow Prevention	419	456	438	4.70%	21			438	4.70%	21 6.67%
34	339.4	Other Plant & Misc. Equipment	1,385	1,491	1,438	4.70%	68			1,438	4.70%	68 4.00%
35		GENERAL PLANT										
36	303.5	Land & Land Rights	0	0	0	0.00%	0			0	0.00%	0 0.00%
37	304.5	Structures & Improvements	0	0	0	0.00%	0			0	0.00%	0 2.50%
38	340.5	Office Furniture & Equipment	0	0	0	0.00%	0			0	0.00%	0 6.67%
39	340.51	Computer Equipment	0	0	0	0.00%	0			0	0.00%	0 16.67%
40	341.5	Transportation Equipment	6,946	6,335	7,640	0.00%	0			7,640	0.00%	0 16.67%
41	342.5	Stores Equipment	0	0	0	0.00%	0			0	0.00%	0 5.56%
42	343.5	Tools, Shop & Garage Equipment	3,288	3,031	3,159	0.00%	0			3,159	0.00%	0 6.25%
43	344.5	Laboratory Equipment	10,411	11,319	10,865	0.00%	0			10,865	0.00%	0 6.67%
44	345.5	Power Operated Equipment	0	0	0	0.00%	0			0	0.00%	0 8.33%
45	346.5	Communication Equipment	0	0	0	0.00%	0			0	0.00%	0 10.00%
46	347.5	Miscellaneous Equipment	6,163	6,163	6,163	0.00%	0			6,163	0.00%	0 6.67%
47	348.5	Other Tangible Plant	0	0	0	0.00%	0			0	0.00%	0 10.00%
48		TOTAL	1,274,455	1,442,099	1,356,277		56,510	525,970	11,449	1,369,726		56,510
49		Total Land and Land Rights	0	0	0		0			0		0

**Schedule of Water and Sewer Contributions in Aid of Construction Florida Public Service Commission
Annual Balances Subsequent to Last Established Rate Base**

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: A-11
Page: 1 of 2
Preparer: W T Rendell

Explanation: Provide the annual balance of Water contributions in aid of construction for all years since either rate base was last established by this Commission; or the date of inception of utility service if rate base has not been established previously by this Commission; and yearly additions, retirements, and adjustments by dollar amount up to the end of the test year. Provide an additional page if necessary. If a projected test year is used, include the projected annual additions and/or retirements specifically identifying those amounts.

(1)		(2)	(3)
Line No.	Description	Water Year End Balance	Sewer Year End Balance
1	6/30/2014		
2	Additions		
3	Retirements		
4	Adjustments		
5	6/30/2014	848,730	
6			
7	July 2014 - June 2015		
8	Additions	11,368	
9	Retirements		
10	Adjustments		
11	06/30/2015 Balance	860,098	
12			
13	July 2015 - June 2016		
14	Additions	16,709	
15	Retirements		
16	Adjustments		
17	06/30/2016 Balance	876,807	
18			
19	July 2016 - June 2017		

Schedule of Water Contributions in Aid of Construction By Classification
Florida Public Service Commission

Test Year Average balance

HC Waterworks, Inc.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical & Pro Forma

Schedule: A-12

Page: 1

Preparer: W T Rendell

Explanation: Provide the ending balances and average of CIAC, by classification for the prior year and the test year.

If a projected test year is employed, provide the breakdown for base year and intermediate year also.

(1)		(2)	(3)	(4)	(5)	(6)	(7)
Line	Acct	Description	Prior Year	Test Year End	Average	Non-Used & Useful	
No.	No.		06/30/18	06/30/19	Balance	%	Balance
1		WATER					
2		Cash CIAC:					
3	271.1	Cash from Order No. PSC-14-0314	846,820	846,820	846,820	0.00%	0
4	271.1	Plant Capacity Fees	16,100	22,400	19,250	0.00%	0
5	271.1	Meter Fees	5,075	6,965	6,020	0.00%	0
	271.1	Main Extension Charge	9,388	13,402		0.00%	0
6	271.1	Service Installation Fees	27,730	36,730	32,230	0.00%	0
7		Total Cash CIAC	905,113	926,317	904,320		0
8							
9		Property CIAC:					
10	330	Dist Reservoirs & Standpipes	0	0	0	0.00%	0
11	331	T&D Mains	0	0	0	4.70%	0
12	333	Services	0	0	0	4.70%	0
13	334	Meters/Meter Installation	0	0	0	0.00%	0
14	335	Hydrants	0	0	0	4.70%	0
15		Total Property CIAC	0	0	0		0
16							
17		Total Water CIAC	905,113	926,317	904,320		0
18							
19		SEWER					
20		Cash CIAC:					
21	271.2	Cash from Order No. PSC-14-0314			0	0.00%	0
22	271.2	Plant Capacity Fees			0	0.00%	0
23	271.2	Main Extension Charge			0	0.00%	0
24	271.2	Service Installation Fees			0	0.00%	0
25		Total Cash CIAC	0	0	0		0
26							
27		Property CIAC:					
28	354	Structures & Improvements	0	0	0	0.00%	0
29	360	Collection Sewers- Force	0	0	0	#REF!	#REF!
30	361	Collection Sewers- Gravity	0	0	0	#REF!	#REF!
31	363	Services to Customers	0	0	0	#REF!	#REF!
32	370	Lift Stations	0	0	0	#REF!	#REF!
33	371	Pumping Equipment	0	0	0	#REF!	#REF!
34	366	Reuse Services	0	0	0	0.00%	0
35	375	Reuse Transmission & Dist Mains	0	0	0	0.00%	0
36	389	Other Plant Misc Equip	0	0	0	0.00%	0
37		Total Property CIAC	0	0	0		#REF!
38							
39		Total Sewer CIAC	0	0	0		#REF!

**Schedule of Water and Sewer Accumulated Amortization of CIAC Florida Public Service Commission
Annual Balances Subsequent to Last Established Rate Base**

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: A-13
Page: 1 of 2
Preparer: W T Rendell

Explanation: Provide the annual balance of accumulated amortization of CIAC, for water and sewer separately, for all years since either rate base was last established by this Commission or the date of inception of utility service if rate base has not been established previously by this Commission; and yearly additions, retirements, and adjustments by dollar amount up to the end of the test year. Provide an additional page if necessary. If a projected test year is used, include the projected annual additions and/or retirements specifically identifying those amounts.

Line No.	(1) Description	(2) Water Year End Balance	(3) Sewer Year End Balance
1	6/30/2014		
2	Additions		
3	Retirements		
4	Adjustments		
5	6/30/2014	<u>483,811</u>	
6			
7	July 2014 - June 2015		
8	Additions	28,312	
9	Retirements	0	
10	Adjustments	0	
11	06/30/2015 Balance	<u>512,123</u>	
12			
13	July 2015 - June 2016		
14	Additions	31,673	
15	Retirements	0	
16	Adjustments	0	
17	06/30/2016 Balance	<u>543,796</u>	
18			
19	July 2016 - June 2017		
20	Additions	32,105	

Schedule of Accumulated Amortization of CIAC by Classification

Test Year Average Balance

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical & Pro Forma

Florida Public Service Commission

Schedule: A-14

Page: 1 of 4

Preparer: W T Rendell

Explanation: Provide the ending balances and average of Accumulated Amortization of CIAC, by classification for the prior year and the test year. If a projected test year is employed, provide the breakdown for base year and intermediate year also.

(1)		(2)	(3)		(4)		(5)
Line No.	Acct No.	Description	Prior Year 06/30/18	Test Year End 06/30/19	Average Balance	Non-Used & Useful	
						%	Balance
1		WATER					
2		Cash					
3	272.1	Accumulated Amortization	607,471	639,732	623,602	0.00%	0
4			0	0	0	0.00%	0
5		Total Cash	607,471	639,732	623,602		0
6							
7		Property					
8	330	Dist Reservoirs & Standpipes	0	0	0	0.00%	0
9	331	T&D Mains	0	0	0	4.70%	0
10	333	Services	0	0	0	4.70%	0
11	334	Meters/Meter Installation	0	0	0	0.00%	0
12	335	Hydrants	0	0	0	4.70%	0
13		Total Property	0	0	0		0
14							
15		Total Water	607,471	639,732	623,602		0
16							
17		SEWER					
18		Cash					
19	272.2	Accumulated Amortization	0	0	0	0.00%	0
20			0	0	0	0.00%	0
21		Total Cash	0	0	0		0
22							
23		Property					
24	354	Structures & Improvements	0	0	0	0.00%	0
25	360	Collection Sewers- Force	0	0	0		0
26	361	Collection Sewers- Gravity	0	0	0		0
27	363	Services to Customers	0	0	0		0
28	370	Lift Stations	0	0	0		0
29	371	Pumping Equipment	0	0	0		0
30	366	Reuse Services	0	0	0	0.00%	0
31	375	Reuse Transmission & Dist Mains	0	0	0	0.00%	0
32	389	Other Plant Misc Equip	0	0	0	0.00%	0
33		Total Property	0	0	0		0
34							
35		Total Sewer	0	0	0		0

Schedule of Annual AFUDC Rates Used

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: A-15

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide the annual AFUDC rates used since either rate base was last established by this Commission, or the date of inception of utility service if rate base has not been established previously. Include a description of practices and authority of rate(s) used.

<u>Year</u>	<u>Water Rate</u>	<u>Sewer Rate</u>
No AFUDC rate has been set for this utility.		

**Schedule of Water and Sewer Advances for Construction
Annual Balances Subsequent to Last Established Rate Base**

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: A-16
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide the annual **book** balance of Water Advances For Construction for all years since either rate base was last established by this Commission, or the date of inception of utility service if rate base has not been established previously by this Commission; and yearly additions and adjustments by dollar amount up to the end of the test year. Provide an additional page if necessary. If a projected test year is used, include the projected additions and/or retirements specifically identifying those amounts. Also provide a brief description of the applicant's policy regarding advances.

(1)		(2)	(3)
		Water	Sewer
Line		Year End	Year End
No.	Description	Balance	Balance

Not Applicable. Advances For Construction are not being and have not been collected.

Schedule of Working Capital Allowance Calculation**Florida Public Service Co****HC Waterworks, Inc.**

Schedule: A-17

Docket No. 20190166-WS

Page: 1 of 1

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Explanation: Provide the calculation of working capital using the formula method.
This is calculated by taking the balance of O&M expenses divided by 8.

Line No.	(1)	(2)	(3)	(4)
		Water	Wastewater	
1	Final Rates - 06/30/2019			
2	per Books O&M Expense (from B-5,6)	376,618		
3	1/8th O&M Expense	47,077		
4	Adjustments from B-3*1/8th	0		
5	Adjusted Working Capital	47,077		

Comparative Balance Sheet - Assets
Florida Public Service Commission
HC Waterworks, Inc.

Schedule: A-18

Docket No. 20190166-WS

Page: 1 of 1

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Historical [X] Projected []

Explanation: Provide a balance sheet for years requested. Provide same for historical base or intermediate, if not already :

Line No.	(1) ASSETS	(2) Prior Year 6/30/2018	(3) Test Year 6/30/2019	(4) Simple Average
1	Utility Plant	4,824,889	5,327,079	5,075,984
2	Utility Plant Acquisition Adjtmnt	(824,035)	(824,035)	(824,035)
3	Accum Amort Util Plant Acq Adj	303,832	380,482	342,157
4	Construction Work in Progress	255,122	138,366	196,744
5	Other Utility Plant Adjustments	-	-	-
6				
7	GROSS UTILITY PLANT	4,559,808	5,021,892	4,790,850
8				
9	Less: Accumulated Depreciation	(1,592,106)	(1,757,748)	(1,674,927)
10				
11	NET UTILITY PLANT	2,967,702	3,264,144	3,115,923
12				
13	OTHER PHYSICAL PROPERTY	-	-	-
14				
15	Cash	397,562	817,004	607,283
16	Accounts Receivable Customer	49,858	54,338	52,098
17	Allowance for Bad Debts	(4,166)	(5,208)	(4,687)
18	Accounts Receivable Affiliates	-	-	-
19	Notes Rec. Affiliates	-	-	-
20	Temporary Investments	-	-	-
21	Materials & Supplies	-	-	-
22	Unbilled Revenue	49,346	50,506	49,926
23	Prepayments	11,671	11,690	11,680
24	Other Current Assets	1,465	1,465	1,465
25				
26	TOTAL CURRENT ASSETS	505,736	929,796	717,766
27				
28	Unamortized Debt Discount & Exp.	-	-	-
29	Prelim Survey & Investigation Chgs	-	-	-
30	RWIP	-	-	-
31	Deferred Rate Case Expense	1,125	-	563
	Reg Asset-Regulatory Assets	-	-	-
	Reg Asset-Other	-	-	-
32	Regulatory Assets	-	-	-
	Other Deferred Db-Misc	-	-	-
	Other Deferred Db-Susp Amortiz	-	-	-
33	Other Deferred Debits	-	-	-
34				
35	TOTAL DEFERRED DEBITS	1,125	-	563
36				
37	TOTAL ASSETS	3,474,563	4,193,940	3,834,252

Comparative Balance Sheet - Equity Capital & Liabilities
Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical [X] Projected []

Schedule: A-19

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide a balance sheet for years requested. Provide same for historical base or intermediate, if not already shown

Line No.	(1) Liabilities	(2) Prior Year 6/30/2018	(3) Test Year 7/31/2018	(4) Simple Average
1	Common Stock Issued	571,093	571,093	571,093
2	Preferred Stock Issued	-	-	-
3	Additional Paid in Capital	730,007	730,007	730,007
4	Retained Earnings	263,750	291,399	277,575
5	Other Equity Capital	-	-	-
6				
7	TOTAL EQUITY CAPITAL	1,564,850	1,592,499	1,578,675
8				
9	TOTAL LONG TERM DEBT	1,123,348	2,060,987	1,592,168
10				
11	Accounts Payable	274,900	22,676	148,788
12	Accts & Int. Payable-Assoc Cos	-	-	-
13	Customer Deposits	34,122	37,946	36,034
14	Accrued Taxes	12,592	24,271	18,432
15	Accrued Interest	-	-	-
16	Note Payable	-	-	-
17	Misc. Accrued Liabilities - Accounting	-	-	-
18	Misc. Accrued Liabilities - Legal	-	-	-
19	Misc. Accrued Liabilities - RAFs	15,020	2,109	8,565
20	Misc. Accrued Liabilities - Officer Salaries	69,600	82,800	76,200
21				
22	TOTAL CURRENT & ACC LIABILITIES	406,235	169,802	288,018
23				
24	OTH. DEF. CREDITS & OPER. RESERVES			
25				
26	Contributions in Aid of Construction	1,256,783	1,289,327	1,273,055
27	Less: Accum Amort of CIAC	(876,654)	(918,675)	(897,665)
28	Accumulated Deferred Income Taxes-FIT	-	-	-
29	Accumulated Deferred Income Taxes-SIT	-	-	-
	OPED Reserve-Non-Current	-	-	-
	Pension Reserve-Non-Current	-	-	-
30	Other Non-Current Liabilities	-	-	-
31				
32	TOTAL CIAC & DEF. TAXES	380,130	370,652	375,391
33				
34	TOTAL EQUITY CAPITAL & LIABILITIES	3,474,563	4,193,940	3,834,252

HC Waterworks, Inc.
NET OPERATING INCOME

<u>SCHEDULE TITLE</u>	<u>SCHEDULE NUMBER</u>	<u>PAGE NUMBER</u>
Net Operating Income Statement - Water	B-1	20
Adjustments to Net Operating Statements	B-3	21
Operating Revenues	B-4	24
Water O & M Expenses By Month	B-5	25
Comparative O & M Expenses - Water	B-7	27
Comparative O & M Expenses - Water, Explanations	B-7 Supl	28
Analysis of Contractual Services	B-9	29
Rate Case Expense Analysis	B-10	30
Analysis of Maintenance Expenses	B-11	31
Schedule of Allocated Expenses	B-12	32
Net Depreciation Expense - Water	B-13	33
Taxes Other Than Income	B-15	34

Schedule of Water Net Operating Income

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical & Pro Forma

Schedule: B-1
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide the calculation of net operating income for the test year. If amortization (Line 4) is related to any amount other than an acquisition adjustment, submit an additional schedule showing a description and calculation of charge.

Line No.	(1) Description	(2) Per Books Test Year	(3) Utility Test Year Adjustment	(4) Adjusted Test Year	(5) Requested Revenue Adjustment	(6) Requested Annual Revenues	(7) Supporting Schedules
1	OPERATING REVENUES	574,165	(4,454)	569,711	175,171	744,882	B-4, E-2
2	Operation & Maintenance	376,618	9,770	386,388	3,432	389,820	B-5, B-3
3	Depreciation, net of CIAC Amort., U&U	129,717	4,835	134,552	0	134,552	B-13, B-3
4	Amortization	(74,935)	0	(74,935)	0	(74,935)	B-3
5	Taxes Other Than Income	55,559	8,810	64,369	7,883	72,252	B-15, B-3
6	Provision for Income Taxes	0	0	0	0	0	C-1, B-3
7	OPERATING EXPENSES	486,959	23,415	510,374	11,314	521,689	
8	NET OPERATING INCOME	87,206	(27,869)	59,336	163,857	223,193	
9	RATE BASE	2,566,425	455,067	3,021,492		3,021,492	A-1
10	RATE OF RETURN	3.40%		1.96%		7.39%	

Schedule of Adjustments to Operating Income

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: B-3
Page: 1 of 3
Preparer: W T Rendell

Historical ☒ Projected ☐

Explanation: Provide a detailed description of all adjustments to operating income per books, with a total for each line item shown on the net operating income statement.

Line No.	(1) Acct	(2) Description	(3)	(4) Total Base	(5) Test Year Water	(6) Test Year Sewer	(7) Supporting Schedules
1	UTILITY TEST YEAR ADJUSTMENTS						
2	A	REVENUES					
3		Adjustment to Calculated Revenues			(4,454)		E-2w / E-2s
4							
5		TOTAL REVENUE ADJUSTMENTS			<u>(4,454)</u>		
6							
7	B	OPERATIONS & MAINTENANCE					B-5, B-6
8							
9	675	Miscellaneous Expense - Political Contribution			(2,000)		
10	618	Chemicals - Erroneous Invoice paid - LP Waterworks			(452)		
11	618	Chemicals - Leisure Lake Sulfuric Acid	Cost per 1,000 gallons	\$ 0.41			
12			Test Year Gallons produced (000)	7,893	\$ 3,236		
13	618	Chemicals - Leisure Lake Sodium Hydroxide	Cost per 1,000 gallons	\$ 0.03			
14			Test Year Gallons produced (000)	7,893	237		
15	615	Purchased Power - Leisure Lakes Re-pumping	Cost per 1,000 gallons	\$ 0.92			
16			Test Year Gallons produced (000)	7,893	7,262		
17	666/766	Reg. Comm. Exp. - Rate Case Amort.			1,486	0	
18		Reg. Comm. Exp. - Rate Case Amort.	Details on Schedule B-10		9,770	0	
19		Total Adjustments			<u>9,770</u>	<u>0</u>	
20							
21		TOTAL O&M ADJUSTMENTS			<u>9,770</u>	<u>0</u>	

Schedule of Adjustments to Operating Income

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Schedule Year Ended: 12/31/07
Historical [X] Projected [X]

Revised Schedule: B-3
Page: 2 of 3
Preparer: W T Rendell

Explanation: Provide a detailed description of all adjustments to operating income per books, with a total for each line item shown on the net operating income statement.

Line No.	(1)	(2)	(3)	(4)	(5)	(6)	(7)
		Description		Base Total	Test Year Water	Test Year Sewer	Supporting Schedules
1		UTILITY TEST YEAR ADJUSTMENTS, continued					
2							
3	C	DEPRECIATION NET OF AMORTIZATION OF CIAC (Used & Useful)					B-13, B-14
4		Reduction for NU&U (on B-13, B-14)			(6,614)		B-13, B-14
		Pro Forma Depreciation - net of non used and useful			11,448		
		Amortization - adjust to TY actual - remove previous months outside of TY			2		
5		TOTAL DEPRECIATION ADJUSTMENTS			4,835		
6							
7	D	AMORTIZATION					
8	407400				0		
9		TOTAL AMORTIZATION ADJUSTMENTS			0		
10							
11	E	TAXES OTHER THAN INCOME TAX					B-15
12	408206	Regulatory Assessment Fees					
13					569,711		B-1, B-2
14		RAF on Adjusted Rev	RAF Rate: 4.50%		25,637		
15		RAF Per Books			25,837		B-15
16		RAF Adjustmnet			(200)		
17							
18	408110	Property Tax					
19							B-15
20		Property Tax on Lake Josephine Treatment	Not in Test year		4,474		
21		Property Tax on Pro Forma Plant			4,891		
22					9,364		
23			NU&U % of Tangible Plant		3.78%		A-5, A-6
24			Less NU&U Portion of Property Taxes		(354)		
25		Test Year Taxes on U&U Portion			9,011		
26							
26		Property Tax Adjustment			9,011		
27							
28		TOTAL TAXES OTHER THAN INCOME ADJUSTMENTS			8,810		
29							
30					0		
31		TOTAL TEST YEAR EXPENSE ADJUSTMENTS			23,415		

Schedule of Adjustments to Operating Income

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Schedule Year Ended: 12/31/07
Historical [X] Projected [X]

Revised Schedule: B-3
Page: 3 of 3
Preparer: W T Rendell

Explanation: Provide a detailed description of all adjustments to operating income per books, with a total for each line item shown on the net operating income statement.

Line No.	(1) Acct	(2) Description	(3)	(4) Total Base	(5) Pro Forma Water	(6) Pro Forma Sewer	(7) Supporting Schedules
1		UTILITY PRO FORMA ADJUSTMENTS					
2		OPERATION & MAINTENANCE EXPENSE					
3	670/770	Bad Debt Adjustment Due To Proposed Rate Increase			3,432		B-1, B-2
4		TOTAL O&M PRO FORMA ADJUSTMENTS			3,432		
5							
6		TAXES OTHER THAN INCOME TAX					
7		RAF on Revenue Adjustment @	4.500%		7,883		
8							
9		TOTAL PRO FORMA EXPENSE ADJUSTMENTS			11,314		
10							

Test Year Operating Revenues

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019

Schedule: B-4
 Page: 1 of 1
 Preparer: W T Rendell

Historical [X] Projected []

Explanation: Complete the following revenue schedule for the historical test year or base year. If general service revenues not accounted for by sub-account, then show the total amount under metered - or measured-commercial and provide an explanation.

Line No.	(1)		(2)	(3)		(4)
	WATER			SEWER		
	Account No. and Description	Revenues		Account No. and Description	Revenues	
1	WATER SALES			SEWER SALES		
2	460.1 Unmetered Water Revenue	-		521.1 Flat Rate - Residential	-	
3	461.1 Metered - Residential	489,048		521.2 Flat Rate - Commercial	-	
4	461.2 Metered - Commercial	69,075		521.3 Flat Rate - Industrial	-	
5	461.3 Metered - Industrial	-		521.4 Flat Rate - Public Authorities	-	
6	461.4 Metered - Public Authorities	-		521.5 Flat Rate - Multi-Family	-	
7	461.5 Metered - Multi-Family	-		521.6 Flat Rate - Other	-	
8	461.6 Metered - Other	-		522.1 Measured - Residential	-	
9	462.1 Public Fire Protection	-		522.2 Measured - Commercial	-	
10	462.2 Private Fire Protection	-		522.3 Measured - Industrial	-	
11	464.0 Other Sales - Public Authorities	-		522.4 Measured - Public Authorities	-	
12	465.0 Irrigation Customers	-		522.5 Measured - Multi-Family	-	
13	466.0 Sales for Resale	-		523.0 Other Sales - Public Authorities	-	
14	467.0 Interdepartmental Sales	-		524.0 Revenues From Other Systems	-	
15	475.0 Unbilled Revenues	-		525.0 Interdepartmental Sales	-	
16				526.0 Effluent	-	
17				527.0 Unbilled Revenues	-	
18				540.5 Flat Rate - Reuse	-	
19	TOTAL WATER SALES	<u>558,123</u>		TOTAL SEWER SALES	<u>0</u>	
20						
21	OTHER WATER REVENUES			OTHER SEWER REVENUES		
22	470.0 Forfeited Discounts	-		531.0 Sale Of Sludge	-	
23	471.0 Misc. Service Revenues	10,237		532.0 Forfeited Discounts	-	
24	472.0 Rents From Water Property	-		534.0 Rents From Sewer Property	-	
25	473.0 Interdepartmental Rents	-		535.0 Interdepartmental Rents	-	
26	469.00 Guaranteed Revenues	5,805		536.0 Other Sewer Revenues	-	
27	TOTAL OTHER WATER REVENUES	<u>16,042</u>		TOTAL OTHER SEWER REVENUES	<u>0</u>	
28						
29	TOTAL WATER OPERATING REVENUES	<u>574,165</u>		TOTAL SEWER OPERATING REVENUES	<u>0</u>	

Detail of Operation & Maintenance Expenses By Month - Water
SUMMARY OF TOTAL ANNUAL UTILITY ADJUSTED WATER O & M

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical ☒ Projected ☐

Schedule: B-5

Page: 1 of 2

Preparer: W T Rendell

Explanation: Provide a schedule of operation and maintenance expenses by primary account for the Test Year

	(1)	(2)	(3)	(4)	(5)	(6)	(7)
Line No.	Acct No.	Account Name	Test Year Per Books	Test Year Adjustments	Test Year Adjusted	Pro Forma Adjustments	Pro Forma
1	601	Salaries & Wages - Employees	0		0		0
2	603	Salaries & Wages - Officers	10,000	0	10,000	0	10,000
3	604	Employee Pensions & Benefits	0		0		0
4	610	Purchased Water	0		0	0	0
5	615	Purchased Power	39,975	0	39,975	7,262	47,237
6	616	Fuel for Purchased Power	0		0	0	0
7	618	Chemicals	35,604	(452)	35,152	3,473	38,625
8	620	Materials & Supplies	0		0	0	0
9	630	Contractual Services - Other	200		200		200
10	631	Contractual Services - Engineering	5,179		5,179	0	5,179
11	632	Contractual Services - Accounting			0	0	0
12	633	Contractual Services - Legal	150		150	0	150
13	634	Contractual Services - Mgmt. Fees	0		0	0	0
14	635	Contractual Services - Testing	31		31	0	31
15	636	Contractual Services - Ops/Cust Serv	263,131		263,131	0	263,131
16	641	Rental of Building/Real Prop.	0		0	0	0
17	642	Rental of Equipment	0		0	0	0
18	650	Transportation Expenses	0		0		0
19	656	Insurance - Vehicle	0		0	0	0
20	657	Insurance - General Liability	1,800		1,800	0	1,800
21	658	Insurance - Workman's Comp.	0		0	0	0
22	659	Insurance - Other	0		0	0	0
23	660	Advertising Expense	0		0	0	0
24	666	Reg. Comm. Exp. - Rate Case Amort.	1,125	0	1,125	1,486	2,611
25	667	Reg. Comm. Exp. - Rate Case Other	0	0	0	0	0
26	670	Bad Debt Expense	8,151		8,151	3,432	11,583
27	675	Miscellaneous Expense	11,273	(2,000)	9,273	0	9,273
28							
29		TOTAL WATER O & M EXPENSES	376,618	(2,452)	374,167	15,653	389,820

Detail of Operation & Maintenance Expenses By Month - Water
Total O&M Expenses by Month

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical [X] Projected []

Schedule: B-5
Page: 2 of 2
Preparer: W T Rendell

Explanation: Provide a schedule of operation and maintenance expenses by primary account for each month of the Test Year (unadjusted Per Books).

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15) Total Per Books Annual	
Line No.	Acct No.	Account Name	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	
1	601	Salaries & Wages - Employees	-	-	-	-	-	-	-	-	-	-	-	-	0
2	603	Salaries & Wages - Officers	833	833	833	833	833	833	833	833	833	833	833	833	10,000
3	604	Employee Pensions & Benefits	-	-	-	-	-	-	-	-	-	-	-	-	0
4	610	Purchased Water	-	-	-	-	-	-	-	-	-	-	-	-	0
5	615	Purchased Power	2,761	2,829	3,404	3,210	3,551	3,411	3,488	3,580	3,349	3,507	3,511	3,376	39,975
6	616	Fuel for Purchased Power	-	-	-	-	-	-	-	-	-	-	-	-	0
7	618	Chemicals	2,564	2,065	3,519	1,935	3,204	2,479	4,264	2,871	2,861	2,949	4,330	2,564	35,604
8	620	Materials & Supplies	-	-	-	-	-	-	-	-	-	-	-	-	0
9	630	Contractual Services - Other	-	-	-	-	-	-	-	200	-	-	-	-	200
10	631	Contractual Services - Engineering	5,179	-	-	-	-	-	-	-	-	-	-	-	5,179
11	632	Contractual Services - Accounting	-	-	-	-	-	-	-	-	-	-	-	-	0
12	633	Contractual Services - Legal	-	-	-	-	-	-	-	-	150	-	-	-	150
13	634	Contractual Services - Mgmt. Fees	-	-	-	-	-	-	-	-	-	-	-	-	0
14	635	Contractual Services - Testing	-	-	-	-	31	-	-	-	-	-	-	-	31
15	636	Contractual Services - Ops/Cust Serv	19,624	19,624	19,624	22,231	24,838	22,231	22,231	22,231	22,231	22,756	22,756	22,756	263,131
16	641	Rental of Building/Real Prop.	-	-	-	-	-	-	-	-	-	-	-	-	0
17	642	Rental of Equipment	-	-	-	-	-	-	-	-	-	-	-	-	0
18	650	Transportation Expenses	-	-	-	-	-	-	-	-	-	-	-	-	0
19	656	Insurance - Vehicle	-	-	-	-	-	-	-	-	-	-	-	-	0
20	657	Insurance - General Liability	150	150	150	150	150	150	150	150	150	150	150	150	1,800
21	658	Insurance - Workman's Comp.	-	-	-	-	-	-	-	-	-	-	-	-	0
22	659	Insurance - Other	-	-	-	-	-	-	-	-	-	-	-	-	0
23	660	Advertising Expense	-	-	-	-	-	-	-	-	-	-	-	-	0
24	666	Reg. Comm. Exp. - Rate Case Amort.	94	94	94	94	94	94	94	94	94	94	94	94	1,125
25	667	Reg. Comm. Exp. - Rate Case Other	-	-	-	-	-	-	-	-	-	-	-	-	0
26	670	Bad Debt Expense	(1,793)	901	1,425	(475)	431	1,148	551	697	678	69	4,403	116	8,151
27	675	Miscellaneous Expense	1,701	212	2,201	189	198	198	198	1,438	5,267	(1,075)	184	561	11,273
28															
29		TOTAL WATER O & M EXPENSES	31,112	26,706	31,249	28,167	33,331	30,544	31,809	32,094	35,613	29,282	36,261	30,449	376,618

Operation & Maintenance Expense Comparison - Water
Florida Public Service Commission
HC Waterworks, Inc.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: B-7

Page: 1 of 1

Preparer: W T Rendell

Explanation: Complete the following comparison of the applicant's current and prior test year O & M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

(1)		(2)	(3)	(4)	(5)	(6)
Line	Acct	Account Name	Prior Test	Test Year	Difference	% Difference
No.	No.		Year	Adjusted		
			2014			
1	601	Salaries & Wages - Employees	0	0	0	
2	603	Salaries & Wages - Bonus	9,120	10,000	880	10%
3	604	Employee Pensions & Benefits	0	0	0	
4	610	Purchased Water	0	0	0	
5	615	Purchased Power	51,043	39,975	(11,068)	-22%
6	616	Fuel for Power Production	0	0	0	
7	618	Chemicals	27,371	35,152	7,781	28%
8	620	Materials & Supplies	86	0	(86)	-100%
9	630	Contractual Services - Other	0	200	200	
10	631	Contractual Services - Engineering	0	5,179	5,179	
11	632	Contractual Services - Accounting	2,388	0	(2,388)	-100%
12	633	Contractual Services - Legal	0	150	150	
13	634	Contractual Services - Mgmt. Fees	0	0	0	
14	635	Contractual Services - Testing	0	31	31	
15	636	Contractual Services - Other	194,848	263,131	68,283	35%
16	641	Rental of Building/Real Prop.	0	0	0	
17	642	Rental of Equipment	0	0	0	
18	650	Transportation Expenses	0	0	0	
19	656	Insurance - Vehicle	0	0	0	
20	657	Insurance - General Liability	2,073	1,800	(273)	-13%
21	658	Insurance - Workman's Comp.	0	0	0	
22	659	Insurance - Other	0	0	0	
23	660	Advertising Expense	0	0	0	
24	666	Reg. Comm. Exp. - Rate Case Amort.	1,523	1,125	(398)	-26%
25	667	Reg. Comm. Exp. - Other	0	0	0	
26	670	Bad Debt Expense	7,434	8,151	717	10%
27	675	Miscellaneous Expense	4,510	9,273	4,763	106%
28						
29						
30		TOTAL WATER O & M EXPENSES	300,396	374,167	73,771	24.56%
31						
32		Total SFR Customers	955	949	(6)	0.00%
33		Consumer Price Index - U				7.77%
34		Growth Plus Inflation				7.77%

Supporting Schedules: B-5, F-9

Operation & Maintenance Expense Comparison - Water**Florida Public Service Commission****HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Schedule: B-7 Supl

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U.

Line No.	(1) Acct No.		(2) Account Name	(3) Explanation
1	618	Chemicals		Change in water treatment - addition of acid and caustic at Lake Josephine WTP
2	636	Contractual Services - Other		Revision to contract due to not covering cost to operate. Addition of force draft aeration, acid, & caustic.

Contractual Services**Florida Public Service Commission**

HC Waterworks, Inc.

Schedule: B-9

Docket No. 20190166-WS

Page:

1

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Explanation: Provide a complete list of outside services which were incurred during the test year. List by type of service, such as accounting, engineering or legal, and provide specific detail of work performed by each consultant and the associated cost breakdown by items. Provide amounts separated by system and method of allocation if appropriate. Specific detail is not necessary for charges which are less than 2% of the test year revenues for that system. Do not include rate case expense charges.

Line No.	(1) Service Provider	(2) Type of Service	(3) Amount	(4) Description of Work Performed
Water				
1	U.S. Water Services Corporation	Operations and Administration	\$ 263,131	Operations, Maintenance, Testing, Billing, Customer Service, Accounting, Environmental, Regulatory, Administration
Sewer				
1	U.S. Water Services Corporation	Operations and Administration		Operations, Maintenance, Testing, Billing, Customer Service, Accounting, Environmental, Regulatory, Administration

Analysis of Rate Case Expense

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: B-10
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide the total amount of rate case expense requested in the application. State whether the total includes the amount up to proposed agency action or through a hearing before the Commission. Provide a breakdown of the total by persons assisting in the application, including the hours billed, the hourly rate, and a detailed list of services provided. Also provide the amortization and its allocation, including support behind this determination.

Line No.	(1) Firm or Vendor Name	(2) Counsel, Consultant or Witness	(3) Hourly Rate	(4) Total Est of Firm's Charges	(5) Type of Service Rendered	(6) Comments	(7) Hours
1	<u>Legal</u>						
2	N/A			0	Legal		#DIV/0!
3	<u>Sub-Total Legal</u>			0			
4							
5							
6	<u>Other</u>						
7	Customer Notice -	Rendell		\$ 997.50	Notices - printing & mailing	PSC Rule - past Commission practice	
8	Customer Meeting						
9	Customer Notice - Final Rates	Rendell		\$ 997.50	Notices - printing & mailing	PSC Rule - past Commission practice	
10	Travel - Customer Meeting	Rendell / Purviance		\$ 225.00	Attend Customer Meeting	Customer Meeting - Lodging, Mileage & Meals	
11	Filing Fee	Rendell		\$ 3,500.00	Filing Fee	PSC Rule	
12	Travel - PAA Agenda	Rendell / Deremer		\$ 225.00	Attend PAA Agenda	PAA Agenda - Lodging, Mileage & Meals	
13	<u>Sub-Total Other</u>			5,945			
14	Total Estimate Through PAA [X] or Commission Hearing []			5,945			
15	Allocation to this Rate Group:						
16		Water	Water	Sewer	Sewer		
17		Allocation %	Amount	Allocation %	Amount		
18	Allocated Total	100.00%	5,945	0.00%	0		
19	Amortization of Rate Case Expense:						
20	Amortization Period in Years:		4		4		
21	Amortization Amount per year		1,486		0		
22	Deferred Rate Case Expense (for CWC on A-3)						
23	=(Allocated Total less first year amortization)/2		2,229		0		
24	Method of Allocation Between Systems (Provide Calculation):						
25	Note: Allocation is by # of customers of the systems.						

Analysis of Major Maintenance Projects

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: B-11

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide an analysis of all maintenance projects greater than 2% of test year revenues per system which occurred during the 2 years prior to the test year, the test year, and the budgeted amount for 1 year subsequent to the test year. For each project, provide a description, the total cost or budgeted amount and how often the project should be repeated.

Line No.	(1) Date	(2) Description	(3) Total Cost	(4) How often to Repeat
1	<u>WATER:</u>			
2		None		
3				
4				
5				
6				
7				
8				
9				
10	TOTAL WATER PROJECTS		0	
11				
12	<u>SEWER:</u>			
13		None		
14				
15				
16				
17				
18				
19				
20	TOTAL SEWER PROJECTS		0	

Allocation of Expenses
Intercompany Expenses Per Books
HC Waterworks, Inc.
Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019
 Historical ☒ Projected ☐

Florida Public Service Commission

Schedule: B-12
 Page: 1
 Preparer: W T Rendell

Explanation: Provide a schedule detailing expenses which are subject to allocation between systems (water, sewer & gas, etc.) showing allocation percentages, gross amounts, amounts allocated, and a detailed description of the method of allocation. Provide a description of all systems other than water and sewer.

Line No.	(1) Acct. No.		(3) Description	(5) Allocation Percentages				(8) Allocation Method	(10) Amounts Allocated				(13) Gross Amounts
	Water	Sewer		Water	Sewer	Other	Total		Water	Sewer	Other	Total	
1	601	701	Salaries & Wages - Employees	N/A	N/A			N/A	N/A	N/A		-	-
2	603	703	Salaries & Wages - Officers, Exec.	N/A	N/A			N/A	N/A	N/A		-	-
3	604	704	Employee Pensions & Benefits	N/A	N/A			N/A	N/A	N/A		-	-
4	610	710	Purchased Water/Sewage Trtmnt	N/A	N/A			N/A	N/A	N/A		-	-
5	615	715	Purchased Power	N/A	N/A			N/A	N/A	N/A		-	-
6	616	716	Fuel for Purchased Power	N/A	N/A			N/A	N/A	N/A		-	-
7	618	718	Chemicals	N/A	N/A			N/A	N/A	N/A		-	-
8	620	720	Materials & Supplies	N/A	N/A			N/A	N/A	N/A		-	-
9	631	731	Contractual Services - Engineering	N/A	N/A			N/A	N/A	N/A		-	-
10	632	732	Contractual Services - Accounting	N/A	N/A			N/A	N/A	N/A		-	-
11	633	733	Contractual Services - Legal	N/A	N/A			N/A	N/A	N/A		-	-
12	634	734	Contractual Services - Mgmt. Fees	N/A	N/A			N/A	N/A	N/A		-	-
13	635	735	Contractual Services - Testing	N/A	N/A			N/A	N/A	N/A		-	-
14	636	736	Contractual Services - Other	N/A	N/A			N/A	N/A	N/A		-	-
15	641	741	Rental of Building/Real Prop.	N/A	N/A			N/A	N/A	N/A		-	-
16	642	742	Rental of Equipment	N/A	N/A			N/A	N/A	N/A		-	-
17	650	750	Transportation Expenses	N/A	N/A			N/A	N/A	N/A		-	-
18	656	756	Insurance - Vehicle	N/A	N/A			N/A	N/A	N/A		-	-
19	657	757	Insurance - General Liability	N/A	N/A			N/A	N/A	N/A		-	-
20	658	758	Insurance - Workman's Comp.	N/A	N/A			N/A	N/A	N/A		-	-
21	659	759	Insurance - Other	N/A	N/A			N/A	N/A	N/A		-	-
22	660	760	Advertising Expense	N/A	N/A			N/A	N/A	N/A		-	-
23	666	766	Reg. Comm. Exp. - Rate Case Amort	N/A	N/A			N/A	N/A	N/A		-	-
24	667	767	Reg. Comm. Exp. - Rate Case Other	N/A	N/A			N/A	N/A	N/A		-	-
25	670	770	Bad Debt Expense	N/A	N/A			N/A	N/A	N/A		-	-
26	675	775	Miscellaneous Expense	N/A	N/A			N/A	N/A	N/A		-	-

Net Depreciation Expense - Water

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical [X] Projected []

Schedule: B-13
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide a schedule of test year non-used and useful depreciation expense by primary account.

(1) Line No.	(2) Account No. and Name	(3) Expense	(4) Utility Adjustments	(5) Historical Test Year		(6) Non-Used & Useful %	(7) Expense	(8) Pro Forma Adjustments		(9) N-U & U Expense
				Adjusted Expense				Expense		
1	INTANGIBLE PLANT									
2	301.1 Organization	164	0	164		0.00%	0	0		0
3	302.1 Franchises		0	0		0.00%	0	0		0
4	339.1 Other Plant & Misc. Equipment	0	0	0		0.00%	0	0		0
5	SOURCE OF SUPPLY & PUMPING PLANT									
6	303.2 Land & Land Rights	0	0	0		0.00%	0	0		0
7	304.2 Structures & Improvements	35,834	0	35,834		0.00%	0	0		0
8	305.2 Collect. & Impound Reservoirs	0	0	0		0.00%	0	0		0
9	306.2 Lake, River & Other Intakes	0	0	0		0.00%	0	0		0
10	307.2 Wells & Springs	7,040	0	7,040		10.10%	711	0		0
11	308.2 Infiltration Galleries & Tunnels	0	0	0		0.00%	0	0		0
12	309.2 Supply Mains	1,896	0	1,896		0.00%	0	0		0
13	310.2 Power Generation Equipment	6,624	0	6,624		0.00%	0	1,200		0
14	311.2 Pumping Equipment	8,298	0	8,298		10.10%	838	0		0
15	339.2 Other Plant & Misc. Equipment	0	0	0		0.00%	0	0		0
16	WATER TREATMENT PLANT									
17	303.3 Land & Land Rights	0	0	0				0		0
18	304.3 Structures & Improvements	0	0	0		10.10%	0	0		0
19	311.3 Pumping Equipment	0	0	0		10.10%	0	0		0
20	320.3 Water Treatment Equipment	41,945	0	41,945		10.10%	4,236	0		0
21	320.3 Water Treatment Lake Josephine Aeration	9,776	1	9,777		0.00%	0	9,207		1
22	339.3 Other Plant & Misc. Equipment	0	0	0		0.00%	0	0		0
23	TRANSMISSION & DISTRIBUTION PLANT									
24	303.4 Land & Land Rights	0	0	0				0		0
25	304.4 Structures & Improvements	0	0	0		0.00%	0	0		0
26	311.4 Pumping Equipment	0	0	0		0.00%	0	0		0
27	330.4 Distr. Reservoirs & Standpipes	5,848	0	5,848		0.00%	0	1,042		0
28	331.4 Transm. & Distribution Mains	14,445	0	14,445		4.70%	679	0		0
29	331.4 Lake Josephine New Main installed by county	12,014	1	12,015		0.00%	0	0		0
30	333.4 Services	2,655	0	2,655		4.70%	125	0		0
31	334.4 Meters & Meter Installations	12,864	0	12,864		0.00%	0	0		0
32	335.4 Hydrants	391	0	391		4.70%	18	0		0
33	336.4 Backflow Prevention	37	0	37		4.70%	2	0		0
34	339.4 Other Plant & Misc. Equipment	106	0	106		4.70%	5	0		0
35	GENERAL PLANT									
36	303.5 Land & Land Rights	0	0	0				0		0
37	304.5 Structures & Improvements	0	0	0		0.00%	0	0		0
38	340.5 Office Furniture & Equipment	0	0	0		0.00%	0	0		0
39	340.51 Computer Equipment	0	0	0		0.00%	0	0		0
40	341.5 Transportation Equipment	1,389	0	1,389		0.00%	0	0		0
41	342.5 Stores Equipment	0	0	0		0.00%	0	0		0
42	343.5 Tools, Shop & Garage Equipment	(257)	0	(257)		0.00%	0	0		0
43	344.5 Laboratory Equipment	908	0	908		0.00%	0	0		0
44	345.5 Power Operated Equipment	0	0	0		0.00%	0	0		0
45	346.5 Communication Equipment	0	0	0		0.00%	0	0		0
46	347.5 Miscellaneous Equipment	0	0	0		0.00%	0	0		0
47	348.5 Other Tangible Plant	0	0	0		0.00%	0	0		0
48										
49	TOTAL DEPRECIATION EXPENSE	161,978	2	161,980			6,614	11,449		1
50										
51	407301 (LESS) AMORTIZATION OF CIAC	(32,261)	0	(32,261)			0	0		0
52										
53	NET DEPRECIATION EXPENSE	129,717	2	129,719			6,614	11,449		1

Taxes Other Than Income
Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019

Schedule: B-15
 Page: 1 of 1
 Preparer: W T Rendell

Explanation: Complete the following schedule of all taxes other than income.
 For all allocations, provide description of allocation and calculations.

Line No.	(1) Description	(2)	(3) Regulatory Assessment Fees (RAFTs) 4.50%	(4) Payroll Taxes	(5) RE & Personal Property Tax on U&U	(6) Other	(7) Total
Water							
1	Test Year Per Books		25,837	0	29,721	0	55,559
2							
3	Adjustments to Test Year (Explain)						
4	RAF on Adj'd Rev - RAF Per Books		(200)				(200)
5	Property Tax NU&U Adj				(354)		(354)
	Pass through Property Tax Increase				4,474		
	Property Tax on Pro Forma Plant				4,891		
6	Total Test Year Adjustments		(200)	0	9,011	0	(554)
7	Adjusted Test Year		25,637	0	38,732	0	55,004
8							
9							
10	RAFTs Assoc. with Revenue Increase		7,883				7,883
11							
12	Total Adjusted		33,520	0	38,732	0	62,887
Sewer							
13	Test Year Per Books					0	0
14							
15	Adjustments to Test Year (Explain)						
16	RAF on Adj'd Rev - RAF Per Books						0
17	Property Tax Reclass & NU&U Adj						0
18	Payroll Adjustments						0
19	Total Test Year Adjustments		0	0	0	0	0
20	Adjusted Test Year		0	0	0	0	0
21							
22	RAFTs Assoc. with Revenue Increase		0				0
23							
24	Total Pro Forma		0	0	0	0	0

Recap Schedules: B-1, B-2 Source Schedule: B-3
 Payroll taxes: FICA=7.65%, Fed & State Unemployment=0.41%

HC Waterworks, Inc.
TAX SCHEDULES

<u>SCHEDULE TITLE</u>	<u>SCHEDULE NUMBER</u>	<u>PAGE NUMBER</u>
Reconciliation of Total Income Tax Provision	C-1	36
State and Federal Income Tax Calculation	C-2	37
Schedule of Interest in Tax Expense Calculation	C-3	38
Book/Tax Difference - Permanent	C-4	40
Deferred Income Tax Expense	C-5	41
Accumulated Deferred Income Taxes	C-6	42
Investment Tax Credit	C-7	44
Parent Debt Information	C-8	48
Income Tax Returns	C-9	49
Miscellaneous Tax Information	C-10	50

Reconciliation of Total Income Tax Provision

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: C-1
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide a reconciliation between the total operating income tax provision and the currently payable income taxes on operating income for the test year.

(1)		(2)	(3)	(4)	(5)	(6)	Supporting Schedules
Line No.	Description	Year End Per Books	Utility Adjustments	Year End Adjusted	Pro Forma Adjustments	Pro Forma	
Water							
1	Current Tax Expense	0	0	0	0	0	C-2
2	Deferred Income Tax Expense	0	0	0	0	0	C-5
3	ITC Realized This Year	0	0	0	0	0	C-7
4	ITC Amortization	0	0	0	0	0	C-7
5	Less: Parent Debt Adjustment	0	0	0	0	0	C-8
6	Total Income Tax Expense	0	0	0	0	0	
HC Waterworks is a Sub S Florida Corporation - there are no income taxes.							
Sewer							
7	Current Tax Expense	0	0	0	0	0	C-2
8	Deferred Income Tax Expense	0	0	0	0	0	C-5
9	ITC Realized This Year	0	0	0	0	0	C-7
10	ITC Amortization	0	0	0	0	0	C-7
11	Less: Parent Debt Adjustment	0	0	0	0	0	C-8
12	Total Income Tax Expense	0	0	0	0	0	
HC Waterworks is a Sub S Florida Corporation - there are no income taxes.							
Recap Schedules: B-1, B-2							

State and Federal Income Tax Calculation - Current

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical [X] Projected []

Schedule: C-2
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide the calculation of state and federal income taxes for the test year. Provide detail on adjustments to income taxes and investment tax credits generated.

Line No.	(1) Description	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
		Year End Per Books	Utility Adjustments	Water Year End Adjusted	Pro Forma Adjustments	Pro Forma Adjusted	Year End Per Books	Utility Adjustments	Sewer Year End Adjusted	Pro Forma Adjustments	Pro Forma Adjusted	Supporting Schedules
	HC Waterworks is a Sub S Florida Corporation - there are no income taxes.											
1	Taxable Operating Income before Interest	0	0	0	0	0	0	0	0	0	0	B-1, B-2
2	Less: Interest Charges	0	0	0	0	0	0	0	0	0	0	C-3
3												
4	Taxable Income	0	0	0	0	0	0	0	0	0	0	
5												
6	Schedule M Adjustments											
7	Permanent Differences	-	0	0	0	0	-	0	0	0	0	C-4
8	Timing Differences	-	0	0	0	0	-	0	0	0	0	C-5
9	Total Schedule M Adjustments	0	0	0	0	0	0	0	0	0	0	
10												
11	Taxable Income Before State Taxes	0	0	0	0	0	0	0	0	0	0	
12												
13	State Tax Rate	5.5%	5.5%	5.5%	5.5%	5.5%	5.5%	5.5%	5.5%	5.5%	5.5%	
14	State Income Taxes	0	0	0	0	0	0	0	0	0	0	
15												
16	Federal Taxable Income	0	0	0	0	0	0	0	0	0	0	
17												
18	Federal Tax Rate	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%	
19	Federal Income Taxes	0	0	0	0	0	0	0	0	0	0	
20												
21	Less: Investment Tax Credit Realized This Year	0	0	0	0	0	0	0	0	0	0	C-7
22												
23	Current Federal Income Taxes	0	0	0	0	0	0	0	0	0	0	
24												
25	Summary:											
26	Current State Income Tax	0	0	0	0	0	0	0	0	0	0	
27	Current Federal Income Tax	0	0	0	0	0	0	0	0	0	0	
28												
29	Total Current Income Tax Expense (To C-1)	0	0	0	0	0	0	0	0	0	0	

Schedule of Interest in Tax Expense Calculation

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical ☒ Projected ☐

Schedule: C-3

Page: 1 of 2

Preparer: W T Rendell

Explanation: Provide the amount of interest expense used to calculate income taxes on Schedule No. C-2. Explain any changes in interest expense in detail giving amount of change and reason for change. If the basis for allocating interest used in the tax calculation differs from the basis used in allocating current income taxes payable, the differing bases should be clearly identified.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Line No.	Description	Water			Sewer			Supporting Schedules		
		Test Yr Per Books	Test Yr Adjustments	Test Yr Adjusted	Test Yr Per Books	Test Yr Adjustments	Test Yr Adjusted			
	HC Waterworks is a Sub S Florida Corporation - there are no income taxes.									
1	Interest on Long-Term Debt	0	0	0	0	0	0	0	0	Note*
2	Amortization of Debt Premium, Discount and Expense Net	0	0	0	0	0	0	0	0	
3	Interest on Short-Term Debt	0	0	0	0	0	0	0	0	Note*
4	Other Interest Expense	0	0	0	0	0	0	0	0	
5	Less: AFUDC	0	0	0	0	0	0	0	0	
6	ITC Interest Synchronization	0	0	0	0	0	0	0	0	C-7
7	Total Used For Tax Calculation	0	0	0	0	0	0	0	0	

Calculation of ITC Interest Synchronization Adjustment ONLY for Option 2 Companies (see Sch. C-7)											
Water						Sewer					
Balances From Sch. D-1	Amount	Ratio	Cost	Total Weighted Cost	Debt Only Weighted Cost	Amount	Ratio	Cost	Total Weighted Cost	Debt Only Weighted Cost	
8 Long-Term Debt											
9 Short-Term Debt											
10 Preferred Stock											
11 Common Equity											
12 Total											
13 ITC (from D-1, Line 7)											
14 Weighted Debt Cost (From Line 12)											
15 Interest Adjustment (To Line 6)											

* Note: Calculations for utility adjusted interest:

	Water	
Rate Base (Sch. A-1, A-2)	3,021,492	
Weighted Cost of Long Term Debt (D-1)	2.61%	78,757
Weighted Cost of Short Term Debt (D-1)	0.00%	0
Adjusted Interest on Debt		78,757

	Sewer	
#REF!		
2.61%	#REF!	
0.00%		0
	#REF!	

Schedule of Interest in Tax Expense Calculation

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Pro Forma
Historical ☐ Projected ☒

Schedule: C-3
Page: 2 of 2
Preparer: W T Rendell

Explanation: Provide the amount of interest expense used to calculate income taxes on Schedule No. C-2.
Explain any changes in interest expense in detail giving amount of change and reason for change. If the basis for allocating interest used in the tax calculation differs from the basis used in allocating current income taxes payable, the differing bases should be clearly identified.

Line No.	(1) Description	(2) Water			(4) Pro Forma Adjusted	(5) Sewer			(8) Supporting Schedules
		Test Yr Adjusted	Pro Forma Adjustments	Pro Forma Adjusted		Test Yr Adjusted	Pro Forma Adjustments	Pro Forma Adjusted	
1	Interest on Long-Term Debt	0	78,757	78,757	Note*	0	#REF!	#REF!	Note*
2	Amortization of Debt Premium, Discount and Expense Net	0	0	0		0	0	0	
3	Interest on Short-Term Debt	0	0	0	Note*	0	#REF!	#REF!	Note*
4	Other Interest Expense	0	8	8		0	0	0	
5	Less: AFUDC	0	0	0		0	0	0	
6	ITC Interest Synchronization	0	0	0		0	0	0	C-7
7	Total Used For Tax Calculation	0	78,764	78,764		0	#REF!	#REF!	

Calculation of ITC Interest Synchronization Adjustment ONLY for Option 2 Companies (see Sch. C-7)										
Water						Sewer				
Balances From Sch. D-1	Amount	Ratio	Cost	Total Weighted Cost	Debt Only Weighted Cost	Amount	Ratio	Cost	Total Weighted Cost	Debt Only Weighted Cost
8 Long-Term Debt										
9 Short-Term Debt										
10 Preferred Stock										
11 Common Equity										
12 Total										
13 ITC (from D-1, Line 7)										
14 Weighted Debt Cost (From Line 12)										
15 Interest Adjustment (To Line 6)										

* Note: Calculations for utility adjusted interest:

	Water		Sewer	
Rate Base (Sch. A-1, A-2)	3,021,492		#REF!	
Weighted Cost of Long Term Debt (D-1)	2.61%	78,757	2.61%	#REF!
Weighted Cost of Short Term Debt (D-1)	0.00%	0	0.00%	#REF!
Adjusted Interest on Debt		78,757		#REF!

Book/Tax Differences - Permanent**Florida Public Service Commission**

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: C-4
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide the description and amount of all book/tax differences accounted for as permanent differences. This would include any items accounted for on a flow through basis.

		(1)	(2)
Line			
No.	Description		Amount
WATER			
1			
2	None		
3			
4	Total		<u>0</u>
HC Waterworks is a Sub S Florida Corporation - there are no income taxes.			
SEWER			
5			
6	None		
7			
8	Total		<u>0</u>
HC Waterworks is a Sub S Florida Corporation - there are no income taxes.			

Deferred Income Tax Expense
Florida Public Service Commission
HC Waterworks, Inc.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

 Historical ☒ Projected ☐

Schedule: C-5

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide the calculation of total deferred income tax expense for the test year. Provide detail on items resulting in tax deferrals other than accelerated depreciation.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
		Water			Sewer			
Line No.	Description	Per Books	Adjustments	Adjusted	Per Books	Adjustments	Adjusted	Supporting Schedules
	HC Waterworks is a Sub S Florida Corporation - there are no income taxes.							
1	Timing Differences (Tax Expense							
2	Higher (Lower) than Book Expense):							
3	Tax Depreciation & Amortization	0	0	0	0	0	0	
4	Book Depreciation & Amortization	0	0	0	0	0	0	B-13,14
5								
6	Depreciation Difference	0	0	0	0	0	0	
7								
8	Other Timing Differences (Itemize):							
9	Bad Debts	0	0	0	0	0	0	
10	Rate Case	0	0	0	0	0	0	
11	Loss on aband	0	0	0	0	0	0	
12								
13	Total Timing Differences (To C-2)	0	0	0	0	0	0	
14								
15	State Tax Rate	5.5%		5.5%	5.5%		5.5%	
16	State Deferred Taxes	0	0	0	0	0	0	
17								
18	Timing Differences for Fed. Taxes	0	0	0	0	0	0	
19								
20	Federal Tax Rate	35.0%		35.0%	35.0%		35.0%	
21	Federal Deferred Taxes	0	0	0	0	0	0	
22								
23	Total Deferred Taxes (to C-1)	0	0	0	0	0	0	

Recap Schedules: C-1, C-2

Accumulated Deferred Income Taxes - Summary**Florida Public Service Commission****HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Schedule: C-6

Page: 1 of 2

Preparer: W T Rendell

Explanation: For each of the accumulated deferred tax accounts provide a summary of the ending balances as reported on pages 2 and 3 of this schedule. The same annual balances should be shown.

Line No.	(1) Year	(2)	(3)	(4)
		Account No. 283 Deferred Tax Liability		
		State	Federal	Total
WATER				
1	2013	0	0	0
2	Test Yr	0	0	0
SEWER				
3	2013	0	0	0
4	Test Yr	0	0	0

HC Waterworks is a Sub S Florida Corporation - there are no income taxes.

Accumulated Deferred Income Taxes - State**Florida Public Service Commission****HC Waterworks, Inc.**

Schedule: C-6

Docket No. 20190166-WS

Page: 2 of 2

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Explanation: For each of the accumulated deferred tax accounts provide annual balances beginning with the year of the last rate case and ending with the test year.

(1)					(2)					(3)					(4)				
Account No. 28306										Account No. 28305									
Deferred State Tax Liability										Deferred Federal Tax Liability									
					Current										Current				
Line		Beginning	Year	Ending			Beginning	Year	Ending			Beginning	Year	Ending			Beginning	Year	Ending
No.	Year	Balance	Change	Balance		Year	Balance	Change	Balance		Year	Balance	Change	Balance		Year	Balance	Change	Balance
WATER										WATER									
1	2013	0	0	0		2013	0	0	0		2013	0	0	0		2013	0	0	0
2	Test Yr	0	0	0		Test Yr	0	0	0		Test Yr	0	0	0		Test Yr	0	0	0
SEWER										SEWER									
3	2013	0	0	0		2013	0	0	0		2013	0	0	0		2013	0	0	0
4	Test Yr	0	0	0		Test Yr	0	0	0		Test Yr	0	0	0		Test Yr	0	0	0

HC Waterworks is a Sub S Florida Corporation - there are no income taxes.

Investment Tax Credits - Analysis

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: C-7
Page: 1 of 4
Preparer: W T Rendell

Explanation: Provide an analysis of accumulated tax credits generated and amortized on an annual basis beginning with the test year in the last rate case to the end of the current test year. Amounts provided by the Revenue Act of 1971 and subsequent acts should be shown separately from amounts applicable to prior laws. Identify progress payments separately.

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	
Line No.	Beginning Year Balance	3% ITC					Beginning Balance	4% ITC					Ending Balance
		Amount Realized		Amortization				Amount Realized		Amortization			
		Current	Prior Year	Current	Prior Year	Current		Prior Year	Current	Prior Year			
		Year	Adjust.	Year	Adjust.	Year		Adjust.	Year	Adjust.			
1	NONE						NONE						

Investment Tax Credits - Analysis

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: C-7

Docket No. 20190166-WS

Page: 2 of 4

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Explanation: Provide an analysis of accumulated tax credits generated and amortized on an annual basis beginning with the test year in the last rate case to the end of the current test year. Amounts provided by the Revenue Act of 1971 and subsequent acts should be shown separately from amounts applicable to prior laws. Identify progress payments separately.

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	
Line No.	Beginning Year Balance	8% ITC					Beginning Balance	10% ITC					Ending Balance
		Amount Realized		Amortization				Amount Realized		Amortization			
		Current Year	Prior Year Adjust.	Current Year	Prior Year Adjust.	Ending Balance		Current Year	Prior Year Adjust.	Current Year	Prior Year Adjust.	Ending Balance	
1	NONE						NONE						

Investment Tax Credits - Company Policies

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: C-7

Docket No. 20190166-WS

Page: 3 of 4

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Explanation: Explain accounting policy as to method of amortization for both progress payment and other ITC. Explanation should include at least a description of how the time period for amortization is determined, when it begins, under what circumstances it changes, etc. If there are unused ITC, supply a schedule showing year generated, amount generated, total amount used and remaining unused portion.

NONE

Investment Tax Credits - Section 46(f) Election

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: C-7

Docket No. 20190166-WS

Page: 4 of 4

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Explanation: Provide a copy of the election made under Section 46(f), Internal Revenue Code.

NONE

Parent's Debt Information**Florida Public Service Commission****HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Schedule: C-8

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide the information required to adjust income tax expense by the interest expense of the parent that may be invested in the equity of the applicant. If a year-end rate base is used, provide on both a year-end and an average basis. Amounts should be **parent only**.

Line No.	(1) Description	(2) Average Amount	(3) % of Total	(4) Cost Rate	(5) Weighted Cost	(6) Supporting Schedules
-------------	--------------------	--------------------------	----------------------	---------------------	-------------------------	--------------------------------

- 1 Long-Term Debt
- 2 Short-Term Debt
- 3 Preferred Stock
- 4 Common Equity (State Retained Earnings
Separately - Parent Only)
- 5 Deferred Income Tax
- 6 Other-Retained Earnings

7 Total 0 0

HC Waterworks is a Sub S Florida Corporation - there are no income taxes.

Parent Debt Adjustment Calculation

8	Weighted Cost of Parent's Debt (Line 1 & 2, col. 5)	0		From
9	Effective consolidated tax rate			B-1
10	Parent's Tax Deduction on Debt Interest	0		
	Water			
11	Equity of Subsidiary			D-1
12	Parent Debt Adjustment	0		
	(to C-1) Allocation to subsidiary at	0		A-17
	Sewer			
13	Equity of Subsidiary			D-1
14	Parent Debt Adjustment (to C-1)	0		
	(to C-1) Allocation to subsidiary at	0		A-17

Income Tax Returns

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: C-9

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide a copy of the most recently filed federal income tax return, state income tax return and most recent final IRS revenue agent's report for the applicant or consolidated entity (whichever type of return is filed). A statement of when and where the returns and reports are available for review may be provided in lieu of providing the returns and reports.

Not Applicable. This is a limited liability corporation and there are no income taxes.

Miscellaneous Tax Information

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: C-10

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide answers to the following questions with respect to the applicant or its consolidated entity.

- | | |
|---|-----|
| (1) What tax years are open with the Internal Revenue Service? | N/A |
| (2) Is the treatment of customer deposits at issue with the IRS? | N/A |
| (3) Is the treatment of contributions in aid of construction at issue with the IRS? | N/A |
| (4) Is the treatment of unbilled revenue at issue with the IRS? | N/A |

HC Waterworks is a Sub S Florida Corporation - there are no income taxes.

HC Waterworks, Inc.
CAPITAL SCHEDULES

<u>SCHEDULE TITLE</u>	<u>SCHEDULE NUMBER</u>	<u>PAGE NUMBER</u>
Requested Cost of Capital	D-1	52
Reconciliation to Rate Base	D-2	53
Preferred Stock	D-3	54
Short-Term Debt	D-4	55
Long-Term Debt	D-5	56
Variable Debt	D-6	57
Customer Deposits	D-7	58

Schedule of Requested Cost of Capital
 13 Month Average balance
HC Waterworks, Inc.
Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019
 Historical [X] Projected []

Florida Public Service Commission

Schedule: D-1
 Page: 1 of 2
 Preparer: W T Rendell

Explanation: Provide a schedule which calculates the requested Cost of Capital on a 13-month average basis.
 If a year-end basis is used submit an additional schedule reflecting year-end calculations.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)
Line		Reconciled		Cost	Weighted		Supporting
No. Class of Capital		To Test Yr	Ratio	Rate	Cost	Cost	Schedules
		Rate Base			Rate		
COMPOSITE WATER & SEWER							
1	Long-Term Debt	1,500,127	49.65%	5.25%	2.61%		D-2, D-5
2	Short-Term Debt	0	0.00%	0.00%	0.00%		D-2
3	Preferred Stock	0	0.00%	0.00%	0.00%		D-2
4	Common Equity	1,487,414	49.23%	9.67%	4.76%		D-2
5	Customer Deposits	33,951	1.12%	2.00%	0.02%		D-2
6	Accumulated Deferred Income Taxes	0	0.00%	0.00%	0.00%		D-2
7							
8	Total	3,021,492	100.00%		7.39%		

Reconciliation of Capital Structure to Requested Rate Base
 13 Month Average Balance
HC Waterworks, Inc.
Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019
 Historical ☒ Projected ☐

Florida Public Service Commission

Schedule: D-2
 Page: 1 of 1
 Preparer: W T Rendell

Explanation: Provide a reconciliation of the average basis capital structure to requested rate base.
 Explain all adjustments. Submit an additional schedule if a year-end basis is used.

(1)		(2)		(3)	(4)	(5)	
Line No.	Class of Capital	Prior Year 6/30/2018	Test Year 6/30/2019	Test Year Average†	Reconciliation Adjustments Pro rata	Reconciled To Test Yr Rate Base	Supporting Schedules
1	Long-Term Debt	1,123,348	2,060,987	1,592,168	(92,041)	1,500,127	D-5
2	Short-Term Debt	0	0	0	0	0	D-4
3	Preferred Stock	0	0	0	0	0	D-3
4	Common Stock	1,564,850	1,592,499	1,578,675	(91,261)	1,487,414	
5	Customer Deposits	34,122	37,946	36,034	(2,083)	33,951	D-7
6	Accumulated Deferred Income Taxes	0	0	0	0	0	C-6
7							
8	Total	2,722,321	3,691,432	3,206,877	(185,365)	3,021,492	A-1

Preferred Stock Outstanding

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Florida Public Service Commission

Schedule: D-3
Page: 1 of 1
Preparer: W T Rendell

Utility [X] or Parent [X]

Explanation: Provide data as specified on preferred stock on a simple average basis. If the utility is an operating division or subsidiary, submit an additional schedule which reflects the same information for the parent level.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
Line	Description, Coupon Rate		Call Provis.	Principal	Principal	(Discount) or	(Discount) or	Issuing Exp.	Issuing Exp.	Net Proceed	Rate (Contract	Dollar Divd.	Effective
No.	Years of Life	Issue Date	Special Restrictions	Amt Sold Face Value	Amount Outstanding	Premium on Principal Amt Sold	Premium Assoc. with Col (5)	Associated with Col (4)	Associated with Col (5)	(5)-(9)+(7)	Rate on Face Value)	On Face Value (11)x(5)	Cost Rate (12)/(10)
1	There is no Preferred Stock												

Florida Public Service Commission

Schedule: D-4
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide the following information on a 13 month average basis. If the utility is an operating division or subsidiary, submit an additional schedule which reflects the same information for the parent level.

Line		(1) Total Interest Expense	(2) Maturity Date	(3) Average Amt Outstanding	(4) Effective Cost Rate	(5) Supporting Schedule(s)
1	There is no Short Term Debt					
2						
3						
4						
5						
6						
7						
8	Total	0			0.00%	

Cost of Long-Term Debt

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Florida Public Service Commission

Schedule: D-5
Page: 1
Preparer: W T Rendell

Utility [X] or Parent []

Explanation: Provide the specified data on long-term debt issues on a 13 month average basis for the test year.
Arrange by type of issue (e.g., first mortgage bonds). If the utility is an operating division or subsidiary, submit an additional schedule which reflects the same information on the parent level.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
Line					Principal Amt.	Principal	Amount	Unamortized	Unamortized	Annual Amort.	Annual Amort.	Interest	Total	Effective
No.	Description, Years of Life, Coupon Rate	Issue Date,	Maturity Date		Sold (Face Value)	Amount Outstanding	Outstanding Within One Year	Disc.(Premium) Associated With Col (4)	Issuing Exp. Associated with Col (4)	of Discount (Prem) on Principal Outst.	of Issuing Exp. on Principal Outstanding	Cost (Coupon Rate) x Col(4)	Interest Cost (8)+(9)+(10)	Cost Rate (11)/((4)-(6)-(7))
1	Bank of Tampa	5.25%	03/28/2019	04/12/2026	2,078,110	2,060,987	1,976,491	-	-	-	-	108,202	108,202	5.25%
2														
3	Total					2,060,987	1,976,491	-	-	-	-	108,202	108,202	5.25%
4														
5	Amount per books (from A-19)					-								

Cost of Variable Rate Long-Term Debt

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Florida Public Service Commission

Schedule: D-6
Page: 1
Preparer: W T Rendell

Utility ☒ or Parent ☐

Explanation: Provide the specified data on variable cost long-term debt issues on a 13 month average basis. If the utility is an operating division or subsidiary, submit an additional schedule which reflects the same information for the parent level.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
Line	Description, Coupon Rate,	Issue Date -	Principal Amt.	Principal	Amount	Unamortized Disc.	Unamortized	Annual Amort.	Annual Amort.	Basis of	Interest Cost	Total	Effective
No.	Years of Life	Maturity Date	Sold (Face Value)	Amount Outstanding	Outstanding Within One Year	(Premium) Associated With Col (4)	Issuing Exp. Associated with Col (4)	of Discount (Prem) on Principal Outst.	of Issuing Exp. on Principal Outstanding	Variable Rate (e.g., Prime+%)	(Test Year Cost Rate X Col. (4))	Interest Cost (8)+(9)+(10)	Cost Rate (12)/(13)

1 There is no Variable Rate Long term debt

Schedule of Customer Deposits**Florida Public Service Commission**

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: D-7
Page: 1 of 1
Preparer: W T Rendell

Utility ☒ or Parent ☐

Explanation: Provide a schedule of customer deposits on a 13 month average basis.

Line No.	(1) Month & Year	(2)	(3)	(4)	(5)
		Beginning Balance	Deposits Received	Deposits Refunded	Ending Balance (2+3-4)
1	Jun-2018	23,490	757	163	24,084
2	Jul-2018	24,084	1,636	297	25,423
3	Aug-2018	25,423	941	297	26,067
4	Sep-2018	26,067	347	0	26,414
5	Oct-2018	26,414	1,833	396	27,851
6	Nov-2018	27,851	1,388	248	28,991
7	Dec-2018	28,991	1,438	99	30,330
8	Jan-2019	30,330	1,339	99	31,570
9	Feb-2019	31,570	1,637	446	32,761
10	Mar-2019	32,761	1,585	0	34,346
11	Apr-2019	34,346	2,033	149	36,230
12	May-2019	36,230	1,040	0	37,270
13	Jun-2019	37,270	744	0	38,014
14	Average				<u>30,720</u>
15					

HC Waterworks, Inc.
RATES SCHEDULES

<u>SCHEDULE TITLE</u>	<u>SCHEDULE NUMBER</u>	<u>PAGE NUMBER</u>
Rate Schedule - Water	E-1w	60
Revenues at Present & Proposed Rates - Water	E-2w	61
Customer Monthly Billing Schedules	E-3	62
Miscellaneous Service Charges	E-4	63
Miscellaneous Service Charge Revenue	E-5	64
Public Fire Hydrants Schedule	E-6	65
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Contracts and Agreements	E-8	67
Tax or Franchise Fee	E-9	68
Service Availability Charges	E-10	69
Guaranteed Revenues Received	E-11	70
Class A Utility Cost of Service Study	E-12	71
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E- Rate Design - Water		78

Rate Schedule - Water

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: E-1w

Docket No. 20190166-WS

Page: 1 of 1

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Water [X] or Sewer []

Explanation: Provide a schedule of present rates and proposed rates.

	(1)	(2)	(3)
Line No.	Class/Meter Size	Prior to Filing	Proposed Rates
1	Residential		
2	5/8" X 3/4"	20.99	31.68
3	3/4"	31.49	47.52
4	1"	52.48	79.20
5	1-1/2"	104.97	158.40
6	2"	167.95	253.43
7	3"	335.89	506.87
8	4"	524.83	791.98
9	6"	1,049.66	1,583.96
10	8"	1,679.46	2,534.34
11	10"	2,414.22	3,643.11
12	<i>Gallonage Charge, per 1,000 gallons</i>		
13	0 - 3,000 gal.	8.07	11.28
14	Over 3,000	10.10	16.92
15			-
16			
17	General Service (GS1)		
18	5/8" X 3/4"	20.99	31.68
19	3/4"	31.49	47.52
20	1"	52.48	79.20
21	1-1/2"	104.97	158.40
22	2"	167.95	253.43
23	3"	335.89	506.87
24	4"	524.83	791.98
25	6"	1,049.66	1,583.96
26	8"	1,679.46	2,534.34
27	10"	2,414.22	3,643.11
28	<i>Gallonage Charge</i>	8.66	12.38
29			
30	General Service (GS2)		
31	Lake Josephine RV Resort	1,574.49	2,376.00
32	<i>Gallonage Charge</i>	8.66	12.38
33			
34	Private Fire Protection		
35	2"	14.00	21.12
36	3"	27.99	42.24
37	4"	43.74	66.00
38	6"	87.47	132.00
39	8"	139.95	211.19
40	10"	201.19	303.59

Revenue Schedule at Present and Proposed Rates

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Water [X] or Sewer []

Schedule:

E-2w

Page:

1 of 1

Preparer:

W T Rendell

Explanation: Provide a calculation of revenues at present and proposed rates using the billing analysis. Explain any differences between these revenues and booked revenues. If a rate change occurred during the test year, a revenue calculation must be made for each period.

Line No.	(1) Class/Meter Size	(2) Test Year Bills	(3) TY Cons in 1,000 gal.	(4) Test Year Rate	(5) Test Year Revenue	(6) Adjusted Bills	(7) Adjusted Cons	(8) Rate Prior to Filing	(9) Revenue at Rate Prior	(10) ProForma Block Cons	(11) Repressed Block Cons	(12) Proposed RateW/Rprsn	(13) Revenue at Rpsn Rates
1	Residential												
2	5/8" X 3/4"	11,229		20.99	235,697	11,229		20.99	235,697			31.68	355,735
3	3/4"	0		31.49	0	0		31.49	0			47.52	0
4	1"	22		52.48	1,155	22		52.48	1,155			79.20	1,742
5	1-1/2"	0		104.97	0	0		104.97	0			158.40	0
6	2"	0		167.95	0	0		167.95	0			253.43	0
7	3"	0		335.89	0	0		335.89	0			506.87	0
8	4"	0		524.83	0	0		524.83	0			791.98	0
9	Gallonge Charge, per 1,000 gallons												
10	0 - 3,000 gal.		19,349	8.07	156,146	(49)	19,300	8.07	155,751	0	19,300	11.28	217,704
11	Over 3,000		8,894	10.10	89,829	(4)	8,890	10.10	89,789	(1,379)	7,511	16.92	127,084
12					0		0		0	0	0	-	0
13	Total Residential	11,251	28,243		482,827	11,251	28,190		482,391	(1,379)	26,811		702,265
14	Average Bill				42.91		2.506		42.88				62.42
15													
16	General Service												
17	5/8" X 3/4"	72		20.99	1,511	72		20.99	1,511			31.68	2,281
18	3/4"	0		31.49	0	0		31.49	0			47.52	0
19	1"	12		52.48	630	12		52.48	630			79.20	950
20	1-1/2"	12		104.97	1,260	12		104.97	1,260			158.40	1,901
21	2"	12		167.95	2,015	12		167.95	2,015			253.43	3,041
22	3"	0		335.89	0	0		335.89	0			506.87	0
23	4"	0		524.83	0	0		524.83	0			791.98	0
24	6"	0		1,049.66	0	0		1,049.66	0			1,583.96	0
25	8"	0		1,679.46	0	0		1,679.46	0			2,534.34	0
26	Gallonge		1,474	8.66	12,765		1,474	8.66	12,765	1,474	1,474	12.38	18,248
27	Total General Serv	108	1,474		18,181	108	1,474		18,181	1,474	1,474		26,421
28	Average Bill				168.34				168.34				244.64
29													
30	General Service 2												
31	RV Park	12		1,574.49	18,894	12	NA	1,574.49	18,894			2,376.00	28,512
32	Gallonge Charge												
33	per 1,000 gallons		3,778	8.66	32,717		0	8.66	0	0	0	12.38	46,772
34			0		0		0		0	0	0		0
35			0	-	0		0		0	0	0	-	0
36			0	-	0		0		0	0	0		0
37	Total General Service 2	12	3,778		51,611	12	0		18,894	0	0		75,284
38	Average Bill				4,300.95				1,574.49				6,273.64
39													
40	Fire Protection												
41	2"	0	NA	14.00	0	0		14.00	0			21.12	0
42	3"	0	NA	27.99	0	0		27.99	0			42.24	0
43	4"	0	NA	43.74	0	0		43.74	0			66.00	0
44	6"	12	NA	87.47	1,050	12		87.47	1,050			132.00	1,584
45	8"	0	NA	139.95	0	0		139.95	0			211.19	0
46	10"	0	NA	201.19	0	0		201.19	0			303.59	0
47	Total Fire Protect	12	NA		1,050	12	NA		1,050	NA			1,584
48	Average Bill				87.47								
49													
50	Subtot Billd Rev	11,383	33,495		553,669	11,383	29,664		520,516	95	28,285		805,554
51	Unbilled Revenues		2,791										
52	Guaranteed Revenues				5,805				5,805				5,805
53	Misc. Service Charge				10,237				10,237				10,237
54	Adjustments to Customers												
55	Tot Billed Rev				569,711				536,558				821,596
56	Booked Revenue per GL				574,165								
57	Adjustments to Booked				0								
58	Bkd Rev Adjstd				574,165								
59	Difference				(4,454)		-0.8%						

Customer Monthly Billing Schedule**Florida Public Service Commission****HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Schedule: E-3

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide a schedule of monthly customers billed or served by class.

WATER

Line No.	(1) Month/ Year	(2) Residential	(3) General Service	(4) Multi-Family Dwelling	(5) Trailer	(6) Private Fire Protection	(7) Other (Irrigation)	(8) Total
1	Jul-18	941	8	0	0	1	0	950
2	Aug-18	933	9	0	0	1	0	943
3	Sep-18	944	9	0	0	1	0	954
4	Oct-18	945	9	0	0	1	0	955
5	Nov-18	934	9	0	0	1	0	944
6	Dec-18	938	9	0	0	1	0	948
7	Jan-19	935	9	0	0	1	0	945
8	Feb-19	935	9	0	0	1	0	945
9	Mar-19	942	9	0	0	1	0	952
10	Apr-19	943	9	0	0	1	0	953
11	May-19	943	9	0	0	1	0	953
12	Jun-19	949	9	0	0	1	0	959
13	Total Water	11,282	107	0	0	12	0	11,401

SEWER

Line No.	(1) Month/ Year	(2) Residential	(3) General Service	(4) Multi-Family Dwelling	(5) Trailer	(6) Sprinkler Heads	(7) Reuse	(8) Total
14	Jul-18		0	0	0	0	0	0
15	Aug-18		0	0	0	0	0	0
16	Sep-18		0	0	0	0	0	0
17	Oct-18		0	0	0	0	0	0
18	Nov-18		0	0	0	0	0	0
19	Dec-18		0	0	0	0	0	0
20	Jan-19		0	0	0	0	0	0
21	Feb-19		0	0	0	0	0	0
22	Mar-19		0	0	0	0	0	0
23	Apr-19		0	0	0	0	0	0
24	May-19		0	0	0	0	0	0
25	Jun-19		0	0	0	0	0	0
26	Total Sewer	0	0	0	0	0	0	0

Miscellaneous Service Charges
Florida Public Service Commission
HC Waterworks, Inc.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: E-4

Page: 1

Preparer: W T Rendell

Explanation: Provide a schedule of present and proposed miscellaneous service charges. If an increase is proposed (or new charges), provide a schedule of derivation of charges, unless the charges are pursuant to the latest Staff Advisory Bulletin #13.

Line No.	(1) Type Charge	(2)	(3)	(4)	(5)	(6)	(7)
			Present Bus. Hrs.	Present After Hrs.		Proposed Bus. Hrs.	Proposed After Hrs.
1	WATER						
2	Initial Connection		22.36	33.54		22.36	33.54
3							
4	Normal Reconnect		22.36	33.54		22.36	33.54
5							
6	Violation Reconnect		35.57	55.90		35.57	55.90
7							
8	Premises Visit		22.36	33.54		22.36	33.54
9							
10	Late Payment Fees		5.08			5.08	
11							
12							
13	SEWER						
14	Initial Connection		22.36	33.54		22.36	33.54
15			-	-			
16	Normal Reconnect		22.36	33.54		22.36	33.54
17							
18	Violation Reconnect		Actual Cost	Actual Cost		Actual Cos	Actual Cost
19							
20	Premises Visit		22.36	33.54		22.36	33.54
21			-				
22	Late Payment Fees		5.08			5.08	
23							
24	There are no changes proposed in the above charges for HC.						
25							
26	ENGINEERING & INSPECTION FEES - WATER AND SEWER						
27	Administration and Engineering		Present			Proposed	
28	Development Size		Fee			Fee	
29	2 - 50 customers		\$ 366.00			\$ 366.00	
30	51 -250 customers		\$ 457.00			\$ 457.00	
31	> 250 customers		\$ 501.00			\$ 501.00	
32							
33							
34	CUSTOMER DEPOSITS (REFUNDABLE)						
35							
36	Class	Meter Size	Present	Water Proposed		Present	Sewer Proposed
37	Residential	5/8 X 3/4"	-	\$ 125.00		-	
				Two x Est'd Monthly Bill			Two x Est'd Monthly Bill
38	Residential	Other sizes	-			-	
39	General Service	All sizes		Two x Est'd Monthly Bill			Two x Est'd Monthly Bill
40			-			-	

Miscellaneous Service Charge Revenue

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: E-5
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide a schedule by month of test year miscellaneous charges received by type. Provide an additional schedule for proposed charges, if applicable. If a monthly schedule is not furnished, annual totals or by periods will be acceptable. If periods are not by-month, state what periods are used.

Line No.	(1) Month/ Year	(2) Initial Connection	(3) Normal Reconnect	(4) After-Hours Reconnect	(5) Violation Reconnect	(6) After-Hours ViolReconnect	(7) Premises Visit	(8) Returned Check	(9) Late Fees	(10) Total
WATER										
1	Jul-18		114						795	909
2	Aug-18		371					55	500	926
3	Sep-18		179					85	430	694
4	Oct-18		145					60	590	795
5	Nov-18		619					25	465	1,109
6	Dec-18		179						540	719
7	Jan-19		393						530	923
8	Feb-19		317						386	703
9	Mar-19		347						510	856
10	Apr-19		536					(25)	411	922
11	May-19		487		(36)				559	1,010
12	Jun-19		219						452	671
13										
14	Total Water \$		0	3,905	0	(36)	0	0	200	6,168
15										10,237

SEWER

18	Jul-18									
19	Aug-18									
20	Sep-18									
21	Oct-18									
22	Nov-18									
23	Dec-18									
24	Jan-19									
25	Feb-19									
26	Mar-19									
27	Apr-19									
28	May-19									
29	Jun-19									
30										
31	Total Sewer \$		0	0	0	0	0	0	0	0
32										
33										

Public Fire Hydrants Schedule**Florida Public Service Commission****HC Waterworks, Inc.**

Schedule: E-6

Docket No. 20190166-WS

Page: 1 of 1

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Water [X] or Sewer []

Explanation: Provide a schedule of public fire hydrants (including standpipes, etc.) by size. This schedule is not required for a sewer only rate application.

Line No.	(1) Size	(2) Type	(3) Quantity
----------	-------------	-------------	-----------------

- 1 Any fire hydrant information is detailed on enclosed system maps

Private Fire Protection Service**Florida Public Service Commission****HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Water [X] or Sewer []

Schedule: E-7

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide a schedule of private fire protection service by size of connection.
This schedule is not required for a sewer only rate application.

Line No.	(1) Size	(2) Type	(3) Quantity
1	6"	Private Fire Protection - Dollar General	1

Contracts and Agreements Schedule**Florida Public Service Commission****HC Waterworks, Inc.**

Schedule: E-8

Docket No. 20190166-WS

Page: 1 of 1

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Explanation: Provide a list of all outstanding contracts or agreements having rates or conditions different from those on approved tariffs. Describe with whom, the purpose and the elements of each contract shown.

Line	(1)	(2)
No.	Type	Description

None

Tax or Franchise Fee Schedule**Florida Public Service Commission**

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: E-9
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide a schedule of state, municipal, city or county franchise taxes or fees paid (or payable).
State the type of agreement (i.e., contract, tax).

Line No.	(1) Type Tax or Fee	(2) To Whom Paid	(3) Amount	(4) How collected From Customers	(5) Type Agreement
WATER					
1	Regulatory Assessment Fee	Florida Public Service Commission	25,837	Included in overall cost of service	None
2					

SEWER

1	Regulatory Assessment Fee	Florida Public Service Commission	-	Included in overall cost of service	
---	---------------------------	-----------------------------------	---	-------------------------------------	--

Service Availability Charges Schedule**Florida Public Service Commission****HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Schedule: E-10

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide a schedule of present and proposed service availability charges.
 (See Rule 25-20.580, F.A.C.) If no change is proposed, then this schedule is not required.

Line No.	(1) Type Charge	(2) Size Unit	(3) Present Charges	(4) Proposed Charges
No Changes Proposed				
WATER				
1	Main Extension Charge	ERC	446.00	446.00
2				
3	Meter Installation Fee	5/8" x 3/4"	210.00	210.00
4	(Meter Size)	All other sizes	Actual Cost	Actual Cost
5				
6	Meter with built-in Back Flow Preventor	All sizes	Actual Cost	Actual Cost
7				
8	Plant Capacity Charge	ERC	700.00	700.00
9				
10	Service Installation Charge	5/8" x 3/4"	1,000.00	1,000.00
11	(Per Connection)	All other sizes	Actual Cost	Actual Cost
12				
13				
14	Stand-alone Back Flow Preventor	All types	Actual Cost	Actual Cost
SEWER				
15	Main Extension Charge	ERC	480.00	480.00
16				
17	Plant Capacity Charge	ERC	1,300.00	1,300.00
18				
19	Service Installation Charge	4" or less	2,000.00	2,000.00
20		Greater than 4"	Actual Cost	Actual Cost
21				
22	There are no changes proposed in the above charges for HC Waterworks.			

Guaranteed Revenues Received

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019

Schedule: E-11
 Page: 1 of 1
 Preparer: W T Rendell

Water [X] or Sewer [X]

Explanation: Provide copies of all guaranteed revenue contracts with a schedule of billing and receipts by month by class.

Line No.	(1) Month/ Year	(2) Residential	(3) General Service	(4) Other	(5) Total
1					
2					
3			None		
4					
5					
6					
7					
8					
9					
10					
11					
12					
Total		0	0	0	0

Class A Utility Cost of Service Study

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: E-12

Docket No. 20190166-WS

Page: 1 of 1

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Water ☒ or Sewer ☒

Explanation: All Class A utilities whose service classes include industrial customers, whose utilization exceeds an average of 350,000 GPD, shall provide a fully allocated class cost of service study showing customer, base (commodity), and extra capacity (demand) components under present and proposed rates. This study shall include rate of return by class and load (demand) research studies used in the cost allocation. The analysis shall be based upon the AWWA Manual No. 1 and shall comply with current AWWA procedures and standard industrial practices for utilities providing water and wastewater service.

Line

No.

Not applicable; no industrial customers.

Billing Analysis Schedules**Florida Public Service Commission****HC Waterworks, Inc.**

Schedule: E-14

Docket No. 20190166-WS

Page: 1 of 6

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Water [X] or Sewer []

Customer Class: Residential

Meter Size: 5/8" X 3/4"

Explanation: Provide a billing analysis for each class of service by meter size. For applicants having master metered multiple dwellings, provide number of bills at each level by meter size or number of bills categorized by the number of units. Round consumption to nearest 1,000 gallons and begin at zero. If a rate change occurred during the test year, provide a separate billing analysis which coincides with each period.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Line No.	Consumption Level	Number of Bills	Cumulative Bills	Gallons Consumed (1) X (2)	Cumulative Gallons	Reversed Bills	Consolidated Factor [(1)X(6)]+(5)	Percentage of Total
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	0	2857	2,857	-	-	8,657	-	0.00%
2	1	2188	5,045	2,188	2,188	6,469	8,657	7.85%
3	2	2389	7,434	4,778	6,966	4,080	15,126	24.99%
4	3	1550	8,984	4,650	11,616	2,530	19,206	41.67%
5	4	880	9,864	3,520	15,136	1,650	21,736	54.29%
6	5	560	10,424	2,800	17,936	1,090	23,386	64.34%
7	6	379	10,803	2,274	20,210	711	24,476	72.49%
8	7	233	11,036	1,631	21,841	478	25,187	78.34%
9	8	128	11,164	1,024	22,865	350	25,665	82.02%
10	9	68	11,232	612	23,477	282	26,015	84.21%
11	10	61	11,293	610	24,087	221	26,297	86.40%
12	11	34	11,327	374	24,461	187	26,518	87.74%
13	12	43	11,370	516	24,977	144	26,705	89.59%
14	13	29	11,399	377	25,354	115	26,849	90.95%
15	14	21	11,420	294	25,648	94	26,964	92.00%
16	15	15	11,435	225	25,873	79	27,058	92.81%
17	16	12	11,447	192	26,065	67	27,137	93.50%
18	17	9	11,456	153	26,218	58	27,204	94.05%
19	18	5	11,461	90	26,308	53	27,262	94.37%
20	19	7	11,468	133	26,441	46	27,315	94.85%
21	20	5	11,473	100	26,541	41	27,361	95.20%
22	21	10	11,483	210	26,751	31	27,402	95.96%
23	22	4	11,487	88	26,839	27	27,433	96.27%
24	23	3	11,490	69	26,908	24	27,460	96.52%
25	24	4	11,494	96	27,004	20	27,484	96.86%
26	26	2	11,496	52	27,056	18	27,524	97.05%
27	28	2	11,498	56	27,112	16	27,560	97.25%
28	29	1	11,499	29	27,141	15	27,576	97.36%
29	30	1	11,500	30	27,171	14	27,591	97.46%
30	32	2	11,502	64	27,235	12	27,619	97.69%
31	34	1	11,503	34	27,269	11	27,643	97.82%
32	35	1	11,504	35	27,304	10	27,654	97.94%
33	36	1	11,505	36	27,340	9	27,664	98.07%
34	37	1	11,506	37	27,377	8	27,673	98.20%
35	44	1	11,507	44	27,421	7	27,729	98.36%
36	54	1	11,508	54	27,475	6	27,799	98.55%

Billing Analysis Schedules**Florida Public Service Commission****HC Waterworks, Inc.**

Schedule: E-14

Docket No. 20190166-WS

Page: 2 of 6

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Water [X] or Sewer []

Customer Class: Residential

Meter Size: 1"

Explanation: Provide a billing analysis for each class of service by meter size. For applicants having master metered multiple dwellings, provide number of bills at each level by meter size or number of bills categorized by the number of units. Round consumption to nearest 1,000 gallons and begin at zero. If a rate change occurred during the test year, provide a separate billing analysis which coincides with each period.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
				Gallons			Consolidated	
Line	Consumption	Number	Cumulative	Consumed	Cumulative	Reversed	Factor	Percentage
No.	Level	of Bills	Bills	(1) X (2)	Gallons	Bills	[(1)X(6)]+(5)	of Total
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	0	6	6	-	-	19	-	0.00%
2	1	2	8	2	2	17	19	2.30%
3	2	3	11	6	8	14	36	9.20%
4	3	1	12	3	11	13	50	12.64%
5	4	3	15	12	23	10	63	26.44%
6	5	6	21	30	53	4	73	60.92%
7	6	1	22	6	59	3	77	67.82%
8	7	1	23	7	66	2	80	75.86%
9	9	1	24	9	75	1	84	86.21%
10	12	1	25	12	87	-	87	100.00%

Billing Analysis Schedules**Florida Public Service Commission****HC Waterworks, Inc.**

Schedule: E-14

Docket No. 20190166-WS

Page: 3 of 6

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Water [X] or Sewer []

Customer Class: General Service

Meter Size: 5/8" X 3/4"

Explanation: Provide a billing analysis for each class of service by meter size. For applicants having master metered multiple dwellings, provide number of bills at each level by meter size or number of bills categorized by the number of units. Round consumption to nearest 1,000 gallons and begin at zero. If a rate change occurred during the test year, provide a separate billing analysis which coincides with each period.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Line No.	Consumption Level	Number of Bills	Cumulative Bills	Gallons Consumed (1) X (2)	Cumulative Gallons	Reversed Bills	Consolidated Factor [(1)X(6)]+(5)	Percentage of Total
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	0	1	1	-	-	77	-	0.00%
2	1	16	17	16	16	61	77	4.26%
3	2	13	30	26	42	48	138	11.17%
4	3	7	37	21	63	41	186	16.76%
5	4	10	47	40	103	31	227	27.39%
6	5	10	57	50	153	21	258	40.69%
7	6	4	61	24	177	17	279	47.07%
8	7	2	63	14	191	15	296	50.80%
9	8	2	65	16	207	13	311	55.05%
10	9	2	67	18	225	11	324	59.84%
11	10	3	70	30	255	8	335	67.82%
12	12	1	71	12	267	7	351	71.01%
13	13	1	72	13	280	6	358	74.47%
14	14	2	74	28	308	4	364	81.91%

Billing Analysis Schedules
Florida Public Service Commission
HC Waterworks, Inc.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

 Water ☒ or Sewer ☐

Customer Class: General Service

Meter Size: 1"

Schedule: E-14

Page: 4 of 6

Preparer: W T Rendell

Explanation: Provide a billing analysis for each class of service by meter size. For applicants having master metered multiple dwellings, provide number of bills at each level by meter size or number of bills categorized by the number of units. Round consumption to nearest 1,000 gallons and begin at zero. If a rate change occurred during the test year, provide a separate billing analysis which coincides with each period.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Consumption	Number	Cumulative	Gallons	Cumulative	Reversed	Consolidated	
Line No.	Level	of Bills	Bills	Consumed (1) X (2)	Gallons	Bills	Factor [(1)X(6)]+(5)	Percentage of Total
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	0	7	7	-	-	17	-	0.00%
2	1	4	11	4	4	13	17	0.56%
3	2	3	14	6	10	10	30	1.40%
4	3	1	15	3	13	9	40	1.83%
5	8	1	16	8	21	8	85	2.95%
6	10	1	17	10	31	7	101	4.35%
7	50	1	18	50	81	6	381	11.38%
8	80	1	19	80	161	5	561	22.61%
9	85	1	20	85	246	4	586	34.55%
10	91	1	21	91	337	3	610	47.33%
11	110	1	22	110	447	2	667	62.78%
12	132	1	23	132	579	1	711	81.32%
13	133	1	24	133	712	-	712	100.00%

Billing Analysis Schedules**Florida Public Service Commission****HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Water [X] or Sewer []

Customer Class: General Service

Meter Size: 2"

Schedule: E-14

Page: 5 of 6

Preparer: W T Rendell

Explanation: Provide a billing analysis for each class of service by meter size. For applicants having master metered multiple dwellings, provide number of bills at each level by meter size or number of bills categorized by the number of units. Round consumption to nearest 1,000 gallons and begin at zero. If a rate change occurred during the test year, provide a separate billing analysis which coincides with each period.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Line No.	Consumption Level	Number of Bills	Cumulative Bills	Gallons Consumed (1) X (2)	Cumulative Gallons	Reversed Bills	Consolidated Factor [(1)X(6)]+(5)	Percentage of Total
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	0	6	6	-	-	7	-	0.00%
2	4	1	7	4	4	6	28	1.04%
3	6	1	8	6	10	5	40	2.59%
4	10	2	10	20	30	3	60	7.77%
5	70	1	11	70	100	2	240	25.91%
6	143	2	13	286	386	-	386	100.00%

Billing Analysis Schedules
Florida Public Service Commission
HC Waterworks, Inc.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Water [X] or Sewer []

Customer Class: General Service

Meter Size: RV Park

Schedule: E-14

Page: 6 of 6

Preparer: W T Rendell

Explanation: Provide a billing analysis for each class of service by meter size. For applicants having master metered multiple dwellings, provide number of bills at each level by meter size or number of bills categorized by the number of units. Round consumption to nearest 1,000 gallons and begin at zero. If a rate change occurred during the test year, provide a separate billing analysis which coincides with each period.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Consumption	Number	Cumulative	Gallons	Cumulative	Reversed	Consolidated	
Line No.	Level	of Bills	Bills	Consumed (1) X (2)	Gallons	Bills	Factor [(1)X(6)]+(5)	Percentage of Total
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	0	1	1	-	-	12	-	0.00%
2	97	1	2	97	97	11	1,164	2.57%
3	135	1	3	135	232	10	1,582	6.14%
4	179	1	4	179	411	9	2,022	10.88%
5	300	1	5	300	711	8	3,111	18.82%
6	315	1	6	315	1,026	7	3,231	27.16%
7	327	1	7	327	1,353	6	3,315	35.81%
8	357	1	8	357	1,710	5	3,495	45.26%
9	378	1	9	378	2,088	4	3,600	55.27%
10	395	1	10	395	2,483	3	3,668	65.72%
11	397	1	11	397	2,880	2	3,674	76.23%
12	414	1	12	414	3,294	1	3,708	87.19%
13	484	1	13	484	3,778	-	3,778	100.00%

E Rate Design - Water

Page 1 of 2

		Test Year	Source	BFC	Usage	BFC	Usage
		Adjusted		%	%	Amt	Amt
O & M							
601	Salaries & Wages - Employees	-	B-5	50%	50%	-	-
603	Salaries & Wages - Officers, Exec.	10,000	B-5	50%	50%	5,000	5,000
604	Employee Pensions & Benefits	-	B-5	50%	50%	-	-
610	Purchased Water	-	B-5	0%	100%	-	-
615	Purchased Power	47,237	B-5	0%	100%	-	47,237
616	Fuel for Purchased Power	-	B-5	0%	100%	-	-
618	Chemicals	38,625	B-5	0%	100%	-	38,625
620	Materials & Supplies	-	B-5	0%	100%	-	-
631	Contractual Services - Engineering	5,179	B-5	50%	50%	2,590	2,590
632	Contractual Services - Accounting	-	B-5	50%	50%	-	-
633	Contractual Services - Legal	150	B-5	50%	50%	75	75
634	Contractual Services - Mgmt. Fees	-	B-5	50%	50%	-	-
635	Contractual Services - Testing	31	B-5	50%	50%	16	16
636	Contractual Services - Other	263,131	B-5	50%	50%	131,565	131,565
641	Rental of Building/Real Prop.	-	B-5	100%	0%	-	-
642	Rental of Equipment	-	B-5	100%	0%	-	-
650	Transportation Expenses	-	B-5	50%	50%	-	-
656	Insurance - Vehicle	-	B-5	100%	0%	-	-
657	Insurance - General Liability	1,800	B-5	100%	0%	1,800	-
658	Insurance - Workman's Comp.	-	B-5	100%	0%	-	-
659	Insurance - Other	-	B-5	100%	0%	-	-
660	Advertising Expense	-	B-5	50%	50%	-	-
666	Reg. Comm. Exp. - Rate Case Amort.	2,611	B-5	50%	50%	1,306	1,306
667	Reg. Comm. Exp. - Rate Case Other	-	B-5	50%	50%	-	-
670	Bad Debt Expense	11,583	B-5, B-1	50%	50%	5,791	5,791
675	Miscellaneous Expense	9,273	B-5	50%	50%	4,636	4,636
Total Water O&M		389,620	Summed			152,779	236,841
Depreciation & Amort							
403	Depreciation (Used & Useful)	166,813	B-13	100%	0%	166,813	-
	Less: Amort of CIAC	(32,261)	B-13	100%	0%	(32,261)	-
	Amort of Other	(74,935)	B-1	50%	50%	(37,467)	(37,467)
Total Depr & Amort		59,617				97,085	(37,467)
Taxes Other Than Income Tax							
	RAF	33,520	B-15	58%	42%	19,531	13,989
	Payroll	-	B-15	100%	0%	-	-
	Property	38,732	B-15	100%	0%	38,732	-
	Other	-	B-15	100%	0%	-	-
Total Taxes Other than ...		72,252				58,263	13,989
Income Tax							
	Fed, State	-	B-1	58%	42%	-	-
Return On Investment		223,200	D-1	58%	42%	130,051	93,149
Total Revenue Requirement		744,689	B-1			438,177	306,512
Conservation Adjustment		-		0%	100%	-	-
Less: Misc Revenue		(10,237)	E-2w	100%	0%	(10,237)	-
Total Revenue for Rate Setting, Calc'd		734,451		58%	42%	427,940	306,512
PSC override %BFC from Cover Sheet-->				50%			
Total Revenue for Rate Setting Used Below		734,451		50%	50%	367,226	

E Rate Design - Water

Page 2 of 2

This section calculates the proposed rates

Class/Meter Size	Units	Factor	WghtdUnits	Chg/WgtUn	BFC	Expected
Total (Res, Gen Svc, Irr)						
5/8" X 3/4"	11,301	1.00	11,301		31.68	358,016
3/4"	-	1.50	0		47.52	-
1"	34	2.50	85		79.20	2,693
1-1/2"	12	5.00	60		158.40	1,901
2"	12	8.00	96		253.43	3,041
3"	-	16.00	0		506.87	-
4"	-	25.00	0		791.98	-
6"	-	50.00	0		1,583.96	-
8"	-	80.00	0		2,534.34	-
10"	-	115.00	0		3,643.11	-
Fire Protection (= 1/12 of Commercial)		0.0833				
2"	-	0.67	0		21.12	-
3"	-	1.33	0		42.24	-
4"	-	2.08	0		66.00	-
6"	12	4.17	50		132.00	1,584
8"	-	6.67	0		211.19	-
10"	-	9.58	0		303.59	-
Total BFC	11,371		11,592	31.679		367,234

Calcs for **STANDALONE** rates w/o Repression, using **PROPOSED** rate block amounts

Gallage charge

				Usage Chg	Expected
Total Usage	29,664	1.00	29,664	12.38	367,240
Gen'l Svc only	1,474	1.00		12.38	18,248
Remainder to be recovered from Residential					348,978

Residential Only

				Usage Chg	Expected
Block 1	19,300	1.00	19,300	10.69	206,317
Block 2	8,890	1.50	13,335	16.04	142,596
Block 3	-	2.00	0	21.39	-

Irrigation

Block 1	-	1.00	0	10.69	-
Block 2	-	1.50	0	16.04	-
Block 3	-	2.00	0	21.39	-
Block 4	-	2.00	0	21.39	-

Total Usage	28,190		32,635	10.693	348,913
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734,395

10,237

744,633

HC Waterworks, Inc.
ENGINEERING SCHEDULES

<u>SCHEDULE TITLE</u>	<u>SCHEDULE NUMBER</u>	<u>PAGE NUMBER</u>
Gallons of Water Pumped, Sold & Unaccounted For	F-1	81
Water Treatment Plant Data	F-3	84
Used and Useful Calculations - Water Treatment Plant	F-5	86
Used and Useful Calculation - Distribution & Collection Systems	F-7	87
Margin Reserve Calculations	F-8	88
Equivalent Residential Connections Calculation - Water	F-9	89

**Gallons of Water Pumped, Sold and Unaccounted For
In Thousands of Gallons**

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: F-1

Docket No. 20190166-WS

Page: 1 of 3

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Lake Josephine and Sebring Lakes (interconnected)

Explanation: Provide a schedule of gallons of water pumped, sold and unaccounted for each month of the test year. The gallons pumped should match the flows shown on the monthly operating reports sent to DEP. The other uses may include plant use, flushing of hydrants and water and sewer lines, line breakages and fire flows. Provide all calculations to substantiate the other uses. If unaccounted for water is greater than 10%, provide an explanation as to the reasons why.

Line No.	Month	(1) Gallons Pumped	(2) Gallons Purchased	(3) Gallons Sold	(4) Other Uses	(5) Unaccounted For Water (1)+(2)-(3)-(4)	(6) % Unaccounted For Water
<u>Lake Josephine and Sebring Lakes (interconnected)</u>							
1	Jul-18	3,422,000	0	2,097,000	691,000	634,000	18.5%
2	Aug-18	3,955,000	0	1,728,000	595,050	1,631,950	41.3%
3	Sep-18	4,682,000	0	2,178,000	2,255,500	248,500	5.3%
4	Oct-18	4,546,000	0	2,039,000	1,079,411	1,427,589	31.4%
5	Nov-18	3,855,600	0	2,239,000	1,141,752	474,848	12.3%
6	Dec-18	3,947,000	0	2,374,000	1,203,003	369,997	9.4%
7	Jan-19	3,749,000	0	2,231,000	680,800	837,200	22.3%
8	Feb-19	3,322,000	0	2,870,000	613,800	(161,800)	-4.9%
9	Mar-19	3,515,000	0	2,376,000	663,300	475,700	13.5%
10	Apr-19	3,554,000	0	2,700,000	663,302	190,698	5.4%
11	May-19	3,585,000	0	2,615,000	663,304	306,696	8.6%
12	Jun-19	3,198,000	0	2,616,000	663,306	(81,306)	-2.5%
13							
14	TOTAL	45,330,600	0	28,063,000	10,913,528	6,354,072	14.0%

**Gallons of Water Pumped, Sold and Unaccounted For
In Thousands of Gallons**

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: F-1

Docket No. 20190166-WS

Page: 2 of 3

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Leisure Lakes

Explanation: Provide a schedule of gallons of water pumped, sold and unaccounted for each month of the test year. The gallons pumped should match the flows shown on the monthly operating reports sent to DEP. The other uses may include plant use, flushing of hydrants and water and sewer lines, line breakages and fire flows. Provide all calculations to substantiate the other uses. If unaccounted for water is greater than 10%, provide an explanation as to the reasons why.

Line No.	Month	(1) Gallons Pumped	(2) Gallons Purchased	(3) Gallons Sold	(4) Other Uses	(5) Unaccounted For Water (1)+(2)-(3)-(4)	(6) % Unaccounted For Water
<u>Leisure Lakes</u>							
1	Jul-18	527,800	0	347,000	385,110	(204,310)	-38.7%
2	Aug-18	574,900	0	436,000	356,200	(217,300)	-37.8%
3	Sep-18	687,300	0	339,000	276,663	71,637	10.4%
4	Oct-18	569,200	0	340,000	183,885	45,315	8.0%
5	Nov-18	615,700	0	405,000	148,400	62,300	10.1%
6	Dec-18	590,000	0	500,000	0	90,000	15.3%
7	Jan-19	918,800	0	469,000	181,300	268,500	29.2%
8	Feb-19	760,400	0	576,000	112,240	72,160	9.5%
9	Mar-19	795,300	0	632,000	129,550	33,750	4.2%
10	Apr-19	691,900	0	606,000	70,283	15,617	2.3%
11	May-19	504,900	0	543,000	12,000	(50,100)	-9.9%
12	Jun-19	657,200	0	437,000	175,760	44,440	6.8%
13							
14	TOTAL	7,893,400	0	5,630,000	2,031,391	232,009	2.9%

**Gallons of Water Pumped, Sold and Unaccounted For
In Thousands of Gallons**

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: F-1

Docket No. 20190166-WS

Page: 3 of 3

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Combined Total

Explanation: Provide a schedule of gallons of water pumped, sold and unaccounted for each month of the test year. The gallons pumped should match the flows shown on the monthly operating reports sent to DEP. The other uses may include plant use, flushing of hydrants and water and sewer lines, line breakages and fire flows. Provide all calculations to substantiate the other uses. If unaccounted for water is greater than 10%, provide an explanation as to the reasons why.

Line No.	Month	(1) Gallons Pumped	(2) Gallons Purchased	(3) Gallons Sold	(4) Other Uses	(5) Unaccounted For Water (1)+(2)-(3)-(4)	(6) % Unaccounted For Water
<u>Combined Total</u>							
1	Jul-18	3,949,800	0	2,444,000	1,076,110	429,690	10.9%
2	Aug-18	4,529,900	0	2,164,000	951,250	1,414,650	31.2%
3	Sep-18	5,369,300	0	2,517,000	2,532,163	320,137	6.0%
4	Oct-18	5,115,200	0	2,379,000	1,263,296	1,472,904	28.8%
5	Nov-18	4,471,300	0	2,644,000	1,290,152	537,148	12.0%
6	Dec-18	4,537,000	0	2,874,000	1,203,003	459,997	10.1%
7	Jan-19	4,667,800	0	2,700,000	862,100	1,105,700	23.7%
8	Feb-19	4,082,400	0	3,446,000	726,040	(89,640)	-2.2%
9	Mar-19	4,310,300	0	3,008,000	792,850	509,450	11.8%
10	Apr-19	4,245,900	0	3,306,000	733,585	206,315	4.9%
11	May-19	4,089,900	0	3,158,000	675,304	256,596	6.3%
12	Jun-19	3,855,200	0	3,053,000	839,066	(36,866)	-1.0%
13							
14	TOTAL	53,224,000	0	33,693,000	12,944,919	6,586,081	12.4%

Water Treatment Plant Data
Florida Public Service Commission

HC Waterworks, Inc.
 Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019
 Lake Josephine/Sebring Lakes - Interconnected:

Schedule: F-3
 Page: 1 of 2
 Preparer: W T Rendell

Explanation: Provide the following information for each water treatment plant. If the system has water plants that are interconnected, the data for these plants may be combined. All flow data must be obtained from the monthly operating reports (MORs) sent to the Department of Environmental Protection.

(1)		(2)	(3)
Line No.	Description	Date	GPD
1	Plant Capacity (Lake Josephine/Sebring Lakes):		
2	LJ - Well #1 - (350 gpm X 16 hrs X 60 min) <i>per Rule 25-30.4325(6)(b), F.A.C.</i>		336,000
3	LJ - Well #2 - (350 gpm X 16 hrs X 60 min) <i>per Rule 25-30.4325(6)(b), F.A.C.</i>		336,000
4	SL - Well #1 - (225 gpm X 16 hrs X 60 min) <i>per Rule 25-30.4325(6)(b), F.A.C.</i>		216,000
5	SL - Well #2 - (225 gpm X 16 hrs X 60 min) <i>per Rule 25-30.4325(6)(b), F.A.C.</i>		216,000
6	The hydraulic rated capacity. If different from that shown on the DEP operating or construction permit, provide an explanation. Lake Josephine WTP #3 (wells #1&2) - DEP Permit: 300,000 Sebring Lakes WTP #4 (wells 1&2) - DEP Permit: 280,000		
7	Firm Reliable Capacity - excluding largest well. (Rule 25-30.4325(6), Florida Administrative Code)		580,000
8	Maximum Day:	09/18/18	326,000
9	The single day with the highest pumpage rate for the test year. Explain, on a separate page,		
10	if fire flow, line-breaks or other unusual occurrences affected the flow this day.		
11	Five-Day Max Year:	Day	
12	The five days with the highest pumpage rate from any one month in the test year.	1 09/05/18	187,000
13	Provide an explanation if fire flow, line-breaks or other unusual occurrences affected the flows on these days.	2 09/07/18	192,000
		3 09/13/18	201,000
		4 09/18/18	326,000
		5 09/28/18	192,000
			<u>219,600</u>
14	Average Daily Flow		123,975
15	Required Fire Flow		750
16	The standards will be those as set by the Insurance Service Organization or by a		
17	governmental agency ordinance. Provide documents to support this calculation.		

Water Treatment Plant Data

Florida Public Service Commission

HC Waterworks, Inc.
 Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019
 Leisure Lakes:

Schedule: F-3
 Page: 2 of 2
 Preparer: W T Rendell

Explanation: Provide the following information for each water treatment plant. If the system has water plants that are interconnected, the data for these plants may be combined. All flow data must be obtained from the monthly operating reports (MORs) sent to the Department of Environmental Protection.

Line No.	(1) Description	(2) Date	(3) GPD
1	Plant Capacity (Leisure Lakes):		
2	Well #1 - (200 gpm X 16 hrs X 60 min) <i>per Rule 25-30.4325(6)(b), F.A.C.</i>		192,000
3	Well # 2 - (50 gpm X 16 hrs X 60 min) <i>per Rule 25-30.4325(6)(b), F.A.C.</i>		48,000
4	The hydraulic rated capacity. If different from that shown on the DEP operating or construction permit, provide an explanation.		
5	Firm Reliable Capacity - excluding largest well. (Rule 25-30.4325(6), Florida Administrative Code)		192,000
6	Maximum Day:	09/01/19	87,500
7	The single day with the highest pumpage rate for the test year. Explain, on a separate page,	(also 09/02/2019)	
8	if fire flow, line-breaks or other unusual occurrences affected the flow this day.		
1	Five-Day Max Year:	Day	
2	The five days with the highest pumpage rate from any one month in the test year.	1 01/05/19	43,600
3	Provide an explanation if fire flow, line-breaks or other unusual occurrences affected the flows on these days.	2 01/06/19	43,700
		3 01/11/19	38,100
		4 01/12/19	38,700
		5 01/13/19	38,700
			<u>40,560</u>
4	Average Daily Flow		58,229
5	Required Fire Flow		750
6	The standards will be those as set by the Insurance Service Organization or by a		
7	governmental agency ordinance. Provide documents to support this calculation.		

Used and Useful Calculations
Water Treatment Plant

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019

Schedule: F-5
Page: 1 of 1
Preparer: W T Rendell

Explanation: Provide all calculations, analyses and governmental requirements used to determine the used and useful percentages for the water treatment plant(s) for the historical test year and the projected test year (if applicable).

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
WELLS - water treatment system												
	Storage	Multiple Wells	Max Day (GPD)	Growth Factor	Excess Unaccounted for Water (GPM)	Fire Flow (GPD)	Peak Demand for Systems with Storage (GPD)	Maximum Supply Well (GPD)	Total Well Capacity (GPD)	Firm Reliable Capacity for Systems Storage (GPM)	Wells U&U Calculated	Permanent Well U&U Used
1	Yes	Yes	413,500	0.98	9,817.60	180,000	576,224	772,000	960,000	772,000	74.64%	89.90%
2												
3												
4	Water treatment plant used and useful calculated pursuant to Rule 25-30.4235, Florida Administrative Code for water treatment system with storages. Removal of largest well consistent with											
5	Rule 25-30.4325(6), FAC. Also, based on 16 hours of pumping with systems with storage pursuant to 25-30.4325(6)(b), FAC.											
6												
7	Combined Water Treatment Plant found to be 89.9% used and useful in Order No. PSC-15-0282-PAA-WS, issued July 8, 2015.											
STORAGE												
	Average 5 Max Day Demand	Reliable Storage	Bottom Drain	Max Day (GPD)	Margin Reserve Ratio	Excess Unaccounted for Water (GPD)	Fire Flow (GPD)	Peak Day Demand (GPD)	Usable Storage (Gal.)	Permanent Storage U&U Calculated	Permanent Storage U&U Used	
9	219,600	450,000	Yes	326,000	0.98	9,818	180,000	490,303	450,000	108.96%	100.00%	
10												
11	Storage previously found 100% used and useful by Order No. PSC-15-0282-PAA-WU.											

Used and Useful Calculations
Water Distribution and Sewer Collection Systems

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: F-7

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide all calculations, analyses and governmental requirements used to determine the used and useful percentages for the water distribution and wastewater collection systems for the historical test year and the projected test year (if applicable). The capacity should be in terms of ability to serve a designated number of connections. It should then be related to actual connected density for historical year calculations. Explain all assumptions for projected calculations. If the distribution and collection systems are entirely contributed or built-out, this schedule is not required.

Line No.	(1) Test Year Connections	(2) Growth Factor	(3) Trended 2018 Cust	(4) Lots Fronting Mains	(5) U&U as Calculated	FPSC Approved Last Rate Case
Water						
	Lake Josephine/Sebring Lakes:					
1	634.0	0.98	<u>637.6</u>	678	94.04%	94.80%
2						
3	Lake Josephine/Sebring Lakes water distribution was found to be 94.8% in Order NO. PSC-15-0282-PAA-WS					
4						
5	Leisure Lakes					
6	316.0	0.98	<u>319.2</u>	335	95.28%	95.30%
7						
8	Leisure Lakes water distribution was found to be 96.4% in Order NO. PSC-15-0282-PAA-WS					
9						
10	Weighted Distribution U&U					
11		<u>Connections</u>	<u>Pro Rata</u>	<u>Percentage</u>	<u>Weighted</u>	
12		637.6	66.64%	94.04%	62.67%	
13		319.2	33.36%	95.30%	31.79%	
14		956.8	100.00%		94.46%	
15	Weighted Average - water distribution was found to be 95.3% in Order NO. PSC-15-0282-PAA-WS					

Margin Reserve Calculations - Water & Sewer**HC Waterworks, Inc.****Docket No. 20190166-WS**

Historical Test Year Ending June 30, 2019

Schedule: F-8

Page: 1 of 1

Preparer: W T Rende

Explanation: If a margin reserve is requested, provide all calculations and analyses used to determine the amount of margin reserve for each portion of used and useful plant

Linear regression analysis using average SFRs/ERCs for the last five years and trended for the five years beyond test period(s).

Line No.	(1) Year	(2) Average Connections	(3) Average SFRs	(4) Trend	(5) Increase
WATER - Lake Josephine/Sebring Lakes					
1	2014		645.0	646.8	
2	2015		649.0	644.5	
3	2016		641.0	642.2	
4	2017		636.0	639.9	
5	2018		640.0	637.6	
6	2019			635.3	-0.36%
7	2020			633.0	-0.36%
8	2021			630.7	-0.36%
9	2022			628.4	-0.36%
10	2023			626.1	-0.37%
					<u>5 yrs beyond 2018</u>
X Coefficient(s)				-2.3000	
Water - Sebring Lakes					
11	2014		306.0	303.6	
12	2015		306.0	307.5	
13	2016		307.0	311.4	
14	2017		319.0	315.3	
15	2018		319.0	319.2	
16	2019			323.1	1.22%
17	2020			327.0	1.21%
18	2021			330.9	1.19%
19	2022			334.8	1.18%
20	2023			338.7	1.16%
					<u>5 yrs beyond 20011</u>
				3.9000	

Equivalent Residential Connections - Water

Florida Public Service Commission

HC Waterworks, Inc.

Schedule: F-9

Docket No. 20190166-WS

Page: 1 of 1

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Explanation: Provide the following information in order to calculate the average growth in ERCs for the last five years including the test year. If the utility does not have single-family residential (SFR) customers, the largest customer class should be used as a substitute.

Line No.	(1) Year	(2) Beginning	(3) Ending	(4) Average	(5) SFR Gallons Sold	(6) Gallons/ SFR (5)/(4)	(7) Total Gallons Sold	(8) Total ERCs (7)/(6)	(9) Annual % Incr. in ERCs
	SFR Customers								
					(000)'				
1	2015	951	955	953.0	32,866	34.487	32,866	953.0	0.42%
2	2016	955	948	951.5	31,408	33.009	31,408	951.5	-0.16%
3	2017	948	955	951.5	34,325	36.075	34,325	951.5	0.00%
4	2018	955	959	957.0	32,404	33.860	32,404	957.0	0.58%
5	Test Year	959	949	954.0	33,693	35.318	33,693	954.0	-0.31%

Average Growth Through 5-Year Period (Col. 8) 0.03%

HC Waterworks, Inc.
INTERIM RATE SCHEDULES

<u>SCHEDULE TITLE</u>	<u>Revision 1 SCHEDULE NUMBER</u>	<u>PAGE NUMBER</u>
Rate Schedule - Interim Rates	G-1	91
Schedule of Rate Base - Interim Rates	G-2	92
Schedule of Adjustments to Rate Base - Interim	G-3	93
Schedule of Net Operating Income - Interim	G-4	94
Schedule of Adjustments to Operating Income - Interim	G-5	95
Schedule of Requested Cost of Capital - Interim	G-6	96

Rate Schedule - Interim Rates

Florida Public Service Co

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Water [X] Sewer [X]

Schedule: G-1

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide a schedule of present and proposed interim rates

Line No.	(1) Class/Meter Size	(2) Present Rates	(3) Proposed Interim Rates	(4) Class/Meter Size	(5) Present Rates	(6) Proposed Interim Rates
	% Increase-->		24.8%	% Increase-->		#REF!
WATER						
1	Residential					
2	5/8" X 3/4"	20.99	26.20			
3	3/4"	31.49	39.30			
4	1"	52.48	65.50			
5	1-1/2"	104.97	131.02			
6	2"	167.95	209.62			
7	3"	335.89	419.24			
8	4"	524.83	655.06			
9	6"	1,049.66	1,310.12			
10	8"	1,679.46	2,096.19			
11	10"	2,414.22	3,013.27			
12	Gallage Charge, per 1,000 gallons		-			
13	0 - 3,000 gal.	8.07	10.07			
14	Over 3,000 gal.	10.10	12.61			
15						
16	General Service					
17	5/8" X 3/4"	20.99	26.20			
18	3/4"	31.49	39.30			
19	1"	52.48	26.20			
20	1-1/2"	104.97	39.30			
21	2"	167.95	65.50			
22	3"	335.89	131.02			
23	4"	524.83	209.62			
24	6"	1,049.66	419.24			
25	8"	1,679.46	655.06			
26	10"	2,414.22	1,310.12			
27	Gallage charge	8.66	2,096.19			
28						
29	General Service (GS2)					
30	Lake Josephine RV Resort	20.99	26.20			
31	Gallage Charge	31.49	39.30			
32						
33	Fire Protection					
34	2"	12.62	-			
35	3"	25.23	15.75			
36	4"	39.43	31.49			
37	6"	78.85	49.21			
38	8"	126.16	98.42			
39	10"	181.34	157.46			

Supporting Schedules: G-4

Schedule of Rate Base - Interim Rates

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
 Historical Test Year Ending June 30, 2019
 Historical [X] Projected []

Schedule: G-2
 Page: 1 of 1
 Preparer: W T Rendell

Explanation: Provide a schedule of the rate base used for Interim Rates

	(1)	(2)	(3)	(4)	(5)	(6)
Line No.	Description	Adjusted Average Balance	Adjustments for Non-U&U	Adjustments Last Rate Case	Interim Rate Base	Supporting Schedule(s)
WATER						
1	Utility Plant in Service	4,654,511	(166,262)	0	4,488,249	A-5
2	Utility Land & Land Rights	25,450		0	25,450	A-5
3	Construction Work in Progress	0		0	0	A-1
4	Less: Accumulated Depreciation	(1,274,455)	54,927	0	(1,219,528)	A-9
5	Less: CIAC	(904,320)	0	0	(904,320)	A-12
6	Accumulated Amortization of CIAC	623,602	0	0	623,602	A-14
7	Acquisition Adjustments	(809,041)		0	(809,041)	A-1
8	Less: Accum. Amort. of Acq. Adjustments	334,500		0	334,500	A-1
9	Less: Advances For Construction	0		0	0	A-1
10	Working Capital Allowance	48,299		0	48,299	A-1
11	Total Rate Base	2,698,546	(111,335)	0	2,587,210	
SEWER						
12	Utility Plant in Service			0	0	A-6
13	Utility Land & Land Rights			0	0	A-6
14	Construction Work in Progress			0	0	A-2
15	Less: Accumulated Depreciation			0	0	A-10
16	Less: CIAC			0	0	A-12
17	Accumulated Amortization of CIAC			0	0	A-14
18	Less: Accum. Amort. of Acq. Adjustments			0	0	A-2
19	Less: Advances For Construction			0	0	A-2
20	Working Capital Allowance			0	0	A-2
21	Total Rate Base	0	0	0	0	

Adjustments from Last Rate Case are reflected in col (2)

Schedule of Adjustments to Rate Base - Interim

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical ☒ Projected ☐

Water ☒ Sewer ☒

Schedule: G-3

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide an explanation of adjustments to reach the Interim Rate Base

(1)		(2)	(3)
Line No.	Description	Interim Water	Interim Sewer
1	USED & USEFUL ADJUSTMENTS TO TEST YEAR RATE BASE FOR INTERIM RATE PURPOSES		
2			
3	Utility Plant in Service	(166,262)	0
4	For Water details see schedules A-5, F-5, and F-7		
5	For Sewer details see schedules A-6, F-6, and F-7		
6			
7	Accumulated Depreciation	54,927	0
8	For Water details see schedules A-9, F-5, and F-7		
9	For Sewer details see schedules A-10, F-6, and F-7		
10			
11			
12	Total Rate Base Adjustments	(111,335)	0

Schedule of Net Operating Income - Interim

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical [X] Projected []
Water [X] Sewer []

Schedule: G-4
Page: 1 of 1
Preparer: W T Rendell

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Line No. Description	Utility Adjusted Test Year	Utility Interim Adjustments	Adjusted Interim Test Year	Interim Increase	Requested Interim Revenues	% Increase	Supporting Schedules
Water							
1 Water Sales Revenues	553,669	0	553,669	137,384	691,053	24.81%	E-2w
2 Other Revenues	16,042	0	16,042	0	16,042		E-2w
3 OPERATING REVENUES	569,711	0	569,711	137,384	707,094		
4 Operation & Maintenance	386,388	0	386,388	0	386,388		B-1
5 Depreciation, net of CIAC Amort.	134,552	0	134,552		134,552		B-1
6 Amortization	(74,935)	0	(74,935)		(74,935)		B-1
7 Taxes Other Than Income	64,369	0	55,004	15,547	70,551		B-1
8 Provision for Income Taxes	0	0	0	0	0		B-1
9 OPERATING EXPENSES	510,374	0	501,010	15,547	516,557		
10 NET OPERATING INCOME	59,336	0	68,701	121,837	190,538		
11 RATE BASE	2,587,210		2,587,210		2,587,210		A-1
12 RATE OF RETURN	2.29%		2.66%		7.36%		
Sewer							
13 Sewer Sales Revenues	#REF!	0	#REF!	#REF!	#REF!	#REF!	E-2s
14 Other Revenues	#REF!	0	#REF!	#REF!	#REF!		E-2s
15 OPERATING REVENUES	#REF!	0	#REF!	#REF!	#REF!		
16 Operation & Maintenance	#REF!	0	#REF!	#REF!	#REF!		B-2
17 Depreciation, net of CIAC Amort.	#REF!	0	#REF!		#REF!		B-2
18 Amortization	#REF!	0	#REF!		#REF!		B-2
19 Taxes Other Than Income	#REF!	0	0	#REF!	#REF!		B-2
20 Provision for Income Taxes	#REF!	0	#REF!	#REF!	#REF!		B-2
21 OPERATING EXPENSES	#REF!	0	#REF!	#REF!	#REF!		
22 NET OPERATING INCOME	#REF!	0	#REF!	#REF!	#REF!		
23 RATE BASE	0		0		0		A-2
24 RATE OF RETURN	#REF!		#REF!		#REF!		

Schedule of Adjustments to Operating Income - Interim

Florida Public Service Commission

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical [X] Projected []

Water [X] Sewer [X]

Schedule: G-5

Page: 1 of 1

Preparer: W T Rendell

Explanation: Provide an explanation of adjustments to calculate Interim Operating Expenses

Line No.	(1) Description	(2) Interim Water	(3) Interim Sewer
USED & USEFUL ADJUSTMENT TO TEST YEAR			
1	Depreciation Expense for Interim Rate purposes	0	0
2			
3	Property Taxes for Interim Rate purposes	0	0
4			
5			
6	UTILITY PROJECTED REVENUE REQUIREMENT ADJUSTMENTS		
7			
8	NET OPERATING REVENUE		
9	Required Revenue Adjustment	<u>137,384</u>	<u>#REF!</u>
10			
11	OPERATIONS & MAINTENANCE		
12	Impact of Revenue Increase on Bad Debt Expense	<u>0</u>	<u>#REF!</u>
13			
14	TAXES OTHER THAN INCOME TAX		
15	RAF on Revenue Adjustment @ 4.50%	<u>6,182</u>	<u>#REF!</u>
16			
17	INCOME TAX ADJUSTMENT		
18	Rate Year Revenue at Present Rates	569,711	#REF!
19	Plus Required Revenue Adjustment	<u>137,384</u>	<u>#REF!</u>
20	Rate Year Revenue at Proposed Rates	<u>707,094</u>	<u>#REF!</u>
21			
22	Less Operating Expenses Before Income Taxes	(516,557)	#REF!
23	Less Interest Expense	(67,437)	0
24	Taxable Income	123,101	#REF!
25	Income Tax at Composite Rate of 0.00%	0	#REF!
26	Less Income Tax at Present Rates	<u>0</u>	<u>#REF!</u>
27			
28	Income Tax Adjustment	<u>0</u>	<u>#REF!</u>
			#REF!

Schedule of Requested Cost of Capital

Florida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical ☐ Projected ☐
Water ☒ Sewer ☒

Schedule: G-6
Page: 1 of 1
Preparer: W T Rendell

Line No.	(1) Class of Capital	(2)	(3)	(4)	(5)	(6)	(7)
		Reconciled To Requested Rate Base	Ratio	Cost Rate	Weighted Cost Rate	Cost	Supporting Schedules
1	Long-Term Debt	1,500,127	49.65%	5.25%	2.61%		D-2
2	Short-Term Debt	0	0.00%	0.00%	0.00%		D-2
3	Preferred Stock	0	0.00%	0.00%	0.00%		D-2
4	Common Stock	1,487,414	49.23%	9.67%	4.76%		D-2
5	Customer Deposits	33,951	1.12%	2.00%	0.02%		D-2
6	Accumulated Deferred Income Taxes	0	0.00%	0.00%	0.00%		D-2
7							
8	Total	3,021,492	100.00%		7.39%		

Note: Common stock cost rate established at low limit of equity return range (1% below last rate case award)

Docket No. 20190166-WU

VOLUME II

ADDITIONAL ENGINEERING INFORMATION

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Chemical Listing

HC Waterworks, Inc.
Docket No. 140158-WS

System Name	Actual Location	Chemical	Feed Rate	Cost	Gallons/Units	Cost per gallon/unit	Date
Lake Josephine	WTP	Sodium Hypochlorite	.015 gpm	\$ 288.75	275 \$	1.05	7/12/2018
		Sodium Hypochlorite	.015 gpm	\$ 210.00	200 \$	1.05	9/12/2018
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140 \$	1.05	9/24/2018
		Sodium Hypochlorite	.015 gpm	\$ 168.00	160 \$	1.05	10/4/2018
		Sodium Hypochlorite	.015 gpm	\$ 157.50	150 \$	1.05	10/18/2018
		Sodium Hypochlorite	.015 gpm	\$ 189.00	180 \$	1.05	11/1/2018
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140 \$	1.05	11/15/2018
		Sodium Hypochlorite	.015 gpm	\$ 105.00	100 \$	1.05	11/29/2018
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140 \$	1.05	12/13/2018
		Sodium Hypochlorite	.015 gpm	\$ 273.00	260 \$	1.05	1/11/2019
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140 \$	1.05	1/24/2019
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140 \$	1.05	2/7/2019
		Sodium Hypochlorite	.015 gpm	\$ 136.50	130 \$	1.05	2/21/2019
		Sodium Hypochlorite	.015 gpm	\$ 126.00	120 \$	1.05	3/21/2019
		Sodium Hypochlorite	.015 gpm	\$ 129.15	123 \$	1.05	4/4/2019
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140 \$	1.05	4/18/2019
		Sodium Hypochlorite	.015 gpm	\$ 157.50	150 \$	1.05	5/2/2019
		Sodium Hypochlorite	.015 gpm	\$ 126.00	120 \$	1.05	5/16/2019
		Sodium Hypochlorite	.015 gpm	\$ 195.00	150 \$	1.30	5/30/2019
		Sodium Hypochlorite	.015 gpm	\$ 143.00	110 \$	1.30	6/13/2019
		Sodium Hypochlorite	.015 gpm	\$ 162.50	125 \$	1.30	6/27/2019

Lake Josephine

Sulfuric Acid 50%	.016 gpm	\$	591.25	275	\$	2.15	7/12/2018
Sulfuric Acid 50%	.016 gpm	\$	913.75	425	\$	2.15	7/26/2018
Sulfuric Acid 50%	.016 gpm	\$	677.25	315	\$	2.15	8/9/2018
Sulfuric Acid 50%	.016 gpm	\$	1,053.50	490	\$	2.15	8/23/2018
Sulfuric Acid 93%	.016 gpm	\$	1,237.50	330	\$	3.75	9/12/2018
Sulfuric Acid 93%	.016 gpm	\$	1,170.00	312	\$	3.75	9/21/2018
Sulfuric Acid 50%	.016 gpm	\$	1,182.50	550	\$	2.15	10/23/2018
Sulfuric Acid 50%	.016 gpm	\$	322.50	150	\$	2.15	11/1/2018
Sulfuric Acid 50%	.016 gpm	\$	365.50	170	\$	2.15	11/9/2018
Sulfuric Acid 50%	.016 gpm	\$	354.75	165	\$	2.15	11/15/2018
Sulfuric Acid 50%	.016 gpm	\$	322.50	150	\$	2.15	11/20/2018
Sulfuric Acid 50%	.016 gpm	\$	354.75	165	\$	2.15	11/29/2018
Sulfuric Acid 50%	.016 gpm	\$	567.60	264	\$	2.15	12/6/2018
Sulfuric Acid 50%	.016 gpm	\$	354.75	165	\$	2.15	12/13/2018
Sulfuric Acid 50%	.016 gpm	\$	430.00	200	\$	2.15	12/19/2018
Sulfuric Acid 50%	.016 gpm	\$	408.50	190	\$	2.15	12/27/2018
Sulfuric Acid 50%	.016 gpm	\$	380.55	177	\$	2.15	1/3/2019
Sulfuric Acid 50%	.016 gpm	\$	393.45	183	\$	2.15	1/11/2019
Sulfuric Acid 50%	.016 gpm	\$	490.00	200	\$	2.45	1/17/2019
Sulfuric Acid 50%	.016 gpm	\$	490.00	200	\$	2.45	1/25/2019
Sulfuric Acid 50%	.016 gpm	\$	465.50	190	\$	2.45	1/31/2019
Sulfuric Acid 50%	.016 gpm	\$	441.00	180	\$	2.45	2/7/2019
Sulfuric Acid 50%	.016 gpm	\$	404.25	165	\$	2.45	2/14/2019
Sulfuric Acid 50%	.016 gpm	\$	637.00	260	\$	2.45	2/21/2019
Sulfuric Acid 50%	.016 gpm	\$	514.50	210	\$	2.45	2/28/2019
Sulfuric Acid 50%	.016 gpm	\$	808.50	330	\$	2.45	3/14/2019
Sulfuric Acid 50%	.016 gpm	\$	490.00	200	\$	2.45	3/21/2019
Sulfuric Acid 50%	.016 gpm	\$	465.50	190	\$	2.45	3/27/2019
Sulfuric Acid 50%	.016 gpm	\$	404.25	165	\$	2.45	4/4/2019
Sulfuric Acid 50%	.016 gpm	\$	539.00	220	\$	2.45	4/11/2019
Sulfuric Acid 50%	.016 gpm	\$	465.50	190	\$	2.45	4/18/2019
Sulfuric Acid 50%	.016 gpm	\$	379.75	155	\$	2.45	4/25/2019
Sulfuric Acid 50%	.016 gpm	\$	698.25	285	\$	2.45	5/2/2019
Sulfuric Acid 50%	.016 gpm	\$	404.25	165	\$	2.45	5/9/2019
Sulfuric Acid 50%	.016 gpm	\$	455.70	186	\$	2.45	5/16/2019
Sulfuric Acid 50%	.016 gpm	\$	269.50	110	\$	2.45	5/23/2019
Sulfuric Acid 50%	.016 gpm	\$	637.00	260	\$	2.45	5/30/2019
Sulfuric Acid 50%	.016 gpm	\$	294.00	120	\$	2.45	6/6/2019
Sulfuric Acid 50%	.016 gpm	\$	306.25	125	\$	2.45	6/13/2019
Sulfuric Acid 50%	.016 gpm	\$	477.75	195	\$	2.45	6/20/2019
Sulfuric Acid 50%	.016 gpm	\$	372.40	152	\$	2.45	6/27/2019
Sulfuric Acid 50%	.016 gpm	\$	269.50	110	\$	2.45	7/4/2019

Lake Josephine	Ammonium Sulfate	.003 gpm	\$	351.60	120	\$	2.93	9/12/2018
	Ammonium Sulfate	.003 gpm	\$	190.45	65	\$	2.93	10/18/2018
	Ammonium Sulfate	.003 gpm	\$	87.90	30	\$	2.93	11/1/2018
	Ammonium Sulfate	.003 gpm	\$	102.50	35	\$	2.93	11/15/2018
	Ammonium Sulfate	.003 gpm	\$	175.80	60	\$	2.93	1/24/2019
	Ammonium Sulfate	.003 gpm	\$	395.55	135	\$	2.93	3/14/2019
	Ammonium Sulfate	.003 gpm	\$	190.45	65	\$	2.93	4/18/2019
	Ammonium Sulfate	.003 gpm	\$	225.61	77	\$	2.93	6/13/2019

Lake Josephine	Sodium Hydroxide	.003 gpm	\$	780.00	195	\$	4.00	1/31/2019
	Sodium Hydroxide	.003 gpm	\$	600.00	150	\$	4.00	5/30/2019

Leisure Lakes	WTP	Sodium Hypochlorite	.014 gpm	262.50	250	1.05	7/12/2018
		Sodium Hypochlorite	.014 gpm	210.00	200 \$	1.05	7/26/2018
		Sodium Hypochlorite	.014 gpm	224.70	214 \$	1.05	8/9/2018
		Sodium Hypochlorite	.014 gpm	109.20	104 \$	1.05	8/23/2018
		Sodium Hypochlorite	.014 gpm	315.00	300 \$	1.05	9/21/2018
		Sodium Hypochlorite	.014 gpm	236.25	225 \$	1.05	10/4/2018
		Sodium Hypochlorite	.014 gpm	321.30	306 \$	1.05	11/1/2018
		Sodium Hypochlorite	.014 gpm	224.70	214 \$	1.05	11/15/2018
		Sodium Hypochlorite	.014 gpm	189.00	180 \$	1.05	11/29/2018
		Sodium Hypochlorite	.014 gpm	231.00	220 \$	1.05	12/13/2018
		Sodium Hypochlorite	.014 gpm	339.15	323 \$	1.05	1/11/2019
		Sodium Hypochlorite	.014 gpm	241.50	230 \$	1.05	1/24/2019
		Sodium Hypochlorite	.014 gpm	186.90	178 \$	1.05	2/7/2019
		Sodium Hypochlorite	.014 gpm	404.25	385 \$	1.05	2/21/2019
		Sodium Hypochlorite	.014 gpm	123.90	118 \$	1.05	3/21/2019
		Sodium Hypochlorite	.014 gpm	294.00	280 \$	1.05	4/4/2019
		Sodium Hypochlorite	.014 gpm	297.15	283 \$	1.05	4/18/2019
		Sodium Hypochlorite	.014 gpm	257.25	245 \$	1.05	5/2/2019
		Sodium Hypochlorite	.014 gpm	157.50	150 \$	1.05	5/16/2019
		Sodium Hypochlorite	.014 gpm	371.80	286 \$	1.30	5/30/2019
		Sodium Hypochlorite	.014 gpm	195.00	150 \$	1.30	6/13/2019
		Sodium Hypochlorite	.014 gpm	387.40	298 \$	1.30	6/27/2019

Leisure Lakes	WTP	Ammonium Sulfate	.02 gpm	87.90	30	2.93	7/12/2018
		Ammonium Sulfate	.02 gpm	87.90	30 \$	2.93	9/21/2018
		Ammonium Sulfate	.02 gpm	87.90	30 \$	2.93	12/13/2018
		Ammonium Sulfate	.02 gpm	87.90	30 \$	2.93	1/24/2019
		Ammonium Sulfate	.02 gpm	102.55	35 \$	2.93	4/18/2019

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Chemical Analysis

SHORT Environmental Laboratories, Inc.
10405 U.S. 27 S. Sebring, FL 33876 email: Shortlab@strato.net
Phone: (863) 655-4022 (800) 833-4022 Fax: (863) 655-5820



Report Cover Page

Client: U.S. Water Services, Corp. Report #: 2018080158
Address: 4939 Cross Bayou Blvd. Report Date: 8/21/2018
City, State, Zip: New Port Richey, FL 34652
Attention: Melisa Rotteveel
Project: 10809 Lake Josephine RV
Quarterly Disinfection By-Products
Sample Date: 08/02/2018
Sample Numbers: F1803864

REVIEWED

This report package includes the following contents and attachments:

Commonly used Qualifiers with explanations:

Contents	Item	Pages	Qualifier	Explanation
Cover Page:		1	U	Compound was analyzed for but not detected.
Report of Analysis:	Original	4	I	Result is between the MDL and the PQL.
Attachments:			Q	Sample was analyzed out of holding time.
			J	Estimated value; may not be accurate.

Total Pages: 5

The results contained in the report meet all requirements of the NELAC standards. All results are representative of the sample as collected. Direct all questions to the signatory below at the phone number above.

Respectfully Submitted,

Chad Harmon
Project Manager
Aug 21 2018 12:09 PM

DocuSign

This report is for the exclusive and private use of the client listed above and recipients designated by the client. If reproduced in whole or in part by authorized recipients, this cover sheet should accompany any such copies.

All analyses performed by the following labs.

#84492 Advanced Environmental Laboratories - Fort Myers



**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - Please type or print legibly)

System Name: Lake Josephine / Sebring Lakes PWS I.D. #: 628 0162
System Type (check one): ☒ Community ☐ NonTransient Noncommunity ☐ Transient Noncommunity
Address: 1949 Canary Way
City: Sebring State: Florida ZIP Code: _____
Phone#: 727-848-8292 Fax #: _____ E-Mail Address: DKibitlowski@uswater

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 6 F1803864001 Sample Date: 8-2-18 Sample Time: 1115
Sample Location (be specific) 10809 US Hwy 27 RV Park (Hose bib)
Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 2.8 mg/L Field pH: 7.3

Sample Type (Check Only One)

Reason(s) for Sample (Check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Distribution | <input type="checkbox"/> Routine Compliance (with 62-550) | <input checked="" type="checkbox"/> Quarterly (Which One?) <u>THM - HAA5</u> |
| <input type="checkbox"/> Entry Point (to Distribution) | <input type="checkbox"/> Confirmation of MCL Exceedance* | <input type="checkbox"/> Special (not for compliance with 62-550.) |
| <input type="checkbox"/> Plant Tap (not for compliance with 62.550) | <input type="checkbox"/> Composite Multiple Sites** | <input type="checkbox"/> Violation Resolution |
| <input type="checkbox"/> Raw (at well intake) | <input type="checkbox"/> Clearance (permitting) | <input type="checkbox"/> Replacement (of invalidated Sample) |
| <input type="checkbox"/> Max. Residence Time | <input type="checkbox"/> Other: _____ | |
| <input type="checkbox"/> Ave. Residence Time | Sampling Procedure Used or other Comments: <u>SDP's</u> | |
| <input type="checkbox"/> Near First Customer | | |

*See 62-550.500(6) for requirements and restrictions
and 62-550.513(3) for nitrate or nitrite exceedances..

** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Andrew Borremans, Operator, do HEREBY CERTIFY
(Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: Ad Borremans Date: 8-2-18
Certified Operator #: C22604 Phone #: 863-581-3596 Sampler's FAX #: _____
Sampler's E-mail: aborremans@uswatercorp.net

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – Please type or print legibly)

Lab Name: Advanced Environmental Laboratories, Inc Florida DOH Certification #: E84492 Certification Expiration Date: 06/30/2019

ATTACH CURRENT DOH ANALYTE *

Address: 13100 Westlinks Terrace, Unit 10 Ft. Myers FL Payments: P.O. Box Phone #: (239) 674-8130

Were any analyses subcontracted? ☒ Yes ☐ No If yes, please provide DOH certification numbers: E84589 E82535

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED *

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 08/02/2018

PWS ID (From Page 1): 6280162 Sample Number (From Page 1): F1803864001 Lab Assigned Report # or Job F1803864

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

Inorganics

- ☐ All Except Asbestos
☐ Partial
☐ Nitrate
☐ Nitrite
☐ Asbestos Only

Synthetic Organics

- ☐ All 30
☐ All Except Dioxin
☐ Partial
☐ Dioxin Only

Volatile Organics

- ☐ All 21
☐ Partial

Disinfection Byproducts

- ☒ Trihalomethanes
☒ Haloacetic Acids
☐ Chlorite
☐ Bromate

Radionuclides

- ☐ Single Sample
☐ Qtrly Composite**

Secondaries

- ☐ All 14
☐ Partial

LAB CERTIFICATION

I, Joseph J. Vondrick, Project Manager, do HEREBY CERTIFY
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference

Signature:  Date: 08/17/2018

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES

NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory: ☐ Yes ☐ No Replacement Sample or Report Requested: ☐ Yes ☐ No (circle or highlight group(s) above)

Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

DISINFECTION BYPRODUCTS
62-550.310(3)

Report Number / Job ID: F1803864001
Disinfectant Residual (mg/L) 2.8
PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Regulatory MRL**	Analysis Date	Analysis Time	DOH Lab Certification #
-----------	-------------	-----	-------	-----------------	------------	-------------------	---------	------------------	---------------	---------------	-------------------------

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Regulatory MRL**	Analysis Date	Analysis Time	DOH Lab Certification #
2450	Monochloroacetic Acid	N/A	ug/L	0.50	U	EPA 552.2	0.50	2	08/08/2018	16:35	E84589
2451	Dichloroacetic Acid	N/A	ug/L	5.27		EPA 552.2	0.81	1	08/08/2018	16:35	E84589
2452	Trichloroacetic Acid	N/A	ug/L	0.91	U	EPA 552.2	0.91	1	08/08/2018	16:35	E84589
2453	Bromoacetic Acid	N/A	ug/L	0.54	U	EPA 552.2	0.54	1	08/08/2018	16:35	E84589
2454	Dibromoacetic Acid	N/A	ug/L	0.54	U	EPA 552.2	0.54	1	08/08/2018	16:35	E84589
2456	Total Haloacetic Acids (HAA5)	60	ug/L	5.27		EPA 552.2	0.91	---	08/08/2018	16:35	E84589

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Regulatory MRL**	Analysis Date	Analysis Time	DOH Lab Certification #
2941	Chloroform	N/A	ug/L	4.26		EPA 524.2	0.39	1	08/05/2018	04:27	E82535
2942	Bromoform	N/A	ug/L	0.26	U	EPA 524.2	0.26	1	08/05/2018	04:27	E82535
2943	Bromodichloromethane	N/A	ug/L	0.14	U	EPA 524.2	0.14	1	08/05/2018	04:27	E82535
2944	Dibromochloromethane	N/A	ug/L	0.32	U	EPA 524.2	0.32	1	08/05/2018	04:27	E82535
2950	Total Trihalomethanes	80	ug/L	4.26		EPA 524.2	0.39	---	08/05/2018	04:27	E82535

** Laboratories are required to adhere to the minimum reporting level (MRL) requirements of 40 CFR 141.131(b)(2)(iv).

*** Applicable to monitoring as prescribed in 40 CFR 141.132.(b)(2)(i)(B) and (b)(2)(ii).

**** Laboratories that use EPA Methods 317.0 Revision 2.0, 326.0 or 321.8 must meet a 1.0 µg/L MRL for bromate.

NOTE: Do not round values. Report results to the accuracy, precision, and sensitivity of the analytical method used.

3864

SHORT ENVIRONMENTAL LABORATORIES

10405 US 27 S

SEBRING, FL 33876

(863) 655-4022 (800) 833-4022

FAX: (863) 655-5820

LABORATORY ANALYSES				
Cont Type	Vial	Vial		
Cont Size	40 mL	40 mL		
Material	G	AG		
Preservative	Thio	NH ₄ Cl		

SAMPLER'S NAME: (PLEASE PRINT) <i>Andrew Berreman</i>		CLIENT NAME: <i>US Water 578</i>										
SAMPLER'S SIGNATURE: <i>Andrew Berreman</i>		PROJECT: <i>Q DBP</i>				LOCATION: <i>10809 Lake Josephine RV</i>						
FIELD ID#	SAMPLE ID	DATE	TIME	SAMP TYPE	GRAB	WELL	LABORATORY ID#	# OF CONT	THM	HAA	CL2	pH
	<i>10809 Lake Josephine RV</i>	<i>8/2/18</i>	<i>1115</i>	<i>DW</i>	<i>X</i>			<i>6</i>	<i>3</i>	<i>3</i>	<i>2.8</i>	<i>7.3</i>

COMMENTS: *Sampler's certification must be submitted with this form.*

SOME CONTAINERS MAY BE PRESERVED.

PLEASE READ ALL CONTAINER LABELS FOR CAUTION NOTICES.

SAMPLES ICED TO _____ C

NUTRIENT CONTAINERS PRESERVED H₂SO₄METALS CONTAINERS PRESERVED HNO₃

OTHER

Container Qty:	RELINQUISHED BY:	ACCEPTED BY:	DATE:	TIME:
<i>6</i>	<i>Andrew Berreman</i>	<i>D. Rushlo</i>	<i>8/2/18</i>	<i>1135</i>
		<i>CM</i>	<i>8/2/18</i>	<i>1508</i>

DEPARTED LAB
ARRIVED SITE
DEPARTED SITE
ARRIVED LAB

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - please type or print legibly)

System Name: Lake Josephine

PWS I.D. #:

6	2	8	0	1	6	2
---	---	---	---	---	---	---

System Type (check one): ☐ Community

☐ Nontransient Noncommunity

☐ Transient Noncommunity

Address: 1949 Canary Way

ZIP Code: 33872

City: Sebring

Phone # 727-848-8292

Fax #: 727-849-4219

E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: T1816969001

Sample Date: 10/3/18

Sample Time: 1045 AM PM (Circle One)

Sample Location (be specific): POE

Location Code: _____

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 4.0 mg/L

Field pH: 7.7

Sample Type (Check Only One)

☒ Distribution

☐ Entry Point (to Distribution)

☐ Plant Tap (not for compliance with 62-550)

☐ Raw (at well or intake)

☐ Max Residence Time

☐ Ave Residence Time

☐ Near First Customer

Reason(s) for Sample (Check all that apply)

☒ Routine Compliance with 62-550

☐ Confirmation of MCL Exceedance*

☐ Composite of Multiple Sites**

☐ Other: _____

☐ Replacement (of Invalidated Sample)

☐ Special (not for compliance with 62-550)

☐ Clearance (permitting)

Sampling Procedure Used or Other Comments:

2018 Triennials

*See 62-550.500(6) for requirements and restrictions.
And 62-550.512(3) for nitrate or nitrite exceedances.

**See 62-550.550(4) for requirements and
attach a results page for each site

SAMPLER CERTIFICATION

I, Andrew Borremans, Operator, do HEREBY CERTIFY
(Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: Andrew Borremans

Date: 10/3/18

Certified Operator #: C224004

Phone #: 863-581-3596

Sampler's Fax #: 727-849-4219

Sampler's E-mail: aborremans@uswatercorp.net

REVIEWED

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – Please type or print legibly)

Lab Name: Advanced Environmental Laboratories, Inc Florida DOH Certification #: E84589 Certification Expiration Date: 06/30/2019

ATTACH CURRENT DOH ANALYTE *

Address: 9610 Princess Palm Ave Tampa, FL 33619 Payments: P.O. Box Phone #: (813)630-9616

Were any analyses subcontracted? ☒ Yes ☐ No If yes, please provide DOH certification numbers: E82574 E82001

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED *

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 10/03/2018

PWS ID (From Page 1): 6280162 Sample Number (From Page 1): T1816969001 Lab Assigned Report # or Job T1816969

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

<u>Inorganics</u>	<u>Synthetic Organics</u>	<u>Volatile Organics</u>	<u>Disinfection Byproducts</u>	<u>Radionuclides</u>	<u>Secondaries</u>
<input checked="" type="checkbox"/> All Except Asbestos	<input type="checkbox"/> All 30	<input checked="" type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input checked="" type="checkbox"/> Single Sample	<input checked="" type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input checked="" type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acids	<input type="checkbox"/> Qtrly Composite**	<input type="checkbox"/> Partial
<input checked="" type="checkbox"/> Nitrate	<input type="checkbox"/> Partial		<input type="checkbox"/> Chlorite		
<input checked="" type="checkbox"/> Nitrite	<input type="checkbox"/> Dioxin Only		<input type="checkbox"/> Bromate		
<input type="checkbox"/> Asbestos Only					

LAB CERTIFICATION

I, Joseph J. Vondrick, Project Manager, do HEREBY CERTIFY
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference

Signature:  Date: 10/31/2018

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES

NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory: ☐ Yes ☐ No Replacement Sample or Report Requested: ☐ Yes ☐ No (circle or highlight group(s) above)

Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

INORGANIC CONTAMINANTS

62-550.310(1)

Report Number / Job ID: T1816969001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate (as N)	10	mg/L	0.18	U	SM 4500NO3-F	0.18	10/04/2018	14:36	E84589
1041	Nitrite (as N)	1	mg/L	0.18	U	SM 4500NO3-F	0.18	10/04/2018	14:36	E84589
1005	Arsenic	0.010	mg/L	0.000077	U	EPA 200.8	0.000077	10/14/2018	15:54	E82574
1010	Barium	2	mg/L	0.076		EPA 200.8	0.00024	10/14/2018	15:54	E82574
1015	Cadmium	0.005	mg/L	0.000064	U	EPA 200.8	0.000064	10/14/2018	15:54	E82574
1020	Chromium	0.1	mg/L	0.0020	U	EPA 200.7	0.0020	10/11/2018	19:39	E84589
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	10/08/2018	12:35	E84589
1025	Fluoride	4.0	mg/L	0.20	U	EPA 300.0	0.20	10/11/2018	17:00	E84589
1030	Lead	0.015	mg/L	0.00024	U	EPA 200.8	0.00024	10/14/2018	15:54	E82574
1035	Mercury	0.002	mg/L	0.000050	U	EPA 245.1	0.000050	10/11/2018	13:08	E84589
1036	Nickel	0.1	mg/L	0.0044	U	EPA 200.7	0.0044	10/11/2018	19:39	E84589
1045	Selenium	0.05	mg/L	0.00058	U	EPA 200.8	0.00058	10/14/2018	15:54	E82574
1052	Sodium	160	mg/L	19		EPA 200.7	0.17	10/11/2018	19:39	E84589
1074	Antimony	0.006	mg/L	0.00011	U	EPA 200.8	0.00011	10/14/2018	15:54	E82574
1075	Beryllium	0.004	mg/L	0.00018	U	EPA 200.7	0.00018	10/11/2018	19:39	E84589
1085	Thallium	0.002	mg/L	0.000057	U	EPA 200.8	0.000057	10/14/2018	15:54	E82574

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1816969001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.029	I	EPA 200.7	0.025	10/11/2018	19:39	E84589
1017	Chloride	250	mg/L	16		EPA 300.0	2.0	10/11/2018	17:00	E84589
1022	Copper	1	mg/L	0.00035	U	EPA 200.8	0.00035	10/14/2018	15:54	E82574
1025	Fluoride	2.0	mg/L	0.20	U	EPA 300.0	0.20	10/11/2018	17:00	E84589
1028	Iron	0.3	mg/L	0.027	I	EPA 200.7	0.021	10/11/2018	19:39	E84589
1032	Manganese	0.05	mg/L	0.0081		EPA 200.8	0.00055	10/14/2018	15:54	E82574
1050	Silver	0.1	mg/L	0.00010	I	EPA 200.8	0.000068	10/14/2018	15:54	E82574
1055	Sulfate	250	mg/L	180		EPA 300.0	2.0	10/11/2018	17:00	E84589
1095	Zinc	5	mg/L	0.010		EPA 200.8	0.0052	10/14/2018	15:54	E82574
1905	Color	15	PCU	2.7	U	SM 2120 B	2.7	10/04/2018	13:48	E84589
1920	Odor	3	TON @ 40°C	1.0	U	SM 2150 B	1.0	10/03/2018	16:05	E84589
1925	pH	6.5 - 8.5	SU	7.2	Q	SM 4500H+B		10/05/2018	11:45	E84589
1930	Total Dissolved Solids	500	mg/L	340		SM 2540 C	10	10/09/2018	15:21	E84589
2905	Foaming Agents	0.5	mg/L	0.040	U	SM 5540 C	0.040	10/04/2018	10:04	E82001

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

RADIONUCLIDES
62-550.310(6)

Report Number / Job T1816969001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	0.070	U	EPA 200.8	0.070	0.070		10/14/2018	15:54	E82574

** the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.

*** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.

**** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

VOLATILE ORGANICS

62-550.310(4)(a)

Report Number / Job ID: T1816969001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.20	U	EPA 524.2	0.20	0.5	10/08/2018	16:49	E82574
2380	cis-1,2-Dichloroethylene	70	ug/L	0.29	U	EPA 524.2	0.29	0.5	10/08/2018	16:49	E82574
2955	Xylenes (total)	10,000	ug/L	0.38	U	EPA 524.2	0.38	0.5	10/08/2018	16:49	E82574
2964	Dichloromethane	5	ug/L	0.25	U	EPA 524.2	0.25	0.5	10/08/2018	16:49	E82574
2968	o-Dichlorobenzene	600	ug/L	0.24	U	EPA 524.2	0.24	0.5	10/08/2018	16:49	E82574
2969	para-Dichlorobenzene	75	ug/L	0.23	U	EPA 524.2	0.23	0.5	10/08/2018	16:49	E82574
2976	Vinyl Chloride	1	ug/L	0.13	U	EPA 524.2	0.13	0.5	10/08/2018	16:49	E82574
2977	1,1-Dichloroethylene	7	ug/L	0.18	U	EPA 524.2	0.18	0.5	10/08/2018	16:49	E82574
2979	trans-1,2-Dichloroethylene	100	ug/L	0.38	U	EPA 524.2	0.38	0.5	10/08/2018	16:49	E82574
2980	1,2-Dichloroethane	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	10/08/2018	16:49	E82574
2981	1,1,1-Trichloroethane	200	ug/L	0.21	U	EPA 524.2	0.21	0.5	10/08/2018	16:49	E82574
2982	Carbon tetrachloride	3	ug/L	0.24	U	EPA 524.2	0.24	0.5	10/08/2018	16:49	E82574
2983	1,2-Dichloropropane	5	ug/L	0.15	U	EPA 524.2	0.15	0.5	10/08/2018	16:49	E82574
2984	Trichloroethylene	3	ug/L	0.31	U	EPA 524.2	0.31	0.5	10/08/2018	16:49	E82574
2985	1,1,2-Trichloroethane	5	ug/L	0.35	U	EPA 524.2	0.35	0.5	10/08/2018	16:49	E82574
2987	Tetrachloroethylene	3	ug/L	0.30	U	EPA 524.2	0.30	0.5	10/08/2018	16:49	E82574
2989	Chlorobenzene	100	ug/L	0.17	U	EPA 524.2	0.17	0.5	10/08/2018	16:49	E82574
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	10/08/2018	16:49	E82574
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	10/08/2018	16:49	E82574
2992	Ethylbenzene	700	ug/L	0.21	U	EPA 524.2	0.21	0.5	10/08/2018	16:49	E82574
2996	Styrene	100	ug/L	0.14	U	EPA 524.2	0.14	0.5	10/08/2018	16:49	E82574

NOTE: Results indicating non-detection with a reported lab MDL > .5 ug/L will not be accepted for compliance.

Reporting Format 62-550.730
Effective January 1995. Revised February 2010

Page 6 of 7

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 62-550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1816969001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	10/04/2018	10/04/2018	17:42	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	10/04/2018	10/04/2018	17:42	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	10/04/2018	10/04/2018	17:42	E82574
2020	Toxaphene	3	ug/L	0.12	U	EPA 508	0.12	1	10/04/2018	10/04/2018	17:42	E82574
2031	Dalapon	200	ug/L	0.90	U	EPA 515.3	0.90	1	10/10/2018	10/11/2018	11:51	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	10/04/2018	10/10/2018	13:36	E82574
2033	Endothall	100	ug/L	1.8	U	EPA 548.1	1.8	9	10/04/2018	10/12/2018	01:52	E82574
2034	Glyphosate	700	ug/L	5.5	U	EPA 547	5.5	6	10/12/2018	10/12/2018	18:49	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.50	U	EPA 525.2	0.50	0.6	10/15/2018	10/16/2018	12:47	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	10/09/2018	10/09/2018	06:59	E82574
2037	Simazine	4	ug/L	0.060	U	EPA 525.2	0.060	0.07	10/15/2018	10/16/2018	12:47	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	0.50	U	EPA 525.2	0.50	0.6	10/15/2018	10/16/2018	12:47	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	10/10/2018	10/11/2018	11:51	E82574
2041	Dinoseb	7	ug/L	0.18	U	EPA 515.3	0.18	0.2	10/10/2018	10/11/2018	11:51	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0.1	10/04/2018	10/04/2018	17:42	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	10/09/2018	10/09/2018	06:59	E82574
2050	Atrazine	3	ug/L	0.090	U	EPA 525.2	0.090	0.1	10/15/2018	10/16/2018	12:47	E82574
2051	Alachlor	2	ug/L	0.15	U	EPA 525.2	0.15	0.2	10/15/2018	10/16/2018	12:47	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	10/04/2018	10/04/2018	17:42	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0052	U	EPA 508	0.0052	0.02	10/04/2018	10/04/2018	17:42	E82574
2105	2,4-D	70	ug/L	0.095	U	EPA 515.3	0.095	0.1	10/10/2018	10/11/2018	11:51	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.090	U	EPA 515.3	0.090	0.2	10/10/2018	10/11/2018	11:51	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	10/04/2018	10/04/2018	17:42	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.015	U	EPA 525.2	0.015	0.02	10/15/2018	10/16/2018	12:47	E82574
2326	Pentachlorophenol	1	ug/L	0.038	U	EPA 515.3	0.038	0.04	10/10/2018	10/11/2018	11:51	E82574
2383	PCBs	0.5	ug/L	0.093	U	EPA 508	0.093	0.1	10/04/2018	10/04/2018	17:42	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	10/16/2018	10/16/2018	19:10	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	10/16/2018	10/16/2018	19:10	E82574
2959	Chlordane (technical)	2	ug/L	0.053	U	EPA 508	0.053	0.2	10/04/2018	10/04/2018	17:42	E82574

NOTE: Results indicating non-detection with a reported lab MDL >50% of the MCL will not be accepted for compliance.

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 62-550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – please type or print legibly)

Lab Name: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL 33603

Phone #: 813-229-2879

Were any analyses subcontracted? ☐ Yes ☒ No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 10-4-18

PWS ID (From Pg 1): LAB-0162 Sample # (From Pg 1): T1816969001 Lab Assigned Report # or Job ID: 18.11791

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

Inorganics

- ☐ All Except Asbestos
☐ Partial
☐ Nitrate
☐ Nitrite
☐ Asbestos

Synthetic Organics

- ☐ All 30
☐ All Except Dioxin
☐ Partial
☐ Dioxin Only

Volatile Organics

- ☐ All 21
☐ Partial

Disinfection Byproducts

- ☐ Trihalomethanes
☐ Haloacetic Acids
☐ Chlorite
☐ Bromate

Radionuclides

- ☒ Single Sample
☐ Qtrly Composite**

Secondaries

- ☐ All 14
☐ Partial

LAB CERTIFICATION

I, James W. Hayes, Laboratory Director, do HEREBY CERTIFY
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature: _____

James Hayes

Date: 10-12-18

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES
NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory: ☐ Yes ☐ No _____ Replacement Sample or Report Requested (circle or highlight group(s) above)

Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

RADIONUCLIDES
62-550.310(6)

KNL Report Number/Job ID: 18.11791
PWS ID(From Page 1): 628-0162

Client ID: AEL-Tampa T1816969001 WTP POE

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	7.7		EPA 900.0	1.0	3	0.9	10-11-18	1540	E84025
4020	Radium-226	5	pCi/L	2.4		EPA 903.0	0.4	1	0.4	10-10-18	1323	E84025
4030	Radium-228		pCi/L	0.8	U	EPA Ra-05	0.8	1	0.5	10-11-18	1208	E84025

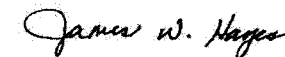
Reporting Format 62-550.730
Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
Laboratory Director



77816969

- ☐ Altamonte Springs: 528 S. Northlake Blvd., Ste. 1016 - Altamonte Springs, FL 32701 - 407.937.1594 - Fax 407.937.1597
☐ Gainesville: 4965 SW 41st Blvd. - Gainesville, FL 32608 - 352.377.2349 - Fax 352.395.8639
☐ Jacksonville: 6681 Southpoint Pkwy. - Jacksonville, FL 32216 - 904.363.9350 - Fax 904.363.8354
☐ Miramar: 10200 USA Today Way, Miramar, FL 33025 - 954.689.2288 - Fax 954.689.2281
☐ Tallahassee: 1288 Cedar Center Drive, Tallahassee, FL 32301 - 850.219.6274 - Fax 850.219.6275
☐ Tampa: 9810 Princess Palm Ave. - Tampa, FL 33619 - 813.630.9616 - Fax 813.630.4327

[illegible]

Matrix Code: WW = wastewater SW = surface water GW = ground water DW = drinking water O = oil A = air SO = soil SL = sludge
 Received on Ice ☒ Yes ☐ No ☐ Temp taken from sample ☐ Temp from blank ☐ Where required, pH checked Temperature when received 21 (in degrees Celsius)
 J: 9A G: LT-1 LT-2 T: 10A A: 3A M: 1A S: 1V

Form revised 09/19/2012

Device used for measuring Temp by unique

Form revised 09/19/2012						
	Relinquished by:	Date	Time	Received by:	Date	Time
1	Blair B...	10/5/81	INS	SP...	10/3/81	1555
2	SP...	10/3/81	INS	SP...		
3						

Identifier (circle IR temp gun used) J: 9A G: LT-1 LT-2 T: 5000 A: 5000

FOR DRINKING WATER USE (When PWS information not otherwise supplied)

PWS ID: _____

Contact Person: _____ Phone: _____

Supplier of Water: _____

Site Address: _____

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - Please type or print legibly)

System Name: Sebring Lakes PWS I.D.#: 6280162
System Type (check one): ☒ Community ☐ Nontransient Noncommunity ☐ Transient Noncommunity
Address: 5313 Knight Ave
City: Sebring ZIP Code: 33875
Phone #: 727-848-8292 Fax #: _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: T1820174001 Sample Date: 11/27/2018 Sample Time: 0945 AM PM (circle one)
Sample Location (be specific): ICTP POE Location Code (if known): _____
Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 1.72 mg/L Field pH: 7.5

Sample Type (Check Only One)

- ☐ Distribution
☐ Entry Point (to Distribution)
☐ Plant Tap (not for compliance with 62-550)
☐ Raw (at well or intake)
☐ Max Residence Time
☐ Ave Residence Time
☐ Near First Customer

Reason(s) for Sample (Check all that apply)

- ☐ Routine Compliance with 62-550 ☐ Replacement (of invalidated Sample)
☐ Confirmation of MCL Exceedance * ☐ Special (not for compliance with 62-550)
☐ Composite of Multiple Sites ** ☐ Clearance (permitting)
☐ Other: _____

Sampling Procedure Used or Other Comments: _____

*See 62-550.500(6) for requirements and restrictions.
And 62-550.512(3) for nitrate or nitrite exceedances.

**See 62-550.550(4) for requirements and
attach a results page for each site.

SAMPLER CERTIFICATION

I, Sharon Purviance, Utility Manager, do HEREBY CERTIFY
(Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: Sharon Purviance Date: 11/27/2018

Certified Operator # C13268 Phone #: 727-848-8292 Sampler's Fax #: _____

Sampler's E-Mail: spurviance@cscentercorp.net

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – Please type or print legibly)

Lab Name: Advanced Environmental Laboratories, Inc Florida DOH Certification #: E84589 Certification Expiration Date: 06/30/2019

ATTACH CURRENT DOH ANALYTE *

Address: 9610 Princess Palm Ave Tampa, FL 33619 Payments: P.O. Box Phone #: (813)630-9616

Were any analyses subcontracted? ☐ Yes ☐ No If yes, please provide DOH certification numbers: E82574 E82001

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED *

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 11/27/2018

PWS ID (From Page 1): 6280162 Sample Number (From Page 1): T1820174001 Lab Assigned Report # or Job T1820174

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

<u>Inorganics</u>	<u>Synthetic Organics</u>	<u>Volatile Organics</u>	<u>Disinfection Byproducts</u>	<u>Radionuclides</u>	<u>Secondaries</u>
<input checked="" type="checkbox"/> All Except Asbestos	<input type="checkbox"/> All 30	<input checked="" type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input checked="" type="checkbox"/> Single Sample	<input checked="" type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input checked="" type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acids	<input type="checkbox"/> Qtrly Composite**	<input type="checkbox"/> Partial
<input checked="" type="checkbox"/> Nitrate	<input type="checkbox"/> Partial		<input type="checkbox"/> Chlorite		
<input checked="" type="checkbox"/> Nitrite	<input type="checkbox"/> Dioxin Only		<input type="checkbox"/> Bromate		
<input type="checkbox"/> Asbestos Only					

LAB CERTIFICATION

I, Joseph J. Vondrick, Project Manager, do HEREBY CERTIFY
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference

Signature:  Date: 12/17/2018

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES

NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory: ☐ Yes ☐ No Replacement Sample or Report Requested: ☐ Yes ☐ No (circle or highlight group(s) above)

Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

INORGANIC CONTAMINANTS

62-550.310(1)

Report Number / Job ID: T1820174001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate (as N)	10	mg/L	0.18	U	SM 4500NO3-F	0.18	11/27/2018	16:31	E84589
1041	Nitrite (as N)	1	mg/L	0.18	U	SM 4500NO3-F	0.18	11/27/2018	16:31	E84589
1005	Arsenic	0.010	mg/L	0.000077	U	EPA 200.8	0.000077	11/29/2018	13:25	E82574
1010	Barium	2	mg/L	0.088		EPA 200.8	0.00024	11/29/2018	13:25	E82574
1015	Cadmium	0.005	mg/L	0.000064	U	EPA 200.8	0.000064	11/29/2018	13:25	E82574
1020	Chromium	0.1	mg/L	0.0020	U	EPA 200.7	0.0020	11/29/2018	17:17	E84589
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	11/30/2018	10:26	E84589
1025	Fluoride	4.0	mg/L	0.20	U	EPA 300.0	0.20	12/14/2018	07:27	E84589
1030	Lead	0.015	mg/L	0.00038	I	EPA 200.8	0.00024	11/29/2018	13:25	E82574
1035	Mercury	0.002	mg/L	0.000050	U	EPA 245.1	0.000050	12/04/2018	14:08	E84589
1036	Nickel	0.1	mg/L	0.0044	U	EPA 200.7	0.0044	11/29/2018	17:17	E84589
1045	Selenium	0.05	mg/L	0.00058	U	EPA 200.8	0.00058	11/29/2018	13:25	E82574
1052	Sodium	160	mg/L	18		EPA 200.7	0.17	11/29/2018	17:17	E84589
1074	Antimony	0.006	mg/L	0.00011	U	EPA 200.8	0.00011	11/29/2018	13:25	E82574
1075	Beryllium	0.004	mg/L	0.00018	U	EPA 200.7	0.00018	11/29/2018	17:17	E84589
1085	Thallium	0.002	mg/L	0.000057	U	EPA 200.8	0.000057	11/29/2018	13:25	E82574

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

SECONDARY CONTAMINANTS

62-550.320

Report Number / Job ID: T1820174001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.025	U	EPA 200.7	0.025	11/29/2018	17:17	E84589
1017	Chloride	250	mg/L	15		EPA 300.0	2.0	12/14/2018	07:27	E84589
1022	Copper	1	mg/L	0.0079		EPA 200.8	0.00035	11/29/2018	13:25	E82574
1025	Fluoride	2.0	mg/L	0.20	U	EPA 300.0	0.20	12/14/2018	07:27	E84589
1028	Iron	0.3	mg/L	0.080	I	EPA 200.7	0.021	11/29/2018	17:17	E84589
1032	Manganese	0.05	mg/L	0.038		EPA 200.8	0.00055	11/29/2018	13:25	E82574
1050	Silver	0.1	mg/L	0.000068	U	EPA 200.8	0.000068	11/29/2018	13:25	E82574
1055	Sulfate	250	mg/L	160		EPA 300.0	2.0	12/14/2018	07:27	E84589
1095	Zinc	5	mg/L	0.027		EPA 200.8	0.0052	11/29/2018	13:25	E82574
1905	Color	15	PCU	7.3		SM 2120 B	2.7	11/29/2018	07:34	E84589
1920	Odor	3	TON @ 40°C	1.0	U	SM 2150 B	1.0	11/27/2018	16:10	E84589
1925	pH	6.5 - 8.5	SU	6.7	Q	SM 4500H+B		12/06/2018	18:00	E84589
1930	Total Dissolved Solids	500	mg/L	340		SM 2540 C	10	11/30/2018	12:16	E84589
2905	Foaming Agents	0.5	mg/L	0.040	U	SM 5540 C	0.040	11/28/2018	15:42	E82001

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

RADIONUCLIDES

62-550.310(6)

Report Number / Job T1820174001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	0.070	U	EPA 200.8	0.070	0.070		11/29/2018	13:25	E82574

** the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.

*** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.

**** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

VOLATILE ORGANICS

62-550.310(4)(a)

Report Number / Job ID: T1820174001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.21	U	EPA 524.2	0.21	0.5	12/01/2018	09:20	E84589
2380	cis-1,2-Dichloroethylene	70	ug/L	0.45	U	EPA 524.2	0.45	0.5	12/01/2018	09:20	E84589
2955	Xylenes (total)	10,000	ug/L	0.48	U	EPA 524.2	0.48	0.5	12/01/2018	09:20	E84589
2964	Dichloromethane	5	ug/L	0.20	U	EPA 524.2	0.20	0.5	12/01/2018	09:20	E84589
2968	o-Dichlorobenzene	600	ug/L	0.26	U	EPA 524.2	0.26	0.5	12/01/2018	09:20	E84589
2969	para-Dichlorobenzene	75	ug/L	0.19	U	EPA 524.2	0.19	0.5	12/01/2018	09:20	E84589
2976	Vinyl Chloride	1	ug/L	0.32	U	EPA 524.2	0.32	0.5	12/01/2018	09:20	E84589
2977	1,1-Dichloroethylene	7	ug/L	0.24	U	EPA 524.2	0.24	0.5	12/01/2018	09:20	E84589
2979	trans-1,2-Dichloroethylene	100	ug/L	0.34	U	EPA 524.2	0.34	0.5	12/01/2018	09:20	E84589
2980	1,2-Dichloroethane	3	ug/L	0.21	U	EPA 524.2	0.21	0.5	12/01/2018	09:20	E84589
2981	1,1,1-Trichloroethane	200	ug/L	0.32	U	EPA 524.2	0.32	0.5	12/01/2018	09:20	E84589
2982	Carbon tetrachloride	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	12/01/2018	09:20	E84589
2983	1,2-Dichloropropane	5	ug/L	0.46	U	EPA 524.2	0.46	0.5	12/01/2018	09:20	E84589
2984	Trichloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	12/01/2018	09:20	E84589
2985	1,1,2-Trichloroethane	5	ug/L	0.39	U	EPA 524.2	0.39	0.5	12/01/2018	09:20	E84589
2987	Tetrachloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	12/01/2018	09:20	E84589
2989	Chlorobenzene	100	ug/L	0.35	U	EPA 524.2	0.35	0.5	12/01/2018	09:20	E84589
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	12/01/2018	09:20	E84589
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	12/01/2018	09:20	E84589
2992	Ethylbenzene	700	ug/L	0.20	U	EPA 524.2	0.20	0.5	12/01/2018	09:20	E84589
2996	Styrene	100	ug/L	0.21	U	EPA 524.2	0.21	0.5	12/01/2018	09:20	E84589

NOTE: Results indicating non-detection with a reported lab MDL > .5 ug/L will not be accepted for compliance.

Reporting Format: 62-550.730

Effective January 1995, Revised February 2010

Page 6 of 7

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 62-550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1820174001

PWS ID (From Page 1): 6280162

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	11/28/2018	11/28/2018	18:57	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	11/28/2018	11/28/2018	18:57	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	11/28/2018	11/28/2018	18:57	E82574
2020	Toxaphene	3	ug/L	0.12	U	EPA 508	0.12	1	11/28/2018	11/28/2018	18:57	E82574
2031	Dalapon	200	ug/L	0.90	U	EPA 515.3	0.90	1	12/10/2018	12/10/2018	20:07	E82574
2032	Diquat	20	ug/L	5.3	U	EPA 549.2	5.3	0.4	11/28/2018	11/28/2018	13:18	E82574
2033	Endothall	100	ug/L	1.8	U	EPA 548.1	1.8	9	11/27/2018	12/05/2018	23:17	E82574
2034	Glyphosate	700	ug/L	5.5	U	EPA 547	5.5	6	11/28/2018	11/28/2018	19:51	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.50	U	EPA 525.2	0.50	0.6	12/11/2018	12/11/2018	21:22	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	11/29/2018	11/29/2018	19:22	E82574
2037	Simazine	4	ug/L	0.060	U	EPA 525.2	0.060	0.07	12/11/2018	12/11/2018	21:22	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	0.50	U	EPA 525.2	0.50	0.6	12/11/2018	12/11/2018	21:22	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	12/10/2018	12/10/2018	20:07	E82574
2041	Dinoseb	7	ug/L	0.18	U	EPA 515.3	0.18	0.2	12/10/2018	12/10/2018	20:07	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0.1	11/28/2018	11/28/2018	18:57	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	11/29/2018	11/29/2018	19:22	E82574
2050	Atrazine	3	ug/L	0.090	U	EPA 525.2	0.090	0.1	12/11/2018	12/11/2018	21:22	E82574
2051	Alachlor	2	ug/L	0.15	U	EPA 525.2	0.15	0.2	12/11/2018	12/11/2018	21:22	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	11/28/2018	11/28/2018	18:57	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0052	U	EPA 508	0.0052	0.02	11/28/2018	11/28/2018	18:57	E82574
2105	2,4-D	70	ug/L	0.095	U	EPA 515.3	0.095	0.1	12/10/2018	12/10/2018	20:07	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.090	U	EPA 515.3	0.090	0.2	12/10/2018	12/10/2018	20:07	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	11/28/2018	11/28/2018	18:57	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.015	U	EPA 525.2	0.015	0.02	12/11/2018	12/11/2018	21:22	E82574
2326	Pentachlorophenol	1	ug/L	0.038	U	EPA 515.3	0.038	0.04	12/10/2018	12/10/2018	20:07	E82574
2383	PCBs	0.5	ug/L	0.093	U	EPA 508	0.093	0.1	11/28/2018	11/28/2018	18:57	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	11/28/2018	11/29/2018	01:57	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	11/28/2018	11/29/2018	01:57	E82574
2959	Chlordane (technical)	2	ug/L	0.053	U	EPA 508	0.053	0.2	11/28/2018	11/28/2018	18:57	E82574

NOTE: Results indicating non-detection with a reported lab MDL >50% of the MCL will not be accepted for compliance.

Reporting Format 62-550.730

Effective January 1995, Revised February 2010

Page 7 of 7

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 62-550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – please type or print legibly)

Lab Name: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL 33603

Phone #: 813-229-2879

Were any analyses subcontracted? ☐ Yes ☒ No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 11-30-18

PWS ID (From Pg 1): 6280162 Sample # (From Pg 1): T1820174001 Lab Assigned Report # or Job ID: 18-14433

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

Inorganics

- ☐ All Except Asbestos
☐ Partial
☐ Nitrate
☐ Nitrite
☐ Asbestos

Synthetic Organics

- ☐ All 30
☐ All Except Dioxin
☐ Partial
☐ Dioxin Only

Volatile Organics

- ☐ All 21
☐ Partial

Disinfection Byproducts

- ☐ Trihalomethanes
☐ Haloacetic Acids
☐ Chlorite
☐ Bromate

Radionuclides

- ☒ Single Sample
☐ Qtrly Composite**

Secondaries

- ☐ All 14
☐ Partial

LAB CERTIFICATION

I, James W. Hayes, Laboratory Director, do HEREBY CERTIFY
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature: _____

Date: 12-12-18

- * Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.
** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES
NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory: ☐ Yes ☐ No _____ Replacement Sample or Report Requested (circle or highlight group(s) above)

Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

RADIONUCLIDES
62-550.310(6)

KNL Report Number/Job ID: 18.14433
PWS ID(From Page 1): 6280162

Client ID: AEL-Tampa T1820174001 WTP POE

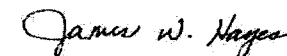
Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	6.2	I	EPA 900.0	2.0	3	1.4	12-4-18	1202	E84025
4020	Radium-226	5	pCi/L	1.6	I	EPA 903.0	0.4	1	0.4	12-10-18	1316	E84025
4030	Radium-228		pCi/L	0.6	U	EPA Ra-05	0.6	1	0.4	12-12-18	1050	E84025

Reporting Format 62-550.730
Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.
- Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
Laboratory Director

Chain of Custody

Document 69765 - HBN 58779

Workorder

Sebring Lakes

Results Requested By 12/9/2018[illegible]



☐ **Altamonte Springs:** 360 Northlake Blvd., Ste. 10-48 • Altamonte Springs, FL 32701 • 407.937.1504 • Fax 407.937.1597

☐ **Fort Myers:** 13100 Woodlark Terrace, Ste. 30 • Fort Myers, FL 33913 • 239.674.8130 • Fax 239.674.8128

☐ **Jacksonville:** 6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354

☐ **Tallahassee:** 2639 North Monroe St., Suite D, Tallahassee, FL 32303 • 850.219.6274 • Fax 850.219.6275

778 20174 Page _____ of _____

☐ **Gainesville:** 4965 SW 41st Blvd. • Gainesville, FL 32608 • 352.377.2340 • Fax: 352.396.6639

☐ **Miramar:** 10200 USA Today Way, Miramar, FL 33025 • 954.889.2288 • Fax: 954.889.2281

☐ **Tampa:** 9619 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax: 813.630.4327

airfix Code: WW = wastewater SW = surface water GW = ground water DW = drinking water O = oil A = air SO = soil SL = sludge Preservation Code: I = Ice H = (HCl) S = (H2SO4) N = (HNO3) T = (Sodium Thiosulfate)

received on Ice ☒ Yes ☐ No ☐ Temp taken from sample ☐ Temp from blank ☒ Where required, pH checked Temp. when received (observed) 2.7 °C Temp. when received (corrected) 2.7 °C

N: AD-051 Form last revised 06/18/2017 Device used for measuring Temp by unique identifier (circle IR temp gun used) J: 9A G: LT-1 LT-2 (T: 10A) A: 3A M: 3A S: 1V F: 1A

Relinquished by: _____ Date: _____ Time: _____

Relinquished by:	Date	Time	Received by:	Date	Time
<i>[Signature]</i>	11-27-83	1350	<i>[Signature]</i>	11-27-83	1350

(When PWS information not otherwise supplied) PWS ID: _____

Contact Person: _____ Phone: _____

Supplier of Water: _____

Site Address: _____

3

Florida Department of Environmental Protection Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler — please type or print legibly)

System Name: Leisure Lakes

PWS I.D. #:

6	2	8	0	0	6	4
---	---	---	---	---	---	---

System Type (check one): ☒ Community

☐ Nontransient Noncommunity

☐ Transient Noncommunity

Address: 140 Woodside Drive

City: Lake Placid

ZIP Code: 33852

Phone # 727-848-8292

Fax #: 727-849-4219

E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 26 Sample Date: 10/3/18 Sample Time: 1130 AM PM (Circle One)

Sample Location (be specific): POE

Location Code: _____

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 3.9 mg/L

Field pH: 7.9

Sample Type (Check Only One)

Reason(s) for Sample (Check all that apply)

☒ Distribution

☒ Routine Compliance with 62-550

☐ Replacement (of Invalidated Sample)

☐ Entry Point (to Distribution)

☐ Confirmation of MCL Exceedance*

☐ Special (not for compliance with 62-550)

☐ Plant Tap (not for compliance with 62-550)

☐ Composite of Multiple Sites**

☐ Clearance (permitting)

☐ Raw (at well or intake)

☐ Other: _____

☐ Max Residence Time

Sampling Procedure Used or Other Comments:

☐ Ave Residence Time

☐ Near First Customer

2018 Triennials

*See 62-550.500(6) for requirements and restrictions.
And 62-550.512(3) for nitrate or nitrite exceedances.

**See 62-550.550(4) for requirements and
attach a results page for each site.

SAMPLER CERTIFICATION

I, Andrew Borremans, Operator, do HEREBY CERTIFY
(Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: Andrew Borremans

Date: 10/3/18

Certified Operator #: C22604

Phone #: 863-581-3596

Sampler's Fax #: 727-849-4219

Sampler's E-mail: aborremans@uswatercorp.net

RECEIVED

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – Please type or print legibly)

Lab Name: Advanced Environmental Laboratories, Inc Florida DOH Certification #: E84589 Certification Expiration Date: 06/30/2019

ATTACH CURRENT DOH ANALYTE *

Address: 9610 Princess Palm Ave Tampa, FL 33619 Payments: P.O. Box Phone #: (813)630-9616

Were any analyses subcontracted? ☒ Yes ☐ No If yes, please provide DOH certification numbers: E82574 E82001

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED *

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 10/03/2018

PWS ID (From Page 1): 6280064 Sample Number (From Page 1): T1816970001 Lab Assigned Report # or Job T1816970

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

<u>Inorganics</u>	<u>Synthetic Organics</u>	<u>Volatile Organics</u>	<u>Disinfection Byproducts</u>	<u>Radionuclides</u>	<u>Secondaries</u>
<input checked="" type="checkbox"/> All Except Asbestos	<input type="checkbox"/> All 30	<input checked="" type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input type="checkbox"/> Single Sample	<input checked="" type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input checked="" type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acids	<input type="checkbox"/> Qtrly Composite**	<input type="checkbox"/> Partial
<input checked="" type="checkbox"/> Nitrate	<input type="checkbox"/> Partial		<input type="checkbox"/> Chlorite		
<input checked="" type="checkbox"/> Nitrite	<input type="checkbox"/> Dioxin Only		<input type="checkbox"/> Bromate		
<input type="checkbox"/> Asbestos Only					

LAB CERTIFICATION

I, Joseph J. Vondrick, Project Manager, do HEREBY CERTIFY
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference

Signature:  Date: 10/31/2018

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES

NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory: ☐ Yes ☐ No Replacement Sample or Report Requested: ☐ Yes ☐ No (circle or highlight group(s) above)

Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

INORGANIC CONTAMINANTS

62-550.310(1)

Report Number / Job ID: T1816970001

PWS ID (From Page 1): 6280064

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate (as N)	10	mg/L	0.18	U	SM 4500NO3-F	0.18	10/04/2018	14:37	E84589
1041	Nitrite (as N)	1	mg/L	0.18	U	SM 4500NO3-F	0.18	10/04/2018	14:37	E84589
1005	Arsenic	0.010	mg/L	0.000077	U	EPA 200.8	0.000077	10/14/2018	16:02	E82574
1010	Barium	2	mg/L	0.11		EPA 200.8	0.00024	10/14/2018	16:02	E82574
1015	Cadmium	0.005	mg/L	0.000064	U	EPA 200.8	0.000064	10/14/2018	16:02	E82574
1020	Chromium	0.1	mg/L	0.0020	U	EPA 200.7	0.0020	10/11/2018	19:52	E84589
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	10/08/2018	12:37	E84589
1025	Fluoride	4.0	mg/L	0.20	U	EPA 300.0	0.20	10/11/2018	17:16	E84589
1030	Lead	0.015	mg/L	0.00024	U	EPA 200.8	0.00024	10/14/2018	16:02	E82574
1035	Mercury	0.002	mg/L	0.000050	U	EPA 245.1	0.000050	10/11/2018	13:20	E84589
1036	Nickel	0.1	mg/L	0.0044	U	EPA 200.7	0.0044	10/11/2018	19:52	E84589
1045	Selenium	0.05	mg/L	0.00058	U	EPA 200.8	0.00058	10/14/2018	16:02	E82574
1052	Sodium	160	mg/L	38		EPA 200.7	0.17	10/11/2018	19:52	E84589
1074	Antimony	0.006	mg/L	0.00011	U	EPA 200.8	0.00011	10/14/2018	16:02	E82574
1075	Beryllium	0.004	mg/L	0.00018	U	EPA 200.7	0.00018	10/11/2018	19:52	E84589
1085	Thallium	0.002	mg/L	0.000057	U	EPA 200.8	0.000057	10/14/2018	16:02	E82574

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

SECONDARY CONTAMINANTS

62-550.320

Report Number / Job ID: T1816970001

PWS ID (From Page 1): 6280064

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.037	I	EPA 200.7	0.025	10/11/2018	19:52	E84589
1017	Chloride	250	mg/L	48		EPA 300.0	2.0	10/11/2018	17:16	E84589
1022	Copper	1	mg/L	0.011		EPA 200.8	0.00035	10/14/2018	16:02	E82574
1025	Fluoride	2.0	mg/L	0.20	U	EPA 300.0	0.20	10/11/2018	17:16	E84589
1028	Iron	0.3	mg/L	0.021	U	EPA 200.7	0.021	10/11/2018	19:52	E84589
1032	Manganese	0.05	mg/L	0.0013	I	EPA 200.8	0.00055	10/14/2018	16:02	E82574
1050	Silver	0.1	mg/L	0.000068	U	EPA 200.8	0.000068	10/14/2018	16:02	E82574
1055	Sulfate	250	mg/L	51		EPA 300.0	2.0	10/11/2018	17:16	E84589
1095	Zinc	5	mg/L	0.014		EPA 200.8	0.0052	10/14/2018	16:02	E82574
1905	Color	15	PCU	2.7	U	SM 2120 B	2.7	10/04/2018	13:48	E84589
1920	Odor	3	TON @ 40°C	1.0	U	SM 2150 B	1.0	10/03/2018	16:05	E84589
1925	pH	6.5 - 8.5	SU	7.7	Q	SM 4500H+B		10/05/2018	11:45	E84589
1930	Total Dissolved Solids	500	mg/L	350		SM 2540 C	10	10/09/2018	15:21	E84589
2905	Foaming Agents	0.5	mg/L	0.040	U	SM 5540 C	0.040	10/04/2018	10:04	E82001

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

RADIONUCLIDES

62-550.310(6)

Report Number / Job T1816970001

PWS ID (From Page 1): 6280064

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	0.070	U	EPA 200.8	0.070	0.070		10/14/2018	16:02	E82574

** the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.

*** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.

**** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

VOLATILE ORGANICS

62-550.310(4)(a)

Report Number / Job ID: T1816970001

PWS ID (From Page 1): 6280064

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.20	U	EPA 524.2	0.20	0.5	10/08/2018	15:49	E82574
2380	cis-1,2-Dichloroethylene	70	ug/L	0.29	U	EPA 524.2	0.29	0.5	10/08/2018	15:49	E82574
2955	Xylenes (total)	10,000	ug/L	0.38	U	EPA 524.2	0.38	0.5	10/08/2018	15:49	E82574
2964	Dichloromethane	5	ug/L	0.25	U	EPA 524.2	0.25	0.5	10/08/2018	15:49	E82574
2968	o-Dichlorobenzene	600	ug/L	0.24	U	EPA 524.2	0.24	0.5	10/08/2018	15:49	E82574
2969	para-Dichlorobenzene	75	ug/L	0.23	U	EPA 524.2	0.23	0.5	10/08/2018	15:49	E82574
2976	Vinyl Chloride	1	ug/L	0.13	U	EPA 524.2	0.13	0.5	10/08/2018	15:49	E82574
2977	1,1-Dichloroethylene	7	ug/L	0.18	U	EPA 524.2	0.18	0.5	10/08/2018	15:49	E82574
2979	trans-1,2-Dichloroethylene	100	ug/L	0.38	U	EPA 524.2	0.38	0.5	10/08/2018	15:49	E82574
2980	1,2-Dichloroethane	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	10/08/2018	15:49	E82574
2981	1,1,1-Trichloroethane	200	ug/L	0.21	U	EPA 524.2	0.21	0.5	10/08/2018	15:49	E82574
2982	Carbon tetrachloride	3	ug/L	0.24	U	EPA 524.2	0.24	0.5	10/08/2018	15:49	E82574
2983	1,2-Dichloropropane	5	ug/L	0.15	U	EPA 524.2	0.15	0.5	10/08/2018	15:49	E82574
2984	Trichloroethylene	3	ug/L	0.31	U	EPA 524.2	0.31	0.5	10/08/2018	15:49	E82574
2985	1,1,2-Trichloroethane	5	ug/L	0.35	U	EPA 524.2	0.35	0.5	10/08/2018	15:49	E82574
2987	Tetrachloroethylene	3	ug/L	0.30	U	EPA 524.2	0.30	0.5	10/08/2018	15:49	E82574
2989	Chlorobenzene	100	ug/L	0.17	U	EPA 524.2	0.17	0.5	10/08/2018	15:49	E82574
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	10/08/2018	15:49	E82574
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	10/08/2018	15:49	E82574
2992	Ethylbenzene	700	ug/L	0.21	U	EPA 524.2	0.21	0.5	10/08/2018	15:49	E82574
2996	Styrene	100	ug/L	0.14	U	EPA 524.2	0.14	0.5	10/08/2018	15:49	E82574

NOTE: Results indicating non-detection with a reported lab MDL > .5 ug/L will not be accepted for compliance.

Reporting Format 62-550.730

Effective January 1995, Revised February 2010

Page 6 of 7

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 62-550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1816970001

PWS ID (From Page 1): 6280064

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	10/04/2018	10/04/2018	18:03	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	10/04/2018	10/04/2018	18:03	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	10/04/2018	10/04/2018	18:03	E82574
2020	Toxaphene	3	ug/L	0.12	U	EPA 508	0.12	1	10/04/2018	10/04/2018	18:03	E82574
2031	Dalapon	200	ug/L	0.90	U	EPA 515.3	0.90	1	10/10/2018	10/11/2018	12:24	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	10/04/2018	10/10/2018	13:47	E82574
2033	Endothall	100	ug/L	1.8	U	EPA 548.1	1.8	9	10/04/2018	10/12/2018	02:06	E82574
2034	Glyphosate	700	ug/L	5.5	U	EPA 547	5.5	6	10/12/2018	10/12/2018	19:11	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.50	U	EPA 525.2	0.50	0.6	10/15/2018	10/16/2018	13:12	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	10/09/2018	10/09/2018	07:36	E82574
2037	Simazine	4	ug/L	0.060	U	EPA 525.2	0.060	0.07	10/15/2018	10/16/2018	13:12	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	0.50	U	EPA 525.2	0.50	0.6	10/15/2018	10/16/2018	13:12	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	10/10/2018	10/11/2018	12:24	E82574
2041	Dinoseb	7	ug/L	0.18	U	EPA 515.3	0.18	0.2	10/10/2018	10/11/2018	12:24	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0.1	10/04/2018	10/04/2018	18:03	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	10/09/2018	10/09/2018	07:36	E82574
2050	Atrazine	3	ug/L	0.090	U	EPA 525.2	0.090	0.1	10/15/2018	10/16/2018	13:12	E82574
2051	Alachlor	2	ug/L	0.15	U	EPA 525.2	0.15	0.2	10/15/2018	10/16/2018	13:12	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	10/04/2018	10/04/2018	18:03	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0052	U	EPA 508	0.0052	0.02	10/04/2018	10/04/2018	18:03	E82574
2105	2,4-D	70	ug/L	0.095	U	EPA 515.3	0.095	0.1	10/10/2018	10/11/2018	12:24	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.090	U	EPA 515.3	0.090	0.2	10/10/2018	10/11/2018	12:24	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	10/04/2018	10/04/2018	18:03	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.015	U	EPA 525.2	0.015	0.02	10/15/2018	10/16/2018	13:12	E82574
2326	Pentachlorophenol	1	ug/L	0.038	U	EPA 515.3	0.038	0.04	10/10/2018	10/11/2018	12:24	E82574
2383	PCBs	0.5	ug/L	0.093	U	EPA 508	0.093	0.1	10/04/2018	10/04/2018	18:03	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	10/16/2018	10/16/2018	19:38	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	10/16/2018	10/16/2018	19:38	E82574
2959	Chlordane (technical)	2	ug/L	0.053	U	EPA 508	0.053	0.2	10/04/2018	10/04/2018	18:03	E82574

NOTE: Results indicating non-detection with a reported lab MDL >50% of the MCL will not be accepted for compliance.

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 62-550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – please type or print legibly)

Lab Name: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL 33603 Phone #: 813-229-2879

Were any analyses subcontracted? ☐ Yes ☒ No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 10-4-18

PWS ID (From Pg 1): 628-0064 Sample # (From Pg 1): T1816970001 Lab Assigned Report # or Job ID: 18.11794

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

Inorganics

- ☐ All Except Asbestos
☐ Partial
☐ Nitrate
☐ Nitrite
☐ Asbestos

Synthetic Organics

- ☐ All 30
☐ All Except Dioxin
☐ Partial
☐ Dioxin Only

Volatile Organics

- ☐ All 21
☐ Partial

Disinfection Byproducts

- ☐ Trihalomethanes
☐ Haloacetic Acids
☐ Chlorite
☐ Bromate

Radionuclides

- ☒ Single Sample
☐ Qtrly Composite**


Secondaries

- ☐ All 14
☐ Partial

LAB CERTIFICATION

I, James W. Hayes, Laboratory Director, do HEREBY CERTIFY
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:  Date: 10-16-18

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES
NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory: ☐ Yes ☐ No _____ Replacement Sample or Report Requested (circle or highlight group(s) above)

Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

RADIONUCLIDES
62-550.310(6)

KNL Report Number/Job ID: 18.11794
PWS ID(From Page 1): 428-0064

Client ID: AEL-Tampa T1816970001 WTP POE

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	2.0	I	EPA 900.0	1.2	3	0.6	10-11-18	1540	E84025
4020	Radium-226	5	pCi/L	0.8	I	EPA 903.0	0.3	1	0.3	10-10-18	1323	E84025
4030	Radium-228		pCi/L	0.6	U	EPA Ra-05	0.6	1	0.4	10-15-18	1217	E84025

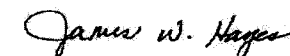
Reporting Format 62-550.730
Effective January 1995; Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
Laboratory Director



- ☐ **Altamonte Springs:** 528 S. Northlake Blvd., Ste. 1016 - Altamonte Springs, FL 32701 - 407.937.1594 - Fax 407.937.1597
☐ **Gainesville:** 4965 SW 41st Blvd. - Gainesville, FL 32608 - 352.377.2349 - Fax 352.395.6639
☐ **Jacksonville:** 6681 Southpoint Pkwy. - Jacksonville, FL 32216 - 904.363.9350 - Fax 904.363.9354
☐ **Miramar:** 10200 USA Today Way, Miramar, FL 33025 - 954.889.2288 - Fax 954.889.2281
☐ **Tallahassee:** 1288 Cedar Center Drive, Tallahassee, FL 32301 - 850.219.6274 - Fax 850.219.6275
☐ **Tampa:** 9510 Princess Palm Ave. - Tampa, FL 33619 - 813.630.9816 - Fax 813.630.4327

T/816990

[illegible][illegible]

Matrix Code: WW = wastewater SW = surface water GW = ground water DW = drinking water O = oil A = air SO = soil SL = sludge Preservation Code: I = ice H = (HCl) S = (H₂SO₄) N = (HNO₃) T = (Sodium Thiosulfate)

Received on Ice ☒ Yes ☐ No ☐ Temp taken from sample ☐ Temp from blank

☐ Where required, pH checked Temperature when received 2.1 (in degrees celcius)

Form revised 09/18/2012

Device used for measuring Temp by unique identifier (circle IR temp gun used) J: 9A G: LT-1 LT-2 T-10A A: 3A M: 1A S: 1V

Form revised 09/19/2012						
Relinquished by:		Date	Time	Received by:	Date	Time
1	<i>Jim Brown</i>	<i>10/3/18</i>	<i>1145</i>	<i>[Signature]</i>		
2	<i>SPinner</i>	<i>10/3/18</i>	<i>1545</i>		<i>10/3/18</i>	<i>1545</i>
3						
4						

FOR DRINKING WATER USE (When PWS information not otherwise supplied)

PWS ID: _____

Contact Person: _____ Phone: _____

Supplier of Water: _____

Site Address: _____

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Water - MORs



July, 2017

PWS Name: Lake Josephine		PWS Identification Number: 6280162	
PWS Type:	<input checked="" type="checkbox"/> Community	<input checked="" type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community
Number of Service Connections at End of Month: 536		Total Population Served at End of Month: 1,250	
PWS Owner: US Water Services Corporation		Contact Person's Title: Compliance Manager	
Contact Person: Melisa Rotteveel	Contact Person's Mailing Address: 4939 Cross Bayou Blvd	City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292	Contact Person's E-Mail Address: mrotteveel@uswatercorp.net	Zip Code: 34652	
		Contact Person's Fax Number: 727-849-4219	

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: July, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1	X	24.0	169,000		4.8								2.6	
2		24.0	170,000											
3	X	24.0	148,000		4.8								2.4	PBWN
4	X	24.0	151,000		4.8								2.3	
5	X	24.0	163,000		4.8								2.4	
6	X	24.0	142,000		4.9								2.6	
7	X	24.0	197,000		4.9								2.5	
8	X	24.0	185,000		4.8								2.4	
9		24.0	185,000											
10	X	24.0	172,000		3.5								2.1	
11	X	24.0	142,000		4.7								2.3	
12	X	24.0	140,000		4.5								2.2	
13	X	24.0	215,000		4.8								2.4	
14	X	24.0	96,000		4.8								2.3	
15	X	24.0	204,000		4.9								3.1	
16		24.0	204,000											
17	X	24.0	223,000		4.9								2.7	
18	X	24.0	188,000		4.9								3.0	BWN
19	X	24.0	125,000		4.9								3.1	
20	X	24.0	158,000		4.5								2.8	PBWN
21	X	24.0	156,000		4.9								3.1	
22	X	24.0	157,000		4.9								3.0	
23		24.0	157,000											
24	X	24.0	164,000		4.9								2.9	
25	X	24.0	144,000		4.9								3.0	
26	X	24.0	158,000		4.8								2.6	Rescinded
27	X	24.0	183,000		4.9								2.7	
28	X	24.0	141,000		4.9								3.0	
29	X	24.0	147,000		4.9								3.0	Rescinded
30		24.0	147,000											
31	X	24.0	149,000		4.9								3.0	
			5,080,000											
Average			163,871											
Maximum			223,000											

* Refer to the instructions for this report to determine which plants must provide this information.



I. General Information for the Month/Year of: July, 2017

Public Water System (PWS) Information									
PWS Name: Lake Josephine (Sebring Lakes)					PWS Identification Number: 6280162				
PWS Type: <input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive									
Number of Service Connections at End of Month: 65					Total Population Served at End of Month: 75				
PWS Owner: US Water Services Corporation									
Contact Person: Melisa Roteveel					Contact Person's Title:				
Contact Person's Mailing Address: PO Box 2480					City: New Port Rich		State: Florida		Zip Code: 34652
Contact Person's Telephone Number: (352) 787-0980					Contact Person's Fax Number: 941-378-3554				
Contact Person's E-Mail Address: mroteveel@uswatercorp.net									

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derosetti

Printed or Typed Name

A 3531

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: July, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, If Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm	Minimum UV Dose Required, mW-sec/cm	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1		24.0	0											PLANT #4 OFF LINE
2		24.0	0											
3		24.0	0											
4		24.0	0											
5		24.0	0											
6		24.0	0											
7		24.0	0											
8		24.0	0											
9		24.0	0											
10		24.0	0											
11		24.0	0											
12	X	24.0	0											
13		24.0	0											
14		24.0	0											
15		24.0	0											
16		24.0	0											
17	X	24.0	0											
18		24.0	0											
19	X	24.0	0											
20		24.0	0											
21		24.0	0											
22		24.0	0											
23		24.0	0											
24		24.0	0											
25		24.0	0											
26		24.0	0											
27		24.0	0											
28		24.0	0											
29		24.0	0											
30		24.0	0											
31		24.0	0											
Total			0											
Average			0											
Maximum			0											

* Refer to the instructions for this report to determine which plants must provide this information.

**MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE
MULTIPLE TREATMENT PLANTS**



See Pages 4 for Instructions.

I. General Information for the Month/Year of: August, 2017

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
		State:	Florida
		Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
		State:	Florida	
		Zip Code:	33872	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date: Ron Derossett 9/5/17

Printed or Typed Name

License Number

III. Daily Data for the Month/Year of:	August, 2017
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Means of Achieving Four-Log Virus Inactivation/Removal:
 ☒ Free Chlorine
 ☐ Chlorine Dioxide
 ☐ Ozone
 ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation
 ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System:
 ☒ Free Chlorine
 ☐ Combined Chlorine (Chloramines)
 ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations							UV Dose		Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	X	24.0	148,000		4.9								3.0	
2	X	24.0	139,000		4.9								2.9	
3	X	24.0	149,000		4.9								2.7	
4	X	24.0	152,000		4.9								3.0	
5	X	24.0	168,000		4.9								2.9	
6		24.0	168,000											
7	X	24.0	155,000		4.9								2.8	
8	X	24.0	155,000		4.7								2.9	
9	X	24.0	193,000		4.8								2.7	
10	X	24.0	14,000		4.9								2.6	
11	X	24.0	155,000		4.9								2.7	
12	X	24.0	176,000		4.9								2.6	
13		24.0	176,000											
14	X	24.0	198,000		4.9								2.7	BWN
15	X	24.0	132,000		4.6								3.1	
16	X	24.0	140,000		4.1								2.8	
17	X	24.0	109,000		4.6								2.7	
18	X	24.0	119,000		4.4								2.9	
19	X	24.0	142,000		4.5								2.8	
20		24.0	142,000											
21	X	24.0	142,000		4.7								2.9	Rescinded
22	X	24.0	155,000		4.9								2.8	
23	X	24.0	94,000		3.5								2.3	
24	X	24.0	147,000		4.4								2.7	
25	X	24.0	122,000		4.9								3.2	
26	X	24.0	146,000		4.9								3.1	
27		24.0	146,000											
28	X	24.0	130,000		4.9								2.8	
29	X	24.0	105,000		4.8								2.7	
30	X	24.0	109,000		4.6								2.8	
31	X	24.0	116,000		1.5								0.7	
			4,342,000											
Average			140,065											
Maximum			198,000											

For information, determine which plants must provide this information.

* Refer to the instructions for this report to determine which plants must provide this information.



I. General Information for the Month/Year of: August, 2017

PWS Name: Lake Josephine (Sebring Lakes)		PWS Identification Number: 6280162	
PWS Type: <input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 65		Total Population Served at End of Month: 75	
PWS Owner: US Water Services Corporation			
Contact Person: Melissa Roteveel		Contact Person's Title:	
Contact Person's Mailing Address: PO Box 2480		City: New Port Rich	State: Florida
Contact Person's Telephone Number: (352) 787-0980		Zip Code: 34652	
Contact Person's E-Mail Address: mroteveel@uswatercorp.net		Contact Person's Fax Number: 941-378-3554	

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Ron Derossett

Printed or Typed Name

A 3531

License Number

III. Daily Data for the Month/Year of:	August, 2017
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Means of Achieving Four-Log Virus Inactivation/Removal:	<input checked="" type="checkbox"/> Free Chlorine <input type="checkbox"/> Chlorine Dioxide <input type="checkbox"/> Ozone <input type="checkbox"/> Combined Chlorine (Chloramines)	<input type="checkbox"/> Ultraviolet Radiation <input type="checkbox"/> Other (Describe):
---	---	---

Type of Disinfectant Residual Maintained in Distribution System:	<input checked="" type="checkbox"/> Free Chlorine <input type="checkbox"/> Combined Chlorine (Chloramines) <input type="checkbox"/> Chlorine Dioxide
--	--

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/l	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfection Concentration (C) Before or at First Customer During Peak Flow, mg/l	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1		24.0	0												PLANT #4 OFF LINE
2		24.0	0												PLANT #4 OFF LINE
3		24.0	0												PLANT #4 OFF LINE
4		24.0	0												PLANT #4 OFF LINE
5		24.0	0												PLANT #4 OFF LINE
6		24.0	0												PLANT #4 OFF LINE
7		24.0	0												PLANT #4 OFF LINE
8		24.0	0												PLANT #4 OFF LINE
9		24.0	0												PLANT #4 OFF LINE
10		24.0	0												PLANT #4 OFF LINE
11		24.0	0												PLANT #4 OFF LINE
12		24.0	0												PLANT #4 OFF LINE
13		24.0	0												PLANT #4 OFF LINE
14		24.0	0												PLANT #4 OFF LINE
15		24.0	0												PLANT #4 OFF LINE
16		24.0	0												PLANT #4 OFF LINE
17		24.0	0												PLANT #4 OFF LINE
18		24.0	0												PLANT #4 OFF LINE
19		24.0	0												PLANT #4 OFF LINE
20		24.0	0												PLANT #4 OFF LINE
21		24.0	0												PLANT #4 OFF LINE
22		24.0	0												PLANT #4 OFF LINE
23		24.0	0												PLANT #4 OFF LINE
24		24.0	0												PLANT #4 OFF LINE
25		24.0	0												PLANT #4 OFF LINE
26		24.0	0												PLANT #4 OFF LINE
27		24.0	0												PLANT #4 OFF LINE
28		24.0	0												PLANT #4 OFF LINE
29		24.0	0												PLANT #4 OFF LINE
30		24.0	0												PLANT #4 OFF LINE
31		24.0	0												PLANT #4 OFF LINE
Total			0												
Average			0												
Maximum			0												

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

ons.

Daily Finished-Water Production for the Month/Year of : August 2017											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name	Plant 2 Name	Plant 3 Name	Plant 4 Name	Plant 5 Name	Plant 6 Name	Plant 7 Name	Plant 8 Name	Plant 9 Name	Plant 10 Name	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day/Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	148,000	0									148,000
2	139,000	0									139,000
3	149,000	0									149,000
4	152,000	0									152,000
5	168,000	0									168,000
6	168,000	0									168,000
7	155,000	0									155,000
8	155,000	0									155,000
9	193,000	0									193,000
10	14,000	0									14,000
11	155,000	0									155,000
12	176,000	0									176,000
13	176,000	0									176,000
14	198,000	0									198,000
15	132,000	0									132,000
16	140,000	0									140,000
17	109,000	0									109,000
18	119,000	0									119,000
19	142,000	0									142,000
20	142,000	0									142,000
21	142,000	0									142,000
22	155,000	0									155,000
23	94,000	0									94,000
24	147,000	0									147,000
25	122,000	0									122,000
26	146,000	0									146,000
27	146,000	0									146,000
28	130,000	0									130,000
29	105,000	0									105,000
30	109,000	0									109,000
31	116,000	0									116,000
Total											4,342,000
Avg.											140,065
Max.											198,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: September, 2017

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd.	City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292	State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	Zip Code:	34632
		Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000	Zip Code:	33872	
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: September, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Type of Disinfectant Residual	Day of the Month	Days Plant Started or Visited by Operator (Place 'X')	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remotest Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Report or Maintenance Work that Involves Taking Water System Components Out of Operation
					CT Calculations							UV Dose				
					Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		X	24.0	92,000		4.4								3.1		
2		X	24.0	146,000		4.7								3.0		
3			24.0	146,000												
4		X	24.0	179,000		4.8								2.9		
5		X	24.0	125,000		4.3								2.7		
6		X	24.0	208,000		4.9								3.0		
7		X	24.0	136,000		4.9								2.9		
8		X	24.0	256,000		4.9								2.9		
9		X	24.0	178,000		3.0								2.3		
10		X	24.0	178,000		3.0								2.9	Hurricane Irma	
11		X	24.0	178,000		4.4								3.0		
12		X	24.0	171,000		4.3								3.1		
13		X	24.0	183,000		4.1								2.9		
14		X	24.0	164,000		4.4								3.0		
15		X	24.0	165,000		4.5								3.1		
16		X	24.0	196,000		4.4								3.0		
17			24.0	196,000												
18		X	24.0	93,000		4.6								3.0		
19		X	24.0	175,000		4.9								3.1		
20		X	24.0	180,000		4.8								3.0		
21		X	24.0	136,000		4.7								2.3		
22		X	24.0	219,000		4.9								2.3		
23		X	24.0	206,000		4.9								3.0		
24			24.0	206,000												
25		X	24.0	106,000		4.9								3.0		
26		X	24.0	164,000		4.9								2.9		
27		X	24.0	140,000		4.9								3.0		
28		X	24.0	160,000		4.9								2.9		
29		X	24.0	145,000		4.9								3.0		
30		X	24.0	168,000		3.7								2.9		
31			24.0													
				4,995,000												
Average				166,500												
Maximum				256,000												

* Refer to the instructions for this report to determine which plants must provide this information.



A. Public Water System (PWS) Information

B. Water Treatment Plant Information

II. Certification by Lead/Chief Operator

Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

III. Daily Data for the Month/Year of:	September, 2017
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Means of Achieving Four-Log Virus Inactivation/Removal:	<input checked="" type="checkbox"/> Free Chlorine	<input type="checkbox"/> Chlorine Dioxide	<input type="checkbox"/> Ozone	<input type="checkbox"/> Combined Chlorine (Chloramines)
<input type="checkbox"/> Ultraviolet Radiation	<input type="checkbox"/> Other (Describe):			

Type of Disinfectant Residual Maintained in Distribution System:	<input checked="" type="checkbox"/> Free Chlorine	<input type="checkbox"/> Combined Chlorine (Chloramines)	<input type="checkbox"/> Chlorine Dioxide
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Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measured at Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1		24.0	0											PLANT #4 OFF LINE
2		24.0	0											PLANT #4 OFF LINE
3		24.0	0											PLANT #4 OFF LINE
4		24.0	0											PLANT #4 OFF LINE
5		24.0	0											PLANT #4 OFF LINE
6		24.0	3,000											PLANT #4 OFF LINE
7		24.0	1,000											PLANT #4 OFF LINE
8		24.0	0											PLANT #4 OFF LINE
9		24.0	0											PLANT #4 OFF LINE
10		24.0	0											PLANT #4 OFF LINE
11		24.0	0											PLANT #4 OFF LINE
12		24.0	0											PLANT #4 OFF LINE
13		24.0	0											PLANT #4 OFF LINE
14		24.0	0											PLANT #4 OFF LINE
15		24.0	0											PLANT #4 OFF LINE
16		24.0	0											PLANT #4 OFF LINE
17		24.0	0											PLANT #4 OFF LINE
18		24.0	0											PLANT #4 OFF LINE
19		24.0	0											PLANT #4 OFF LINE
20		24.0	0											PLANT #4 OFF LINE
21		24.0	0											PLANT #4 OFF LINE
22		24.0	0											PLANT #4 OFF LINE
23		24.0	0											PLANT #4 OFF LINE
24		24.0	0											PLANT #4 OFF LINE
25		24.0	0											PLANT #4 OFF LINE
26		24.0	0											PLANT #4 OFF LINE
27		24.0	0											PLANT #4 OFF LINE
28		24.0	0											PLANT #4 OFF LINE
29		24.0	0											PLANT #4 OFF LINE
30		24.0	0											PLANT #4 OFF LINE
31		24.0	0											PLANT #4 OFF LINE

Total	4,000
Average	133
Maximum	3,000

* Refer to the instructions for this report to determine which plants must provide this information.



Daily Finished Water Production for the Month/Year of : September 2017											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
Day of Month	Plant 1 Name	Plant 2 Name	Plant 3 Name	Plant 4 Name	Plant 5 Name	Plant 6 Name	Plant 7 Name	Plant 8 Name	Plant 9 Name	Plant 10 Name	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	92,000	0									92,000
2	146,000	0									146,000
3	146,000	0									146,000
4	179,000	0									179,000
5	125,000	0									125,000
6	208,000	3,000									211,000
7	136,000	1,000									137,000
8	256,000	0									256,000
9	178,000	0									178,000
10	178,000	0									178,000
11	178,000	0									178,000
12	171,000	0									171,000
13	183,000	0									183,000
14	164,000	0									164,000
15	165,000	0									165,000
16	196,000	0									196,000
17	196,000	0									196,000
18	93,000	0									93,000
19	175,000	0									175,000
20	180,000	0									180,000
21	136,000	0									136,000
22	219,000	0									219,000
23	206,000	0									206,000
24	206,000	0									206,000
25	106,000	0									106,000
26	164,000	0									164,000
27	140,000	0									140,000
28	160,000	0									160,000
29	145,000	0									145,000
30	168,000	0									168,000
31											
Total											4,999,000
Avg											161,258
Max											256,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: October, 2017

A. Public Water System (PWS) Information


PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich State: Florida Zip Code: 34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring State: Florida Zip Code: 33872	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date:  11/4/17

Printed or Typed Name: Ron Derossett

License Number: A 3531

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: October, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm	Minimum UV Dose Required, mW-sec/cm	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1		24.0	168,000											
2	X	24.0	140,000		4.7								2.9	
3	X	24.0	126,000		3.3								1.6	
4	X	24.0	132,000		3.1								1.9	
5	X	24.0	166,000		4.9								2.7	
6	X	24.0	137,000		3.6								2.1	
7	X	24.0	144,000		4.4								3.0	
8		24.0	144,000											
9	X	24.0	154,000		4.0								2.9	
10	X	24.0	127,000		4.9								3.0	
11	X	24.0	125,000		4.9								2.9	
12	X	24.0	180,000		4.9								3.0	
13	X	24.0	123,000		2.3								2.2	
14	X	24.0	131,000		3.6								3.0	
15		24.0	132,000											
16	X	24.0	120,000		4.9								3.0	
17	X	24.0	154,000		4.4								3.0	
18	X	24.0	174,000		4.5								2.9	
19	X	24.0	196,000		4.4								3.0	
20	X	24.0	205,000		1.9								1.0	
21	X	24.0	163,000		4.3								2.1	
22		24.0	164,000											
23	X	24.0	155,000		4.0								3.0	
24	X	24.0	113,000		4.2								2.9	BWN
25	X	24.0	125,000		1.6								1.0	
26	X	24.0	102,000		4.1								2.3	
27	X	24.0	109,000		4.8								2.1	Rescinded
28	X	24.0	118,000		4.7								2.3	
29		24.0	119,000											
30	X	24.0	103,000		4.2								2.4	
31	X	24.0			4.5								2.3	
			4,361,000											
Average			140,677											
Maximum			205,000											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: **October, 2017**

A. Public Water System (PWS) Information

Public Water System (PWS) Information				PWS Identification Number: 6280162	
PWS Name: Lake Josephine (Sebring Lakes)		<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive			
PWS Type:				Total Population Served at End of Month: 75	
Number of Service Connections at End of Month: 65					
PWS Owner: US Water Services Corporation		Contact Person's Title:			
Contact Person: Melissa Roteveel		City: New Port Richey		State: Florida	Zip Code: 34652
Contact Person's Mailing Address: PO Box 2480		Contact Person's Fax Number: 941-378-3554			
Contact Person's Telephone Number: (352) 787-0980					
Contact Person's E-Mail Address: mroteveel@uswatercorp.net					

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

Certification by Lead/Chief Operator
I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett

Printed or Typed Name _____

A 3531

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: October, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, If Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	0											PLANT #4 OFF LINE	
2		24.0	0											PLANT #4 OFF LINE	
3		24.0	0											PLANT #4 OFF LINE	
4		24.0	0											PLANT #4 OFF LINE	
5		24.0	0											PLANT #4 OFF LINE	
6		24.0	0											PLANT #4 OFF LINE	
7		24.0	0											PLANT #4 OFF LINE	
8		24.0	0											PLANT #4 OFF LINE	
9		24.0	0											PLANT #4 OFF LINE	
10		24.0	0											PLANT #4 OFF LINE	
11		24.0	0											PLANT #4 OFF LINE	
12		24.0	0											PLANT #4 OFF LINE	
13		24.0	0											PLANT #4 OFF LINE	
14		24.0	0											PLANT #4 OFF LINE	
15		24.0	0											PLANT #4 OFF LINE	
16		24.0	0											PLANT #4 OFF LINE	
17		24.0	0											PLANT #4 OFF LINE	
18		24.0	0											PLANT #4 OFF LINE	
19		24.0	0											PLANT #4 OFF LINE	
20		24.0	0											PLANT #4 OFF LINE	
21		24.0	0											PLANT #4 OFF LINE	
22		24.0	0											PLANT #4 OFF LINE	
23		24.0	0											PLANT #4 OFF LINE	
24		24.0	0											PLANT #4 OFF LINE	
25		24.0	0											PLANT #4 OFF LINE	
26		24.0	0											PLANT #4 OFF LINE	
27		24.0	0											PLANT #4 OFF LINE	
28		24.0	0											PLANT #4 OFF LINE	
29		24.0	0											PLANT #4 OFF LINE	
30		24.0	0											PLANT #4 OFF LINE	
31		24.0	0											PLANT #4 OFF LINE	
Total			0												
Average			0												
Maximum			0												

* Refer to the instructions for this report to determine which plants must provide this information.



Daily Finished-Water Production for the Month/Year of : October 2017											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
Day of Month	Plant 1 Name	Plant 2 Name	Plant 3 Name	Plant 4 Name	Plant 5 Name	Plant 6 Name	Plant 7 Name	Plant 8 Name	Plant 9 Name	Plant 10 Name	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000									
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	168,000	0									168,000
2	140,000	0									140,000
3	126,000	0									126,000
4	132,000	0									132,000
5	166,000	0									166,000
6	137,000	0									137,000
7	144,000	0									144,000
8	144,000	0									144,000
9	154,000	0									154,000
10	127,000	0									127,000
11	125,000	0									125,000
12	180,000	0									180,000
13	123,000	0									123,000
14	131,000	0									131,000
15	132,000	0									132,000
16	120,000	0									120,000
17	154,000	0									154,000
18	174,000	0									174,000
19	196,000	0									196,000
20	205,000	0									205,000
21	163,000	0									163,000
22	164,000	0									164,000
23	155,000	0									155,000
24	113,000	0									113,000
25	125,000	0									125,000
26	102,000	0									102,000
27	109,000	0									109,000
28	118,000	0									118,000
29	119,000	0									119,000
30	103,000	0									103,000
31	112,000	0									112,000
Total											4,361,000
Avg											140,677
Max											205,000



November, 2017

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292	State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	Zip Code:	34652
		Contact Person's Fax Number:	727-849-4219

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: November, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place 'X')	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	137,000		4.4							1.8		
2	X	24.0	103,000		4.0							1.5		
3	X	24.0	138,000		4.2							1.8		
4	X	24.0	140,000		3.2							2.0		
5		24.0	140,000											
6	X	24.0	135,000		4.2							2.1		
7	X	24.0	115,000		3.8							2.3		
8	X	24.0	128,000		3.4							2.3		
9	X	24.0	149,000		3.6							2.4		
10	X	24.0	133,000		3.2							2.1		
11	X	24.0	162,000		3.3							2.0		
12		24.0	162,000											
13	X	24.0	150,000		3.9							2.3		
14	X	24.0	147,000		3.2							2.1	BWN	
15	X	24.0	136,000		3.6							2.4		
16	X	24.0	145,000		3.3							2.4		
17	X	24.0	118,000		3.4							2.3	Rescinded	
18	X	24.0	141,000		3.3							2.4		
19		24.0	142,000											
20	X	24.0	173,000		3.3							2.4		
21	X	24.0	103,000		3.3							2.9		
22	X	24.0	128,000		4.0							2.3		
23	X	24.0	129,000		4.1							3.0		
24	X	24.0	138,000		2.9							2.3		
25	X	24.0	131,000		4.9							2.7		
26		24.0	132,000											
27	X	24.0	148,000		3.5							3.0		
28	X	24.0	158,000		4.4							3.1		
29	X	24.0	114,000		4.5							3.0		
30	X	24.0	143,000		4.4							2.7		
31		24.0												
			4,118,000											
Average			137,267											
Maximum			173,000											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:		November, 2017
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A. Public Water System (PWS) Information

Public Water System (PWS) Information									
PWS Name: Lake Josephine (Sebring Lakes)						PWS Identification Number: 6280162			
PWS Type: <input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive									
Number of Service Connections at End of Month: 65						Total Population Served at End of Month: 75			
PWS Owner: US Water Services Corporation									
Contact Person: Melisa Roteveel						Contact Person's Title:			
Contact Person's Mailing Address: PO Box 2480				City: New Port Rich		State: Florida		Zip Code: 34652	
Contact Person's Telephone Number: (352) 787-0980				Contact Person's Fax Number: 941-378-3554					
Contact Person's E-Mail Address: mroteveel@uswatercorp.net									

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossetti

Printed or Typed Name

A 3531

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of:

November, 2017

Means of Achieving Four-Log Virus Inactivation/Removal:

☒ Free Chlorine

☐ Chlorine Dioxide

☐ Ozone

☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation

☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System:

☒ Free Chlorine

☐ Combined Chlorine (Chloramines)

☐ Chlorine Dioxide

Type of Disinfectant Residual Maintained in Distribution System				CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	0											PLANT #4 OFF LINE
2		24.0	0											PLANT #4 OFF LINE
3		24.0	0											PLANT #4 OFF LINE
4		24.0	0											PLANT #4 OFF LINE
5		24.0	0											PLANT #4 OFF LINE
6		24.0	0											PLANT #4 OFF LINE
7		24.0	0											PLANT #4 OFF LINE
8		24.0	0											PLANT #4 OFF LINE
9		24.0	0											PLANT #4 OFF LINE
10		24.0	0											PLANT #4 OFF LINE
11		24.0	0											PLANT #4 OFF LINE
12		24.0	0											PLANT #4 OFF LINE
13		24.0	0											PLANT #4 OFF LINE
14		24.0	0											PLANT #4 OFF LINE
15		24.0	0											PLANT #4 OFF LINE
16		24.0	0											PLANT #4 OFF LINE
17		24.0	0											PLANT #4 OFF LINE
18		24.0	0											PLANT #4 OFF LINE
19		24.0	0											PLANT #4 OFF LINE
20		24.0	0											PLANT #4 OFF LINE
21		24.0	0											PLANT #4 OFF LINE
22		24.0	0											PLANT #4 OFF LINE
23		24.0	0											PLANT #4 OFF LINE
24		24.0	0											PLANT #4 OFF LINE
25		24.0	0											PLANT #4 OFF LINE
26		24.0	0											PLANT #4 OFF LINE
27		24.0	0											PLANT #4 OFF LINE
28		24.0	0											PLANT #4 OFF LINE
29		24.0	0											PLANT #4 OFF LINE
30		24.0	0											PLANT #4 OFF LINE
1		24.0	0											PLANT #4 OFF LINE
Total			0											
Average			0											
Maximum			0											

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

Daily Finished-Water Production for the Month/Year of : November 2017											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name	Plant 2 Name	Plant 3 Name	Plant 4 Name	Plant 5 Name	Plant 6 Name	Plant 7 Name	Plant 8 Name	Plant 9 Name	Plant 10 Name	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
Day of Month											
1	137,000	0									137,000
2	103,000	0									103,000
3	138,000	0									138,000
4	140,000	0									140,000
5	140,000	0									140,000
6	135,000	0									135,000
7	115,000	0									115,000
8	128,000	0									128,000
9	149,000	0									149,000
10	133,000	0									133,000
11	162,000	0									162,000
12	162,000	0									162,000
13	150,000	0									150,000
14	147,000	0									147,000
15	136,000	0									136,000
16	145,000	0									145,000
17	118,000	0									118,000
18	141,000	0									141,000
19	142,000	0									142,000
20	173,000	0									173,000
21	103,000	0									103,000
22	128,000	0									128,000
23	129,000	0									128,000
24	136,000	0									138,000
25	131,000	0									131,000
26	132,000	0									132,000
27	148,000	0									148,000
28	158,000	0									158,000
29	114,000	0									114,000
30	143,000	0									143,000
31											
Total											4,118,000
Avg.											132,839
Max.											173,000

See Pages 4 for Instructions.

I. General Information for the Month/Year of: December, 2017

A. Public Water System (PWS) Information

PWS Name: Lake Josephine				PWS Identification Number: 6280162	
PWS Type: <input checked="" type="checkbox"/> Community		<input checked="" type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community	
Number of Service Connections at End of Month: 536				Total Population Served at End of Month: 1,250	
PWS Owner: US Water Services Corporation				Contact Person's Title: Compliance Manager	
Contact Person: Melisa Rotteveel					
Contact Person's Mailing Address: 4939 Cross Bayou Blvd			City: New Port Rich	State: Florida	Zip Code: 34652
Contact Person's Telephone Number: 866-753-8292			Contact Person's Fax Number: 727-849-4219		
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net					

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: December, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/l.	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	137,000		4.3								3.1		
2	X	24.0	158,000		4.2								3.0		
3		24.0	158,000												
4	X	24.0	132,000		3.6								2.1		
5	X	24.0	190,000		4.6								2.9		
6	X	24.0	116,000		4.4								2.6		
7	X	24.0	132,000		4.6								2.9		
8	X	24.0	151,000		4.3								2.8		
9	X	24.0	129,000		4.3								2.7		
10		24.0	129,000												
11	X	24.0	119,000		4.7								3.0		
12	X	24.0	155,000		4.5								2.8		
13	X	24.0	121,000		4.9								2.9		
14	X	24.0	134,000		4.8								2.8		
15	X	24.0	124,000		4.7								2.6		
16	X	24.0	133,000		4.2								2.3		
17		24.0	134,000												
18	X	24.0	135,000		4.6								2.8		
19	X	24.0	151,000		4.0								2.9		
20	X	24.0	118,000		4.5								2.3		
21	X	24.0	140,000		4.3								2.8		
22	X	24.0	87,000		4.7								2.9		
23	X	24.0	151,000		4.9								2.8		
24		24.0	152,000												
25	X	24.0	111,000		4.9								2.7		
26	X	24.0	124,000		4.3								2.8		
27	X	24.0	139,000		4.6								2.9		
28	X	24.0	133,000		4.3								2.8		
29	X	24.0	103,000		4.2								2.9		
30	X	24.0	141,000		3.8								2.6		
31		24.0	141,000												
			4,178,000												
Average			134,774												
Maximum			190,000												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:	December, 2017
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A. Public Water System (PWS) Information

PWS Name:		Lake Josephine (Sebring Lakes)		PWS Identification Number:		6280162	
PWS Type:		<input checked="" type="checkbox"/> Community		<input type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community	
		<input type="checkbox"/> Consecutive					
Number of Service Connections at End of Month:				65			
Total Population Served at End of Month:				75			
PWS Owner:		US Water Services Corporation					
Contact Person:		Melisa Roteveel				Contact Person's Title:	
Contact Person's Mailing Address:		PO Box 2480		City: New Port Rich		State: Florida	
						Zip Code: 34652	
Contact Person's Telephone Number:		(352) 787-0980		Contact Person's Fax Number:		941-378-3554	
Contact Person's E-Mail Address:		mroteveel@uswatercorp.net					

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett

Printed or Typed Name _____

A 3531

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: December, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Type of Disinfectant Residual Maintained in Distribution System: <input type="checkbox"/> Free Chlorine <input type="checkbox"/> Chloramines <input type="checkbox"/> Other _____															
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	0												PLANT #4 OFF LINE
2		24.0	0												PLANT #4 OFF LINE
3		24.0	0												PLANT #4 OFF LINE
4		24.0	0												PLANT #4 OFF LINE
5		24.0	0												PLANT #4 OFF LINE
6		24.0	0												PLANT #4 OFF LINE
7		24.0	0												PLANT #4 OFF LINE
8		24.0	0												PLANT #4 OFF LINE
9		24.0	0												PLANT #4 OFF LINE
10		24.0	0												PLANT #4 OFF LINE
11		24.0	0												PLANT #4 OFF LINE
12		24.0	0												PLANT #4 OFF LINE
13		24.0	0												PLANT #4 OFF LINE
14		24.0	0												PLANT #4 OFF LINE
15		24.0	0												PLANT #4 OFF LINE
16		24.0	0												PLANT #4 OFF LINE
17		24.0	0												PLANT #4 OFF LINE
18		24.0	0												PLANT #4 OFF LINE
19		24.0	0												PLANT #4 OFF LINE
20		24.0	0												PLANT #4 OFF LINE
21		24.0	0												PLANT #4 OFF LINE
22		24.0	0												PLANT #4 OFF LINE
23		24.0	0												PLANT #4 OFF LINE
24		24.0	0												PLANT #4 OFF LINE
25		24.0	0												PLANT #4 OFF LINE
26		24.0	0												PLANT #4 OFF LINE
27		24.0	0												PLANT #4 OFF LINE
28		24.0	0												PLANT #4 OFF LINE
29		24.0	0												PLANT #4 OFF LINE
30		24.0	0												PLANT #4 OFF LINE
31		24.0	0												PLANT #4 OFF LINE
Total			0												
Average			0												
Maximum			0												

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

ons.

Daily Finished-Water Production for the Month/Year of : December 2017											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	137,000	0									137,000
2	158,000	0									158,000
3	158,000	0									158,000
4	132,000	0									132,000
5	190,000	0									190,000
6	116,000	0									116,000
7	132,000	0									132,000
8	151,000	0									151,000
9	129,000	0									129,000
10	129,000	0									129,000
11	119,000	0									119,000
12	155,000	0									155,000
13	121,000	0									121,000
14	134,000	0									134,000
15	124,000	0									124,000
16	133,000	0									133,000
17	134,000	0									134,000
18	135,000	0									135,000
19	151,000	0									151,000
20	118,000	0									118,000
21	140,000	0									140,000
22	87,000	0									87,000
23	151,000	0									151,000
24	152,000	0									152,000
25	111,000	0									111,000
26	124,000	0									124,000
27	139,000	0									139,000
28	133,000	0									133,000
29	103,000	0									103,000
30	141,000	0									141,000
31	141,000	0									141,000
Total											4,178,000
Avg.											134,774
Max.											190,000

PWS ID:	5284137	Plant Name:	Lake Josephine Plants 3 & 4
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IV. Summary of Use of Polymer Containing Acrylamide, Polymer Containing Epichlorohydrin, and Iron or Manganese Sequestrant for the Year: *	2017
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A. Is any polymer containing the monomer acrylamide used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the acrylamide level in the polymer are as follows:

Polymer Dose ppm =		Acrylamide Level, % [†] =	
--------------------	--	------------------------------------	--

B. Is any polymer containing the monomer epichlorohydrin used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the epichlorohydrin level in the polymer are as follows:

Polymer Dose ppm =		Epichlorohydrin Level, % [†] =	
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C. Is any iron or manganese sequestrant used at the water treatment plant? ☒ No ☐ Yes, and the type of sequestrant, sequestrant dose, etc., are as follows:

Type of Sequestrant (polyphosphate or sodium silicate):	
Sequestrant Dose, mg/L of phosphate as PO ₄ or mg/L of silicate as SiO ₂ =	
If sodium silicate is used, the amount of added plus naturally occurring silicate, in mg/L as SiO ₂ =	

* Complete and submit Part IV of this report only with the monthly operation report for December of each year and only for water treatment plants using polymer containing acrylamide, polymer containing epichlorohydrin, and/or an iron and manganese sequestrant.

[†] Acrylamide and epichlorohydrin levels may be based on the polymer manufacturer's certification or on third-party certification.



A. Public Water System (PWS) Information

B. Water Treatment Plant Information

II. Certification by Lead/Chief Operator

Signature and Date

A 3531
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: January, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1	X	24.0	152,000		4.1								3.0		
2	X	24.0	130,000		4.3								3.0		
3	X	24.0	116,000		4.2								3.0		
4	X	24.0	129,000		4.3								2.3		
5	X	24.0	129,000		4.0								2.4		
6	X	24.0	134,000		4.4								2.3		
7		24.0	135,000												
8	X	24.0	127,000		4.1								2.4		
9	X	24.0	106,000		4.0								2.3		
10	X	24.0	128,000		4.4								2.6		
11	X	24.0	124,000		4.2								2.4		
12	X	24.0	159,000		4.3								2.6		
13	X	24.0	117,000		4.6								2.7		
14		24.0	118,000												
15	X	24.0	139,000		4.3								2.5		
16	X	24.0	130,000		4.4								2.6		
17	X	24.0	144,000		4.2								2.7		
18	X	24.0	164,000		4.0								2.9		
19	X	24.0	120,000		4.2								2.5		
20	X	24.0	134,000		4.0								2.3		
21		24.0	135,000												
22	X	24.0	133,000		4.3								2.6		
23	X	24.0	112,000		4.7								2.6		
24	X	24.0	131,000		4.2								2.8		
25	X	24.0	112,000		4.5								2.8		
26	X	24.0	137,000		4.6								2.6		
27	X	24.0	135,000		4.9								2.8		
28		24.0	135,000												
29	X	24.0	123,000		4.8								2.9		
30	X	24.0	127,000		4.6								2.8		
31	X	24.0	157,000		4.5								2.4		
			4,072,000												
Average			131,355												
Maximum			164,000												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: January, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	65	Total Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Roteveel	Contact Person's Title:	
Contact Person's Mailing Address:	PO Box 2480	City:	New Port Rich
Contact Person's Telephone Number:	(352) 787-0980	State:	Florida
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net	Zip Code:	34652
		Contact Person's Fax Number:	941-378-3554

B. Water Treatment Plant Information

Plant Name:	Sebring Lakes Plant #4	Plant Telephone Number:	941-377-9456	
Plant Address:	5313 Knight Ave	City:	Sebring	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000	Zip Code:	33875	
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager
Other Operators:	Jackie Williams	C	20588	Operator

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

 2/4/18

Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

III. Daily Data for the Month/Year of: January, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Maximum UV Dose Required, mW-sec/cm ²			
1		24.0	0											PLANT #4 OFF LINE	
2		24.0	0											PLANT #4 OFF LINE	
3		24.0	0											PLANT #4 OFF LINE	
4		24.0	0											PLANT #4 OFF LINE	
5		24.0	0											PLANT #4 OFF LINE	
6		24.0	0											PLANT #4 OFF LINE	
7		24.0	0											PLANT #4 OFF LINE	
8		24.0	0											PLANT #4 OFF LINE	
9		24.0	0											PLANT #4 OFF LINE	
10		24.0	0											PLANT #4 OFF LINE	
11		24.0	0											PLANT #4 OFF LINE	
12		24.0	0											PLANT #4 OFF LINE	
13		24.0	0											PLANT #4 OFF LINE	
14		24.0	0											PLANT #4 OFF LINE	
15		24.0	0											PLANT #4 OFF LINE	
16		24.0	0											PLANT #4 OFF LINE	
17		24.0	0											PLANT #4 OFF LINE	
18		24.0	0											PLANT #4 OFF LINE	
19		24.0	0											PLANT #4 OFF LINE	
20		24.0	0											PLANT #4 OFF LINE	
21		24.0	0											PLANT #4 OFF LINE	
22		24.0	0											PLANT #4 OFF LINE	
23		24.0	0											PLANT #4 OFF LINE	
24		24.0	0											PLANT #4 OFF LINE	
25		24.0	0											PLANT #4 OFF LINE	
26		24.0	0											PLANT #4 OFF LINE	
27		24.0	0											PLANT #4 OFF LINE	
28		24.0	0											PLANT #4 OFF LINE	
29		24.0	0											PLANT #4 OFF LINE	
30		24.0	0											PLANT #4 OFF LINE	
31		24.0	0											PLANT #4 OFF LINE	
Total			0												
Average			0												
Maximum			0												

* Refer to the instructions for this report to determine which plants must provide this information.



ONS.

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ONS.

ONS.

ONS.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: February, 2018

A. Public Water System (PWS) Information

PWS Name: Lake Josephine		PWS Identification Number: 6280162	
PWS Type: <input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 536		Total Population Served at End of Month: 1,250	
PWS Owner: US Water Services Corporation			
Contact Person: Melisa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292		Zip Code: 34652	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net		Contact Person's Fax Number: 727-849-4219	

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date _____

Ron Derossett
Printed or Typed Name

A 3531
License Number



See Pages 4 for Instructions.

I. General Information for the Month/Year of: February, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292	State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	Zip Code:	34632
		Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000	Zip Code:	33872	
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date: Ron Derossett 3/7/12

Printed or Typed Name: Ron Derossett

License Number: A 3531

III. Daily Data for the Month/Year of: February, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	142,000		4.3								2.8	
2	X	24.0	152,000		4.4								2.7	
3	X	24.0	125,000		3.1								2.3	
4		24.0	125,000											
5	X	24.0	118,000		4.3								2.6	
6	X	24.0	126,000		4.9								2.7	
7	X	24.0	144,000		3.6								3.0	
8	X	24.0	121,000		4.2								3.1	
9	X	24.0	151,000		4.3								2.7	
10	X	24.0	126,000		4.9								3.0	
11		24.0	127,000											
12	X	24.0	121,000		4.7								2.7	
13	X	24.0	156,000		4.6								2.5	
14	X	24.0	96,000		4.8								2.8	
15	X	24.0	163,000		4.7								2.9	
16	X	24.0	123,000		4.9								2.8	
17	X	24.0	164,000		4.9								2.7	
18		24.0	164,000											
19	X	24.0	88,000		3.0								2.2	
20	X	24.0	191,000		3.9								2.4	
21	X	24.0	98,000		3.8								2.3	
22	X	24.0	141,000		3.6								2.4	
23	X	24.0	164,000		3.9								2.8	
24	X	24.0	130,000		4.9								2.7	
25		24.0	130,000											
26	X	24.0	160,000		3.6								2.6	
27	X	24.0	102,000		4.2								2.8	
28	X	24.0	177,000		4.4								2.2	
29		24.0												
30		24.0												
31		24.0												

Average	3,825,000
Maximum	136,607
	191,000

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

1. General Information for the Month/Year of:

February, 2018

A. Public Water System (PWS) Information

PWS Name: Lake Josephine (Sebring Lakes)		PWS Identification Number: 6280162	
PWS Type: <input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month: 65		Total Population Served at End of Month: 75	
PWS Owner: US Water Services Corporation			
Contact Person: Melisa Roteveel		Contact Person's Title:	
Contact Person's Mailing Address: PO Box 2480		City: New Port Rich	State: Florida
Contact Person's Telephone Number: (352) 787-0980		Zip Code: 34652	
Contact Person's E-Mail Address: mroteveel@uswatercorp.net		Contact Person's Fax Number: 941-378-3554	

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

III. Daily Data for the Month/Year of:	February, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal:	<input checked="" type="checkbox"/> Free Chlorine	<input type="checkbox"/> Chlorine Dioxide	<input type="checkbox"/> Ozone	<input type="checkbox"/> Combined Chlorine (Chloramines)
	<input type="checkbox"/> Ultraviolet Radiation <input type="checkbox"/> Other (Describe):			

Type of Disinfectant Residual Maintained in Distribution System:	<input checked="" type="checkbox"/> Free Chlorine	<input type="checkbox"/> Combined Chlorine (Chloramines)	<input type="checkbox"/> Chlorine Dioxide
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Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	0											PLANT #4 OFF LINE	
2		24.0	0											PLANT #4 OFF LINE	
3		24.0	0											PLANT #4 OFF LINE	
4		24.0	0											PLANT #4 OFF LINE	
5		24.0	0											PLANT #4 OFF LINE	
6		24.0	0											PLANT #4 OFF LINE	
7		24.0	0											PLANT #4 OFF LINE	
8		24.0	0											PLANT #4 OFF LINE	
9		24.0	0											PLANT #4 OFF LINE	
10		24.0	0											PLANT #4 OFF LINE	
11		24.0	0											PLANT #4 OFF LINE	
12		24.0	0											PLANT #4 OFF LINE	
13		24.0	0											PLANT #4 OFF LINE	
14		24.0	0											PLANT #4 OFF LINE	
15		24.0	0											PLANT #4 OFF LINE	
16		24.0	0											PLANT #4 OFF LINE	
17		24.0	0											PLANT #4 OFF LINE	
18		24.0	0											PLANT #4 OFF LINE	
19		24.0	0											PLANT #4 OFF LINE	
20		24.0	0											PLANT #4 OFF LINE	
21		24.0	0											PLANT #4 OFF LINE	
22		24.0	0											PLANT #4 OFF LINE	
23		24.0	0											PLANT #4 OFF LINE	
24		24.0	0											PLANT #4 OFF LINE	
25		24.0	0											PLANT #4 OFF LINE	
26		24.0	0											PLANT #4 OFF LINE	
27		24.0	0											PLANT #4 OFF LINE	
28		24.0	0											PLANT #4 OFF LINE	
29		24.0	0											PLANT #4 OFF LINE - BWN	
30		24.0	0											PLANT #4 OFF LINE	
31		24.0	0											PLANT #4 OFF LINE	

Total	0
Average	0
Maximum	0

* Refer to the instructions for this report to determine which plants must provide this information.



Daily Finished Water Production for the Month/Year of : February 2018											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
Day of Month	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000									
Net Quantity of Finished Water Produced by Each Plant, gallons											Total
1	142,000	0									142,000
2	152,000	0									152,000
3	125,000	0									125,000
4	125,000	0									125,000
5	118,000	0									118,000
6	126,000	0									126,000
7	144,000	0									144,000
8	121,000	0									121,000
9	151,000	0									151,000
10	126,000	0									126,000
11	127,000	0									127,000
12	121,000	0									121,000
13	156,000	0									156,000
14	96,000	0									96,000
15	163,000	0									163,000
16	123,000	0									123,000
17	164,000	0									164,000
18	164,000	0									164,000
19	88,000	0									88,000
20	191,000	0									191,000
21	98,000	0									98,000
22	141,000	0									141,000
23	164,000	0									164,000
24	130,000	0									130,000
25	130,000	0									130,000
26	160,000	0									160,000
27	102,000	0									102,000
28	177,000	0									177,000
1											
2											
3											
Total											3,825,000
Avg											123,387
Max											191,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: March, 2018

A. Public Water System (PWS) Information


PWS Name:	Lake Josephine (Sebring Lakes)			PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	65			Total Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation				
Contact Person:	Melisa Roteveel			Contact Person's Title:	
Contact Person's Mailing Address:	PO Box 2480	City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	(352) 787-0980	Contact Person's Fax Number:	941-378-3554		
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net				

B. Water Treatment Plant Information

Plant Name:	Sebring Lakes Plant #4			Plant Telephone Number:	941-377-9456
Plant Address:	5313 Knight Ave			City:	Sebring
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water	<input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked	
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager	
Other Operators:	Jackie Williams	C	20588	Operator	

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.



 Signature and Date

Ron Derossett

 Printed or Typed Name

A 3531

 License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of:

March, 2018

Means of Achieving Four-Log Virus Inactivation/Removal:

☐ Ultraviolet Radiation

☐ Other (Describe):

☒ Free Chlorine

☐ Chlorine Dioxide

☐ Ozone

☐ Combined Chlorine (Chloramines)

Type of Disinfectant Residual Maintained in Distribution System:

☒ Free Chlorine

☐ Combined Chlorine (Chloramines)

☐ Chlorine Dioxide

CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations						UV Dose			Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	82,000		4.2								2.4	
2	X	24.0	150,000		4.4								2.6	
3	X	24.0	139,000		4.4								3.0	
4		24.0	139,000										2.6	
5	X	24.0	147,000		3.9								3.4	
6	X	24.0	123,000		4.2								3.2	
7	X	24.0	138,000		4.3								3.2	
8	X	24.0	126,000		4.5								2.5	
9	X	24.0	135,000		3.3								3.0	
10	X	24.0	122,000		4.9									
11		24.0	123,000										3.0	
12	X	24.0	137,000		4.3								2.6	
13	X	24.0	104,000		4.0								2.7	
14	X	24.0	126,000		4.3								2.7	
15	X	24.0	126,000		4.5								2.8	
16	X	24.0	109,000		4.4								2.6	
17	X	24.0	140,000		4.4									
18		24.0	140,000										2.4	
19	X	24.0	141,000		4.6								2.5	
20	X	24.0	99,000		4.7								2.6	
21	X	24.0	149,000		4.8								2.5	
22	X	24.0	134,000		4.7								2.7	
23	X	24.0	82,000		4.7								2.5	
24	X	24.0	136,000		4.7									
25		24.0	136,000										2.5	
26	X	24.0	130,000		4.6								2.6	
27	X	24.0	154,000		4.3								2.7	
28	X	24.0	129,000		4.4								2.7	
29	X	24.0	80,000		4.6								2.8	
30	X	24.0	134,000		4.7								3.0	
31	X	24.0	145,000		4.8									
			3,955,000											
Average			127,581											
Maximum			154,000											

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: March, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
		State:	Florida
Contact Person's Telephone Number:	866-753-8292	Zip Code:	34652
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
		State:	Florida	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	Zip Code:	33872	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: March, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Type of System	Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
					CT Calculations							UV Dose				
					Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
	1		24.0	0											PLANT #4 OFF LINE	
	2		24.0	0											PLANT #4 OFF LINE	
	3		24.0	0											PLANT #4 OFF LINE	
	4		24.0	0											PLANT #4 OFF LINE	
	5		24.0	0											PLANT #4 OFF LINE	
	6		24.0	0											PLANT #4 OFF LINE	
	7		24.0	0											PLANT #4 OFF LINE	
	8		24.0	0											PLANT #4 OFF LINE	
	9		24.0	0											PLANT #4 OFF LINE	
	10		24.0	0											PLANT #4 OFF LINE	
	11		24.0	0											PLANT #4 OFF LINE	
	12		24.0	0											PLANT #4 OFF LINE	
	13		24.0	0											PLANT #4 OFF LINE	
	14		24.0	0											PLANT #4 OFF LINE	
	15		24.0	0											PLANT #4 OFF LINE	
	16		24.0	0											PLANT #4 OFF LINE	
	17		24.0	0											PLANT #4 OFF LINE	
	18		24.0	0											PLANT #4 OFF LINE	
	19		24.0	0											PLANT #4 OFF LINE	
	20		24.0	0											PLANT #4 OFF LINE	
	21		24.0	0											PLANT #4 OFF LINE	
	22		24.0	0											PLANT #4 OFF LINE	
	23		24.0	0											PLANT #4 OFF LINE	
	24		24.0	0											PLANT #4 OFF LINE	
	25		24.0	0											PLANT #4 OFF LINE	
	26		24.0	0											PLANT #4 OFF LINE	
	27		24.0	0											PLANT #4 OFF LINE	
	28		24.0	0											PLANT #4 OFF LINE	
	29		24.0	0											PLANT #4 OFF LINE - BWN	
	30		24.0	0											PLANT #4 OFF LINE	
	31		24.0	0											PLANT #4 OFF LINE	
Total				0												
Average				0												
Maximum				0												

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

ons.

Daily Finished-Water Production for the Month/Year of : March 2018											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	82,000	0									82,000
2	150,000	0									150,000
3	139,000	0									139,000
4	139,000	0									139,000
5	147,000	0									147,000
6	123,000	0									123,000
7	138,000	0									138,000
8	126,000	0									126,000
9	135,000	0									135,000
10	122,000	0									122,000
11	123,000	0									123,000
12	137,000	0									137,000
13	104,000	0									104,000
14	126,000	0									126,000
15	126,000	0									126,000
16	109,000	0									109,000
17	140,000	0									140,000
18	140,000	0									140,000
19	141,000	0									141,000
20	99,000	0									99,000
21	149,000	0									149,000
22	134,000	0									134,000
23	82,000	0									82,000
24	136,000	0									136,000
25	136,000	0									136,000
26	130,000	0									130,000
27	154,000	0									154,000
28	129,000	0									129,000
29	80,000	0									80,000
2	134,000	0									134,000
3	145,000	0									145,000
Total											3,955,000
Avg.											127,581
Max.											154,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: April, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation	Contact Person's Title:	Compliance Manager
Contact Person:	Melisa Rotteveel	Contact Person's Mailing Address:	4939 Cross Bayou Blvd
Contact Person's Telephone Number:	866-753-8292	City:	New Port Rich
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	State:	Florida
		Zip Code:	34652
		Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000	Zip Code:	33872	
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift
	Andrew Borremans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date:

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: April, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	145,000												
2	X	24.0	103,000		4.6								2.8		
3	X	24.0	125,000		4.4								3.0		
4	X	24.0	113,000		4.6								2.6		
5	X	24.0	131,000		4.0								2.4		
6	X	24.0	108,000		4.6								2.8		
7	X	24.0	128,000		2.6								2.1		
8		24.0	129,000												
9	X	24.0	109,000		4.9								3.0		
10	X	24.0	101,000		4.3								2.9		
11	X	24.0	115,000		4.1								2.8		
12	X	24.0	111,000		4.0								2.3		
13	X	24.0	107,000		3.9								2.3		
14	X	24.0	150,000		3.0								2.3		
15		24.0	151,000												
16	X	24.0	80,000		2.9								2.0		
17	X	24.0	133,000		3.1								2.3		
18	X	24.0	83,000		2.7								2.1	BWN	
19	X	24.0	160,000		2.1								1.9		
20	X	24.0	134,000		4.9								2.9		
21	X	24.0	119,000		2.8								1.9		
22		24.0	120,000												
23	X	24.0	129,000		3.6								0.4	Rescinded	
24	X	24.0	108,000		2.8								1.8		
25	X	24.0	124,000		3.4								2.4		
26	X	24.0	138,000		4.9								3.0		
27	X	24.0	115,000		3.0								2.3		
28	X	24.0	146,000		3.0								2.4		
29		24.0	146,000												
30	X	24.0	120,000		3.4								2.7		
31															
			3,681,000												
Average			122,700												
Maximum			133,000												

* Refer to the instructions for this report to determine which plants must provide this information.



I. General Information for the Month/Year of: April, 2018

Public Water System (PWS) Information																	
PWS Name: Lake Josephine (Sebring Lakes)						PWS Identification Number:		6280162									
PWS Type:		<input checked="" type="checkbox"/> Community		<input type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive									
Number of Service Connections at End of Month:						65		Total Population Served at End of Month:		75							
PWS Owner:		US Water Services Corporation															
Contact Person:		Melisa Roteveel				Contact Person's Title:											
Contact Person's Mailing Address:		PO Box 2480				City:		New Port Rich		State:		Florida		Zip Code:		34652	
Contact Person's Telephone Number:		(352) 787-0980				Contact Person's Fax Number:		941-378-3554									
Contact Person's E-Mail Address:		mroteveel@uswatercorp.net															

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

III. Daily Data for the Month/Year of: **April, 2018**

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	0											PLANT #4 OFF LINE
2		24.0	0											PLANT #4 OFF LINE
3		24.0	0											PLANT #4 OFF LINE
4		24.0	0											PLANT #4 OFF LINE
5	X	24.0	10,000											PLANT #4 OFF LINE
6		24.0	0											PLANT #4 OFF LINE
7		24.0	0											PLANT #4 OFF LINE
8		24.0	0											PLANT #4 OFF LINE
9		24.0	0											PLANT #4 OFF LINE
10		24.0	0											PLANT #4 OFF LINE
11		24.0	0											PLANT #4 OFF LINE
12		24.0	0											PLANT #4 OFF LINE
13		24.0	0											PLANT #4 OFF LINE
14		24.0	0											PLANT #4 OFF LINE
15		24.0	0											PLANT #4 OFF LINE
16		24.0	0											PLANT #4 OFF LINE
17		24.0	0											PLANT #4 OFF LINE
18		24.0	0											PLANT #4 OFF LINE
19		24.0	0											PLANT #4 OFF LINE
20		24.0	0											PLANT #4 OFF LINE
21		24.0	0											PLANT #4 OFF LINE
22		24.0	0											PLANT #4 OFF LINE
23		24.0	0											PLANT #4 OFF LINE
24		24.0	0											PLANT #4 OFF LINE
25		24.0	0											PLANT #4 OFF LINE
26		24.0	0											PLANT #4 OFF LINE
27		24.0	0											PLANT #4 OFF LINE
28		24.0	0											PLANT #4 OFF LINE
29		24.0	0											PLANT #4 OFF LINE
30		24.0	0											PLANT #4 OFF LINE
1		24.0	0											PLANT #4 OFF LINE
Total			10,000											
Average			333											
Maximum			10,000											

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

ons.

Daily Finished-Water Production for the Month/Year of : April 2018											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	145,000	0									145,000
2	103,000	0									103,000
3	125,000	0									125,000
4	113,000	0									113,000
5	131,000	10,000									141,000
6	108,000	0									108,000
7	128,000	0									128,000
8	129,000	0									129,000
9	109,000	0									109,000
10	101,000	0									101,000
11	115,000	0									115,000
12	111,000	0									111,000
13	107,000	0									107,000
14	150,000	0									150,000
15	151,000	0									151,000
16	80,000	0									80,000
17	133,000	0									133,000
18	83,000	0									83,000
19	160,000	0									160,000
20	134,000	0									134,000
21	119,000	0									119,000
22	120,000	0									120,000
23	129,000	0									129,000
24	108,000	0									108,000
25	124,000	0									124,000
26	138,000	0									138,000
27	115,000	0									115,000
28	146,000	0									146,000
29	146,000	0									146,000
2	120,000	0									120,000
3											
Total											3,691,000
Avg.											119,065
Max.											160,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: May, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich State: Florida Zip Code: 34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456
Plant Address:	1949 Canary Way	City:	Sebring State: Florida Zip Code: 33872
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s)/ Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift
	Andrew Borremans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett

Printed or Typed Name:

A 3531

License Number

III. Daily Data for the Month/Year of:	May, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose						
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	145,000		3.6								2.2		
2	X	24.0	105,000		3.9								2.4		
3	X	24.0	120,000		3.6								2.8		
4	X	24.0	137,000		4.9								2.9		
5	X	24.0	139,000		4.1								2.6		
6		24.0	139,000												
7	X	24.0	97,000		4.4								3.0		
8	X	24.0	112,000		4.9								2.9		
9	X	24.0	121,000		4.9								2.7		
10	X	24.0	124,000		4.1								2.3		
11	X	24.0	102,000		4.4								2.3		
12	X	24.0	108,000		3.3								2.1		
13		24.0	108,000												
14	X	24.0	90,000		3.0								2.3		
15	X	24.0	104,000		4.9								3.0		
16	X	24.0	78,000		4.9								3.1		
17	X	24.0	81,000		4.4								2.6		
18	X	24.0	129,000		4.3								2.2	BWN	
19	X	24.0	153,000		4.5								2.3		
20		24.0	153,000												
21	X	24.0	89,000		4.6								2.5	PBWN - Ground Storage Tank	
22	X	24.0	102,000		2.2								1.4		
23	X	24.0	106,000		4.8								2.3	Going to Chloramine system	
24	X	24.0	111,000		4.9								2.4	Rescinded	
25	X	24.0	109,000		2.3								1.6		
26	X	24.0	88,000		2.7								2.0		
27		24.0	89,000												
28	X	24.0	101,000		3.8								3.0		
29	X	24.0	102,000		3.3								2.8		
30	X	24.0	96,000		3.8								2.6		
31	X	24.0	83,000		3.4								2.0		
			3,421,000												
Average			110,355												
Maximum			153,000												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: May, 2018

A. Public Water System (PWS) Information

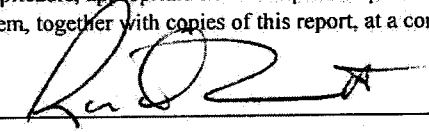
PWS Name:	Lake Josephine (Sebring Lakes)	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	65	Total Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Roteveel	Contact Person's Title:	
Contact Person's Mailing Address:	PO Box 2480	City: New Port Rich State: Florida	Zip Code: 34652
Contact Person's Telephone Number:	(352) 787-0980	Contact Person's Fax Number:	941-378-3554
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Sebring Lakes Plant #4	Plant Telephone Number:	941-377-9456	
Plant Address:	5313 Knight Ave	City: Sebring State: Florida	Zip Code: 33875	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager
Other Operators:	Dustin Williams	C	22520	Operator

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

 6/6/18
Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

III. Daily Data for the Month/Year of:	May, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal:	<input checked="" type="checkbox"/> Free Chlorine	<input type="checkbox"/> Chlorine Dioxide	<input type="checkbox"/> Ozone	<input type="checkbox"/> Combined Chlorine (Chloramines)
<input type="checkbox"/> Ultraviolet Radiation	<input type="checkbox"/> Other (Describe):			

Type of Disinfectant Residual Maintained in Distribution System:	<input checked="" type="checkbox"/> Free Chlorine	<input type="checkbox"/> Combined Chlorine (Chloramines)	<input type="checkbox"/> Chlorine Dioxide
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Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1		24.0												Off Line
2		24.0												Off Line
3		24.0												Off Line
4		24.0												Off Line
5		24.0												Off Line
6		24.0												Off Line
7		24.0												Off Line
8		24.0												Off Line
9		24.0												Off Line
10		24.0												Off Line
11		24.0												Off Line
12		24.0												Off Line
13		24.0												Off Line
14		24.0												Off Line
15		24.0												Off Line
16		24.0												Off Line
17		24.0												Off Line
18		24.0												BWN
19		24.0												Off Line
20		24.0												Off Line
21		24.0												PBWN - Ground Storage Tank
22		24.0												Off Line
23		24.0												Going to Chloramines System
24		24.0												Rescinded
25		24.0												Off Line
26		24.0												Off Line
27		24.0												Off Line
28		24.0												Off Line
29		24.0												Off Line
30		24.0												Off Line
31		24.0												Off Line
Total														
Average														
Maximum														

* Refer to the instructions for this report to determine which plants must provide this information.

**MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE
MULTIPLE TREATMENT PLANTS**



June, 2018

Public Water System (PWS) Information										
PWS Name: Lake Josephine					PWS Identification Number: 6280162					
PWS Type: <input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive										
Number of Service Connections at End of Month: 536					Total Population Served at End of Month: 1,250					
PWS Owner: US Water Services Corporation										
Contact Person: Melisa Rotteveel					Contact Person's Title: Compliance Manager					
Contact Person's Mailing Address: 4939 Cross Bayou Blvd					City: New Port Rich		State: Florida		Zip Code: 34652	
Contact Person's Telephone Number: 866-753-8292					Contact Person's Fax Number: 727-849-4219					
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net										

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date

Ron Derossett
Printed or Typed Name

A3531
License Number

III. Daily Data for the Month/Year of: June, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	119,000		2.2							1.5		
2	X	24.0	104,000		2.6							1.8		
3		24.0	105,000											
4	X	24.0	119,000		3.3							1.5		
5	X	24.0	76,000		3.6							2.3		
6	X	24.0	96,000		4.0							2.2		
7	X	24.0	102,000		2.4							3.0		
8	X	24.0	108,000		2.6							2.1		
9	X	24.0	115,000		3.9							2.2		
10		24.0	115,000											
11	X	24.0	127,000		3.5							2.1	BWN	
12	X	24.0	99,000		3.9							2.2		
13	X	24.0	115,000		2.2							1.8		
14	X	24.0	117,000		2.0							1.5		
15	X	24.0	117,000		3.6							1.5	Rescinded	
16	X	24.0	142,000		2.6							2.0		
17		24.0	142,000											
18	X	24.0	135,000		2.0							1.7		
19	X	24.0	129,000		1.3							0.8		
20	X	24.0	124,000		4.0							2.4		
21	X	24.0	156,000		4.0							2.2		
22	X	24.0	118,000		3.9							2.0		
23	X	24.0	117,000		3.8							2.0		
24		24.0	118,000											
25	X	24.0	129,000		4.0							2.2		
26	X	24.0	113,000		3.8							2.3		
27	X	24.0	122,000		3.9							2.3		
28	X	24.0	11,000		3.6							2.2		
29	X	24.0	116,000		3.9							2.3		
30	X	24.0	116,000		4.0							2.3		
31														
			3,422,000											
Average			114,067											
Maximum			156,000											

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: June, 2018

A. Public Water System (PWS) Information

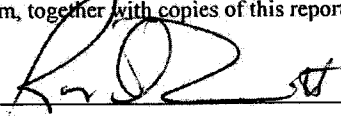
PWS Name:	Lake Josephine (Sebring Lakes)	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	65	Total Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Roteveel	Contact Person's Title:	
Contact Person's Mailing Address:	PO Box 2480	City:	New Port Rich State: Florida Zip Code: 34652
Contact Person's Telephone Number:	(352) 787-0980	Contact Person's Fax Number:	941-378-3554
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Sebring Lakes Plant #4	Plant Telephone Number:	941-377-9456	
Plant Address:	5313 Knight Ave	City:	Sebring State: Florida Zip Code: 33875	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager
Other Operators:	Andrew Borrenans	C	22604	Operator

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

 7/9/18
Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

III. Daily Data for the Month/Year of:	June, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal:	<input type="checkbox"/> Free Chlorine	<input type="checkbox"/> Chlorine Dioxide	<input type="checkbox"/> Ozone	<input checked="" type="checkbox"/> Combined Chlorine (Chloramines)
<input type="checkbox"/> Ultraviolet Radiation	<input type="checkbox"/> Other (Describe):			

Type of Disinfectant Residual Maintained in Distribution System:	<input type="checkbox"/> Free Chlorine	<input checked="" type="checkbox"/> Combined Chlorine (Chloramines)	<input type="checkbox"/> Chlorine Dioxide
--	--	---	---

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1		24.0												Off line	
2		24.0												Off line	
3		24.0												Off line	
4		24.0												Off line	
5		24.0												Off line	
6		24.0												Off line	
7		24.0												Off line	
8		24.0												Off line	
9		24.0												Off line	
10		24.0												Off line	
11		24.0												Off line	
12		24.0												Off line	
13		24.0												Off line	
14		24.0												Off line	
15		24.0												Off line	
16		24.0												Off line	
17		24.0												Off line	
18		24.0												Off line	
19		24.0												Off line	
20		24.0												Off line	
21		24.0												Off line	
22		24.0												Off line	
23		24.0												Off line	
24		24.0												Off line	
25		24.0												Off line	
26		24.0												Off line	
27		24.0												Off line	
28		24.0												Off line	
29		24.0												Off line	
30		24.0												Off line	
1		24.0												Off line	
Total															
Average															
Maximum															

* Refer to the instructions for this report to determine which plants must provide this information.



Day of Month	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000									
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	119,000	0									119,000
2	104,000	0									104,000
3	105,000	0									105,000
4	119,000	0									119,000
5	76,000	6,000									82,000
6	96,000	0									96,000
7	102,000	0									102,000
8	108,000	0									108,000
9	115,000	0									115,000
10	115,000	0									115,000
11	127,000	0									127,000
12	99,000	0									99,000
13	115,000	0									115,000
14	117,000	0									117,000
15	117,000	0									117,000
16	142,000	0									142,000
17	142,000	0									142,000
18	135,000	0									135,000
19	129,000	0									129,000
20	124,000	0									124,000
21	156,000	0									156,000
22	118,000	0									118,000
23	117,000	0									117,000
24	118,000	0									118,000
25	129,000	0									129,000
26	113,000	0									113,000
27	122,000	0									122,000
28	11,000	0									11,000
29	116,000	0									116,000
30	116,000	0									116,000
31											
Total											3,428,000
Avg.											110,581
Max.											156,000



July, 2018

PWS Name: Lake Josephine		PWS Identification Number: 6280162	
PWS Type: <input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month: 536		Total Population Served at End of Month: 1,250	
PWS Owner: US Water Services Corporation			
Contact Person: Melisa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292		Zip Code: 34652	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net		Contact Person's Fax Number: 727-849-4219	

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of: July, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Type of Disinfectant Residual Maintained in Distribution System:				CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	117,000												
2	X	24.0	101,000		4.0								2.3		
3	X	24.0	111,000		3.9								2.2		
4	X	24.0	119,000		3.0								2.0		
5	X	24.0	131,000		4.0								2.2		
6	X	24.0	104,000		4.0								2.2		
7	X	24.0	105,000		3.9								2.2		
8		24.0	106,000												
9	X	24.0	104,000		3.2								2.0		
10	X	24.0	120,000		3.4								2.0		
11	X	24.0	107,000		3.9								2.2		
12	X	24.0	105,000		3.2								2.0		
13	X	24.0	112,000		3.1								2.0		
14	X	24.0	118,000		4.0								2.2		
15		24.0	119,000												
16	X	24.0	90,000		2.7								2.0		
17	X	24.0	120,000		3.1								2.2		
18	X	24.0	90,000		4.0								2.2		
19	X	24.0	122,000		3.3								2.0		
20	X	24.0	116,000		3.1								2.0		
21	X	24.0	131,000		3.4								2.1		
22		24.0	131,000												
23	X	24.0	95,000		3.0								2.0		
24	X	24.0	107,000		3.0								2.0		
25	X	24.0	108,000		3.0								2.0		
26	X	24.0	99,000		2.8								1.9		
27	X	24.0	116,000		3.0								2.3		
28	X	24.0	104,000		3.4								2.0		
29		24.0	104,000												
30	X	24.0	106,000		2.5								1.7		
31	X	24.0	104,000		2.8								1.8		
			3,422,000												
Average			110,387												
Maximum			131,000												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: July, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	65	Total Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Roteveel	Contact Person's Title:	
Contact Person's Mailing Address:	PO Box 2480	City:	New Port Rich State: Florida Zip Code: 34652
Contact Person's Telephone Number:	(352) 787-0980	Contact Person's Fax Number:	941-378-3554
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Sebring Lakes Plant #4	Plant Telephone Number:	941-377-9456	
Plant Address:	5313 Knight Ave	City:	Sebring State: Florida Zip Code: 33875	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager
Other Operators:	Sharon Purviance	C	13268	Supervisor
	Andrew Borrenans	C	22604	Operator

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 8/6/2018

Signature and Date

Sharon Purviance

Printed or Typed Name

C-13268

License Number

III. Daily Data for the Month/Year of: July, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0												Off line	
2		24.0												Off line	
3		24.0												Off line	
4		24.0												Off line	
5		24.0												Off line	
6		24.0												Off line	
7		24.0												Off line	
8		24.0												Off line	
9		24.0												Off line	
10		24.0												Off line	
11		24.0												Off line	
12		24.0												Off line	
13		24.0												Off line	
14		24.0												Off line	
15		24.0												Off line	
16		24.0												Off line	
17		24.0												Off line	
18		24.0												Off line	
19		24.0												Off line	
20		24.0												Off line	
21		24.0												Off line	
22		24.0												Off line	
23		24.0												Off line	
24		24.0												Off line	
25		24.0												Off line	
26		24.0												Off line	
27		24.0												Off line	
28		24.0												Off line	
29		24.0												Off line	
30		24.0												Off line	
31		24.0												Off line	

Total	
Average	
Maximum	

* Refer to the instructions for this report to determine which plants must provide this information.



INC.

Daily Finished-Water Production for the Month/Year of : July 2018											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
Day of Month	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000								580,000	
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	117,000	0									117,000
2	101,000	0									101,000
3	111,000	0									111,000
4	119,000	0									119,000
5	131,000	0									131,000
6	104,000	0									104,000
7	105,000	0									105,000
8	106,000	0									106,000
9	104,000	0									104,000
10	120,000	0									120,000
11	107,000	0									107,000
12	105,000	0									105,000
13	112,000	0									112,000
14	118,000	0									118,000
15	119,000	0									119,000
16	90,000	0									90,000
17	120,000	0									120,000
18	90,000	0									90,000
19	122,000	0									122,000
20	116,000	0									116,000
21	131,000	0									131,000
22	131,000	0									131,000
23	95,000	0									95,000
24	107,000	0									107,000
25	108,000	0									108,000
26	99,000	0									99,000
27	116,000	0									116,000
28	104,000	0									104,000
29	104,000	0									104,000
30	106,000	0									106,000
31	104,000	0									104,000
Total											3,422,000
Avg											110,387
Max											131,000



August, 2018

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community	<input checked="" type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community
		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
		State:	Florida
Contact Person's Telephone Number:	866-753-8292	Zip Code:	34652
		Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sheron Purman 9/7/18
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of: August, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions Report or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1	X	24.0	114,000		2.8								1.8	
2	X	24.0	113,000		2.9								1.8	
3	X	24.0	162,000		3.7								2.2	
4	X	24.0	139,000		3.4								2.0	
5		24.0	139,000											
6	X	24.0	127,000		3.0								2.0	
7	X	24.0	133,000		2.8								1.3	
8	X	24.0	112,000		2.8								1.2	
9	X	24.0	109,000		2.4								1.0	
10	X	24.0	135,000		2.4								1.1	
11	X	24.0	117,000		2.9								1.9	
12		24.0	117,000											
13	X	24.0	108,000		2.8								1.8	
14	X	24.0	128,000		2.6								1.7	
15	X	24.0	82,000		4.0								2.2	
16	X	24.0	168,000		2.8								1.8	
17	X	24.0	148,000		2.5								1.6	
18	X	24.0	144,000		2.5								1.6	
19		24.0	144,000											
20	X	24.0	140,000		2.6								1.6	
21	X	24.0	145,000		2.0								1.4	
22	X	24.0	142,000		2.0								1.3	
23	X	24.0	107,000		2.7								1.8	
24	X	24.0	149,000		3.0								2.0	
25	X	24.0	122,000		3.2								2.2	
26		24.0	122,000											
27	X	24.0	117,000		3.1								2.1	
28	X	24.0	120,000		3.2								2.0	
29	X	24.0	127,000		3.3								2.1	
30	X	24.0	125,000		3.3								2.0	
31	X	24.0	132,000		4.0								2.0	
			3,987,000											
Average			128,613											
Maximum			168,000											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:

August 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)			PWS Identification Number:	6280162				
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive					
Number of Service Connections at End of Month:	65			Total Population Served at End of Month:	75				
PWS Owner:	US Water Services Corporation								
Contact Person:	Melisa Roteveel			Contact Person's Title:					
Contact Person's Mailing Address:	PO Box 2480			City:	New Port Rich	State:	Florida	Zip Code:	34652
Contact Person's Telephone Number:	(352) 787-0980			Contact Person's Fax Number:	941-378-3554				
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net								

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Shawn Purman 9/7/18

Signature and Date

Sharon Purviance

Printed or Typed Name

C-13268

License Number

III. Daily Data for the Month/Year of: August, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp. of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0											OFF LINE	
2		24.0											OFF LINE	
3		24.0											OFF LINE	
4		24.0											OFF LINE	
5		24.0											OFF LINE	
6		24.0											OFF LINE	
7		24.0											OFF LINE	
8		24.0											OFF LINE	
9		24.0											OFF LINE	
10		24.0											OFF LINE	
11		24.0											OFF LINE	
12		24.0											OFF LINE	
13		24.0											OFF LINE	
14		24.0											OFF LINE	
15		24.0											OFF LINE	
16		24.0											OFF LINE	
17		24.0											OFF LINE	
18		24.0											OFF LINE	
19		24.0											OFF LINE	
20		24.0											OFF LINE	
21		24.0											OFF LINE	
22		24.0											OFF LINE	
23		24.0											OFF LINE	
24		24.0											OFF LINE	
25		24.0											OFF LINE	
26		24.0											OFF LINE	
27		24.0											OFF LINE	
28		24.0											OFF LINE	
29		24.0											OFF LINE	
30		24.0											OFF LINE	
31		24.0											OFF LINE	
Total														
Average														
Maximum														

* Refer to the instructions for this report to determine which plants must provide this information.



Daily Finished-Water Production for the Month/Year of : August 2018											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
Day of Month	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000									
Net Quantity of Finished Water Produced by Each Plant, gallons											Total
1	114,000	8,000									122,000
2	113,000	0									113,000
3	162,000	0									162,000
4	138,000	0									139,000
5	139,000	0									139,000
6	127,000	0									127,000
7	133,000	0									133,000
8	112,000	0									112,000
9	109,000	0									109,000
10	135,000	0									135,000
11	117,000	0									117,000
12	117,000	0									117,000
13	108,000	0									108,000
14	128,000	0									128,000
15	82,000	0									82,000
16	168,000	0									168,000
17	148,000	0									148,000
18	144,000	0									144,000
19	144,000	0									144,000
20	140,000	0									140,000
21	145,000	0									145,000
22	142,000	0									142,000
23	107,000	0									107,000
24	149,000	0									149,000
25	122,000	0									122,000
26	122,000	0									122,000
27	117,000	0									117,000
28	120,000	0									120,000
29	127,000	0									127,000
30	125,000	0									125,000
31	132,000	0									132,000
Total											3,995,000
Avg.											128,871
Max.											168,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: September, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
		State:	Florida
		Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
		State:	Florida	
		Zip Code:	33872	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator	Sharon Purviance	C	13268	Utility Manager Days 1st Shift
Other Operators:	Andrew Borremans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 10/8/2018
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of:	September, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal:	<input type="checkbox"/> Free Chlorine	<input type="checkbox"/> Chlorine Dioxide	<input type="checkbox"/> Ozone	<input checked="" type="checkbox"/> Combined Chlorine (Chloramines)
<input type="checkbox"/> Ultraviolet Radiation	<input type="checkbox"/> Other (Describe):			

Type of Disinfectant Residual Maintained in Distribution System:	<input type="checkbox"/> Free Chlorine	<input checked="" type="checkbox"/> Combined Chlorine (Chloramines)	<input type="checkbox"/> Chlorine Dioxide
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Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1		24.0	148,000												
2	X	24.0	148,000		3.7								1.1		
3	X	24.0	14,000		3.7								1.0		
4	X	24.0	143,000		3.7								1.0		
5	X	24.0	187,000		4.0								1.0		
6	X	24.0	171,000		4.0								1.2		
7	X	24.0	192,000		3.8								1.1		
8		24.0	133,000												
9	X	24.0	134,000		3.5								1.0		
10	X	24.0	155,000		3.8								1.3		
11	X	24.0	143,000		3.9								1.4		
12	X	24.0	110,000		3.7								1.4		
13	X	24.0	201,000		3.4								1.2		
14	X	24.0	137,000		3.4								1.3		
15		24.0	154,000												
16	X	24.0	154,000		3.2								1.3		
17	X	24.0	166,000		2.6								0.7		
18	X	24.0	326,000		4.0								1.8		
19	X	24.0	151,000		4.0								2.2		
20	X	24.0	152,000		4.0								2.1		
21	X	24.0	136,000		4.0								2.0		
22		24.0	133,000												
23	X	24.0	133,000		4.0								2.0		
24	X	24.0	154,000		4.0								1.8		
25	X	24.0	155,000		4.0								1.9		
26	X	24.0	156,000		4.0								1.9		
27	X	24.0	162,000		4.0								1.8		
28	X	24.0	192,000		4.0								1.8		
29		24.0	165,000												
30		24.0	166,000												
31		24.0	0												
			4,671,000												
Average			155,700												
Maximum			326,000												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: September, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)			PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	65			Total Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation				
Contact Person:	Melisa Roteveel			Contact Person's Title:	
Contact Person's Mailing Address:	PO Box 2480		City:	New Port Rich	State: Florida Zip Code: 34652
Contact Person's Telephone Number:	(352) 787-0980			Contact Person's Fax Number:	941-378-3554
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net				

B. Water Treatment Plant Information

Plant Name:	Sebring Lakes Plant #4			Plant Telephone Number:	941-377-9456
Plant Address:	5313 Knight Ave		City:	Sebring	State: Florida Zip Code: 33875
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water				
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked	
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager	
Other Operators:	Andrew Borrenans	C	22604	Operator Days 1st Shift	

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 10/8/2018

Signature and Date

Sharon Purviance

Printed or Typed Name

C-13268

License Number

III. Daily Data for the Month/Year of:	September, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1		24.0	0											
2		24.0	0											
3		24.0	0											
4		24.0	0											
5		24.0	0											
6		24.0	0											
7		24.0	0											
8		24.0	0											
9		24.0	0											
10		24.0	0											
11		24.0	0											
12		24.0	0											
13		24.0	0											
14		24.0	0											
15		24.0	0											
16		24.0	0											
17		24.0	0											
18		24.0	0											
19		24.0	0											
20		24.0	0											
21		24.0	0											
22		24.0	0											
23		24.0	0											
24		24.0	0											
25		24.0	0											
26		24.0	0											
27		24.0	0											
28		24.0	0											
29		24.0	0											
30		24.0	0											
1		24.0												
Total			0											
Average			0											
Maximum			0											

* Refer to the instructions for this report to determine which plants must provide this information.



Daily Finished-Water Production for the Month/Year of :											September 2018	
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4												
Public Water System (PWS) Identification Number: 6280162												
Day of Month	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	Total	
	Lake Josephine Plant 3	Lake Josephine Plant 4										
	Permitted Maximum Daily Operating Capacity of Each Plant, gallons per day											
	300,000	280,000										580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons											
1	148,000	0									148,000	
2	148,000	0									148,000	
3	14,000	0									14,000	
4	143,000	0									143,000	
5	187,000	0									187,000	
6	171,000	11,000									182,000	
7	192,000	0									192,000	
8	133,000	0									133,000	
9	134,000	0									134,000	
10	155,000	0									155,000	
11	143,000	0									143,000	
12	110,000	0									110,000	
13	201,000	0									201,000	
14	137,000	0									137,000	
15	154,000	0									154,000	
16	154,000	0									154,000	
17	166,000	0									166,000	
18	326,000	0									326,000	
19	151,000	0									151,000	
20	152,000	0									152,000	
21	136,000	0									136,000	
22	133,000	0									133,000	
23	133,000	0									133,000	
24	154,000	0									154,000	
25	155,000	0									155,000	
26	156,000	0									156,000	
27	162,000	0									162,000	
28	192,000	0									192,000	
29	165,000	0									165,000	
30	166,000	0									166,000	
31												
Total											4,682,000	
Avg											151,032	
Max											326,000	



See Pages 4 for Instructions.

I. General Information for the Month/Year of: October, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
		State:	Florida
		Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
		State:	Florida	
		Zip Code:	33872	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager Days 1st Shift
Other Operators:	Andrew Borremans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 11/6/18
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of:

October, 2018

Means of Achieving Four-Log Virus Inactivation/Removal:

☐ Free Chlorine

☐ Chlorine Dioxide

☐ Ozone

☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation

☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System:

☐ Free Chlorine

☒ Combined Chlorine (Chloramines)

☐ Chlorine Dioxide

Type of Disinfectant Residual Maintained in Distribution System.															
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1	X	24.0	154,000		4.0								1.2		
2	X	24.0	170,000		4.0								1.5		
3	X	24.0	202,000		4.0								1.4		
4	X	24.0	110,000		4.0								1.6	BWN	
5	X	24.0	185,000		4.0								1.2		
6	X	24.0	140,000		4.0								1.2		
7		24.0	141,000												
8	X	24.0	156,000		4.0								1.2	Rescinded	
9	X	24.0	139,000		4.0								1.2		
10	X	24.0	146,000		4.0								1.2		
11	X	24.0	144,000		4.0								1.2		
12	X	24.0	154,000		4.0								1.3		
13	X	24.0	145,000		4.0										
14		24.0	145,000												
15	X	24.0	139,000		4.0								1.3		
16	X	24.0	125,000		4.0								1.2		
17	X	24.0	124,000		3.8								1.3		
18	X	24.0	126,000		3.8								1.2		
19	X	24.0	126,000		4.0								1.2		
20	X	24.0	128,000		4.0										
21		24.0	128,000												
22	X	24.0	139,000		4.0								1.3		
23	X	24.0	127,000		4.0								1.3		
24	X	24.0	243,000		4.0								1.3		
25	X	24.0	185,000		2.8								1.1		
26	X	24.0	130,000		3.5								1.1		
27	X	24.0	154,000		3.5										
28		24.0	154,000										0.9		
29	X	24.0	124,000		2.4								1.2		
30	X	24.0	134,000		3.9								1.2		
31	X	24.0	119,000		4.0										
			4,536,000												
Average			146,323												
Maximum			243,000												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: **October, 2018**

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)			PWS Identification Number:	6280162		
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive						
Number of Service Connections at End of Month:	65			Total Population Served at End of Month:	75		
PWS Owner:	US Water Services Corporation						
Contact Person:	Melisa Roteveel			Contact Person's Title:			
Contact Person's Mailing Address:	PO Box 2480			City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	(352) 787-0980			Contact Person's Fax Number:	941-378-3554		
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net						

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Shan Purvis 11/6/18

Signature and Date

Sharon Purviance

Printed or Typed Name _____

C - 13268

License Number

III. Daily Data for the Month/Year of:
 Means of Achieving Four-Log Virus Inactivation/Removal:
☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

October, 2018
 Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, If Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose						
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, If Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	0												WTP down
2		24.0	0												
3		24.0	0												
4		24.0	0												
5		24.0	0												
6		24.0	5,000												
7		24.0	5,000												
8		24.0	0												
9		24.0	0												
10		24.0	0												
11		24.0	0												
12		24.0	0												
13		24.0	0												
14		24.0	0												
15		24.0	0												
16		24.0	0												
17		24.0	0												
18		24.0	0												
19		24.0	0												
20		24.0	0												
21		24.0	0												
22		24.0	0												
23		24.0	0												
24		24.0	0												
25		24.0	0												
26		24.0	0												
27		24.0	0												
28		24.0	0												
29		24.0	0												
30		24.0	0												
31		24.0	0												
Total			10,000												
Average			323												
Maximum			5,000												

* Refer to the instructions for this report to determine which plants must provide this information.

**MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE
MULTIPLE TREATMENT PLANTS**



See Pages 4 for Instructions.

I. General Information for the Month/Year of: November, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292	State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	Zip Code:	34652
		Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
		State:	Florida	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	Zip Code:	33872	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager Days 1st Shift
Other Operators:	Andrew Borremans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 12/5/2018
Signature and Date

Sharon Purviance
Printed or Typed Name

C- 13268
License Number

III. Daily Data for the Month/Year of: November, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations							UV Dose			Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
					3.5								1.3		
1	X	24.0	161,000		4.0								1.3		
2	X	24.0	122,000		4.0								1.3		
3	X	24.0	135,000												
4		24.0	136,000										1.3		
5	X	24.0	132,000		4.0								1.3		
6	X	24.0	120,000		4.0								1.3		
7	X	24.0	143,000		3.8								1.3		
8	X	24.0	129,000		4.0								1.4		
9	X	24.0	131,000		4.0								1.4		
10	X	24.0	132,000		4.0										
11		24.0	114,000										1.3		
12	X	24.0	121,000		4.0								1.3		
13	X	24.0	108,000		4.0								1.2		
14	X	24.0	105,000		4.0								1.5		
15	X	24.0	105,000		3.8								1.6		
16	X	24.0	145,000		3.7								1.6		
17	X	24.0	128,000		3.7										
18		24.0	129,000										1.5		
19	X	24.0	150,000		3.7								1.3		
20	X	24.0	119,000		3.6								1.4		
21	X	24.0	110,000		3.5								1.4		
22	X	24.0	133,000		3.4								1.4		
23	X	24.0	116,000		3.7								1.4		
24	X	24.0	128,000		3.7										
25		24.0	129,000										1.0		
26	X	24.0	155,000		3.6								1.7		
27	X	24.0	134,000		3.2								1.7		
28	X	24.0	100,000		3.3								1.5		
29	X	24.0	152,000		2.9								1.4		
30	X	24.0	131,000		4.0										
31		24.0													
			3,853,000												
Average			128,433												
Maximum			161,000												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:	November, 2018
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A. Public Water System (PWS) Information

Public Water System (PWS) Information									
PWS Name: Lake Josephine (Sebring Lakes)					PWS Identification Number: 6280162				
PWS Type:		<input checked="" type="checkbox"/> Community		<input type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 65					Total Population Served at End of Month: 75				
PWS Owner: US Water Services Corporation					Contact Person's Title:				
Contact Person:		Melisa Roteveel			City: New Port Rich		State: Florida		Zip Code: 34652
Contact Person's Mailing Address:		PO Box 2480			Contact Person's Telephone Number:		(352) 787-0980		
Contact Person's E-Mail Address:		mroteveel@uswatercorp.net			Contact Person's Fax Number:		941-378-3554		

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purwarie 12/5/2018
Signature and Date

Sharon Purviance

Printed or Typed Name _____

C - 13268

License Number

III. Daily Data for the Month/Year of:	November, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log virus inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1	X	24.0	0											WTP down	
2	X	24.0	0												
3	X	24.0	0												
4		24.0	0												
5	X	24.0	0												
6	X	24.0	2,600												
7	X	24.0	0												
8	X	24.0	0												
9	X	24.0	0												
10	X	24.0	0												
11		24.0	0												
12	X	24.0	0												
13	X	24.0	0												
14	X	24.0	0												
15	X	24.0	0												
16	X	24.0	0												
17	X	24.0	0												
18		24.0	0												
19	X	24.0	0												
20	X	24.0	0												
21	X	24.0	0												
22	X	24.0	0												
23	X	24.0	0												
24	X	24.0	0												
25		24.0	0												
26	X	24.0	0												
27	X	24.0	0												
28	X	24.0	0												
29	X	24.0	0												
30	X	24.0	0												
T		24.0													
Total			2,600												
Average			86												
Maximum			2,600												

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

Daily Finished-Water Production for the Month/Year of : November 2018											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	161,000	0									161,000
2	122,000	0									122,000
3	135,000	0									135,000
4	136,000	0									136,000
5	132,000	0									132,000
6	120,000	2,600									122,600
7	143,000	0									143,000
8	129,000	0									129,000
9	131,000	0									131,000
10	132,000	0									132,000
11	114,000	0									114,000
12	121,000	0									121,000
13	108,000	0									108,000
14	105,000	0									105,000
15	105,000	0									105,000
16	145,000	0									145,000
17	128,000	0									128,000
18	129,000	0									129,000
19	150,000	0									150,000
20	119,000	0									119,000
21	110,000	0									110,000
22	133,000	0									133,000
23	116,000	0									116,000
24	128,000	0									128,000
25	129,000	0									129,000
26	155,000	0									155,000
27	134,000	0									134,000
28	100,000	0									100,000
29	152,000	0									152,000
30	131,000	0									131,000
31											
Total											3,855,600
Avg											124,374
Max											161,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: December, 2018

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation	Contact Person's Title:	Compliance Manager
Contact Person:	Melisa Rotteveel	Contact Person's Mailing Address:	4939 Cross Bayou Blvd.
Contact Person's Telephone Number:	866-753-8292	City:	New Port Rich
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	State:	Florida
		Zip Code:	34652
		Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
		State:	Florida	
		Zip Code:	33872	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager Days 1st Shift
Other Operators:	Andrew Borremans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 1/4/2019
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of:	December, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose						
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	164,000		3.2								1.4		
2		24.0	165,000												
3	X	24.0	123,000		3.3								1.4		
4	X	24.0	171,000		3.2								1.3		
5	X	24.0	141,000		3.1								0.6		
6	X	24.0	130,000		2.8								1.4		
7	X	24.0	147,000		4.0								1.6		
8	X	24.0	149,000		4.0								1.6		
9		24.0	149,000												
10	X	24.0	148,000		4.0								1.6		
11	X	24.0	113,000		4.0								1.4		
12	X	24.0	116,000		3.9								1.4		
13	X	24.0	126,000		4.0								1.3		
14	X	24.0	134,000		4.0								1.4		
15	X	24.0	121,000		4.0								1.4		
16		24.0	121,000												
17	X	24.0	115,000		4.0								1.4		
18	X	24.0	103,000		4.0								1.5		
19	X	24.0	118,000		4.0								1.3		
20	X	24.0	115,000		4.0								1.3		
21	X	24.0	111,000		4.0								1.3		
22	X	24.0	106,000		4.0								1.4		
23		24.0	107,000												
24	X	24.0	123,000		4.0								1.4		
25	X	24.0	106,000		4.0								1.5		
26	X	24.0	135,000		4.0								1.4		
27	X	24.0	113,000		4.0								1.4		
28	X	24.0	94,000		4.0								1.5		
29	X	24.0	126,000		4.0								1.3		
30		24.0	126,000												
31	X	24.0	124,000		3.1								1.2		
			3,940,000												
Average			127,097												
Maximum			171,000												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: December, 2018

A. Public Water System (PWS) Information

Public Water System (PWS) Information									
PWS Name: Lake Josephine (Sebring Lakes)						PWS Identification Number: 6280162			
PWS Type:		<input checked="" type="checkbox"/> Community		<input type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 65						Total Population Served at End of Month: 75			
PWS Owner: US Water Services Corporation									
Contact Person: Melissa Roteveel						Contact Person's Title:			
Contact Person's Mailing Address: PO Box 2480				City: New Port Richey		State: Florida		Zip Code: 34652	
Contact Person's Telephone Number: (352) 787-0980				Contact Person's Fax Number: 941-378-3554					
Contact Person's E-Mail Address: mroteveel@uswatercorp.net									

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sheron Puryear 1/4/2019
Signature and Date.

Sharon Purviance

Printed or Typed Name _____

C-13268

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: December, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, If Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/l	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/l	Disinfectant Contact Time (t) at G Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/l	Temp of Water, °C	pH of Water, If Applicable	Minimum CT Required, mg-min/l	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	0											WTP down	
2		24.0	0												
3	X	24.0	0												
4	X	24.0	0												
5	X	24.0	7,000												
6	X	24.0	0												
7	X	24.0	0												
8	X	24.0	0												
9		24.0	0												
10	X	24.0	0												
11	X	24.0	0												
12	X	24.0	0												
13	X	24.0	0												
14	X	24.0	0												
15	X	24.0	0												
16		24.0	0												
17	X	24.0	0												
18	X	24.0	0												
19	X	24.0	0												
20	X	24.0	0												
21	X	24.0	0												
22	X	24.0	0												
23		24.0	0												
24	X	24.0	0												
25	X	24.0	0												
26	X	24.0	0												
27	X	24.0	0												
28	X	24.0	0												
29	X	24.0	0												
30		24.0	0												
31	X	24.0	0												
Total			7,000												
Average			225												
Maximum			7,000												

* Refer to the instructions for this report to determine which plants must provide this information.



Daily Finished-Water Production for the Month/Year of : December 2018											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
Day of Month	Plant 1 Name	Plant 2 Name	Plant 3 Name	Plant 4 Name	Plant 5 Name	Plant 6 Name	Plant 7 Name	Plant 8 Name	Plant 9 Name	Plant 10 Name	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000									
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	164,000	0									164,000
2	165,000	0									165,000
3	123,000	0									123,000
4	171,000	0									171,000
5	141,000	7,000									148,000
6	130,000	0									130,000
7	147,000	0									147,000
8	149,000	0									149,000
9	149,000	0									149,000
10	148,000	0									148,000
11	113,000	0									113,000
12	116,000	0									116,000
13	126,000	0									126,000
14	134,000	0									134,000
15	121,000	0									121,000
16	121,000	0									121,000
17	115,000	0									115,000
18	103,000	0									103,000
19	118,000	0									118,000
20	115,000	0									115,000
21	111,000	0									111,000
22	106,000	0									106,000
23	107,000	0									107,000
24	123,000	0									123,000
25	106,000	0									106,000
26	135,000	0									135,000
27	113,000	0									113,000
28	94,000	0									94,000
29	126,000	0									126,000
30	126,000	0									126,000
31	124,000	0									124,000
Total											3,947,000
Avg											127,323
Max											171,000

PWS ID:	5284137	Plant Name:	Lake Josephine Plants 3 & 4
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IV. Summary of Use of Polymer Containing Acrylamide, Polymer Containing Epichlorohydrin, and Iron or Manganese Sequestrant for the Year: *	2018
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A. Is any polymer containing the monomer acrylamide used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the acrylamide level in the polymer are as follows:

Polymer Dose ppm =		Acrylamide Level, % [†] =	
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B. Is any polymer containing the monomer epichlorohydrin used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the epichlorohydrin level in the polymer are as follows:

Polymer Dose ppm =		Epichlorohydrin Level, % [†] =	
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C. Is any iron or manganese sequestrant used at the water treatment plant? ☒ No ☐ Yes, and the type of sequestrant, sequestrant dose, etc., are as follows:

Type of Sequestrant (polyphosphate or sodium silicate):
Sequestrant Dose, mg/L of phosphate as PO ₄ or mg/L of silicate as SiO ₂ =
If sodium silicate is used, the amount of added plus naturally occurring silicate, in mg/L as SiO ₂ =

* Complete and submit Part IV of this report only with the monthly operation report for December of each year and only for water treatment plants using polymer containing acrylamide, polymer containing epichlorohydrin, and/or an iron and manganese sequestrant.

[†] Acrylamide and epichlorohydrin levels may be based on the polymer manufacturer's certification or on third-party certification.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: January, 2019

A. Public Water System (PWS) Information

PWS Name: Lake Josephine			PWS Identification Number: 6280162		
PWS Type: <input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive					
Number of Service Connections at End of Month: 536			Total Population Served at End of Month: 1,250		
PWS Owner: US Water Services Corporation					
Contact Person: Melisa Rotteveel			Contact Person's Title: Compliance Manager		
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich	State: Florida	Zip Code: 34652	
Contact Person's Telephone Number: 866-753-8292		Contact Person's Fax Number: 727-849-4219			
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net					

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Shawn Purvance 2/7/2019
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: January, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/l	Emergency or Abnormal Operating Conditions Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/l	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm	Minimum UV Dose Required, mW-sec/cm		
1	X	24.0	112,000		4.0								1.3	
2	X	24.0	114,000		4.0								1.3	
3	X	24.0	130,000		4.0								1.3	
4	X	24.0	105,000		4.0								1.3	
5	X	24.0	131,000		4.0								1.4	
6		24.0	132,000											
7	X	24.0	101,000		3.9								1.3	
8	X	24.0	130,000		4.0								1.4	
9	X	24.0	108,000		3.7								1.3	
10	X	24.0	107,000		3.6								1.3	
11	X	24.0	152,000		4.0								1.4	
12	X	24.0	113,000		4.0								1.4	
13		24.0	113,000											
14	X	24.0	162,000		3.5								1.4	
15	X	24.0	119,000		4.0								1.4	
16	X	24.0	116,000		4.0								1.4	
17	X	24.0	140,000		4.0								1.4	
18	X	24.0	142,000		4.0								1.4	
19	X	24.0	108,000		4.0								1.4	
20		24.0	108,000											
21	X	24.0	114,000		4.0								1.4	
22	X	24.0	115,000		4.0								1.4	
23	X	24.0	118,000		3.9								1.3	
24	X	24.0	105,000		4.0								1.3	
25	X	24.0	103,000		4.0								1.3	
26	X	24.0	97,000		4.0								1.4	
27		24.0	97,000											
28	X	24.0	105,000		4.0								1.4	
29	X	24.0	149,000		4.0								1.4	
30	X	24.0	151,000		4.0								1.4	
31	X	24.0	152,000		4.0								1.4	
			3,749,000											
Average			120,935											
Maximum			162,000											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: January, 2019

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)			PWS Identification Number:	6280162		
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive						
Number of Service Connections at End of Month:	65			Total Population Served at End of Month:	75		
PWS Owner:	US Water Services Corporation						
Contact Person:	Melisa Roteveel			Contact Person's Title:			
Contact Person's Mailing Address:	PO Box 2480			City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	(352) 787-0980			Zip Code:	34652		
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net						
Contact Person's Fax Number:	941-378-3554						

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Furmanick 2/7/2019

Signature and Date

Sharon Purviance

Printed or Typed Name

C - 13268

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: January, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	0												
2		24.0	0												
3		24.0	0												
4		24.0	0												
5		24.0	0												
6		24.0	0												
7		24.0	0												
8		24.0	0												
9		24.0	0												
10		24.0	0												
11		24.0	0												
12		24.0	0												
13		24.0	0												
14		24.0	0												
15		24.0	0												
16		24.0	0												
17		24.0	0												
18		24.0	0												
19		24.0	0												
20		24.0	0												
21		24.0	0												
22		24.0	0												
23		24.0	0												
24		24.0	0												
25		24.0	0												
26		24.0	0												
27		24.0	0												
28		24.0	0												
29		24.0	0												
30		24.0	0												
31		24.0	0												
Total			0												
Average			0												
Maximum			0												

* Refer to the instructions for this report to determine which plants must provide this information.



Daily Finished Water Production for the Month/Year of : January 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
Day of Month	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	260,000									
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	112,000	0									112,000
2	114,000	0									114,000
3	130,000	0									130,000
4	105,000	0									105,000
5	131,000	0									131,000
6	132,000	0									132,000
7	101,000	0									101,000
8	130,000	0									130,000
9	108,000	0									108,000
10	107,000	0									107,000
11	152,000	0									152,000
12	113,000	0									113,000
13	113,000	0									113,000
14	162,000	0									162,000
15	119,000	0									119,000
16	116,000	0									116,000
17	140,000	0									140,000
18	142,000	0									142,000
19	108,000	0									108,000
20	108,000	0									108,000
21	114,000	0									114,000
22	115,000	0									115,000
23	118,000	0									118,000
24	105,000	0									105,000
25	103,000	0									103,000
26	97,000	0									97,000
27	97,000	0									97,000
28	105,000	0									105,000
29	149,000	0									149,000
30	151,000	0									151,000
31	152,000	0									152,000
Total											3,749,000
Avg											120,935
Max											162,000



February, 2019

PWS Name: Lake Josephine		PWS Identification Number: 6280162	
PWS Type: <input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 536		Total Population Served at End of Month: 1,250	
PWS Owner: US Water Services Corporation			
Contact Person: Melissa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292		Zip Code: 34652	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net		Contact Person's Fax Number: 727-849-4219	

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Shawn Purvis 3/6/19
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of:	February, 2019
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Means of Achieving Four-Log Virus Inactivation/Removal:	<input type="checkbox"/> Free Chlorine	<input type="checkbox"/> Chlorine Dioxide	<input type="checkbox"/> Ozone	<input checked="" type="checkbox"/> Combined Chlorine (Chloramines)
<input type="checkbox"/> Ultraviolet Radiation	<input type="checkbox"/> Other (Describe):			

Type of Disinfectant Residual Maintained in Distribution System:	<input type="checkbox"/> Free Chlorine	<input checked="" type="checkbox"/> Combined Chlorine (Chloramines)	<input type="checkbox"/> Chlorine Dioxide
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Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	170,000		4.0								1.4		
2	X	24.0	148,000		4.0								1.4		
3	0	24.0	149,000		0.0								0.0		
4	X	24.0	160,000		4.0								1.3		
5	X	24.0	156,000		4.0								1.3		
6		24.0	155,000												
7	X	24.0	110,000		4.0								1.4		
8	X	24.0	100,000		4.0								1.3		
9	X	24.0	111,000		4.0								1.3		
10	0	24.0	111,000		0.0								0.0		
11	X	24.0	111,000		4.0								1.4		
12	X	24.0	68,000		4.0								1.4		
13		24.0	101,000												
14	X	24.0	100,000		4.0								1.3		
15	X	24.0	101,000		4.0								1.3		
16	X	24.0	114,000		4.0								1.3		
17	0	24.0	115,000		0.0								0.0		
18	X	24.0	110,000		4.0								1.4		
19	X	24.0	105,000		4.0								1.4		
20		24.0	112,000												
21	X	24.0	107,000		4.0								1.4		
22	X	24.0	134,000		4.0								1.4		
23	X	24.0	123,000		3.9								1.6		
24	0	24.0	123,000		0.0								0.0		
25	X	24.0	115,000		3.5								1.4		
26	X	24.0	102,000		3.2								1.4		
27		24.0	102,000												
28	X	24.0	109,000		4.0								1.4		
29															
30															
31															
			3,322,000												
Average			118,643												
Maximum			170,000												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: February, 2019

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	65	Total Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Roteveel	Contact Person's Title:	
Contact Person's Mailing Address:	PO Box 2480	City: New Port Rich	State: Florida Zip Code: 34652
Contact Person's Telephone Number:	(352) 787-0980	Contact Person's Fax Number:	941-378-3554
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Sebring Lakes Plant #4	Plant Telephone Number:	941-377-9456	
Plant Address:	5313 Knight Ave	City: Sebring	State: Florida Zip Code: 33875	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager
Other Operators:	Andrew Borrenans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 3/6/19

Signature and Date

Sharon Purviance

Printed or Typed Name

C - 13268

License Number

III. Daily Data for the Month/Year of:	February, 2019
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	X	24.0	0											
2	X	24.0	0											
3		24.0	0											
4	X	24.0	0											
5	X	24.0	0											
6	X	24.0	0											
7	X	24.0	0											
8	X	24.0	0											
9	X	24.0	0											
10		24.0	0											
11	X	24.0	0											
12	X	24.0	0											
13	X	24.0	0											
14	X	24.0	0											
15	X	24.0	0											
16	X	24.0	0											
17		24.0	0											
18	X	24.0	0											
19	X	24.0	0											
20	X	24.0	0											
21	X	24.0	0											
22	X	24.0	0											
23	X	24.0	0											
24		24.0	0											
25	X	24.0	0											
26	X	24.0	0											
27	X	24.0	0											
28	X	24.0	0											
1		24.0												
2		24.0												
0		24.0												
Total			0											
Average			0											
Maximum			0											

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

ons.

Daily Finished-Water Production for the Month/Year of : February 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280182											
	Plant 1 Name	Plant 2 Name	Plant 3 Name	Plant 4 Name	Plant 5 Name	Plant 6 Name	Plant 7 Name	Plant 8 Name	Plant 9 Name	Plant 10 Name	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
Day of Month											
1	170,000	0									170,000
2	148,000	0									148,000
3	149,000	0									149,000
4	160,000	0									160,000
5	156,000	0									156,000
6	155,000	0									155,000
7	110,000	0									110,000
8	100,000	0									100,000
9	111,000	0									111,000
10	111,000	0									111,000
11	111,000	0									111,000
12	68,000	0									68,000
13	101,000	0									101,000
14	100,000	0									100,000
15	101,000	0									101,000
16	114,000	0									114,000
17	115,000	0									115,000
18	110,000	0									110,000
19	105,000	0									105,000
20	112,000	0									112,000
21	107,000	0									107,000
22	134,000	0									134,000
23	123,000	0									123,000
24	123,000	0									123,000
25	115,000	0									115,000
26	102,000	0									102,000
27	102,000	0									102,000
28	109,000	0									109,000
29											
30											
31											
Total											3,322,000
Avg											118,643
Max											170,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: March, 2019

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
		State:	Florida
		Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring	
		State:	Florida	
		Zip Code:	33872	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager Days 1st Shift
Other Operators:	Andrew Borremans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 4/5/2019
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of:

March, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose						
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	132,000		4.0								1.4		
2	X	24.0	113,000		3.9								1.3		
3		24.0	114,000												
4	X	24.0	121,000		4.0								1.4		
5	X	24.0	125,000		4.0								1.4		
6	X	24.0	124,000		4.0								1.4		
7	X	24.0	97,000		4.0								1.4		
8	X	24.0	125,000		3.9								1.4		
9	X	24.0	124,000		4.0								1.4		
10		24.0	125,000												
11	X	24.0	102,000		4.0								1.4		
12	X	24.0	119,000		4.0								1.4		
13	X	24.0	123,000		4.0								1.4		
14	X	24.0	115,000		4.0								1.4		
15	X	24.0	110,000		3.9								1.4		
16	X	24.0	105,000		4.0								1.4		
17		24.0	106,000												
18	X	24.0	96,000		4.0								1.4		
19	X	24.0	99,000		4.0								1.4		
20	X	24.0	101,000		4.0								1.3		
21	X	24.0	105,000		4.0								1.3		
22	X	24.0	108,000		3.8								1.3		
23	X	24.0	116,000		4.0								1.4		
24		24.0	116,000												
25	X	24.0	92,000		4.0								1.4		
26	X	24.0	108,000		4.0								1.4		
27	X	24.0	127,000		4.0								1.4		
28	X	24.0	101,000		3.8								1.3		
29	X	24.0	127,000		4.0								1.4		
30	X	24.0	112,000		4.0								1.4		
31		24.0	112,000												
			3,500,000												
Average			112,903												
Maximum			127,000												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: **March, 2019**

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)			PWS Identification Number:	6280162		
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive						
Number of Service Connections at End of Month:	63			Total Population Served at End of Month:	75		
PWS Owner:	US Water Services Corporation						
Contact Person:	Melisa Roteveel			Contact Person's Title:			
Contact Person's Mailing Address:	PO Box 2480			City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	(352) 787-0980			Contact Person's Fax Number:	941-378-3554		
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net						

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Spencer Purnance 4/5/2019

Signature and Date

Sharon Purviance

Printed or Typed Name

C-13268

License Number

III. Daily Data for the Month/Year of: March, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	0											
2		24.0	0											
3		24.0	0											
4	X	24.0	4,000		2.4								1.4	
5		24.0	0											
6		24.0	0											
7		24.0	0											
8		24.0	0											
9		24.0	0											
10		24.0	0											
11		24.0	0											
12	X	24.0	3,000		2.3								1.4	
13		24.0	0											
14		24.0	0											
15		24.0	0											
16		24.0	0											
17		24.0	0											
18		24.0	0											
19		24.0	0											
20	X	24.0	3,000		2.4								1.3	
21		24.0	0											
22		24.0	0											
23		24.0	0											
24		24.0	0											
25	X	24.0	5,000		2.5								1.4	
26		24.0	0											
27		24.0	0											
28		24.0	0											
29		24.0	0											
30		24.0	0											
31		24.0	0											
Total			15,000											
Average			483											
Maximum			5,000											

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

ons.

Daily Finished-Water Production for the Month/Year of : March 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	132,000	0									132,000
2	113,000	0									113,000
3	114,000	0									114,000
4	121,000	4,000									125,000
5	125,000	0									125,000
6	124,000	0									124,000
7	97,000	0									97,000
8	125,000	0									125,000
9	124,000	0									124,000
10	125,000	0									125,000
11	102,000	0									102,000
12	119,000	3,000									122,000
13	123,000	0									123,000
14	115,000	0									115,000
15	110,000	0									110,000
16	105,000	0									105,000
17	106,000	0									106,000
18	96,000	0									96,000
19	99,000	0									99,000
20	101,000	3,000									104,000
21	105,000	0									105,000
22	108,000	0									108,000
23	116,000	0									116,000
24	116,000	0									116,000
25	92,000	5,000									97,000
26	108,000	0									108,000
27	127,000	0									127,000
28	101,000	0									101,000
29	127,000	0									127,000
30	112,000	0									112,000
31	112,000	0									112,000
Total											3,515,000
Avg											118,643
Max											132,000



I. General Information for the Month/Year of: April, 2019

PWS Name: Lake Josephine		PWS Identification Number: 6280162	
PWS Type:	<input checked="" type="checkbox"/> Community	<input checked="" type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community
Number of Service Connections at End of Month: 536		Total Population Served at End of Month: 1,250	
PWS Owner: US Water Services Corporation		Contact Person's Title: Compliance Manager	
Contact Person: Melisa Rotteveel	Contact Person's Mailing Address: 4939 Cross Bayou Blvd	City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292		Zip Code: 34652	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net	Contact Person's Fax Number: 727-849-4219		

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date Shawn Purman 5/14/19

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of: April, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	105,000		4.0								1.5		
2	X	24.0	106,000		3.7								1.4		
3	X	24.0	100,000		4.0								1.4		
4	X	24.0	106,000		4.0								1.4		
5	X	24.0	112,000		4.0								1.4		
6	X	24.0	165,000		4.0								1.4		
7		24.0	166,000												
8	X	24.0	91,000		4.0								1.4		
9	X	24.0	93,000		4.0								1.4		
10	X	24.0	102,000		4.0								1.4		
11	X	24.0	109,000		4.0								1.4		
12	X	24.0	124,000		4.0								1.4		
13	X	24.0	111,000		4.0								1.4		
14		24.0	111,000												
15	X	24.0	101,000		4.0								1.7		
16	X	24.0	109,000		4.0								1.6		
17	X	24.0	95,000		4.0								1.6		
18	X	24.0	114,000		3.9								1.6		
19	X	24.0	92,000		4.0								1.6		
20	X	24.0	107,000		4.0								1.6		
21		24.0	108,000												
22	X	24.0	119,000		4.0								1.7		
23	X	24.0	112,000		4.0								1.7		
24	X	24.0	127,000		4.0								1.6		
25	X	24.0	111,000		4.0								1.7		
26	X	24.0	127,000		4.0								1.8		
27	X	24.0	121,000		4.0								1.8		
28		24.0	122,000												
29	X	24.0	155,000		4.0								1.8	Propane facility fire	
30	X	24.0	197,000		4.0								1.8		
31		24.0													
			3,518,000												
Average			117,267												
Maximum			197,000												

* Refer to the instructions for this report to determine which plants must provide this information.

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: April, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	0											
2		24.0	0											
3		24.0	0											
4		24.0	0											
5		24.0	0											
6		24.0	0											
7		24.0	0											
8	X	24.0	6,000		2.2									
9		24.0	0											
10		24.0	0											
11		24.0	0											
12		24.0	0											
13		24.0	0											
14		24.0	0											
15	X	24.0	4,000		2.5									
16		24.0	0											
17		24.0	0											
18		24.0	0											
19		24.0	0											
20		24.0	0											
21		24.0	0											
22	X	24.0	4,000		2.2									
23		24.0	0											
24		24.0	0											
25		24.0	0											
26		24.0	0											
27		24.0	0											
28		24.0	0											
29	X	24.0	4,000		2.6									Propane facility fire
30		24.0	0											
31		24.0												
Total			18,000											
Average			600											
Maximum			6,000											

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

ons.

Daily Finished-Water Production for the Month/Year of : April 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000									
	Net Quantity of Finished Water Produced by Each Plant, gallons										
										Total	
1	105,000	0								105,000	
2	106,000	0								106,000	
3	100,000	0								100,000	
4	106,000	0								106,000	
5	112,000	0								112,000	
6	165,000	0								165,000	
7	166,000	0								166,000	
8	91,000	6,000								97,000	
9	93,000	0								93,000	
10	102,000	0								102,000	
11	109,000	0								109,000	
12	124,000	0								124,000	
13	111,000	0								111,000	
14	111,000	0								111,000	
15	101,000	4,000								105,000	
16	109,000	0								109,000	
17	95,000	0								95,000	
18	114,000	0								114,000	
19	92,000	0								92,000	
20	107,000	0								107,000	
21	108,000	0								108,000	
22	119,000	4,000								123,000	
23	112,000	0								112,000	
24	127,000	0								127,000	
25	111,000	0								111,000	
26	127,000	0								127,000	
27	121,000	0								121,000	
28	122,000	0								122,000	
29	155,000	4,000								159,000	
30	197,000	0								197,000	
31											
Total											3,536,000
Avg.											
Max											197,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of: April, 2019

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input checked="" type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	536	Total Population Served at End of Month:	1,250
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich State: Florida Zip Code: 34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Lake Josephine Plant #3	Plant Telephone Number:	941-377-9456	
Plant Address:	1949 Canary Way	City:	Sebring State: Florida Zip Code: 33872	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	300,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager Days 1st Shift
Other Operators:	Andrew Borremans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 5/8/19
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: April, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Report or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose						
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	105,000		4.0								1.5		
2	X	24.0	106,000		3.7								1.4		
3	X	24.0	100,000		4.0								1.4		
4	X	24.0	106,000		4.0								1.4		
5	X	24.0	112,000		4.0								1.4		
6	X	24.0	165,000		4.0								1.4		
7		24.0	166,000												
8	X	24.0	91,000		4.0								1.4		
9	X	24.0	93,000		4.0								1.4		
10	X	24.0	102,000		4.0								1.4		
11	X	24.0	109,000		4.0								1.4		
12	X	24.0	124,000		4.0								1.4		
13	X	24.0	111,000		4.0								1.4		
14		24.0	111,000												
15	X	24.0	101,000		4.0								1.7		
16	X	24.0	109,000		4.0								1.6		
17	X	24.0	95,000		4.0								1.6		
18	X	24.0	114,000		3.9								1.6		
19	X	24.0	92,000		4.0								1.6		
20	X	24.0	107,000		4.0								1.6		
21		24.0	108,000												
22	X	24.0	119,000		4.0								1.7		
23	X	24.0	112,000		4.0								1.7		
24	X	24.0	127,000		4.0								1.6		
25	X	24.0	111,000		4.0								1.7		
26	X	24.0	127,000		4.0								1.8		
27	X	24.0	121,000		4.0								1.8		
28		24.0	122,000												
29	X	24.0	155,000		4.0								1.8	Propane facility fire	
30	X	24.0	197,000		4.0								1.8		
31		24.0													
			3,518,000												
Average			117,267												
Maximum			197,000												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

1. General Information for the Month/Year of: April, 2019

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)			PWS Identification Number:	6280162			
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive				
Number of Service Connections at End of Month:	65			Total Population Served at End of Month:	75			
PWS Owner:	US Water Services Corporation							
Contact Person:	Melisa Roteveel			Contact Person's Title:				
Contact Person's Mailing Address:	PO Box 2480		City:	New Port Rich	State:	Florida	Zip Code:	34652
Contact Person's Telephone Number:	(352) 787-0980			Contact Person's Fax Number:	941-378-3554			
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net							

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date John P. Moore 5/8/19

Sharon Purviance

Printed or Typed Name _____

C-13268

License Number

III. Daily Data for the Month/Year of: April, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm	Minimum UV Dose Required, mW-sec/cm	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1		24.0	0											
2		24.0	0											
3		24.0	0											
4		24.0	0											
5		24.0	0											
6		24.0	0											
7		24.0	0											
8	X	24.0	0		2.2									
9		24.0	0											
10		24.0	0											
11		24.0	0											
12		24.0	0											
13		24.0	0											
14		24.0	0											
15	X	24.0	0		2.5									
16		24.0	0											
17		24.0	0											
18		24.0	0											
19		24.0	0											
20		24.0	0											
21		24.0	0											
22	X	24.0	0		2.2									
23		24.0	0											
24		24.0	0											
25		24.0	0											
26		24.0	0											
27		24.0	0											
28		24.0	0											
29	X	24.0	0		2.6									Propane facility fire
30		24.0	0											
1		24.0												
Total			0											
Average			0											
Maximum			0											

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

Daily Finished-Water Production for the Month/Year of : April 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000								580,000	
	Net Quantity of Finished Water Produced by Each Plant, gallons										
Day of Month											
1	105,000	0								105,000	
2	106,000	0								106,000	
3	100,000	0								100,000	
4	106,000	0								106,000	
5	112,000	0								112,000	
6	165,000	0								165,000	
7	166,000	0								166,000	
8	91,000	6,000								97,000	
9	93,000	0								93,000	
10	102,000	0								102,000	
11	109,000	0								109,000	
12	124,000	0								124,000	
13	111,000	0								111,000	
14	111,000	0								111,000	
15	101,000	4,000								105,000	
16	109,000	0								109,000	
17	95,000	0								95,000	
18	114,000	0								114,000	
19	92,000	0								92,000	
20	107,000	0								107,000	
21	108,000	0								108,000	
22	119,000	4,000								123,000	
23	112,000	0								112,000	
24	127,000	0								127,000	
25	111,000	0								111,000	
26	127,000	0								127,000	
27	121,000	0								121,000	
28	122,000	0								122,000	
29	155,000	4,000								159,000	
30	197,000	0								197,000	
31											
Total											3,536,000
Avg											
Max											197,000



A. Public Water System (PWS) Information

B. Water Treatment Plant Information

II. Certification by Lead/Chief Operator

Shawn Purman 6/5/19
Signature and Date

C - 13268
License Number

III. Daily Data for the Month/Year of:	May, 2019
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Stuffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	122,000		4.0								1.8		
2	X	24.0	85,000		4.0								1.8		
3	X	24.0	129,000		4.0								1.8		
4	X	24.0	114,000		4.0								1.7		
5		24.0	115,000												
6	X	24.0	116,000		4.0								1.7		
7	X	24.0	139,000		4.0								1.7		
8	X	24.0	105,000		4.0								1.7		
9	X	24.0	125,000		4.0								1.7		
10	X	24.0	104,000		4.0								1.7		
11	X	24.0	103,000		4.0								1.7		
12		24.0	104,000												
13	X	24.0	116,000		4.0								1.6	BWN	
14	X	24.0	104,000		4.0								1.6		
15	X	24.0	92,000		4.0								1.6	Rescinded	
16	X	24.0	108,000		4.0								1.6		
17	X	24.0	117,000		4.0								1.8		
18	X	24.0	113,000		3.9								1.7		
19		24.0	113,000												
20	X	24.0	118,000		4.0								1.7		
21	X	24.0	124,000		4.0								1.7		
22	X	24.0	111,000		4.0								1.7		
23	X	24.0	107,000		3.9								1.7		
24	X	24.0	135,000		4.0								1.7		
25	X	24.0	118,000		4.0								1.7		
26		24.0	118,000												
27	X	24.0	130,000		4.0								1.6		
28	X	24.0	133,000		4.0								1.7		
29	X	24.0	122,000		4.0								1.7		
30	X	24.0	129,000		4.0								1.7		
31	X	24.0	100,000		4.0								1.6		
			3,569,000												
Average			115,129												
Maximum			135,000												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: **May, 2019**

A. Public Water System (PWS) Information

PWS Name: Lake Josephine (Sebring Lakes)		PWS Identification Number: 6280162	
PWS Type: <input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 65		Total Population Served at End of Month: 75	
PWS Owner: US Water Services Corporation			
Contact Person: Melisa Roteveel		Contact Person's Title:	
Contact Person's Mailing Address: PO Box 2480		City: New Port Rich	State: Florida
Contact Person's Telephone Number: (352) 787-0980		Zip Code: 34652	
Contact Person's E-Mail Address: mroteveel@uswatercorp.net		Contact Person's Fax Number: 941-378-3554	

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purvance 6/5/19

Signature and Date

Sharon Purviance

Printed or Typed Name

C - 13268

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: May, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Started or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	0												
2		24.0	0												
3		24.0	0												
4		24.0	0												
5		24.0	2,000												
6	X	24.0	2,000		2.3										
7		24.0	0												
8		24.0	0												
9		24.0	0												
10		24.0	0												
11		24.0	0												
12		24.0	2,000												
13	X	24.0	2,000		2.1										
14		24.0	0												
15		24.0	0												
16		24.0	0												
17		24.0	0												
18		24.0	0												
19		24.0	2,000												
20	X	24.0	2,000		2.3										
21		24.0	0												
22		24.0	0												
23		24.0	0												
24		24.0	0												
25		24.0	0												
26		24.0	2,000												
27	X	24.0	2,000		2.4										
28		24.0	0												
29		24.0	0												
30		24.0	0												
31		24.0	0												
Total			16,000												
Average			516												
Maximum			2,000												

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

Daily Finished-Water Production for the Month/Year of : May 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	122,000	0									122,000
2	85,000	0									85,000
3	129,000	0									129,000
4	114,000	0									114,000
5	115,000	2,000									117,000
6	116,000	2,000									118,000
7	138,000	0									139,000
8	105,000	0									105,000
9	125,000	0									125,000
10	104,000	0									104,000
11	103,000	0									103,000
12	104,000	2,000									106,000
13	116,000	2,000									118,000
14	104,000	0									104,000
15	92,000	0									92,000
16	108,000	0									108,000
17	117,000	0									117,000
18	113,000	0									113,000
19	113,000	2,000									115,000
20	118,000	2,000									120,000
21	124,000	0									124,000
22	111,000	0									111,000
23	107,000	0									107,000
24	135,000	0									135,000
25	118,000	0									118,000
26	118,000	2,000									120,000
27	130,000	2,000									132,000
28	133,000	0									133,000
29	122,000	0									122,000
30	129,000	0									129,000
31	100,000	0									100,000
Total											3,585,000
Avg.											115,645
Max.											139,000

See Pages 4 for Instructions.

I. General Information for the Month/Year of:	June, 2019
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A. Public Water System (PWS) Information

PWS Name:		Lake Josephine		PWS Identification Number:		6280162	
PWS Type:		<input checked="" type="checkbox"/> Community		<input checked="" type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community	
						<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:				536		Total Population Served at End of Month:	
						1,250	
PWS Owner:		US Water Services Corporation					
Contact Person:		Melisa Rotteveel				Contact Person's Title:	
						Compliance Manager	
Contact Person's Mailing Address:		4939 Cross Bayou Blvd		City: New Port Richey		State: Florida	
						Zip Code: 34652	
Contact Person's Telephone Number:		866-753-8292		Contact Person's Fax Number:		727-849-4219	
Contact Person's E-Mail Address:		mrotteveel@uswatercorp.net					

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon P. ... 7/8/19
Signature and Date

Sharon Purviance
Printed or Typed Name

C-13268
License Number

III. Daily Data for the Month/Year of: June, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	112,000		3.2								1.3	
2		24.0	113,000											
3	X	24.0	109,000		2.2								1.0	
4	X	24.0	120,000		3.8								1.3	
5	X	24.0	99,000		3.0								1.3	
6	X	24.0	103,000		3.4								1.2	
7	X	24.0	128,000		4.0								1.4	
8	X	24.0	95,000		4.0								1.4	
9		24.0	96,000											
10	X	24.0	101,000		4.0									
11	X	24.0	127,000		4.0								1.5	
12	X	24.0	106,000		4.0								1.5	
13	X	24.0	158,000		4.0								1.4	
14	X	24.0	100,000		4.0								1.4	
15	X	24.0	111,000		4.0								1.4	
16		24.0	111,000											
17	X	24.0	116,000		4.0									
18	X	24.0	118,000		4.0								1.4	BWN
19	X	24.0	106,000		4.0								1.4	
20	X	24.0	119,000		4.0								1.4	Rescinded
21	X	24.0	112,000		3.6								1.4	
22	X	24.0	96,000		4.0								1.2	
23		24.0	97,000										1.3	
24	X	24.0	93,000		3.2									
25	X	24.0	77,000		2.5								1.1	
26	X	24.0	87,000		4.0								1.0	
27	X	24.0	89,000		4.0								1.4	
28	X	24.0	112,000		3.9								1.4	
29	X	24.0	87,000		3.6								1.4	
30		24.0	86,000										1.2	
31		24.0												
			3,184,000											
Average			106,133											
Maximum			158,000											

* Refer to the instructions for this report to determine which plants must provide this information.



A. Public Water System (PWS) Information

B. Water Treatment Plant Information

II. Certification by Lead/Chief Operator

Signature and Date

Sharon Purviance

Printed or Typed Name

C - 13268

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: May, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	0											
2		24.0	0											
3		24.0	0											
4		24.0	0											
5		24.0	2,000											
6	X	24.0	2,000		2.3									
7		24.0	0											
8		24.0	0											
9		24.0	0											
10		24.0	0											
11		24.0	0											
12		24.0	2,000											
13	X	24.0	2,000		2.1									
14		24.0	0											
15		24.0	0											
16		24.0	0											
17		24.0	0											
18		24.0	0											
19		24.0	2,000											
20	X	24.0	2,000		2.3									
21		24.0	0											
22		24.0	0											
23		24.0	0											
24		24.0	0											
25		24.0	0											
26		24.0	2,000											
27	X	24.0	2,000		2.4									
28		24.0	0											
29		24.0	0											
30		24.0	0											
31		24.0	0											
Total			16,000											
Average			516											
Maximum			2,000											

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

Daily Finished-Water Production for the Month/Year of : May 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	122,000	0									122,000
2	85,000	0									85,000
3	129,000	0									129,000
4	114,000	0									114,000
5	115,000	2,000									117,000
6	116,000	2,000									118,000
7	139,000	0									139,000
8	105,000	0									105,000
9	125,000	0									125,000
10	104,000	0									104,000
11	103,000	0									103,000
12	104,000	2,000									106,000
13	116,000	2,000									118,000
14	104,000	0									104,000
15	92,000	0									92,000
16	108,000	0									108,000
17	117,000	0									117,000
18	113,000	0									113,000
19	113,000	2,000									115,000
20	118,000	2,000									120,000
21	124,000	0									124,000
22	111,000	0									111,000
23	107,000	0									107,000
24	135,000	0									135,000
25	118,000	0									118,000
26	118,000	2,000									120,000
27	130,000	2,000									132,000
28	133,000	0									133,000
29	122,000	0									122,000
30	129,000	0									129,000
31	100,000	0									100,000
Total											3,585,000
Avg.											115,645
Max.											139,000



June, 2019

PWS Name:	Lake Josephine			PWS Identification Number:	6280162		
PWS Type:	<input checked="" type="checkbox"/> Community	<input checked="" type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month:	536			Total Population Served at End of Month:	1,250		
PWS Owner:	US Water Services Corporation						
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager		
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	866-753-8292			Zip Code:	34652		
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net			Contact Person's Fax Number:	727-849-4219		

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon P. Williams 7/8/19
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #3
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III. Daily Data for the Month/Year of: June, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	112,000		3.2								1.3		
2		24.0	113,000										1.0		
3	X	24.0	109,000		2.2								1.3		
4	X	24.0	120,000		3.8								1.3		
5	X	24.0	99,000		3.0								1.2		
6	X	24.0	103,000		3.4								1.4		
7	X	24.0	128,000		4.0								1.4		
8	X	24.0	95,000		4.0								1.4		
9		24.0	96,000										1.5		
10	X	24.0	101,000		4.0								1.5		
11	X	24.0	127,000		4.0								1.4		
12	X	24.0	106,000		4.0								1.4		
13	X	24.0	158,000		4.0								1.4		
14	X	24.0	100,000		4.0								1.4		
15	X	24.0	111,000		4.0								1.4		
16		24.0	111,000										1.4	BWN	
17	X	24.0	116,000		4.0								1.4	Rescinded	
18	X	24.0	118,000		4.0								1.2		
19	X	24.0	106,000		4.0								1.3		
20	X	24.0	119,000		3.6								1.1		
21	X	24.0	112,000		4.0								1.0		
22		24.0	96,000										1.4		
23		24.0	97,000										1.4		
24	X	24.0	93,000		3.2								1.4		
25	X	24.0	77,000		2.5								1.4		
26	X	24.0	87,000		4.0								1.4		
27	X	24.0	89,000		4.0								1.4		
28	X	24.0	112,000		3.9								1.2		
29	X	24.0	87,000		3.6										
30		24.0	86,000												
31		24.0													
			3,184,000												
Average			106,133												
Maximum			158,000												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: June, 2019

A. Public Water System (PWS) Information

PWS Name:	Lake Josephine (Sebring Lakes)	PWS Identification Number:	6280162
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	65	Total Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Roteveel	Contact Person's Title:	
Contact Person's Mailing Address:	PO Box 2480	City:	New Port Rich
Contact Person's Telephone Number:	(352) 787-0980	State:	Florida
Contact Person's E-Mail Address:	mroteveel@uswatercorp.net	Zip Code:	34652
		Contact Person's Fax Number:	941-378-3554

B. Water Treatment Plant Information

Plant Name:	Sebring Lakes Plant #4	Plant Telephone Number:	941-377-9456	
Plant Address:	5313 Knight Ave	City:	Sebring	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000	Zip Code:	33875	
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager
Other Operators:	Andrew Borrenans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance 7/8/19

Signature and Date

Sharon Purviance

Printed or Typed Name

C - 13268

License Number

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: June, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	0											
2		24.0	0											
3		24.0	0											
4		24.0	0											
5		24.0	0											
6		24.0	0											
7		24.0	0											
8		24.0	0											
9		24.0	0											
10	X	24.0	6,000		2.2									
11		24.0	0											
12		24.0	0											
13		24.0	0											
14		24.0	0											
15		24.0	0											
16		24.0	0											
17	X	24.0	4,000		2.3									BWN
18		24.0	0											
19		24.0	0											Rescinded
20		24.0	0											
21		24.0	0											
22		24.0	0											
23		24.0	0											
24	X	24.0	4,000		2.2									
25		24.0	0											
26		24.0	0											
27		24.0	0											
28		24.0	0											
29		24.0	0											
30		24.0	0											
1		24.0												
Total			14,000											
Average			2,266											
Maximum			6,000											

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

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Daily Finished-Water Production for the Month/Year of : June 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
	Lake Josephine Plant 3	Lake Josephine Plant 4									
Day of Month	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										Total
	300,000	280,000									580,000
	Net Quantity of Finished Water Produced by Each Plant, gallons										Total
1	112,000	0									112,000
2	113,000	0									113,000
3	109,000	0									109,000
4	120,000	0									120,000
5	99,000	0									99,000
6	103,000	0									103,000
7	128,000	0									128,000
8	95,000	0									95,000
9	96,000	0									96,000
10	101,000	6,000									107,000
11	127,000	0									127,000
12	106,000	0									106,000
13	158,000	0									158,000
14	100,000	0									100,000
15	111,000	0									111,000
16	111,000	0									111,000
17	116,000	4,000									120,000
18	118,000	0									118,000
19	106,000	0									106,000
20	119,000	0									119,000
21	112,000	0									112,000
22	96,000	0									96,000
23	97,000	0									97,000
24	93,000	4,000									97,000
25	77,000	0									77,000
26	87,000	0									87,000
27	89,000	0									89,000
28	112,000	0									112,000
29	87,000	0									87,000
30	86,000	0									86,000
31											
Total											3,198,000
Avg											106,600
Max											158,000



July, 2019

PWS Name:	Lake Josephine			PWS Identification Number:	6280162				
PWS Type:	<input checked="" type="checkbox"/> Community	<input checked="" type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive					
Number of Service Connections at End of Month:	536			Total Population Served at End of Month:	1,250				
PWS Owner:	US Water Services Corporation								
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager				
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida	Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292			Contact Person's Fax Number:	727-849-4219				
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net								

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of: July, 2019

Means of Achieving Four-Log Virus Inactivation/Removal:
☐ Free Chlorine
☐ Chlorine Dioxide
☐ Ozone
☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation
☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System:
☐ Free Chlorine
☒ Combined Chlorine (Chloramines)
☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	0											
2		24.0	0											
3		24.0	0											
4		24.0	0											
5		24.0	0											
6		24.0	0											
7		24.0	0											
8	X	24.0	0		2.3									
9		24.0	0											
10		24.0	0											
11		24.0	0											
12		24.0	0											
13		24.0	0											
14		24.0	0											
15	X	24.0	0		2.2									
16		24.0	0											
17		24.0	0											
18		24.0	0											
19		24.0	0											
20		24.0	0											
21		24.0	0											
22	X	24.0	0		2.4									
23		24.0	0											
24		24.0	0											
25		24.0	0											
26		24.0	0											
27		24.0	0											
28		24.0	0											
29	X	24.0	0		2.2									
30		24.0	0											
31	0	24.0	0											
Total			0											
Average			0											
Maximum			0											

* Refer to the instructions for this report to determine which plants must provide this information.

PWS ID:	6280162	Plant Name:	Lake Josephine Plant #4
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III. Daily Data for the Month/Year of: July, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1		24.0	0												
2		24.0	0												
3		24.0	0												
4		24.0	0												
5		24.0	0												
6		24.0	0												
7		24.0	0												
8	X	24.0	4,000		2.3										
9		24.0	0												
10		24.0	0												
11		24.0	0												
12		24.0	0												
13		24.0	0												
14		24.0	0												
15	X	24.0	4,000		2.2										
16		24.0	0												
17		24.0	0												
18		24.0	0												
19		24.0	0												
20		24.0	0												
21		24.0	0												
22	X	24.0	4,000		2.4										
23		24.0	0												
24		24.0	0												
25		24.0	0												
26		24.0	0												
27		24.0	0												
28		24.0	0												
29	X	24.0	4,000		2.2										
30		24.0	0												
31	0	24.0	0												
Total			16,000												
Average			516												
Maximum			4,000												

* Refer to the instructions for this report to determine which plants must provide this information.



MONTHLY OPERATION REPORT FOR SUMMATION OF FINISHED-WATER PRODUCTION BY CWSs THAT HAVE MULTIPLE TREATMENT PLANTS

ons.

Daily Finished-Water Production for the Month/Year of : July 2019											
Community Water System (CWS) Name: Lake Josephine Plants 3 & 4											
Public Water System (PWS) Identification Number: 6280162											
Day of Month	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	Total
	Lake Josephine Plant 3	Lake Josephine Plant 4									
	Permitted Maximum Day Operating Capacity of Each Plant, gallons per day										
	300,000	280,000									
Net Quantity of Finished Water Produced by Each Plant, gallons											
											Total
1	81,000	0									81,000
2	100,000	0									100,000
3	93,000	0									93,000
4	112,000	0									112,000
5	105,000	0									105,000
6	113,000	0									113,000
7	114,000	0									114,000
8	111,000	4,000									115,000
9	117,000	0									117,000
10	107,000	0									107,000
11	92,000	0									92,000
12	97,000	0									97,000
13	96,000	0									96,000
14	97,000	0									97,000
15	93,000	4,000									97,000
16	90,000	0									90,000
17	100,000	0									100,000
18	97,000	0									97,000
19	106,000	0									106,000
20	109,000	0									109,000
21	110,000	0									110,000
22	88,000	4,000									92,000
23	89,000	0									89,000
24	68,000	0									68,000
25	79,000	0									79,000
26	104,000	0									104,000
27	81,000	0									81,000
28	82,000	0									82,000
29	94,000	4,000									98,000
30	93,000	0									93,000
31	58,000	0									58,000
Total											2,992,000
Avg.											106,800
Max.											117,000

III. Daily Data for the Month/Year of:	December, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp. of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	21,600		4.0								1.8		
2		24.0	21,700												
3	X	24.0	14,900		3.8								1.8		
4	X	24.0	19,900		3.4								1.4		
5	X	24.0	14,300		4.0								1.7		
6	X	24.0	17,500		3.8								1.5		
7	X	24.0	14,900		3.2								1.4		
8	X	24.0	19,800		3.0								1.5		
9		24.0	19,800												
10	X	24.0	20,800		2.5								1.0		
11	X	24.0	18,800		2.6								1.2		
12	X	24.0	27,500		3.0								1.3		
13	X	24.0	15,400		2.0								1.2		
14	X	24.0	18,800		1.8								1.1		
15	X	24.0	19,200		4.0								2.0		
16		24.0	19,300												
17	X	24.0	22,600		4.0								1.9		
18	X	24.0	19,200		4.0								1.8		
19	X	24.0	15,100		4.0								1.7		
20	X	24.0	18,300		3.7								1.5		
21	X	24.0	19,600		3.9								1.5		
22	X	24.0	15,900		4.0								1.4		
23		24.0	15,900												
24	X	24.0	19,500		4.0								1.2		
25	X	24.0	18,300		4.0								1.3		
26	X	24.0	17,300		4.0								1.3		
27	X	24.0	22,000		4.0								1.3		
28	X	24.0	11,600		4.0								1.4		
29	X	24.0	25,100		4.0								1.3		
30		24.0	25,200												
31	X	24.0	20,200		3.9								1.3		
Total			590,000												
Average			19,032												
Maximum			27,500												

* Refer to the instructions for this report to determine which plants must provide this information.

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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IV. Summary of Use of Polymer Containing Acrylamide, Polymer Containing Epichlorohydrin, and Iron or Manganese Sequestrant for the Year: *	2018
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- A. Is any polymer containing the monomer acrylamide used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the acrylamide level in the polymer are as follows:

Polymer Dose ppm =		Acrylamide Level, % [†] =	
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- B. Is any polymer containing the monomer epichlorohydrin used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the epichlorohydrin level in the polymer are as follows:

Polymer Dose ppm =		Epichlorohydrin Level, % [†] =	
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- C. Is any iron or manganese sequestrant used at the water treatment plant? ☒ No ☐ Yes, and the type of sequestrant, sequestrant dose, etc., are as follows:

Type of Sequestrant (polyphosphate or sodium silicate):
Sequestrant Dose, mg/L of phosphate as PO ₄ or mg/L of silicate as SiO ₂ =
If sodium silicate is used, the amount of added plus naturally occurring silicate, in mg/L as SiO ₂ =

* Complete and submit Part IV of this report only with the monthly operation report for December of each year and only for water treatment plants using polymer containing acrylamide, polymer containing epichlorohydrin, and/or an iron and manganese sequestrant.

[†] Acrylamide and epichlorohydrin levels may be based on the polymer manufacturer's certification or on third-party certification.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: July, 2017

A. Public Water System (PWS) Information


PWS Name:	Leisure Lakes/Covered Bridge	PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	276	Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292	State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	Zip Code:	34652
		Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge	Plant Telephone Number:	941-377-9456	
Plant Address:	140 Woodside Drive	City:	Lake Placid	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000	Zip Code:	33852	
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

 8/9/17
Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

III. Daily Data for the Month/Year of: July, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	60,300		4.6								2.1		
2		24.0	60,300												
3	X	24.0	53,600		4.9								2.3		
4	X	24.0	58,400		4.8								2.2		
5	X	24.0	56,700		4.9								2.3		
6	X	24.0	60,000		4.7								3.1		
7	X	24.0	55,000		4.9								3.3		
8	X	24.0	64,700		4.9								2.9		
9		24.0	64,800												
10	X	24.0	59,700		4.9								3.2		
11	X	24.0	50,600		4.8								3.4		
12	X	24.0	60,100		4.6								3.1		
13	X	24.0	36,200		4.9								3.2		
14	X	24.0	55,300		4.9								3.1		
15	X	24.0	59,100		4.9								3.0		
16		24.0	59,100												
17	X	24.0	51,500		4.7								3.3		
18	X	24.0	64,000		4.9								3.2		
19	X	24.0	62,200		4.8								3.1		
20	X	24.0	60,800		4.8								3.0		
21	X	24.0	56,900		4.9								3.1		
22	X	24.0	60,500		4.9								3.0		
23		24.0	60,600												
24	X	24.0	57,600		4.6								2.9		
25	X	24.0	55,100		4.7								2.8		
26	X	24.0	58,100		3.3								2.9		
27	X	24.0	58,500		4.2								3.1		
28	X	24.0	59,100		4.5								2.7		
29	X	24.0	56,800		5.0								2.8		
30		24.0	56,900												
31	X	24.0	53,300		4.9								2.9		
Total			1,785,800												
Average			57,606												
Maximum			64,800												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: August, 2017

A. Public Water System (PWS) Information

PWS Name: Leisure Lakes/Covered Bridge				PWS Identification Number: 6280064	
PWS Type: <input checked="" type="checkbox"/> Community		<input type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community	
Number of Service Connections at End of Month: 276		Total Population Served at End of Month: 632			
PWS Owner: US Water Services Corporation					
Contact Person: Mélisa Rotteveel		Contact Person's Title: Compliance Manager			
Contact Person's Mailing Address: 4939 Cross Bayou Blvd			City: New Port Rich	State: Florida	Zip Code: 34652
Contact Person's Telephone Number: 866-753-8292			Contact Person's Fax Number: 727-849-4219		
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net					

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: August, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Type of Disinfectant Residual Maintained in Distribution System				CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	61,100		4.9								2.7		
2	X	24.0	26,100		4.9								2.8		
3	X	24.0	30,400		4.8								2.7		
4	X	24.0	44,000		4.9								2.9		
5	X	24.0	20,200		4.9								2.8		
6		24.0	20,300												
7	X	24.0	24,200		4.8								2.6		
8	X	24.0	22,100		4.4								2.3		
9	X	24.0	24,000		2.9								1.7		
10	X	24.0	20,700		4.1								2.8		
11	X	24.0	16,900		4.8								2.7		
12	X	24.0	20,600		4.3								2.6		
13		24.0	20,600												
14	X	24.0	25,300		4.0								2.7		
15	X	24.0	19,500		4.4								3.2		
16	X	24.0	16,600		4.6								3.1		
17	X	24.0	13,800		4.3								3.0		
18	X	24.0	16,000		4.1								3.1		
19	X	24.0	17,300		4.2								3.0		
20		24.0	17,300												
21	X	24.0	23,700		4.5								3.2		
22	X	24.0	9,800		4.6								3.1		
23	X	24.0	14,200		3.0								2.6		
24	X	24.0	15,400		3.2								2.8		
25	X	24.0	17,000		3.9								2.9		
26	X	24.0	19,900		4.6								3.0		
27		24.0	19,900												
28	X	24.0	20,600		4.7								3.1		
29	X	24.0	19,500		4.6								3.2		
30	X	24.0	15,400		4.6								3.0		
31	X	24.0	22,800		3.8								2.9		
Total			675,200												
Average			21,781												
Maximum			61,100												

* Refer to the instructions for this report to determine which plants must provide this information.



A. Public Water System (PWS) Information

B. Water Treatment Plant Information

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Ron Derossett
Printed or Typed Name:

A 3531
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: September, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Type of Disinfectant or UV Dose	Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/l	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
					CT Calculations						UV Dose					
					Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/l	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/l	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/l	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
	1	X	24.0	17,800		4.1								3.1		
	2	X	24.0	24,100		4.1								3.1		
	3		24.0	24,100												
	4	X	24.0	17,900		3.8								3.0		
	5	X	24.0	55,600		4.3								3.0		
	6	X	24.0	17,300		4.2								3.0		
	7	X	24.0	14,600		4.0								2.9		
	8	X	24.0	11,100		4.3								3.0		
	9	X	24.0	16,800		3.6								3.0		
	10		24.0	16,800												
	11	X	24.0	16,800		3.1								2.8		
	12	X	24.0	6,900		3.9								3.0		
	13	X	24.0	9,900		4.0								3.0		
	14	X	24.0	700		3.6								3.1		
	15	X	24.0	6,200		3.4								3.0		
	16	X	24.0	7,600		3.6								3.0		
	17		24.0	7,600												
	18	X	24.0	42,600		3.6								3.0		
	19	X	24.0	45,100		4.9								3.0		
	20	X	24.0	26,400		3.0								2.7		
	21	X	24.0	20,900		3.5								2.6		
	22	X	24.0	31,900		3.5								2.2		
	23	X	24.0	37,800		3.8								2.8		
	24		24.0	34,300												
	25	X	24.0	58,200		4.9								2.2		
	26	X	24.0	13,500		4.5								3.0		
	27	X	24.0	32,700		4.6								2.2		
	28	X	24.0	34,500		3.1								2.0		
	29	X	24.0	22,300		4.4								2.3		
	30	X	24.0	68,300		4.5								2.1		
	31		24.0													
Total				740,300												
Average				24,677												
Maximum				68,300												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: **October, 2017**

A. Public Water System (PWS) Information

PWS Name: Leisure Lakes/Covered Bridge		PWS Identification Number: 6280064	
PWS Type: <input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 276		Total Population Served at End of Month: 632	
PWS Owner: US Water Services Corporation			
Contact Person: Melisa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd	City: New Port Rich	State: Florida	Zip Code: 34652
Contact Person's Telephone Number: 866-753-8292	Contact Person's Fax Number: 727-849-4219		
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net			

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

applicable, appropriate treatment process performance records.

R. J. Z. 11/8/17

Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: October, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm	Minimum UV Dose Required, mW-sec/cm	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1		24.0	68,300											
2	X	24.0	80,500		2.1								1.0	
3	X	24.0	77,900		2.9								2.3	
4	X	24.0	71,500		2.9								2.3	
5	X	24.0	48,100		2.5								1.3	
6	X	24.0	19,900		4.0								2.9	Treatment change to Free Chlorine
7	X	24.0	19,900		4.0								3.0	
8		24.0	19,900											
9	X	24.0	16,700		4.7								3.0	
10	X	24.0	16,300		2.8								2.3	
11	X	24.0	24,200		2.1								1.9	
12	X	24.0	1,700		2.2								1.8	
13	X	24.0	31,400		1.4								0.7	
14	X	24.0	21,000		4.9								2.6	
15		24.0	21,000											
16	X	24.0	24,900		4.9								2.7	
17	X	24.0	16,100		3.1								2.7	
18	X	24.0	15,100		4.3								2.6	
19	X	24.0	24,400		4.6								2.3	
20	X	24.0	18,800		4.9								2.6	
21	X	24.0	22,700		4.9								2.4	
22		24.0	22,700											
23	X	24.0	16,500		4.9								3.0	
24	X	24.0	16,700		4.6								2.9	
25	X	24.0	27,500		4.8								2.8	
26	X	24.0	19,600		4.9								2.7	
27	X	24.0	14,800		4.3								2.4	
28	X	24.0	20,000		4.4								2.6	
29		24.0	20,000											
30	X	24.0	15,800		4.1								2.2	
31	X	24.0	24,800		4.6								2.9	
Total:			858,700											
Average:			27,700											
Maximum:			80,500											

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: November, 2017

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge	PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	276	Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292	State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	Zip Code:	34652
		Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge	Plant Telephone Number:	941-377-9456	
Plant Address:	140 Woodside Drive	City:	Lake Placid	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000	Zip Code:	33852	
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Signature and Date
Ron Derossett 12/7/17

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: **November, 2017**

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	35,600		4.0								3.1		
2	X	24.0	32,900		2.9								2.1		
3	X	24.0	34,200		3.6								3.0		
4	X	24.0	16,600		3.3								2.9		
5		24.0	16,700												
6	X	24.0	17,100		3.1								2.2	Treatment change to Free Chlorine	
7	X	24.0	28,800		3.9								2.3		
8	X	24.0	26,400		3.8								2.4		
9	X	24.0	40,800		4.2								2.5		
10	X	24.0	33,800		4.1								2.6		
11	X	24.0	37,700		4.2								2.7		
12		24.0	37,800												
13	X	24.0	35,200		4.1								2.3		
14	X	24.0	33,700		4.3								2.1		
15	X	24.0	38,000		4.9								2.9		
16	X	24.0	39,000		4.4								2.6		
17	X	24.0	35,300		4.3								2.9		
18	X	24.0	33,300		4.9								3.0		
19		24.0	33,300												
20	X	24.0	37,400		4.6								2.4		
21	X	24.0	109,300		4.4								3.0		
22	X	24.0	36,300		3.2								3.0		
23	X	24.0	36,300		3.3								2.9		
24	X	24.0	59,400		3.9								2.9		
25	X	24.0	38,200		2.3								1.9		
26		24.0	38,200												
27	X	24.0	42,700		3.2								1.1		
28	X	24.0	35,300		3.9								2.0		
29	X	24.0	46,100		2.4								1.6		
30	X	24.0	48,800		3.1								2.3		
1		24.0	0												
Total			1,134,200												
Average			37,807												
Maximum			109,300												

* Refer to the instructions for this report to determine which plants must provide this information.



Polymer Page 3 Due in December

See Pages 4 for Instructions.

I. General Information for the Month/Year of: December, 2017

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge	PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	276	Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich State: Florida Zip Code: 34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge	Plant Telephone Number:	941-377-9456	
Plant Address:	140 Woodside Drive	City:	Lake Placid State: Florida Zip Code: 33852	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: December, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose						
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	35,200		4.8								2.2		
2	X	24.0	41,600		4.9								3.0		
3		24.0	41,600												
4	X	24.0	38,400		4.3								3.1		
5	X	24.0	40,200		4.6								3.0		
6	X	24.0	49,500		3.6								3.1		
7	X	24.0	36,500		3.9								3.0		
8	X	24.0	45,500		4.8								3.0		
9	X	24.0	39,000		3.0								2.6		
10		24.0	39,000												
11	X	24.0	40,200		4.0								2.2		
12	X	24.0	40,000		4.3								2.9		
13	X	24.0	42,900		4.1								2.4		
14	X	24.0	56,200		3.6								2.0		
15	X	24.0	44,800		3.2								2.1		
16	X	24.0	44,900		4.9								2.4		
17		24.0	44,900												
18	X	24.0	34,400		4.6								3.0		
19	X	24.0	52,000		4.5								3.0		
20	X	24.0	51,700		4.9								2.9		
21	X	24.0	45,500		4.7								3.1		
22	X	24.0	33,100		4.4								3.0		
23	X	24.0	51,000		4.6								3.0		
24		24.0	51,000												
25	X	24.0	38,800		4.2								2.9		
26	X	24.0	48,400		4.8								2.5		
27	X	24.0	46,600		4.3								2.9		
28	X	24.0	47,100		4.9								2.4		
29	X	24.0	54,400		4.2								2.6		
30	X	24.0	46,100		2.4								1.9		
31		24.0	46,100												
Total			1,366,600												
Average			44,084												
Maximum			56,200												

* Refer to the instructions for this report to determine which plants must provide this information.

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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IV. Summary of Use of Polymer Containing Acrylamide, Polymer Containing Epichlorohydrin, and Iron or Manganese Sequestrant for the Year: *	2017
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- A. Is any polymer containing the monomer acrylamide used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the acrylamide level in the polymer are as follows:

Polymer Dose ppm =		Acrylamide Level, % ¹ =	
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- B. Is any polymer containing the monomer epichlorohydrin used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the epichlorohydrin level in the polymer are as follows:

Polymer Dose ppm =		Epichlorohydrin Level, % ¹ =	
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- C. Is any iron or manganese sequestrant used at the water treatment plant? ☒ No ☐ Yes, and the type of sequestrant, sequestrant dose, etc., are as follows:

Type of Sequestrant (polyphosphate or sodium silicate):	
Sequestrant Dose, mg/L of phosphate as PO ₄ or mg/L of silicate as SiO ₂ =	
If sodium silicate is used, the amount of added plus naturally occurring silicate, in mg/L as SiO ₂ =	

* Complete and submit Part IV of this report only with the monthly operation report for December of each year and only for water treatment plants using polymer containing acrylamide, polymer containing epichlorohydrin, and/or an iron and manganese sequestrant.

¹ Acrylamide and epichlorohydrin levels may be based on the polymer manufacturer's certification or on third-party certification.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: January, 2018

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge			PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	276			Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation				
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292			State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net			Zip Code:	34652
				Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge			Plant Telephone Number:	941-377-9456
Plant Address:	140 Woodside Drive			City:	Lake Placid
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water			State:	Florida
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000			Zip Code:	33852
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

 2/16/18
Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: January, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	43,300		3.6								1.9	
2	X	24.0	53,300		3.1								2.4	
3	X	24.0	56,200		3.9								2.2	
4	X	24.0	62,500		4.3								2.9	
5	X	24.0	63,500		4.1								2.4	
6	X	24.0	63,400		3.3								2.3	
7		24.0	63,500											
8	X	24.0	67,400		4.1								2.2	
9	X	24.0	34,700		4.3								2.1	
10	X	24.0	39,200		4.4								2.4	
11	X	24.0	32,700		4.3								2.6	
12	X	24.0	43,300		4.4								2.4	
13	X	24.0	34,800		4.6								2.6	
14		24.0	34,800											
15	X	24.0	31,500		4.3								2.9	
16	X	24.0	19,800		4.6								2.3	
17	X	24.0	11,500		4.2								2.9	
18	X	24.0	25,900		4.4								2.7	
19	X	24.0	23,900		4.6								2.8	
20	X	24.0	21,800		4.4								2.4	
21		24.0	21,900											
22	X	24.0	18,000		4.2								2.1	
23	X	24.0	27,800		4.3								2.2	
24	X	24.0	23,400		4.1								2.4	
25	X	24.0	16,400		4.5								2.3	
26	X	24.0	37,800		4.4								2.2	
27	X	24.0	17,800		4.1								2.3	
28		24.0	17,800											
29	X	24.0	30,000		4.4								2.9	
30	X	24.0	16,900		4.2								2.5	
31	X	24.0	23,500		4.6								2.3	
Total			1,078,300											
Average			34,784											
Maximum			67,400											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of: February, 2018

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge			PWS Identification Number:	6280064				
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive					
Number of Service Connections at End of Month:	276			Total Population Served at End of Month:	632				
PWS Owner:	US Water Services Corporation								
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager				
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida	Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292			Contact Person's Fax Number:	727-849-4219				
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net								
Water Treatment Plant Information									

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: February, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	27,500		4.3								2.4		
2	X	24.0	16,800		4.4								2.8		
3	X	24.0	20,800		4.9								3.0		
4		24.0	20,800												
5	X	24.0	21,400		4.4								3.2		
6	X	24.0	22,200		4.4								3.4		
7	X	24.0	23,300		4.7								3.1		
8	X	24.0	17,400		4.5								3.0		
9	X	24.0	29,100		4.2								2.9		
10	X	24.0	20,100		4.9								3.0		
11		24.0	20,200												
12	X	24.0	18,700		4.6								2.8		
13	X	24.0	29,700		4.8								2.7		
14	X	24.0	15,000		4.4								2.3		
15	X	24.0	28,900		4.6								2.7		
16	X	24.0	25,200		4.7								2.8		
17	X	24.0	24,200		4.9								2.9		
18		24.0	24,200												
19	X	24.0	18,600		4.7								2.8		
20	X	24.0	23,700		4.8								2.4		
21	X	24.0	22,200		4.7								2.3		
22	X	24.0	17,800		4.6								2.7		
23	X	24.0	33,400		4.6								2.5		
24	X	24.0	21,500		4.9								2.6		
25		24.0	21,500												
26	X	24.0	34,000		4.5								2.5		
27	X	24.0	16,800		4.6								2.8		
28	X	24.0	47,800		4.5								2.5		
1		24.0													
		24.0													
		24.0													
Total			662,800												
Average			23,671												
Maximum			47,800												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:

March, 2018

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge			PWS Identification Number:	6280064	
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	276			Total Population Served at End of Month:	632	
PWS Owner:	US Water Services Corporation					
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager	
Contact Person's Mailing Address:	4939 Cross Bayou Blvd		City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	866-753-8292				Zip Code:	34652
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		Contact Person's Fax Number:	727-849-4219		

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Signature and Date

Ron Derossett

Printed or Typed Name

A 3531

License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of:	March, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal:			
<input type="checkbox"/> Free Chlorine	<input type="checkbox"/> Chlorine Dioxide	<input type="checkbox"/> Ozone	<input checked="" type="checkbox"/> Combined Chlorine (Chloramines)
<input type="checkbox"/> Ultraviolet Radiation <input type="checkbox"/> Other (Describe):			

Type of Disinfectant Residual Maintained in Distribution System:	<input checked="" type="checkbox"/> Free Chlorine	<input type="checkbox"/> Combined Chlorine (Chloramines)	<input type="checkbox"/> Chlorine Dioxide
--	---	--	---

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1	X	24.0	8,100		4.1								2.6		
2	X	24.0	26,000		4.3								2.5		
3	X	24.0	23,000		4.2								2.8		
4		24.0	23,000												
5	X	24.0	19,800		4.4								2.9		
6	X	24.0	22,400		4.2								2.3		
7	X	24.0	22,900		4.1								2.4		
8	X	24.0	27,800		4.7								2.6		
9	X	24.0	44,000		4.9								2.7		
10	X	24.0	17,400		4.9								2.3		
11		24.0	17,400												
12	X	24.0	38,600		3.9								2.4		
13	X	24.0	22,200		4.5								3.1		
14	X	24.0	17,300		4.4								3.0		
15	X	24.0	23,300		4.3								3.0		
16	X	24.0	17,500		4.7								3.1		
17	X	24.0	26,600		4.6								3.0		
18		24.0	26,600												
19	X	24.0	28,400		4.8								3.0		
20	X	24.0	15,300		4.7								3.0		
21	X	24.0	31,500		4.8								3.0		
22	X	24.0	18,800		4.7								3.1		
23	X	24.0	14,700		4.8								3.0		
24	X	24.0	27,300		4.9								2.9		
25		24.0	27,400												
26	X	24.0	20,200		1.6								0.7		
27	X	24.0	25,000		4.0								2.6		
28	X	24.0	33,700		4.2								2.3		
29	X	24.0	12,900		4.6								2.5		
30	X	24.0	2,020		4.4								2.5		
31	X	24.0	25,200		4.3								2.4		
Total			706,320												
Average			22,785												
Maximum			44,000												

* Refer to the instructions for this report to determine which plants must provide this information.

License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: April, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1		24.0	25,200											
2	X	24.0	23,200		4.4								2.4	
3	X	24.0	22,000		4.4								2.3	
4	X	24.0	17,700		4.8								2.6	
5	X	24.0	20,900		4.6								2.4	
6	X	24.0	19,900		4.4								2.5	
7	X	24.0	23,400		4.2								3.0	
8		24.0	23,400											
9	X	24.0	13,000		2.3								2.0	
10	X	24.0	29,200		3.1								2.6	
11	X	24.0	16,600		3.7								2.9	
12	X	24.0	19,800		4.9								3.0	
13	X	24.0	17,200		4.9								2.7	
14	X	24.0	25,500		4.7								2.4	
15		24.0	25,500											
16	X	24.0	7,000		3.7								2.1	
17	X	24.0	21,400		3.4								2.2	
18	X	24.0	14,900		3.7								2.3	
19	X	24.0	22,200		3.3								2.2	
20	X	24.0	13,800		4.8								3.0	
21	X	24.0	16,900		4.7								2.7	
22		24.0	16,900											
23	X	24.0	16,100		4.5								2.8	
24	X	24.0	16,900		4.2								3.0	
25	X	24.0	17,300		4.9								2.9	
26	X	24.0	19,000		4.8								2.9	
27	X	24.0	15,200		4.7								2.7	
28	X	24.0	17,100		4.9								2.6	
29		24.0	17,100											
30	X	24.0	11,100		4.8								2.4	
1														
Total			565,400											
Average			18,847											
Maximum			29,200											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:

May, 2018

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge			PWS Identification Number:	6280064		
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month:	276			Total Population Served at End of Month:	632		
PWS Owner:	US Water Services Corporation						
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager		
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	866-753-8292					Zip Code:	34652
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net			Contact Person's Fax Number:	727-849-4219		

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

III. Daily Data for the Month/Year of: May, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mJW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	19,500		4.6									2.8	
2	X	24.0	14,800		4.4									2.5	
3	X	24.0	16,000		4.9									2.9	
4	X	24.0	15,300		4.9									2.8	
5	X	24.0	12,800		4.1									2.6	
6		24.0	12,800												
7	X	24.0	19,600		3.5									2.3	
8	X	24.0	9,400		3.6									2.4	
9	X	24.0	15,200		3.6									2.3	
10	X	24.0	20,100		4.0									2.6	
11	X	24.0	16,900		3.6									2.5	
12	X	24.0	12,000		3.7									2.4	
13		24.0	12,000												
14	X	24.0	17,200		3.5									2.3	
15	X	24.0	14,100		3.9									2.2	
16	X	24.0	4,200		4.1									2.4	
17	X	24.0	26,900		4.1									2.4	
18	X	24.0	7,300		4.2									2.6	
19	X	24.0	18,700		3.6									2.3	
20		24.0	18,800												
21	X	24.0	8,600		3.8									2.4	
22	X	24.0	14,700		3.3									2.3	
23	X	24.0	15,100		3.6									2.2	
24	X	24.0	11,700		3.4									2.3	
25	X	24.0	12,200		3.6									2.3	
26	X	24.0	12,900		3.7									2.4	
27		24.0	12,900												
28	X	24.0	17,400		3.8									2.3	
29	X	24.0	20,000		3.9									2.2	
30	X	24.0	7,900		3.9									2.3	
31	X		12,000		3.8									2.2	
Total			449,000												
Average			14,484												
Maximum			26,900												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of:

June, 2018

A. Public Water System (PWS) Information

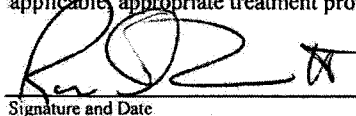
PWS Name:	Leisure Lakes/Covered Bridge			PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	276			Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation				
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292			State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net			Zip Code:	34652
				Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge			Plant Telephone Number:	941-377-9456
Plant Address:	140 Woodside Drive			City:	Lake Placid
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water			State:	Florida
	<input type="checkbox"/> Purchased Finished Water			Zip Code:	33852
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked	
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift	
Other Operators:	Dustin Williams	C	22520	Operator Days 1st Shift	

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

 7/9/18
Signature and Date

Ron Derossett
Printed or Typed Name

A 3531
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: June, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	16,000		2.9								2.9		
2	X	24.0	18,200		2.8								2.8		
3		24.0	18,300												
4	X	24.0	12,600		2.3								2.3		
5	X	24.0	16,900		2.2								2.2		
6	X	24.0	11,200		2.3								2.3		
7	X	24.0	13,000		2.4								2.4		
8	X	24.0	13,800		1.9								1.9		
9	X	24.0	19,700		2.1								2.1		
10		24.0	19,700												
11	X	24.0	12,400		2.7								2.7		
12	X	24.0	11,400		2.8								2.8		
13	X	24.0	1,500		2.4								2.4		
14	X	24.0	9,700		2.2								2.2		
15	X	24.0	12,500		2.0								2.0		
16	X	24.0	13,500		2.6								2.6		
17		24.0	13,500												
18	X	24.0	13,600		2.3								2.3		
19	X	24.0	12,100		2.3								2.3		
20	X	24.0	15,600		2.2								2.2		
21	X	24.0	10,900		2.2								2.2		
22	X	24.0	13,900		2.2								2.2		
23	X	24.0	14,300		2.2								2.2		
24		24.0	14,400												
25	X	24.0	6,500		2.2								2.2		
26	X	24.0	19,000		2.2								2.2		
27	X	24.0	14,800		2.3								2.3		
28	X	24.0	10,300		2.2								2.2		
29	X	24.0	16,300		2.3								2.3		
30	X	24.0	9,900		2.2								2.2		
1			0												
Total			405,500												
Average			13,517												
Maximum			19,700												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: July, 2018

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge			PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	276			Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation				
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd		City:	New Port Rich	State: Florida Zip Code: 34652
Contact Person's Telephone Number:	866-753-8292			Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net				

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge		Plant Telephone Number:	941-377-9456	
Plant Address:	140 Woodside Drive		City:	Lake Placid	State: Florida Zip Code: 33852
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water				
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V		Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked	
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift	
Other Operators:	Sharon Purviance	C	13268	Supervisor	
	Andrew Borrenans	C	22604	Operator Days 1st Shift	

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Sharon Purviance 8/6/2018
Signature and Date

Sharon Purviance
Printed or Typed Name

C-13268
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: July, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1		24.0	9,900										2.2		
2	X	24.0	13,200		3.9								2.2		
3	X	24.0	10,200		4.0								2.2		
4	X	24.0	12,300		4.0								2.2		
5	X	24.0	13,600		4.0								2.3		
6	X	24.0	13,600		0.9								2.2		
7	X	24.0	10,700		3.9								2.2		
8		24.0	10,800										2.2		
9	X	24.0	14,000		4.0								2.2		
10	X	24.0	15,000		3.9								2.3		
11	X	24.0	14,900		3.9								2.2		
12	X	24.0	11,800		3.9								2.2		
13	X	24.0	11,800		4.0								2.2		
14	X	24.0	13,000		4.0								2.2		
15		24.0	13,100										2.2		
16	X	24.0	15,100		4.0								2.2		
17	X	24.0	26,100		4.0								2.2		
18	X	24.0	38,700		4.0								2.2		
19	X	24.0	31,700		3.8								2.1		
20	X	24.0	37,100		4.0								1.2		
21	X	24.0	29,200		3.9								2.1		
22		24.0	29,200										2.1		
23	X	24.0	14,800		3.9								2.1		
24	X	24.0	14,400		3.9								2.1		
25	X	24.0	14,800		3.3								2.0		
26	X	24.0	15,100		3.2								2.0		
27	X	24.0	13,700		4.0								2.2		
28	X	24.0	16,100		4.0								2.1		
29		24.0	16,100										2.1		
30	X	24.0	15,200		4.0								2.1		
31	X	24.0	12,600		4.0								2.2		
Total			527,800												
Average			17,026												
Maximum			37,100												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:

August, 2018

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge				PWS Identification Number:	6280064	
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month:	276				Total Population Served at End of Month:	632	
PWS Owner:	US Water Services Corporation						
Contact Person:	Melisa Rotteveel				Contact Person's Title:	Compliance Manager	
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	866-753-8292			Contact Person's Fax Number:	727-849-4219		
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net						

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Sharon Purman 9/7/18
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of:	August, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²			
1	X	24.0	21,000		4.0								2.8		
2	X	24.0	20,800		3.9								2.2		
3	X	24.0	17,900		4.0								2.1		
4	X	24.0	16,600		3.9								2.1		
5		24.0	16,700												
6	X	24.0	16,900		4.0								2.2		
7	X	24.0	23,400		3.8								2.0		
8	X	24.0	14,600		3.4								1.9		
9	X	24.0	18,600		3.5								1.9		
10	X	24.0	18,800		4.0								2.1		
11	X	24.0	17,900		4.0								2.2		
12		24.0	17,900												
13	X	24.0	18,900		4.0								2.2		
14	X	24.0	17,900		4.0								2.2		
15	X	24.0	21,600		3.7								2.1		
16	X	24.0	24,200		4.0								2.2		
17	X	24.0	15,800		4.0								2.2		
18	X	24.0	19,000		3.8								2.2		
19		24.0	19,000												
20	X	24.0	14,600		3.7								2.1		
21	X	24.0	13,300		3.6								2.1		
22	X	24.0	27,600		3.5								2.1		
23	X	24.0	20,600		3.5								2.1		
24	X	24.0	23,700		4.0								2.1		
25	X	24.0	20,400		4.0								2.2		
26		24.0	20,400												
27	X	24.0	8,800		4.0								2.1		
28	X	24.0	20,800		3.9								2.1		
29	X	24.0	19,300		4.0								2.1		
30	X	24.0	13,600		3.7								2.0		
31	X	24.0	14,300		3.5								2.0		
Total			574,900												
Average			18,545												
Maximum			27,600												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: September, 2018

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge	PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	276	Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
		State:	Florida
		Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge	Plant Telephone Number:	941-377-9456	
Plant Address:	140 Woodside Drive	City:	Lake Placid	
		State:	Florida	
		Zip Code:	33852	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager
Other Operators:	Andrew Borrenans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Sharon Purviance 10/8/2018
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: September, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Type of Disinfectant Residual Maintained in Distribution System: <input type="checkbox"/> Free Chlorine <input type="checkbox"/> Chloramines <input type="checkbox"/> Other _____														
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*								Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation	
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	87,500		3.7								2.1	GST not working, keeping tank filled by hand
2		24.0	87,500											
3	X	24.0	14,800		3.8								2.1	GST not working, keeping tank filled by hand
4	X	24.0	9,900		3.5								2.0	
5	X	24.0	19,900		3.0								2.0	
6	X	24.0	13,400		3.0								1.8	
7	X	24.0	18,100		3.3								2.0	
8	X	24.0	18,100		4.0								2.1	
9		24.0	18,100											
10	X	24.0	20,900		4.0								2.3	
11	X	24.0	18,500		4.0								2.2	
12	X	24.0	21,100		4.0								2.2	
13	X	24.0	16,700		3.8								2.2	
14	X	24.0	17,900		4.0								2.1	
15	X	24.0	17,400		4.0								2.1	
16		24.0	17,400											
17	X	24.0	19,300		3.5								2.0	
18	X	24.0	26,200		3.2								1.9	
19	X	24.0	17,500		2.8								1.4	
20	X	24.0	23,200		2.2								1.5	
21	X	24.0	6,700		2.0								1.8	
22	X	24.0	19,500		3.7								2.1	
23		24.0	19,600											
24	X	24.0	28,000		4.0								1.9	
25	X	24.0	17,800		3.9								2.0	
26	X	24.0	22,600		4.0								1.9	
27	X	24.0	19,500		4.0								2.1	
28	X	24.0	16,000		4.0								2.1	
29	X	24.0	17,100		4.0								2.1	
30		24.0	17,100											
1		24.0												
Total			687,300											
Average			22,910											
Maximum			87,500											

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: October, 2018.

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge	PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	276	Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich State: Florida Zip Code: 34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge	Plant Telephone Number:	941-377-9456	
Plant Address:	140 Woodside Drive	City:	Lake Placid State: Florida Zip Code: 33852	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager
Other Operators:	Andrew Bortennans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Sharon Purviance 10/6/18
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of: October, 2018

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable										Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	
1	X	24.0	18,800		4.0								2.1	
2	X	24.0	21,300		4.0								2.1	
3	X	24.0	17,400		3.9								1.9	
4	X	24.0	11,000		3.4								1.9	
5	X	24.0	20,600		3.4								1.9	
6	X	24.0	15,600		4.0								2.2	
7		24.0	15,700											
8	X	24.0	18,000		4.0								2.1	
9	X	24.0	14,700		4.0								2.0	
10	X	24.0	17,100		4.0								2.0	
11	X	24.0	18,500		3.8								1.9	
12	X	24.0	20,400		3.0								1.9	
13	X	24.0	18,600		3.2								1.8	
14		24.0	18,600											
15	X	24.0	18,900		2.9								1.3	
16	X	24.0	17,400		1.9								1.1	
17	X	24.0	23,200		2.7								2.2	
18	X	24.0	16,200		3.0								2.2	
19	X	24.0	22,000		1.8								1.1	
20	X	24.0	18,100		2.2								1.8	
21		24.0	18,100											
22	X	24.0	20,600		4.0								2.2	
23	X	24.0	17,800		4.0								2.2	
24	X	24.0	17,300		4.0								2.0	
25	X	24.0	16,300		3.7								1.8	
26	X	24.0	22,600		3.7								1.8	
27	X	24.0	20,500		3.7								1.8	
28		24.0	20,500											
29	X	24.0	19,400		3.4								1.6	
30	X	24.0	19,000		2.4								1.4	
31	X	24.0	15,000		4.0								1.2	
Total			569,200											
Average			18,361											
Maximum			23,200											

* Refer to the instructions for this report to determine which plants must provide this information.



A. Public Water System (PWS) Information

B. Water Treatment Plant Information

II. Certification by Lead/Chief Operator

Sharan Puri 12/5/2018
Signature and Date

C - 13268
License Number

III. Daily Data for the Month/Year of:	November, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose						
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	23,800		4.0								1.3		
2	X	24.0	17,700		2.7								1.2		
3	X	24.0	20,500		2.9								1.3		
4		24.0	20,500												
5	X	24.0	16,400		2.7								1.2		
6	X	24.0	23,000		2.6								1.2		
7	X	24.0	20,400		3.6								1.4		
8	X	24.0	22,000		3.9								1.4		
9	X	24.0	22,600		3.6								1.3		
10	X	24.0	20,400		4.0								1.4		
11		24.0	20,500												
12	X	24.0	20,600		4.0								1.5		
13	X	24.0	22,200		4.0								1.5		
14	X	24.0	20,200		4.0								1.7		
15	X	24.0	17,700		4.0								1.9		
16	X	24.0	21,900		4.0								2.0		
17	X	24.0	20,200		4.0								1.9		
18		24.0	20,200												
19	X	24.0	22,900		4.0								1.9		
20	X	24.0	18,400		4.0								2.2		
21	X	24.0	17,700		4.0								2.2		
22	X	24.0	20,300		4.0								2.2		
23	X	24.0	20,300		4.0								2.3		
24	X	24.0	20,700		4.0								2.2		
25		24.0	20,700												
26	X	24.0	20,300		2.7								2.0		
27	X	24.0	18,200		2.2								1.4		
28	X	24.0	19,800		1.8								1.2		
29	X	24.0	20,700		2.3								1.7		
30	X	24.0	24,900		4.0								1.9		
1		24.0													
Total			615,700												
Average			20,523												
Maximum			24,900												

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:	December, 2018
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A. Public Water System (PWS) Information

PWS Name: Leisure Lakes/Covered Bridge		PWS Identification Number: 6280064	
PWS Type: <input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month: 276		Total Population Served at End of Month: 632	
PWS Owner: US Water Services Corporation			
Contact Person: Melisa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich State: Florida Zip Code: 34652	
Contact Person's Telephone Number: 866-753-8292		Contact Person's Fax Number: 727-849-4219	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net			

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Sharon Purvis 1/4/2019
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of:	December, 2018
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp. of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	21,600		4.0								1.8		
2		24.0	21,700												
3	X	24.0	14,900		3.8								1.8		
4	X	24.0	19,900		3.4								1.4		
5	X	24.0	14,300		4.0								1.7		
6	X	24.0	17,500		3.8								1.5		
7	X	24.0	14,900		3.2								1.4		
8	X	24.0	19,800		3.0								1.5		
9		24.0	19,800												
10	X	24.0	20,800		2.5								1.0		
11	X	24.0	18,800		2.6								1.2		
12	X	24.0	27,500		3.0								1.3		
13	X	24.0	15,400		2.0								1.2		
14	X	24.0	18,800		1.8								1.1		
15	X	24.0	19,200		4.0								2.0		
16		24.0	19,300												
17	X	24.0	22,600		4.0								1.9		
18	X	24.0	19,200		4.0								1.8		
19	X	24.0	15,100		4.0								1.7		
20	X	24.0	18,300		3.7								1.5		
21	X	24.0	19,600		3.9								1.5		
22	X	24.0	15,900		4.0								1.4		
23		24.0	15,900												
24	X	24.0	19,500		4.0								1.2		
25	X	24.0	18,300		4.0								1.3		
26	X	24.0	17,300		4.0								1.3		
27	X	24.0	22,000		4.0								1.3		
28	X	24.0	11,600		4.0								1.4		
29	X	24.0	25,100		4.0								1.3		
30		24.0	25,200												
31	X	24.0	20,200		3.9								1.3		
Total			590,000												
Average			19,032												
Maximum			27,500												

* Refer to the instructions for this report to determine which plants must provide this information.

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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IV. Summary of Use of Polymer Containing Acrylamide, Polymer Containing Epichlorohydrin, and Iron or Manganese Sequestrant for the Year: *	2018
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- A. Is any polymer containing the monomer acrylamide used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the acrylamide level in the polymer are as follows:

Polymer Dose ppm =		Acrylamide Level, % [†] =	
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- B. Is any polymer containing the monomer epichlorohydrin used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the epichlorohydrin level in the polymer are as follows:

Polymer Dose ppm =		Epichlorohydrin Level, % [†] =	
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- C. Is any iron or manganese sequestrant used at the water treatment plant? ☒ No ☐ Yes, and the type of sequestrant, sequestrant dose, etc., are as follows:

Type of Sequestrant (polyphosphate or sodium silicate):
Sequestrant Dose, mg/L of phosphate as PO ₄ or mg/L of silicate as SiO ₂ =
If sodium silicate is used, the amount of added plus naturally occurring silicate, in mg/L as SiO ₂ =

* Complete and submit Part IV of this report only with the monthly operation report for December of each year and only for water treatment plants using polymer containing acrylamide, polymer containing epichlorohydrin, and/or an iron and manganese sequestrant.

[†] Acrylamide and epichlorohydrin levels may be based on the polymer manufacturer's certification or on third-party certification.



A. Public Water System (PWS) Information

B. Water Treatment Plant Information

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

C - 13268
License Number

III. Daily Data for the Month/Year of:	March, 2019
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Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Type of Disinfectant Residual Maintained in Distribution System				CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations					UV Dose						
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²			
1	X	24.0	28,100		4.0								2.0		
2	X	24.0	21,200		4.0								1.9		
3		24.0	21,300												
4	X	24.0	28,200		4.0								2.0		
5	X	24.0	24,100		4.0								1.9		
6	X	24.0	28,600		4.0								2.0		
7	X	24.0	19,300		4.0								1.9		
8	X	24.0	25,300		4.0								1.9		
9	X	24.0	25,400		4.0								1.8		
10		24.0	25,400												
11	X	24.0	28,800		4.0								1.9		
12	X	24.0	21,500		4.0								2.0		
13	X	24.0	27,000		4.0								1.9		
14	X	24.0	24,400		4.0								2.0		
15	X	24.0	25,300		3.9								1.9		
16	X	24.0	22,100		3.9								1.8		
17		24.0	22,100												
18	X	24.0	29,700		3.9								1.9		
19	X	24.0	27,100		4.0								2.0		
20	X	24.0	20,300		4.0								2.0		
21	X	24.0	25,000		4.0								2.0		
22	X	24.0	27,700		4.0								2.0		
23	X	24.0	27,600		4.0								2.0		
24		24.0	27,600												
25	X	24.0	23,300		4.0								1.9		
26	X	24.0	26,200		3.4								1.8		
27	X	24.0	25,200		3.8								1.7		
28	X	24.0	37,400		3.7								1.7		
29	X	24.0	27,500		4.0								1.8		
30	X	24.0	26,300		4.0								1.8		
31		24.0	26,300												
Total			795,300												
Average			25,655												
Maximum			37,400												

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: April, 2019

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge			PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	276			Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation				
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City: New Port Rich	State: Florida
Contact Person's Telephone Number:	866-753-8292			Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net				

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge			Plant Telephone Number:	941-377-9456
Plant Address:	140 Woodside Drive			City: Lake Placid	State: Florida
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water			<input type="checkbox"/> Purchased Finished Water	Zip Code: 33852
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked	
Lead/Chief Operator	Sharon Purviance	C	13268	Utility Manager	
Other Operators	Andrew Borrenans	C	22604	Operator Days 1st Shift	

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Sharon Purviance 5/8/19
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: April, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										Emergency or Abnormal Operating Conditions, Repairs or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/l	Disinfectant Contact Time (T) in Minutes Measurement Taken During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/l	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/l	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/l	
1	X	24.0	26,000		4.0								1.8	
2	X	24.0	25,400		3.8								1.6	
3	X	24.0	29,100		4.0								1.6	
4	X	24.0	25,100		4.0								1.3	
5	X	24.0	36,200		4.0								1.4	
6	X	24.0	22,700		4.0								1.4	
7		24.0	22,700											
8	X	24.0	32,300		4.0								1.4	
9	X	24.0	30,000		4.0								1.4	
10	X	24.0	25,600		4.0								1.4	
11	X	24.0	25,600		4.0								1.3	
12	X	24.0	28,900		3.8								1.3	
13	X	24.0	25,000		4.0								1.3	
14		24.0	25,100											
15	X	24.0	24,500		4.0								1.5	
16	X	24.0	18,000		4.0								1.6	
17	X	24.0	18,500		3.6								1.6	
18	X	24.0	18,400		3.8								1.5	
19	X	24.0	17,700		4.0								1.6	
20	X	24.0	18,800		4.0								1.6	
21		24.0	18,900											
22	X	24.0	17,600		4.0								1.6	
23	X	24.0	18,600		4.0								1.6	
24	X	24.0	16,700		4.0								1.6	
25	X	24.0	15,800		4.0								1.6	
26	X	24.0	18,400		3.3								1.4	
27	X	24.0	18,900		4.0								1.6	
28		24.0	19,000											
29	X	24.0	37,800		4.0								1.6	
30	X	24.0	14,600		4.0								1.7	
31		24.0												
Total			691,900											
Average			23,063											
Maximum			37,800											

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: May, 2019

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge	PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month:	276	Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
Contact Person's Telephone Number:	866-753-8292	State:	Florida
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net	Zip Code:	34652
		Contact Person's Fax Number:	727-849-4219

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge	Plant Telephone Number:	941-377-9456	
Plant Address:	140 Woodside Drive	City:	Lake Placid	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water	State:	Florida	
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000	Zip Code:	33852	
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager
Other Operators:	Andrew Borrenans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Sharon Purviance 6/5/19
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

PWS ID:	6280064	Plant Name:	Leisure Lakes/Covered Bridge
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III. Daily Data for the Month/Year of: May, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	17,100		4.0								1.7	
2	X	24.0	11,400		4.0								1.6	
3	X	24.0	17,600		3.9								1.4	
4	X	24.0	14,600		4.0								1.4	
5		24.0	14,600											
6	X	24.0	14,900		4.0								1.4	
7	X	24.0	18,700		4.0								1.4	
8	X	24.0	15,100		4.0								1.4	
9	X	24.0	17,900		4.0								1.4	
10	X	24.0	18,400		4.0								1.4	
11	X	24.0	12,800		4.0								1.3	
12		24.0	12,800											
13	X	24.0	18,700		4.0								1.3	
14	X	24.0	18,100		4.0								1.4	
15	X	24.0	16,000		4.0								1.4	
16	X	24.0	15,100		4.0								1.4	
17	X	24.0	16,700		4.0								1.4	
18	X	24.0	14,200		4.0								1.3	
19		24.0	14,200											
20	X	24.0	14,300		4.0								1.4	
21	X	24.0	16,200		4.0								1.4	
22	X	24.0	18,000		4.0								1.4	
23	X	24.0	12,200		4.0								1.4	
24	X	24.0	18,900		4.0								1.4	
25	X	24.0	15,600		4.0								1.4	
26		24.0	15,700											
27	X	24.0	20,700		4.0								1.4	
28	X	24.0	23,300		3.0								1.4	
29	X	24.0	15,500		4.0								1.4	
30	X	24.0	17,200		4.0								1.3	
31	X	24.0	18,400		4.0								1.4	
Total			504,900											
Average			16,287											
Maximum			23,300											

* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.

I. General Information for the Month/Year of: June, 2019

A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge	PWS Identification Number:	6280064
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month:	276	Total Population Served at End of Month:	632
PWS Owner:	US Water Services Corporation		
Contact Person:	Melisa Rotteveel	Contact Person's Title:	Compliance Manager
Contact Person's Mailing Address:	4939 Cross Bayou Blvd	City:	New Port Rich
		State:	Florida
		Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292	Contact Person's Fax Number:	727-849-4219
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net		

B. Water Treatment Plant Information

Plant Name:	Leisure Lakes/Covered Bridge	Plant Telephone Number:	941-377-9456	
Plant Address:	140 Woodside Drive	City:	Lake Placid	
		State:	Florida	
		Zip Code:	33852	
Type of Water Treatment by Plant:	<input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	72,000			
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C	
Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Sharon Purviance	C	13268	Utility Manager
Other Operators:	Andrew Borrenans	C	22604	Operator Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Sharon Purviance 7/8/19
Signature and Date

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of: June, 2019

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose					
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	20,600		4.0								1.3	
2		24.0	20,700											
3	X	24.0	29,900		4.0								1.3	
4	X	24.0	17,700		4.0								1.3	
5	X	24.0	22,500		3.8								1.3	
6	X	24.0	20,500		4.0								1.4	
7	X	24.0	17,100		4.0								1.4	
8	X	24.0	23,750		4.0								1.4	
9		24.0	23,750											
10	X	24.0	17,900		3.7								1.3	
11	X	24.0	19,200		4.0								1.4	
12	X	24.0	17,800		4.0								1.4	
13	X	24.0	19,000		4.0								1.4	
14	X	24.0	18,100		3.9								1.3	
15	X	24.0	21,500		4.0								1.4	
16		24.0	21,500											
17	X	24.0	22,500		4.0								1.4	
18	X	24.0	23,800		3.9								1.5	
19	X	24.0	29,300		3.2								1.3	
20	X	24.0	22,700		4.0								1.3	BWN - Covered Bridge
21	X	24.0	47,400		4.0								1.4	
22	X	24.0	33,200		4.0								1.4	
23		24.0	33,200											Rescinded
24	X	24.0	38,200		4.0								1.4	
25	X	24.0	14,800		4.0								1.4	
26	X	24.0	10,600		4.0								1.5	
27	X	24.0	14,600		2.8								1.1	
28	X	24.0	12,400		2.7								1.1	
29	X	24.0	11,500		2.3								1.1	
30		24.0	11,500											
1		24.0												
Total			657,200											
Average			21,907											
Maximum			47,400											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

I. General Information for the Month/Year of:	July, 2019
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A. Public Water System (PWS) Information

PWS Name:	Leisure Lakes/Covered Bridge				PWS Identification Number:	6280064	
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month:	276				Total Population Served at End of Month:	632	
PWS Owner:	US Water Services Corporation						
Contact Person:	Melisa Rotteveel				Contact Person's Title:	Compliance Manager	
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	866-753-8292			Contact Person's Fax Number:	727-849-4219		
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net						

B. Water Treatment Plant Information

[illegible]

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain

Signature and Date: Sharon Furumire 8/7/19

Sharon Purviance
Printed or Typed Name

C - 13268
License Number

III. Daily Data for the Month/Year of:	July, 2019
---	------------

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations					UV Dose						
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minmum UV Dose Required, mW-sec/cm ²			
1	X	24.0	12,200		2.1								1.5		
2	X	24.0	15,500		3.4								1.4		
3	X	24.0	16,300		3.4								1.3		
4	X	24.0	24,300		3.0								1.3		
5	X	24.0	17,500		4.0								1.4		
6	X	24.0	21,600		4.0								1.4		
7		24.0	21,600												
8	X	24.0	29,500		4.0								1.4		
9	X	24.0	25,900		3.9								1.4		
10	X	24.0	19,100		3.9								1.4		
11	X	24.0	19,800		4.0								1.4		
12	X	24.0	25,600		4.0								1.3		
13	X	24.0	24,100		4.0								1.4		
14		24.0	24,100												
15	X	24.0	14,900		4.0								1.4		
16	X	24.0	16,000		3.5								1.2		
17	X	24.0	16,300		3.8								1.3		
18	X	24.0	2,230		4.0								1.3		
19	X	24.0	21,300		4.0								1.3		
20	X	24.0	15,900		4.0								1.4		
21		24.0	15,900												
22	X	24.0	16,800		3.5								1.3		
23	X	24.0	2,290		4.0								1.4		
24	X	24.0	13,300		3.9								1.4		
25	X	24.0	18,000		4.0								1.4		
26	X	24.0	21,300		3.6								1.2		
27	X	24.0	14,700		4.0								1.4		
28		24.0	14,700												
29	X	24.0	23,700		4.0								1.4		
30	X	24.0	16,000		3.9								1.2		
31	X	24.0	23,000		4.0								1.4		
Total			563,420												
Average			18,175												
Maximum			25,900												

* Refer to the instructions for this report to determine which plants must provide this information.

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Recent Sanitary Survey



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

January 18, 2018

Gary Deremer
4939 Cross Bayou Blvd.
New Port Richey, FL 34652
gderemer@uswatercorp.net

Re: Compliance Assistance Offer
Leisure Lakes
PWS I.D. Number: 6280064
Highlands County – PW

Dear Mr. Deremer:

A Sanitary Survey was conducted at your facility on 11/21/2017. During this inspection, potential non-compliance was noted. The purpose of this letter is to offer compliance assistance as a means of resolving these matters.

Specifically, potential non-compliance with the requirements of Chapter 403, Florida Statutes, and Chapters 62.555 Florida Administrative Code, were observed. Please see the attached inspection report for a full account of Department observations and recommendations.

We request you review the items of concern noted and respond in writing within **15 days** of receipt of this Compliance Assistance Offer. Your written response should include one of the following:

1. Describe what has been done to resolve the non-compliance issue or provide a schedule describing how/when the issues will be addressed (please see the Summary of Deficiencies and Recommendations For Technical Assistance as well as the Recommendations on page 4 of the inspection report under additional comments).
2. Provide the requested information, or information that mitigates the concerns or demonstrates them to be invalid, or
3. Arrange for the case manager to visit your facility to discuss the items of concern.

It is the Department's desire that you are able adequately address the aforementioned issues so that this matter can be closed. Your failure to respond promptly may result in the initiation of formal enforcement proceedings.

Please address your response and any questions to Andrew Price of the South District Office at 239-344-5621 or via e-mail at andrew.price@dep.state.fl.us. We look forward to your cooperation with this matter.

Sincerely,



Jennifer Carpenter
Assistant Director
South District
Florida Department of Environmental Protection

Enclosure: Inspection Report

cc: Ron DeRossett, Facility Contact rderossett@uswatercorp.net
Dustin Williams, Operator dwilliams@uswatercorp.net

South District Public Water System Sanitary Survey Inspection Report

Water system: Leisure Lakes		System PWS #: 6280064		Survey date: 11/21/2017	
Facility type class: 5D			Source type: Ground		4-Log approved: N
Facility address: End of Hillcrest Street, Lake Placid FL 33852					
Facility phone(s): (904) 540-9765			Facility email/fax:		
Facility contact: Ron DeRossett			Facility contact phone(s): (727) 848-8292		
Facility contact email/fax: RDeRossett@uswatercorp.net					
Owner name: Gary Deremer			Company name: U.S. Water/ HC Waterworks, Inc.		
Owner/Corp address: 4939 Cross Bayou Blvd			City: New Port Richey		State: FL Zip: 34652
Owner/Corp phone(s): (727) 848-8292			Owner e-contact(s): gderemer@uswatercorp.net		
Operator name: Dustin Williams			Certification: Class C #22520		
Operator phone(s): (727) 812-1610			Operator email/fax: dwilliams@uswatercorp.net		
On-site Rep: Dustin Williams		Immediate Action Required?: N		Inspection recap given? N	

Food Service: ☐ Yes ☐ No ☒ N/A

GENERAL INFORMATION

Number of Service Connections	276
Population Served	632
Plant Design Capacity	72,000
Average Day (from MORs)	27,700
Max. Day (from MORs)	80,500
Total Storage Capacity	50,000
Comments	

LOCATION

Latitude 27° 21' 05.9802" North
Longitude 81° 24' 52.3295" West
GPS: DPHO Date: 05/04/2006
Directions The end of Hillcrest Street

OPERATION & MAINTENANCE

Certified Operator: ☒ Yes ☐ No ☐ Not required
Plant visits conducted by: Dustin Williams
O&M Log: ☒ Yes ☐ No O&M Manual: ☒ Yes ☐ No
Visitation Frequency
Hrs/day: Required _____ Actual _____
Hrs/wk: Required 0.3 Actual _____
Days/wk: Required 3 Actual _____
Non-consecutive Days? ☒ Yes ☐ No ☐ N/A
MORs submitted regularly? ☒ Yes ☐ No ☐ N/A
Data missing from MORs? ☒ No ☐ Yes ☐ N/A

RAW WATER SOURCE

☒ GROUND; Number of Wells 2

☐ SURFACE/UDI; Source _____

☐ PURCHASED from PWS ID # _____

☐ Emergency Water Source _____

Emergency Water Capacity _____

AUXILIARY POWER SOURCE

☒ Yes ☐ None ☐ Not Required

Source _____ Generator _____

Capacity of Standby (kW) _____ UNK

Switchover: ☐ Automatic ☐ Manual

Standby Plan: ☐ Yes ☐ No

Hrs Operated Under Load _____ UNK

What equipment does it operate?

☐ Well pumps _____

☐ High Service Pumps _____

☐ Treatment Equipment _____

Satisfy 1/2 max-day demand? ☐ Yes ☐ No ☒ Unk

Comments _____

TREATMENT PROCESSES IN USE

Hypo chlorination
Aeration

Is additional treatment needed? ☐ Yes ☒ No

If so, for control of what deficiencies?

DISTRIBUTION SYSTEM

Flow Measuring Device _____ UNK

Meter Size & Type _____ UNK

Meter tested w/ 5 yrs? ☐ Yes ☐ No ☒ Unk ☐ N/A

Backflow Prevention : ☒ Yes ☐ No

Cross-connections _____

Cross-connection Control Program: ☐ Yes ☐ No ☐ N/A

Coliform Sampling Plan: ☒ Yes ☐ No

Stage 2 DBPs Sampling Plan: ☒ Yes ☐ No ☐ N/A

Lead & Copper Sampling Plan: ☒ Yes ☐ No ☐ N/A

Comments _____

PWS ID # 6280064
 Survey Date 11/21/2017

GROUND WATER SOURCE

Well Number (PWS Identification)		1	2	
Well Name (System Identification)		# 1 Inside Well	# 2 Outside Well	
Year Drilled		1974	1975	
Depth Drilled		1,520	590	
Florida Well ID		AAH9357	AAH9358	
Static Water Level		UNK	UNK	
Normal Yield (if different than rated capacity)		UNK	UNK	
Length (outside casing)		485	492	
Diameter (outside casing)		8"	4"	
Material (outside casing)		UNK	UNK	
Is inundation of well possible?		UNK	UNK	
6' X 6' X 4" Concrete Pad		Y	Y	
PUMP	Type	Vert Turbine	Submersible	
	Manufacturer Name	UNK	UNK	
	Model Number	UNK	UNK	
	Rated Capacity (gpm)	200	50	
	Motor Horsepower	UNK	UNK	
Well casing 12" above grade?		Y	Y	
Well Casing Sanitary Seal		Y	Y	
Raw Water Sampling Tap		Y	Y	
Above Ground Check Valve		Y	Y	
Fence/Housing		Y	Y	
Well Vent Protection		Y	Y	

COMMENTS _____

PWS ID # 6280064
Survey Date 11/21/2017

CHLORINATION (Disinfection)

Type: Sodium hypochlorite

Make UNK Capacity UNK

Chlorine Feed Rate 20 GPD

Avg. Amount of Cl ₂ gas used	N/A
---	-----

Chlorine Residuals: Plant 4.2 Remote

Remote tap location: Sample not taken

DPD Test Kit: ☒ On-site ☒ With operator

☐ None ☐ Not Used Daily

Injection Points UNK

Comments _____

AERATION (Gases, Fe, & Mn Removal)

Type _____ Capacity _____

Aerator Condition _____

Bloodworm Presence

Visible Algae Growth _____

Protective Screen Condition _____

Comments system uses adedge filters to remove

hydrogen sulfides.

STORAGE FACILITIES

(B) Bladder (CW) Clearwell (C) Contact (E) Elevated

(G) Ground (H) Hydropneumatic (S.C.) See Comments

Tank Type/Number	GST2		
Capacity (gal)	50,000		
Material	Steel		
By-pass Piping	Y		
Gravity Drain	Y		
PRV/ARV	Y		
Protected Openings	Y		
Pressure Gauge	Y		
Sight Glass or Level Indicator	Y		
Fittings for Sight Glass	Y		
Access Padlocked	Y		
Last Inspection Date (for tanks with access manholes)	N/A		
On/Off Pressure	40/60		
Height to Bottom of Elevated Tank	UNK		
Height to Max. Water Level	UNK		

Comments

HIGH SERVICE PUMPS

Pump Number	1	2	
Type	Centrifugal	Centrifugal	
Make	UNK	UNK	
Model	UNK	UNK	
Capacity (gpm)	20	20	
Motor HP	15	15	
Date Installed	UNK	UNK	
Maintenance	UNK	UNK	

Comments

PWS ID # 6280064
Survey Date 11/21/2017

MONITORING VIOLATIONS	MCL VIOLATIONS
N/A	N/A

MONITORING COMMENTS:

N/A

DEFICIENCIES:

#	Deficiency	Rule Reference	Corrective Action	Severity	Corrected
1	Department received multiple odor and color complaints	Rule 62-555.350(2), Florida Administrative Code F.A.C.	The Department has received multiple complaints regarding occurrences of color and odor within the potable water. Please describe, in detail, what actions the facility has taken to resolve the color and odor complaints within the potable water. If the corrective actions entail system modifications, please provide a detailed timetable for the corrective actions to be completed.		

Any deficiency marked with an asterisk (*) is a repeat violation.

ADDITIONAL COMMENTS:

Inspector: Andrew Price *Andrew L Price*

Approved by: *[Signature]* _____



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Ryan E. Matthews
Interim Secretary

May 19, 2017

Gary Deremer, President
HC Water Works, Inc
4939 Cross Bayou BLVD
New Port Richey, FL 34652
Email: gderemer@uswatercorp.net

Re: Highlands County – PW
Warning Letter
Lake Josephine Heights WTP
Facility ID No. 6280162

Dear Mr. Deremer:

A Sanitary Survey inspection was conducted at your facility on April 20, 2017. During and following this inspection, possible violations of Chapter 403, F.S., Chapter 62-550, Florida Administrative Code (F.A.C.), and Chapter 62-555, F.A.C. were observed.

During and following the inspection Department personnel noted the following:

- Manganese dioxide from the Adedge filters enter the distribution system turning the potable water brown.

Violations of Florida Statutes or administrative rules may result in liability for damages and restoration, and the judicial imposition of civil penalties, pursuant to Sections 403.860, Florida Statutes

Please contact Ryan Snyder, at (239) 344-5695, within **15 days** of receipt of this Warning Letter to arrange a meeting to discuss this matter. The Department is interested in receiving any facts you may have that will assist in determining whether any violations have occurred. You may bring anyone with you to the meeting that you feel could help resolve this matter.

Please be advised that this Warning Letter is part of an agency investigation, preliminary to agency action in accordance with Section 120.57(5), Florida Statutes. We look forward to your cooperation in completing the investigation and resolving this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Jon M. Iglehart".

Jon M. Iglehart
Director of District Management

cc: Ron Derossett: rderossett@uswatercorp.net

**BASIC SURVEY INFORMATION**Water System Name: Lake Josephine HeightsDate(s) Surveyed: 04/20/17Survey Inspector(s): Narrisa Pannell and Tim SchwanPerson(s) Contacted: Dustin Williams (772)812-1610**CONTACT INFORMATION**PWS ID: 6280162System (Office) Address: 1949 Canary Way, Sebring, FL 33875Phone: (863)465-0552

Cell: _____

Email/Fax: _____

OWNEROwner Name: Ron DerossettTitle: OwnerAddress: 4939 Cross Bayou Blvd.City: New Port RicheyState: FLZip: 34652Owner Phone: (727)848-8292Cell: (904)540-9765Email/Fax: rderossett@uswatercorp.net**OPERATOR**Operator Name: Dustin WilliamsLead Operator Class & Certification Number: D22520

Address: _____

City: _____

State: FL

Zip: _____

Phone: (772)812-1610

Cell: _____

Email or Fax: dwilliams@uswatercorp.net**SYSTEM CHARACTERISTICS SUMMARY****TREATMENT SOURCE**Ground ☐ Surface ☒ Name of Surface Source(s): _____

(check boxes for treatment used)

Number of Plants: 1

☒ Aeration☐ Coagulation☒ Disinfection☒ Filtration☐ Flocculation☒ Membrane☐ Softening☐ Stabilization☐ Corrosion Control

N/A

SERVICE AREA CHARACTERISTICS SUMMARY

Total service connections: 536

Population served: 1,250

Survey area characteristics: Subdivision/Community

TOTAL SYSTEM CAPACITY AND DEMAND**CAPACITY DATA**System Design: 60,000 GPDPrimary Limiting Factor: Membrane mediaHigh Service Pumps: 250 GPMRoutinely utilized interconnections? ☒ Yes ☐ NoIf routinely used, what is hydraulic capacity? UNK GPDMax: 287,000 GPD25% Max: 71,750 GPD143,723 Average: GPDLast survey max 161,000:

GPD

Max daily demand is less than 75% of design capacity?

☒ Yes ☐ No

Comment _____

Storage capacity more than 25% of max daily demand?

☒ Yes ☐ No

Comment _____

Firm capacity more than average (avg) daily demand?

☒ Yes ☐ No

Comment _____

Standby/avg power capacity more than avg daily demand?

☒ Yes ☐ NoStandby power capacity: 60,000 GPD

N/A

**TREATMENT****CHEMICAL**Chemical storage appear to be compliant? ☒ Yes ☐ NoFacilities & chemicals properly labeled? ☒ Yes ☐ NoAre all chemical feed systems tied to flow? ☒ Yes ☐ NoCorrosive vapors properly controlled? ☒ Yes ☐ NoAre dusty and dry chemicals and feed equipment housed separately? ☐ Yes ☐ No ☒ N/A

INJECTION POINTS	Location	Chemical	Purpose	NSF/ANSI?
	Lake Josephine Heights	Sodium hypochlorite	Filter aid, disinfection	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Sebring Lakes	Sodium hypochlorite	Filter aid, disinfection	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
Comment Sebring Lakes is being utilized as a back-up well.				

DISINFECTION

	Plant name	Lake Josephine Heights	Sebring Lakes
	Type (gas/hypo/chloramination)	Hypo	Hypo
	Condition of Equipment	Good	Good
	Feed Rate (PPD, GPD)	55 GPD	55 GPD
	Manual or flow paced?	Flow	Flow
	Alarm testing frequency?	N	N
	Chlorine loss alarm functional?	N/A	N/A
GAS CHLORINATION	150 lb or Ton Cylinders?	N/A	N/A
	Automatic Switchover? (>10 PPD)	N/A	N/A
	Scale compliant?	N/A	N/A
	Chlorine feed rate?	N/A	N/A
	Cylinders restrained?	N/A	N/A
	Ammonia bottle onsite?	N/A	N/A
	Wrench in-place?	N/A	N/A
	Panic hardware provided?	N/A	N/A
	Storage & feed isolated?	N/A	N/A
	Ventilation Compliant?	N/A	N/A
HYPOCHLORINATION	Vent switch on exterior?	N/A	N/A
	Leak containment?	N/A	N/A
	Leak detection & fix kit? (>1 ton)	N/A	N/A
	Typed used (sodium or calcium)	Sodium	Sodium
	Type of Feeder:	Peristaltic	Peristaltic
	Solution strength	12.5%	12.5%
	Solution tank compliant?	Y	Y
	Adequate spill containment?	Y	Y
	Chlorine to ammonia ratio?	N/A	N/A
	Ammonia flow-paced?	N/A	N/A
CHLORAMINATION	Ammonia after chlorine?	N/A	N/A
	Free chlorine burn frequency?	N/A	N/A
Comment	N/A		



TREATMENT (Page 2)

DISINFECTANT RESIDUALS	Location of sampling (POE Plant 1, East Remote,	Lake Josephine POE	Remote corner of Knight Ave & Tangelo St.			
	What test kit was used for the sampling?	PW-2	PW-2			
	Time sample was collected?	11:05 am	11:37 am			
	Result? (note whether free or total)	5.7 mg/L Total	1.9 mg/L Total			
	Sampler Name? (if other than lead inspector)	Tim Schwan	Tim Schwan			
4 LOG	Are disinfectant residuals tested in the distribution system as established by rule? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
	Comm The facility reported issues regarding color, odor, and particulate material in the potable water during the inspection.					
	Are injection points located in positions indicated in approved 4-log demonstration? <input type="checkbox"/> Yes <input type="checkbox"/> No Are the minimum tank levels specified in approved 4-log demonstration maintained? <input type="checkbox"/> Yes <input type="checkbox"/> No Continuous monitoring required? <input type="checkbox"/> Yes <input type="checkbox"/> No If so, are analyzers used? <input type="checkbox"/> Yes <input type="checkbox"/> No Analyzers calibrated? <input type="checkbox"/> Yes <input type="checkbox"/> No					
AERATION	Comm N/A					
	Why is aeration used? <u>Remove Hydrogen sulfide</u> Type of aeration <u>Tray</u> Screening intact? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Mesh size #24? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Aerator adequately protected from contaminants (covered, located properly)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
	Comm N/A					
STABILIZATION	Why is stabilization practiced? _____ What chemicals are being used: _____					
	Comm N/A					
FECAL REMOVAL	What treatment process is used?					
	What chemicals are used? Comm N/A					
ACTIVATED CARBON	Why is activated carbon used? _____					
	GAC types used _____					
	PAC stored properly? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A GAC backwash compliant? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A					
	What testing is performed to determine effectiveness of activated carbon?					
SOFTENING	Comm N/A					
	Why is softening being used?					
FLUORIDATION	Proper fluoride concentration in distribution? <input type="checkbox"/> Yes <input type="checkbox"/> No Are the fluoride concentrations consistent? <input type="checkbox"/> Yes <input type="checkbox"/> No Safety considerations compliant? <input type="checkbox"/> Yes <input type="checkbox"/> No					
	Comm N/A					
ION EXCHANGE	Why is ion exchange used?					
	Comm N/A					



TREATMENT (PAGE 3)

CONVENTIONAL TREATMENT

List the type and combination of coagulants: _____

List the types of coagulant aids being used: _____

List flocculation facilities that are being used: _____

Rapid mix unit adequate? ☐ Yes ☐ No Flocculation adequate? ☐ Yes ☐ No

Flocculation detention time? _____

N/A

FILTRATION

Types of filtration utilized: ☐ Gravity ☒ Pressure ☐ Constant ☐ Declining rate Other: H2S removal filtersTypes of media installed: ☐ Mono ☐ Dual ☐ Multi ☒ Other: Manganese oxideFiltration and related equipment operated properly and in good repair? ☒ Yes ☐ NoAre mud balls / cracks prevented? ☐ Yes ☐ NoFilter gallery piping in good condition? ☒ Yes ☐ No Color coded? ☒ Yes ☐ NoFilter gallery floor drained? ☐ Yes ☐ NoWhat initiates a backwash? Gallons of flow

Backwash flow rate: _____

Is re-wash (filter-to-waste) capability available? ☒ Yes ☐ NoIf so, it is used? ☒ Yes ☐ NoMeters calibrated and/or checked for accuracy? ☐ Yes ☐ No

How often? _____

Are the disinfection byproduct precursor removal requirements of the Stage 1 Disinfectants/Disinfection Byproducts Rule being met? ☐ Yes ☐ NoSystem required to prepare disinfection profile? ☐ Yes ☒ NoProfile available for review? ☐ Yes ☐ NoAny individual filter excursions occurred in past? ☒ Yes ☐ NoIf so, actions taken: Changed backwash cycle and disposal method.

N/A

BAG/CARTON

What are the shortest & average times between filter replacements? _____

N/A

MEMBRANES

Type of membrane(s) used: _____

Safeguards in place to warn of membrane failure? ☐ Yes ☐ No

Type of pre-treatment used: _____

Date of membrane installation: _____

Fouling rate of membranes: _____

Expected life of membranes: _____

What's the percent recovery? _____

Operating pressure: _____

N/A

SEDIMENTATION

Types of sedimentation/clarification process & facilities being used? _____

Flow distributed evenly to basins? ☐ Yes ☐ NoMechanical equipment working? ☐ Yes ☐ No

Settled water turbidity? _____

Indication of excess sludge in basin(s)? ☐ Yes ☐ No

How often is sludge removed? _____

N/A

RO

Types of sedimentation/clarification process & facilities being used? _____

Where is treatment waste disposed? (i.e., RO concentrate, brine, etc.) _____

Frequency of cleaning and disposal of cleaning fluids and brines: _____

N/A

OZONE

Is the dose utilized currently adequate? ☐ Yes ☐ NoIs the equipment room kept clean and dry? ☐ Yes ☐ No

N/A

**SOURCE****GROUNDWATER QUANTITY, QUALITY, AND PROTECTION**Total Source Capacity exceeds Maximum Daily Demand? ☐ Yes ☐ NoFirm capacity exceeds Average Daily Demand? ☐ Yes ☐ NoAny unused or improperly abandoned wells within system? ☐ Yes ☐ NoSystem have a well head protection program? ☐ Yes ☐ NoDoes the system have an emergency spill response plan? ☐ Yes ☐ NoComment
N/A**GROUNDWATER WELLS**

Well name	Lake Josephine Hts Well 1	Lake Josephine Hts Well 2	Sebring Lakes #1	Sebring Lakes #1		
	FLUWID	AAJ9388	AAJ9387	AAH9136	AAH9135	
Year well drilled	1989	1994	1998	1998		
Depth well drilled	1,100 ft.	1,400 ft.	1,300 ft.	1,200 ft.		
Aquifer name	Floridan Aquifer	Floridan Aquifer	Floridan Aquifer	Floridan Aquifer		
Depth of casing	UNK	UNK	UNK	UNK		
Diameter of casing	8 in	8 in	10 in	10 in		
Pump type	Submersible	Submersible	Submersible	Submersible		
Horsepower	20	20	20	20		
Rated capacity (GPM@PSI)	250	400	400	400		
Observed Yield? (GPM@PSI)	250	400	400	400		
Subject to flooding?	N	N	N	N		
Setbacks compliant?	Y	Y	Y	Y		
Any past contamination?	Y	Y	Y	Y		
Raw water tap compliant?	Y	Y	Y	Y		
Well head sealed?	Y	Y	Y	Y		
Casing >12" above grade?	Y	Y	Y	Y		
Casing vent compliant?	Y	Y	Y	Y		
Check valve compliant?	Y	Y	Y	Y		
Water meter compliant?	Y	Y	Y	Y		
Air-relief valve installed?	Y	Y	Y	Y		
Dumpline installed?	N/A	N/A	N/A	N/A		
Stand-by Power?	Y	Y	Y	Y		

Comment
N/A

PUMPS AND CONTROLS

Pump Name	New High Service Pump 1 - Jockey	New High Service Pump 2	New High Service Pump 3	New High Service Pump 4	
Pump Use	Jock Pump	High Service	High Service	High Service	
Pump Type	Centrifugal	Centrifugal	Centrifugal	Centrifugal	
Horsepower	15	30	20	20	
Capacity-MG/day	100	300	300	300	
Lubricant NSF?	N/A	N/A	N/A	N/A	

Comment
N/A

DISTRIBUTION

Flush Frequency: ☒ at least quarterly ☐ per written plan ☐ Other: Daily

Maximum Pressure 69 PSI Minimum Pressure: 40 PSI

Valve Maintenance Program Compliant? ☒ Yes ☐ No # of inline valves: 50 How often exercised? Qtly

Comment
N/A

**STORAGE FACILITIES**

Tank Name or Number	Hydro Tank 1	Canary Way Ground Storage 2	Ground Storage Tank 1				
Storage type (ground, elevated, hydro, etc.)	Hydropneumatic	Ground	Ground				
Tank material (steel, concrete, etc.)	Steel	Steel	Steel				
Tank size (Gallons)	10,000	71,000	15,000				
COMPONENTS							
Watertight roof/hatch?	Y	Y	y				
Venting/screens compliant?	Y	Y	Y				
Overflow compliant?	Y	Y	Y				
Level/PSI indicator compliant?	Y	N/A	Y				
Drain & bypass installed?	Y	Y	Y				
Interior coating meet NSF?	Y	Y	Y				
INSPECT							
Date of last annual inspection	2017/04	2017/04	2017/04				
Year of last 5 year inspection	2016/10	2016/10	2016/10				
Year of last 5 year washout	2016/10	2016/10	2016/10				
On/Off pressure (PSI) settings	40/69	40/69	40/69				
Altitude valves present? (elevated)	N/A	N/A	N/A				
Controls							
Adequate turnover provided?	Y	Y	Y				
How are tanks levels controlled	<input type="checkbox"/> Manually <input checked="" type="checkbox"/> Auto onsite <input type="checkbox"/> SCADA	<input type="checkbox"/> Manually <input checked="" type="checkbox"/> Auto onsite <input type="checkbox"/> SCADA	<input type="checkbox"/> Manually <input checked="" type="checkbox"/> Auto onsite <input type="checkbox"/> SCADA	<input type="checkbox"/> Manually <input type="checkbox"/> Auto onsite <input type="checkbox"/> SCADA	<input type="checkbox"/> Manually <input type="checkbox"/> Auto onsite <input type="checkbox"/> SCADA	<input type="checkbox"/> Manually <input type="checkbox"/> Auto onsite <input type="checkbox"/> SCADA	<input type="checkbox"/> Manually <input type="checkbox"/> Auto onsite <input type="checkbox"/> SCADA
Comment	Well # 2 was offline due to road construction. It is being used as a back-up well.						

MONITORING, REPORTING, & DATA VERIFICATION

PLANS	Written available required monitoring plans? <input checked="" type="checkbox"/> Bacteriological <input type="checkbox"/> DBP <input type="checkbox"/> Pb/Cu and WQP <input type="checkbox"/> Other: _____								
SOP	Monitoring program maintained and followed per rule? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Records retention compliant? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No								
PARAMETERS	Is testing required monitoring equipment compliant? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Are the reagents in date? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No								
	Proper procedures for calibrating monitor equipment? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Are records maintained per the FDEP <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No								
	Parameters currently monitored: <input checked="" type="checkbox"/> Chlorine <input type="checkbox"/> pH <input type="checkbox"/> F <input type="checkbox"/> PO4 <input type="checkbox"/> Fe <input type="checkbox"/> H2S <input type="checkbox"/> Turbidity <input type="checkbox"/> Other: _____								
	Any monitoring & reporting, treatment techniques, or MCL problems? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No								
	<table border="1"> <thead> <tr> <th>Violation</th> <th>Follow-up Date</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>	Violation	Follow-up Date						
Violation	Follow-up Date								
Comment	N/A								

OPERATOR STAFFING REQUIREMENTS

PLANT	Plant Category/Class: <u>5 C</u> Lead operator class compliant? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
DISTRIBUTION	Treatment O&M log type: <u>Bound journal</u> Number of plant operators: <u>5</u>
	Distribution category: <u>Level 3</u> Approved for reduced staffing? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Distribution O&M log type: <input checked="" type="checkbox"/> Paper <input type="checkbox"/> Approved Electronic <input type="checkbox"/> In Plant Log Book Is the log compliant? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Are all licenses valid? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA Does staffing meet requirements of 62-699, FAC? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Comment	N/A

**SYSTEM MANAGEMENT AND OPERATION**

ADMIN	Formal Org Chart: <input checked="" type="checkbox"/> Available <input type="checkbox"/> Not available	Is there a Capital Improvement Plan or plan for system sustainability?: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Comment: N/A	
INFO MGMT	Are financial, operational data, and maintenance records maintained? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Are main breaks reported and recorded <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Are boil water notices issued when applicable? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
ERP	Comment: N/A	
	Emergency response plan on-file? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Compliant security in place (e.g. wells, plants, storage, pumps, etc.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
PMS & SOPs	Preventative Maintenance Program in place? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Are written SOPs and O&M Manuals for: <input checked="" type="checkbox"/> Flushing <input checked="" type="checkbox"/> Valves <input checked="" type="checkbox"/> Plants <input checked="" type="checkbox"/> Clearances <input checked="" type="checkbox"/> New Line Installations	
ENGINEERING	Comment: N/A	
	Maps Include: <input checked="" type="checkbox"/> Lines (all) <input checked="" type="checkbox"/> Valves <input checked="" type="checkbox"/> Flush/Fire Hydrants <input type="checkbox"/> Storage/Booster Pumps <input checked="" type="checkbox"/> Interconnections <input checked="" type="checkbox"/> Line Size <input checked="" type="checkbox"/> Line Material <input type="checkbox"/> Updates <input checked="" type="checkbox"/> Air relief/Blow-off Valves <input type="checkbox"/> Complaints	
CROSS CONNECTION CONTROL	Does the system have and implement a written cross connection control program? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
	Has the cross connection control annual report been submitted? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA	
PERSONNEL	Do any of the past three years of annual reports indicate any deficiencies? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA	
	Are there any cross connections observed onsite or in the distribution system? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
STANDBY POWER	Comment: N/A	
	Is continuous training provided? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Does the system appear to have adequate staff to maintain compliance? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
STANDBY POWER	Capacity of Standby Power Source: 125 kW	
	Hrs Operated Under Load: .5h/wk	
STANDBY POWER	Switchover: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
	Is stand-by equipment exercised at least monthly? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
STANDBY POWER	Satisfy average daily demand? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	
	What equipment does it operate? <input checked="" type="checkbox"/> Well Pumps <input checked="" type="checkbox"/> High Service Pumps <input checked="" type="checkbox"/> Treatment Equipment	
STANDBY POWER	Audio-visual alarm? <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Comment:	

DETERMINATIONSAreas of Concern Noted? ☒ Yes ☐ No

Areas of Concern	Rule	Corrective Action	Date Corrected	Significant Deficiency?
Complaints received of color in the potable water. Utility confirmed that it came from resin from the filters ending up in the distribution system	62-555.350(2), F.A.C.	Contact the Department to set up a meeting to discuss corrective action measures.		

Technical assistance providers recommended? ☐ Yes ☐ No

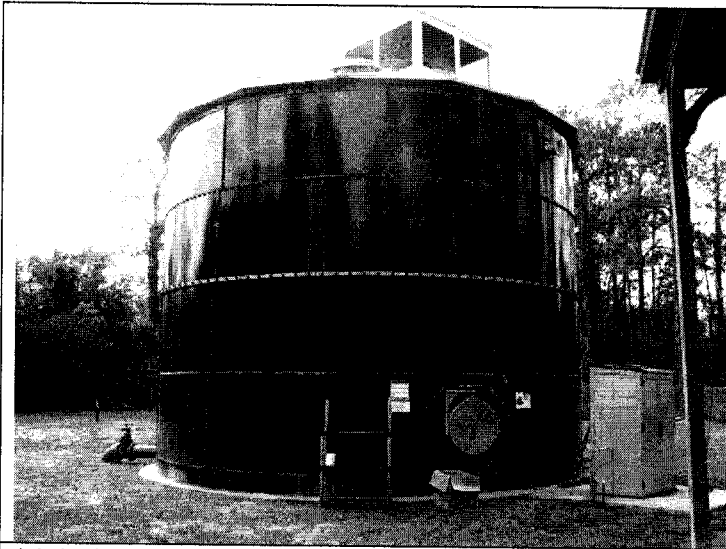


SUMMARY OF DEFICIENCIES AND RECOMMENDATIONS FOR TECHNICAL ASSISTANCE.

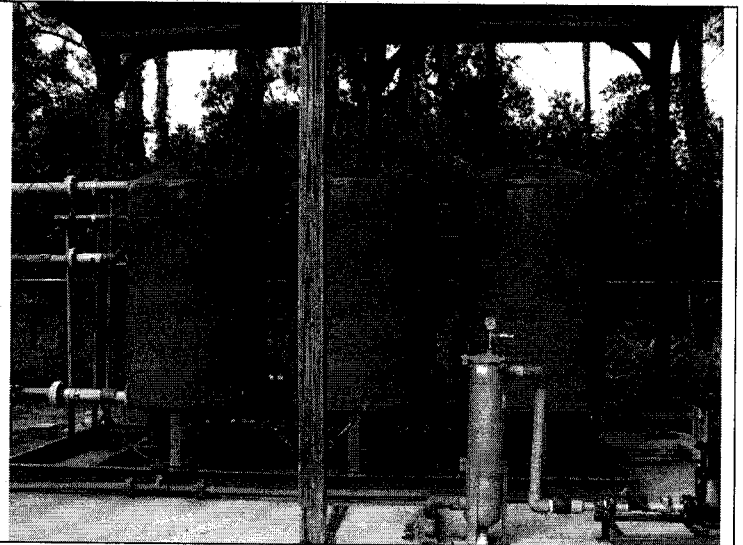
1. The Department has received approximately 40 complaints from 2015-2017 regarding color, odor (hydrogen sulfide), water pressure (including pressure loss or low pressure because of watermain breaks), and high amounts of chlorine at times. More recently, the Department has received complaints on May 5th, 2017 of brown water staining clothes, toilets, inside dish washers, and dishes. The complainants also stated that this has been going on for approximately two weeks. They did state that the utility has provided iron out to the customers to remove the color from their clothes and fixtures. Department staff called Ron Derossett (Utility Manager) on May 5th, 2017 to discuss the complaints. Ron stated that the Sebring Lakes plant was the cause of the color and that the plant is currently only being used if the pressure in the distribution system falls below 30 psi. He stated that the Sebring Lakes plant turned on and discharged media (manganese dioxide) that is contained within the Adedge filters into the distribution system. Ron stated that the filters have now been bypassed to prevent this from happening in the future. The Department is requesting a meeting with the utility to discuss the numerous complaints of water quality being provided to their customers. Rule 62-555.350(10)(b), Florida Administrative Code (F.A.C.) and Rule 62-555.350(2) F.A.C.

RECOMMENDATIONS

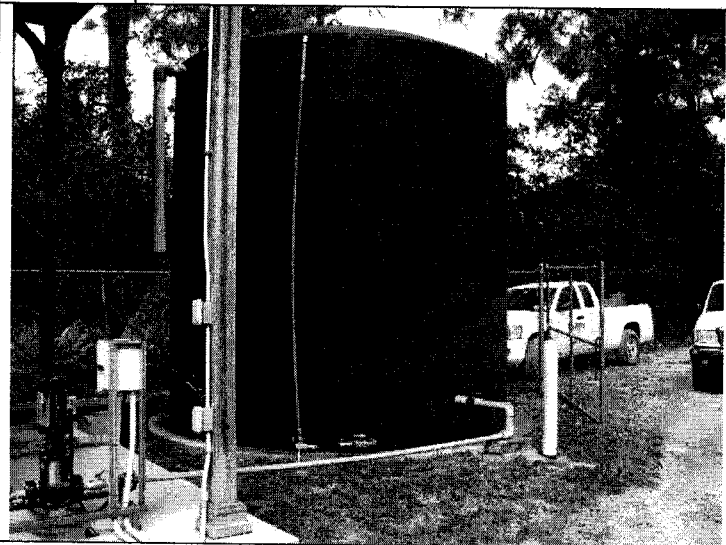
PHOTOS



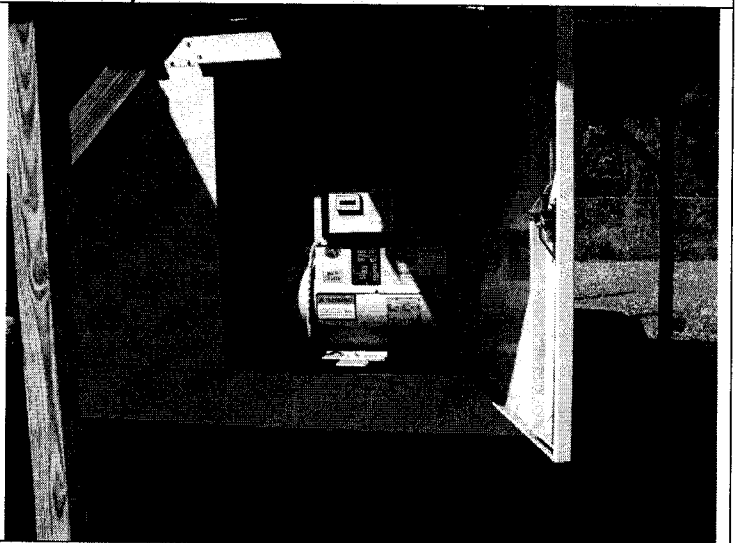
1. Lake Josephine GST 1



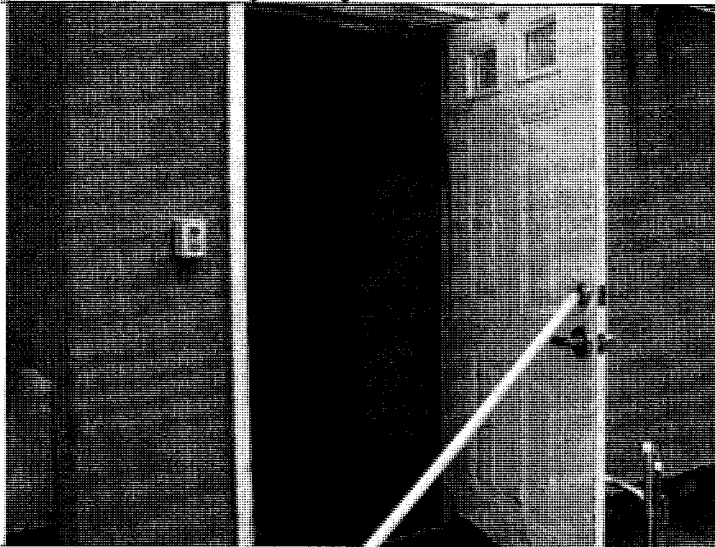
2. Filtration system



3. Backwash tank



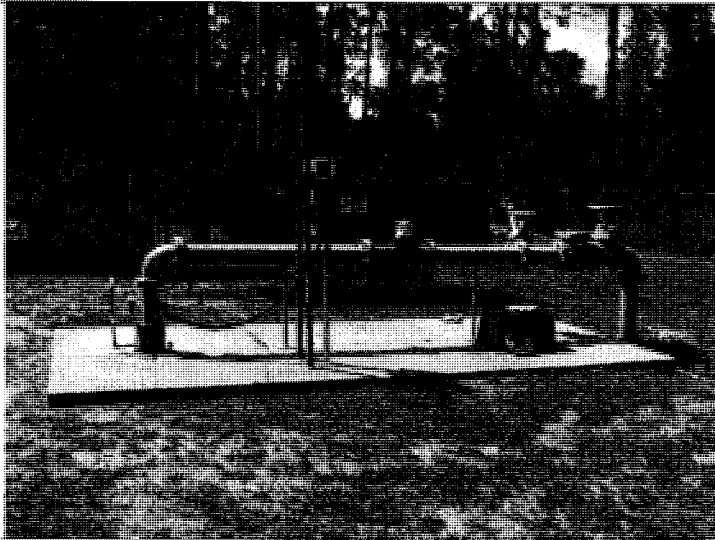
4. Generator



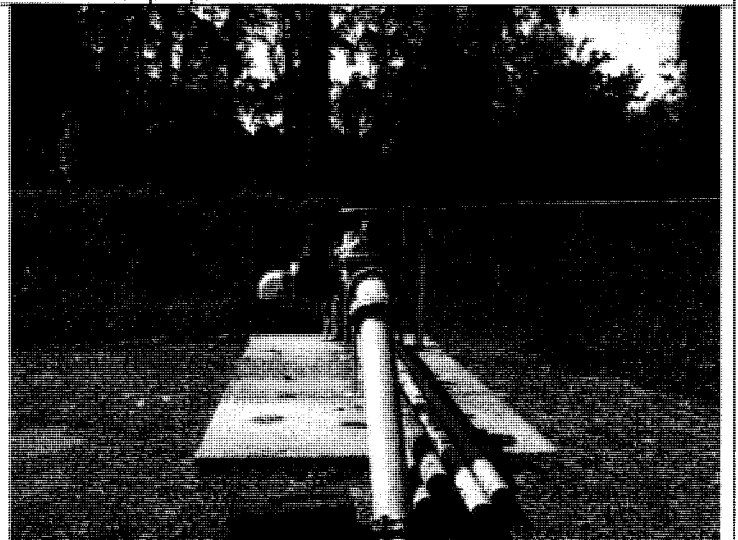
5. Chemical room



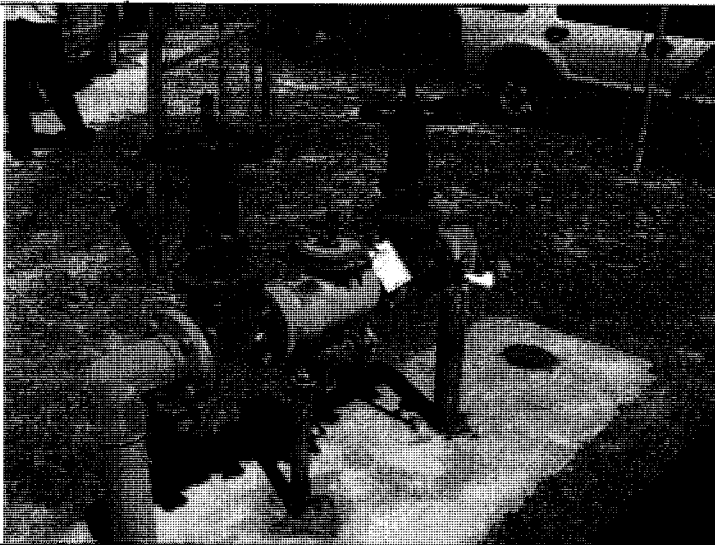
6. Disinfection pumps



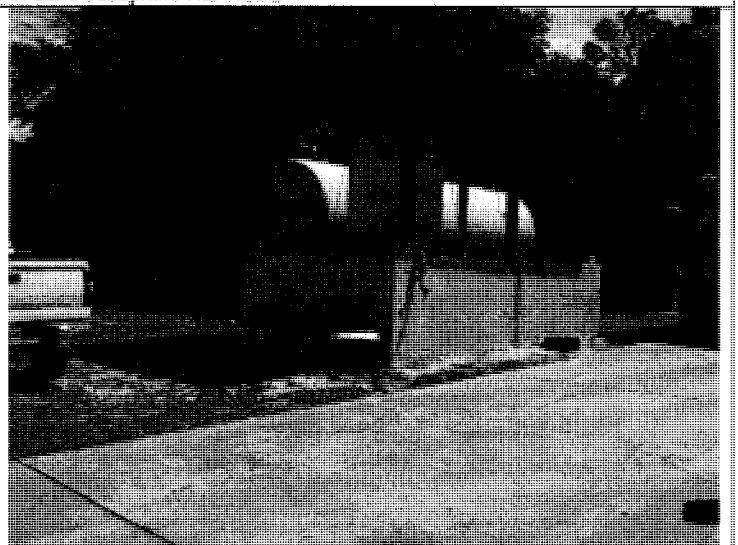
7. Lake Josephine Hts Well 1



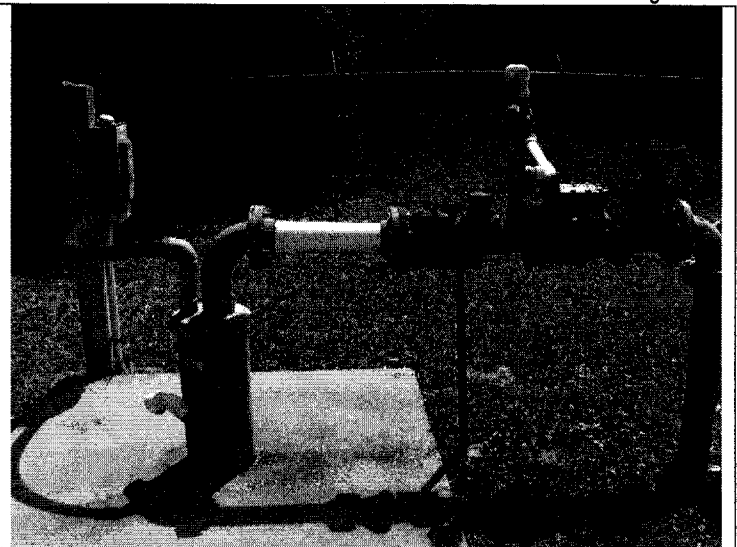
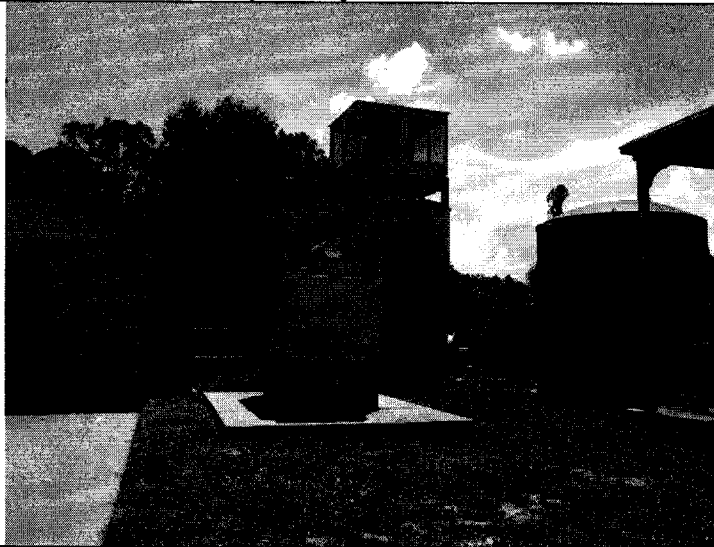
8. Lake Josephine Hts Well 2



9. Back flow preventer



10. Sebring Lakes #1 Hydro-pneumatic tank



11. Sebring Lakes aeration tank, ground storage tank & generator

12. Sebring Lakes well

Inspector's Signature

Harrisa Parnell

Date: May 19, 2017

Reviewer's Signature

[Signature]

Date: 05/18/2017

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Permits



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

In the matter of an Application for Permit by:

Permittee:

HC Waterworks, Inc.
Gary Deremer, President
4939 Cross Bayou Blvd
New Port Richey, FL 34652
Emailed to: gderemer@uswatercorp.net

DEP File No: 356321-001-WC

County: Highlands

Project Name: HC Waterworks, Inc. – Lake
Josephine WTP – Hydrogen
Sulfide Removal System

PWS ID: 6280162

NOTICE OF PERMIT ISSUANCE

Enclosed is Permit Number 356321-001-WC to construct modification to the existing water treatment plant, issued pursuant to Section 403.861(9), Florida Statutes.

This permit is final and effective on the date filed with the clerk of the Department unless a petition is filed in accordance with the paragraphs below or unless a request for extension of time in which to file a petition is filed within the required timeframe and conforms to Rule 62-110.106(4), F.A.C. Upon timely filing of a petition or a request for an extension, this permit will not be effective until further Order of the Department.

A person whose substantial interests are affected by this permit may petition for an administrative proceeding (hearing) in accordance with sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received) with the Agency Clerk for the Department of Environmental Protection, Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida 32399-3000, within 14 days of receipt of this Notice. Petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. Failure to file a petition within this time period shall constitute a waiver of any right such person may have to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention will only be at the approval of the presiding officer upon motion filed pursuant to Rule 28-106.205, F.A.C.

A petition must contain the following information:

- (a) The name and address of each agency affected and each agency's file or identification number, if known;
- (b) The name, address, and telephone number of the petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding; and an explanation of how the petitioner's substantial interests will be affected by the agency determination;
- (c) A statement of how and when the petitioner received notice of the agency decision;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A concise statement of the ultimate facts alleged, including the specific facts which petitioner contends warrant reversal or modification of the Department's action;
- (f) A statement of the specific rules or statutes the petitioner contends requires reversal or modification of the Department's action, including an explanation of how the alleged facts relate to the specific rules or statutes; and
- (g) A statement of the relief sought by petitioner, stating precisely the action that the petitioner wants the Department to take.

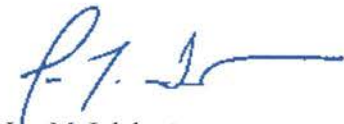
A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise contain the same information as set forth above, as required by Rule 28-106.301, F.A.C.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that, the Department's final action may be different from the position taken by it in this Notice. Persons whose substantial interests will be affected by any such final decision of the Department on the petition have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

When the Order (Permit) is final, any party to the Order has the right to seek judicial review of the Order pursuant to section 120.68 of the Florida Statutes, by filing a Notice of Appeal pursuant to Rule 9.110 of the Florida Rules of Appellate Procedure, with the Clerk of the Department in the Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida 32399-3000; and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.

Executed in Fort Myers, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Jon M. Iglehart
Director of District Management

Enclosure: Permit

CERTIFICATION OF SERVICE

The undersigned duly designated deputy agency clerk hereby certifies that this Notice of Permit Issuance and all copies were mailed/electronically transmitted before the close of business on September 25, 2017 to those persons listed.

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52, Florida Statutes, with the designated Deputy Clerk, receipt of which is hereby acknowledged.



Clerk

September 25, 2017
Date

JMI/MM/OJO/

Copies Furnished to:
Mohammed Y. Kader, P.E. mkader@uswatercorp.net
Keith Keegan, P.E. kkeegan@uswatercorp.net



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

Permittee:

HC Waterworks, Inc.
Gary Deremer, President
4939 Cross Bayou Blvd
New Port Richey, FL 34652
Emailed to: gderemer@uswatercorp.net

PWS ID: 6280162
Permit Number: 356321-001-WC
Issue Date: September 25, 2017
Expiration Date: September 24, 2022
County: Highlands
Project Name: HC Waterworks, Inc. – Lake Josephine WTP – Hydrogen Sulfide Removal System
Water Supplier: Lake Josephine/Sebring Lake WTP

This permit is issued under the provisions of Chapter 403, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Chapters 62-4, 62-550, 62-555, and 62-699. The above named permittee is hereby authorized to perform the work or operate the facility shown on the application and approved drawings, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

TO CONSTRUCT: Modification to the existing 300,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen Sulfide with associated acid and caustic feed systems for pH adjustment.

PROPOSED CONSTRUCTION INCLUDES:

1. A De Loach packed tower aeration system/forced draft degasification tower sized for a flow of 85 gpm for the removal of hydrogen sulfide.
2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500 gallon double wall containment storage tank and a day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200 gallon double wall storage tank and a day tank.
4. Installation of 10,000 gallon precast concrete ground storage tank with two (2) submersible transfer pump with a capacity of 250 gpm at TDH of 40 feet each.
5. Installation of 10,000 gallon hydropneumatics (pressure) tank.
6. All associated piping and injection points.

IN ACCORDANCE WITH: U.S. Water Service Corporation design drawings, sheets 1 thru 11, dated July 28, 2017, and received July 31, 2017, along with related design report, and technical specifications dated August 25, 2017, and in accordance with conditions of this permit. The design drawings and related documentations were submitted in support of the construction application. The application was dated July 28, 2017, revised and received on September 20, 2017.

LOCATION: The project is located at 1949 Canary Way, Sebring, Highlands County, Florida.

Work must be conducted in accordance with the General and Specific Conditions, attached hereto.

GENERAL CONDITIONS:

The following General Conditions are referenced in Florida Administrative Code Rule 62-4.160.

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violation of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
4. This permit conveys no title to land or water, does not constitute State recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title.
5. This permit does not relieve the permittee from liability for harm or injury to human health or welfare, animal, or plant life, or property caused by the construction or operation of this permitted source, or from penalties therefore; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department.
6. The permittee shall properly operate and maintain the facility and systems of treatment and control (and related appurtenances) that are installed and used by the permittee to achieve compliance with the conditions of this permit, are required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
 - a. Have access to and copy any records that must be kept under conditions of the permit;
 - b. Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
 - c. Sample or monitor any substances or parameters at any location reasonable necessary to assure compliance with this permit or Department rules. Reasonable time may depend on the nature of the concern being investigated.
8. If, for any reason, the permittee does not comply with or will be unable to comply with any condition or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
 - a. A description of and cause of noncompliance; and

- b. The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance. The permittee shall be responsible for any and all damages, which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.
9. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except where such use is prescribed by Section 403.111 and 403.73, F.S. Such evidence shall only be used to the extent it is consistent with the Florida Rules of Civil Procedure and appropriate evidentiary rules.
10. The permittee agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules. A reasonable time for compliance with a new or amended surface water quality standard, other than those standards addressed in Rule 62-302.500, shall include a reasonable time to obtain or be denied a mixing zone for the new or amended standard.
11. This permit is transferable only upon Department approval in accordance with Rule 62-4.120 and 62-730.300 F.A.C., as applicable. The permittee shall be liable for any noncompliance of the permitted activity until the transfer is approved by the Department.
12. This permit or a copy thereof shall be kept at the work site of the permitted activity.
13. This permit also constitutes:
 - a. Determination of Best Available Control Technology (BACT)
 - b. Determination of Prevention of Significant Deterioration (PSD)
 - c. Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)
 - d. Compliance with New Source Performance Standards
14. The permittee shall comply with the following:
 - a. Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
 - b. The permittee shall hold at the facility or other location designated by this permit records of all monitoring information (including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation) required by the permit, copies of all reports required by this permit, and records of all data used to complete the application for this permit. These materials shall be retained at least three years from the date of the sample, measurement, report, or application unless otherwise specified by Department rule.
 - c. Records of monitoring information shall include:
 1. the date, exact place, and time of sampling or measurements;
 2. the person responsible for performing the sampling or measurements;
 3. the dates analyses were performed;
 4. the person responsible for performing the analyses;
 5. the analytical techniques or methods used;
 6. the results of such analyses.

15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law, which is needed to determine compliance with the permit. If the permittee becomes aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

SPECIFIC CONDITIONS:

1. The Permittee shall retain service a Florida-licensed professional engineer in accordance with subsection **62-555.530(3), F.A.C.**, to take responsible charge of inspecting construction of the project for the purpose of determining in general if the construction proceeds in compliance with the permit, including the approved preliminary design report or drawings and specifications for the project.
2. The Permittee shall have complete record drawings produced for the project in accordance with subsection **62-555.530(4), F.A.C.**
3. The Permittee shall provide an operation and maintenance manual for all new or altered facilities to fulfill the requirements under subsection **62-555.350(13), F.A.C.**
4. The Permittee shall submit a certification of construction completion to the Department and obtain approval or clearance, from the Department per **Rule 62-555.345, F.A.C.**, before placing any public water system components constructed or altered under this permit in operation for any purpose other than disinfection, testing for leaks, or testing equipment operation. This does not prohibit the Permittee from cutting into existing water mains, and returning the water mains to operation in accordance with subsection **62-555.340(5), F.A.C.**, without the Department's approval.
5. Chemicals that are contained in coatings that are applied to a surface in contact with drinking water, or are otherwise on equipment surfaces that come into contact with the water, and additives and chemicals used to treat water shall conform to American National Standards Institute (ANSI)/NSF International Standard 60-1988. Water system components whose surfaces come into contact with drinking water shall conform to ANSI/NSF Standard 61-1991. The authorized representative of the public water system shall certify in writing that each item conforms to the appropriate standard prior to release for operation. **[Rules 62-555.320(3) (a), 62-555.320(3)(b) and 62-555.320(3)(d), F.A.C.]**
6. The installation or repair of any public water system, or any plumbing in residential or nonresidential facility providing water for human consumption, which is connected to a public water system, shall be lead free. **[Rule 62-555.322(1), F.A.C.]**
7. The permittee must instruct the engineer of record to request system clearance from the Department within sixty (60) days of completion of construction, testing and disinfecting the system. Bacteriological test results shall be considered unacceptable if the test were completed more than 60 days before the Department received the results. **[Rule 62-555.340(2) (c) F.A.C.]**

Permitted construction or alteration of a public water system may not be placed into service until a letter of clearance has been issued by this Department. **[Rule 62-555.345, F.A.C.]**
8. Prior to placing this project into service, Permittee shall submit, at a minimum, all of the following to the Department for evaluation and approval for operation, as provided in **Rules 62-555.340 and 62-555.345, F.A.C.:**
 - a. The Certification of Construction Completion and Request for Clearance to Place Permitted PWS Components Into Operation {DEP Form 62-555.900(9)}
 - b. Certified record drawings, if there are any changes noted for the permitted project.

- c. Copy of a satisfactory pressure test of the process piping performed in accordance with AWWA Standards. [Rule 62-555.320(21) (a) (1), F.A.C.]
- d. Two consecutive days of satisfactory distribution bacteriological analytical results.

In order to facilitate the issuance of a letter of clearance, the Department requests that all of the above information be submitted as one package.

- 9. The facility has been classified as a Category V, Class C water treatment plant. Accordingly, the lead or chief operator must be Class C or higher. Proof of staffing by a Class C or higher: 5 visits/week and one visit each weekend for a total of 0.6 hour/week. F.A.C. Rule 62-699.310(2)(e)5.
- 10. The water treatment plant shall maintain throughout the distribution system a minimum combined chlorine residual of 0.6 mg/l or its equivalent. A minimum system pressure of 20 psi must be maintained throughout the system. Also, safety equipment shall be provided and located outside of chlorine room.
- 11. The permittee shall submit a monthly operations report (MOR) DEP Form 62-555.900(2), to the Department no later than the tenth of each succeeding month.
- 12. Permittee shall follow the guidelines of Chapters 62-550, 62-555, and 62-560, F.A.C., regarding public drinking water system standards, monitoring, reporting, permitting, construction, and operation.
- 13. This facility is a Community Water System as defined in F.A.C. Rule 62-550.200(17) and shall comply with the applicable chemical, radiological, lead and copper, and bacteriological monitoring requirements of F.A.C. Chapter 62-550. Such requirements shall be initiated within the quarter that the modification of the water treatment facility is implemented and the results submitted to the Department.
- 14. The permittee shall provide an operation and maintenance manual for the new or altered treatment facilities to fulfill the requirements under subsection 62-555.350(13), F.A.C. The manual shall contain operation and control procedures, and preventative maintenance and repair procedures, for all plant equipment and shall be made available for reference at the plant or at a convenient location near the plant. Bound and indexed equipment manufacturer manuals shall be considered sufficient to meet the requirements of the subsection.
- 15. Day tanks shall be constructed in accordance with Sections 5.1.10 and 5.1.11 in Recommended Standards for Water Works as incorporated into Rule 62-555.330, F.A.C.
- 16. The permittee or suppliers of water shall telephone the State Warning Point (SWP), at 1-800-320-0519 immediately (i.e. within two hours) after discovery of any actual or suspected sabotage or security breach, or any suspicious incident, involving a public water system in accordance with the F.A.C. Rule 62-555.350(10).

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Jon M. Iglehart
Director of
District Management



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

POTABLE WATER CLEARANCE – PARTIAL

June 13, 2018

Gary Deremer, President
HC Waterworks, Inc.
4939 Cross Bayou Blvd.
New Port Richey, FL 34652
gderemer@uswatercorp.net

Highlands County
Permit Number: 356321-001-WC
PWS Name: HC Waterworks, Inc.
PWS ID: 6280162
Project Name: HC Waterworks, Inc – Lake Josephine WTP Hydrogen Sulfide Removal System

Dear Mr. Deremer:

This letter acknowledges receipt of the certification, dated June 11, 2018, for the subject water treatment plant modification. The submitted information demonstrates the modification has been constructed in accordance with the FDEP Permit Number above and related plans and materials for the partial work described below and that satisfactory bacteriological tests were conducted in accordance with the AWWA standards. Based on the certification and satisfactory bacteriological results, the Department is partially clearing the modification for service, "after-the-fact." Separate clearance is required for the remainder of the project and should be requested prior to putting those components into operation.

Partial clearance limited to: The installation of forced draft aeration tower with pH adjustment.

If you have any questions or comments regarding this clearance, please contact Ashlee Edwards by telephone at 239-344-5688 or by e-mail at Ashlee.J.Edwards@floridadep.gov.

Sincerely,

A handwritten signature in black ink that reads "Gary A. Mair".

For O. James Oni
Professional Engineer
Water Facilities
Florida Department of Environmental Protection

cc: Mohammed Y. Kader, P.E., mkader@uswatercorp.net



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

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Noah Valenstein
Secretary

In the matter of an
Application for Permit by:

HC Waterworks, Inc.
Gary Deremer, President
4939 Cross Bayou Blvd
New Port Richey, FL 34652
Emailed to: gderemer@uswatercorp.net

DEP File No: 349439-002-WC
County: Highlands
Project Name: HC Waterworks, Inc./ Leisure
Lakes WTP – Hydrogen Sulfide
Removal System
PWS ID: 6280064

NOTICE OF PERMIT ISSUANCE

Enclosed is Permit Number 349439-002-WC to construct modification to the existing water treatment plant, issued pursuant to Section 403.861(9), Florida Statutes.

This permit is final and effective on the date filed with the clerk of the Department unless a petition is filed in accordance with the paragraphs below or unless a request for extension of time in which to file a petition is filed within the required timeframe and conforms to Rule 62-110.106(4), F.A.C. Upon timely filing of a petition or a request for an extension, this permit will not be effective until further Order of the Department.

A person whose substantial interests are affected by this permit may petition for an administrative proceeding (hearing) in accordance with sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received) with the Agency Clerk for the Department of Environmental Protection, Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida 32399-3000, within 14 days of receipt of this Notice. Petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. Failure to file a petition within this time period shall constitute a waiver of any right such person may have to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention will only be at the approval of the presiding officer upon motion filed pursuant to Rule 28-106.205, F.A.C.

A petition must contain the following information:

- (a) The name and address of each agency affected and each agency's file or identification number, if known;
- (b) The name, address, and telephone number of the petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding; and an explanation of how the petitioner's substantial interests will be affected by the agency determination;
- (c) A statement of how and when the petitioner received notice of the agency decision;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A concise statement of the ultimate facts alleged, including the specific facts which petitioner contends warrant reversal or modification of the Department's action;
- (f) A statement of the specific rules or statutes the petitioner contends requires reversal or modification of the Department's action, including an explanation of how the alleged facts relate to the specific rules or statutes; and
- (g) A statement of the relief sought by petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise contain the same information as set forth above, as required by Rule 28-106.301, F.A.C.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that, the Department's final action may be different from the position taken by it in this Notice. Persons whose substantial interests will be affected by any such final decision of the Department on the petition have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

When the Order (Permit) is final, any party to the Order has the right to seek judicial review of the Order pursuant to section 120.68 of the Florida Statutes, by filing a Notice of Appeal pursuant to Rule 9.110 of the Florida Rules of Appellate Procedure, with the Clerk of the Department in the Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida 32399-3000; and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.

Executed in Fort Myers, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Jon M. Iglehart
Director of District Management

Enclosure: Permit

CERTIFICATION OF SERVICE

The undersigned duly designated deputy agency clerk hereby certifies that this Notice of Permit Issuance and all copies were mailed/electronically transmitted before the close of business on January 18, 2018, to those persons listed.

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52, Florida Statutes, with the designated Deputy Clerk, receipt of which is hereby acknowledged.



Clerk

January 18, 2018
Date

JMI/OJO/

Copies Furnished to:
Mohammed Y. Kader, P.E. mkader@uswatercorp.net
Keith Keegan, P.E. kkeegan@uswatercorp.net



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
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Secretary

Permittee:

HC Waterworks, Inc.
Gary Deremer, President
4939 Cross Bayou Blvd
New Port Richey, FL 34652
Emailed to: gderemer@uswatercorp.net

PWS ID: 6280064
Permit Number: 349439-002-WC
Issue Date: January 18, 2018
Expiration Date: January 17, 2023
County: Highlands
Project Name: HC Waterworks, Inc./Leisure
Lakes WTP – Hydrogen Sulfide
Removal System
Water Supplier: HC Waterworks, Inc. – Leisure
Lakes WTP

This permit is issued under the provisions of Chapter 403, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Chapters 62-4, 62-550, 62-555, and 62-699. The above named permittee is hereby authorized to perform the work or operate the facility shown on the application and approved drawings, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

TO CONSTRUCT: Modification to the existing 72,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen Sulfide with associated acid and caustic feed systems for pH adjustment.

PROPOSED CONSTRUCTION INCLUDES:

1. Installation of a DeLoach packed tower aeration system/forced draft degasification tower sized for a flow of 200 gpm for the removal of hydrogen sulfide.
2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500-gallon double wall containment storage tank and a 35-gallon vertical translucent day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200-gallon double wall storage tank and a 22-gallon vertical translucent day tank.
4. Installation of 4,000-gallon hydropneumatics (pressure) tank.
5. All associated piping and injection points.

IN ACCORDANCE WITH: U.S. Water Service Corporation design drawings, sheets 1 thru 10, dated December 5, 2017, and received the same date, along with related design report, and technical specifications dated January 10, 2018. The design drawings and related documentations were submitted in support of the construction application. The application was dated December 5, 2017.

LOCATION: The project is located at 140 Woodside Drive, Lake Placid, Highlands County, Florida.

Work must be conducted in accordance with the General and Specific Conditions, attached hereto.

GENERAL CONDITIONS:

The following General Conditions are referenced in Florida Administrative Code Rule 62-4.160.

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violation of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
4. This permit conveys no title to land or water, does not constitute State recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title.
5. This permit does not relieve the permittee from liability for harm or injury to human health or welfare, animal, or plant life, or property caused by the construction or operation of this permitted source, or from penalties therefore; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department.
6. The permittee shall properly operate and maintain the facility and systems of treatment and control (and related appurtenances) that are installed and used by the permittee to achieve compliance with the conditions of this permit, are required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
 - a. Have access to and copy any records that must be kept under conditions of the permit;
 - b. Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
 - c. Sample or monitor any substances or parameters at any location reasonable necessary to assure compliance with this permit or Department rules. Reasonable time may depend on the nature of the concern being investigated.
8. If, for any reason, the permittee does not comply with or will be unable to comply with any condition or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
 - a. A description of and cause of noncompliance; and

- b. The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance. The permittee shall be responsible for any and all damages, which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.
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13. This permit also constitutes:
 - a. Determination of Best Available Control Technology (BACT)
 - b. Determination of Prevention of Significant Deterioration (PSD)
 - c. Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)
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14. The permittee shall comply with the following:
 - a. Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
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 - c. Records of monitoring information shall include:
 1. the date, exact place, and time of sampling or measurements;
 2. the person responsible for performing the sampling or measurements;
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 4. the person responsible for performing the analyses;
 5. the analytical techniques or methods used;
 6. the results of such analyses.

15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law, which is needed to determine compliance with the permit. If the permittee becomes aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

SPECIFIC CONDITIONS:

1. The Permittee shall retain service a Florida-licensed professional engineer in accordance with subsection **62-555.530(3), F.A.C.**, to take responsible charge of inspecting construction of the project for the purpose of determining in general if the construction proceeds in compliance with the permit, including the approved preliminary design report or drawings and specifications for the project.
2. The Permittee shall have complete record drawings produced for the project in accordance with subsection **62-555.530(4), F.A.C.**
3. The Permittee shall provide an operation and maintenance manual for all new or altered facilities to fulfill the requirements under subsection **62-555.350(13), F.A.C.**
4. The Permittee shall submit a certification of construction completion to the Department and obtain approval or clearance, from the Department per **Rule 62-555.345, F.A.C.**, before placing any public water system components constructed or altered under this permit in operation for any purpose other than disinfection, testing for leaks, or testing equipment operation. This does not prohibit the Permittee from cutting into existing water mains, and returning the water mains to operation in accordance with subsection **62-555.340(5), F.A.C.**, without the Department's approval.
5. Chemicals that are contained in coatings that are applied to a surface in contact with drinking water, or are otherwise on equipment surfaces that come into contact with the water, and additives and chemicals used to treat water shall conform to American National Standards Institute (ANSI)/NSF International Standard 60-1988. Water system components whose surfaces come into contact with drinking water shall conform to ANSI/NSF Standard 61-1991. The authorized representative of the public water system shall certify in writing that each item conforms to the appropriate standard prior to release for operation. **[Rules 62-555.320(3) (a), 62-555.320(3)(b) and 62-555.320(3)(d), F.A.C.]**
6. The installation or repair of any public water system, or any plumbing in residential or nonresidential facility providing water for human consumption, which is connected to a public water system, shall be lead free. **[Rule 62-555.322(1), F.A.C.]**
7. The permittee must instruct the engineer of record to request system clearance from the Department within sixty (60) days of completion of construction, testing and disinfecting the system. Bacteriological test results shall be considered unacceptable if the test were completed more than 60 days before the Department received the results. **[Rule 62-555.340(2) (c) F.A.C.]**

Permitted construction or alteration of a public water system may not be placed into service until a letter of clearance has been issued by this Department. **[Rule 62-555.345, F.A.C.]**

8. Prior to placing this project into service, Permittee shall submit, at a minimum, all of the following to the Department for evaluation and approval for operation, as provided in **Rules 62-555.340 and 62-555.345, F.A.C.:**
 - a. The Certification of Construction Completion and Request for Clearance to Place Permitted PWS Components Into Operation {DEP Form 62-555.900(9)}
 - b. Certified record drawings, if there are any changes noted for the permitted project.

- c. Copy of a satisfactory pressure test of the process piping performed in accordance with AWWA Standards. [Rule 62-555.320(21) (a) (1), F.A.C.]
- d. Two consecutive days of satisfactory distribution bacteriological analytical results.

In order to facilitate the issuance of a letter of clearance, the Department requests that all of the above information be submitted as one package.

- 9. The facility has been classified as a Category V, Class D water treatment plant. Accordingly, the lead or chief operator must be Class D or higher. Proof of staffing by a Class D or higher operator: 3 visits/week on nonconsecutive days for a total of 0.3 hour/week. F.A.C. Rule 62-699.310(2)(e)5.
- 10. The water treatment plant shall maintain throughout the distribution system a minimum combined chlorine residual of 0.6 mg/l or its equivalent. A minimum system pressure of 20 psi must be maintained throughout the system. Also, safety equipment shall be provided and located outside of chlorine room.
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- 12. Permittee shall follow the guidelines of Chapters 62-550, 62-555, and 62-560, F.A.C., regarding public drinking water system standards, monitoring, reporting, permitting, construction, and operation.
- 13. This facility is a Community Water System as defined in F.A.C. Rule 62-550.200(17) and shall comply with the applicable chemical, radiological, lead and copper, and bacteriological monitoring requirements of F.A.C. Chapter 62-550. Such requirements shall be initiated within the quarter that the modification of the water treatment facility is implemented and the results submitted to the Department.
- 14. The permittee shall provide an operation and maintenance manual for the new or altered treatment facilities to fulfill the requirements under subsection 62-555.350(13), F.A.C. The manual shall contain operation and control procedures, and preventative maintenance and repair procedures, for all plant equipment and shall be made available for reference at the plant or at a convenient location near the plant. Bound and indexed equipment manufacturer manuals shall be considered sufficient to meet the requirements of the subsection.
- 15. The permittee or suppliers of water shall telephone the State Warning Point (SWP), at 1-800-320-0519 immediately (i.e. within two hours) after discovery of any actual or suspected sabotage or security breach, or any suspicious incident, involving a public water system in accordance with the F.A.C. Rule 62-555.350(10).

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Jon M. Iglehart
Director of
District Management



FLORIDA DEPARTMENT OF Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary

POTABLE WATER CLEARANCE - PARTIAL

September 9, 2019

Gary Deremer, President
HC Waterworks, Inc.
4939 Cross Bayou Blvd.
New Port Richey, FL 34652
gderemer@uswatercorp.net

Highlands County
Permit Number: 349439-002-WC
PWS Name: Leisure Lakes WTP
PWS ID: 6280064
Project Name: HC Waterworks, Inc./ Leisure Lakes WTP – Hydrogen Sulfide Removal System

Dear Mr. Deremer:

This letter acknowledges receipt of the certification, dated September 4, 2019, for the subject water treatment plant modification. The submitted information demonstrates the modification has been constructed in accordance with the FDEP Permit Number above and related plans and materials for the partial work described below and that satisfactory bacteriological tests were conducted in accordance with the AWWA standards. Based on the certification and satisfactory bacteriological results, the Department is partially clearing the system for service. Separate clearance is required for the remainder of the project.

Partial clearance limited to: Forced draft aeration with acid/caustic feed system and associated 4" water mains.

If you have any questions or comments regarding this clearance, please contact Ashlee Edwards by telephone at 239-344-5688 or by e-mail at Ashlee.J.Edwards@floridadep.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "O. James Oni".

O. James Oni
Professional Engineer
Water Facilities
Florida Department of Environmental Protection

cc:
Mohammed Y. Kader, P.E. mkader@uswatercorp.net



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@floridadep.gov

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

April 3, 2018

PERMITTEE:

Gary Deremer, President
HC Waterworks, Inc.
4939 Cross Bayou Blvd.
New Port Richey, FL 34652

Emailed to: gderemer@uswatercorp.net

RE: Highlands County – PW
HC Waterworks, Inc. - Josephine
Drive Watermain Replacement
294314-002-DSGP/02
(HC Waterworks, Inc. Lake Josephine
WTP)
PWS ID: 6280162

Dear Mr. Deremer:

This acknowledges receipt of certification that the subject water distribution system has been **completed** in accordance with the plans and related materials permitted by this agency under Permit Number 294314-002-DSGP/02 dated June 9, 2017, or that the deviations described and explained on DEP Form 62-555.900(9) and associated documents are in compliance with Chapters 62-550 and 62-555, F.A.C.

Based on this certification and satisfactory bacteriological results, we are approving the system for service. Your continued cooperation in our water supply program is appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "O. James Oni", is written over a horizontal line.

O. James Oni
Professional Engineer
Water Facilities

OJO/AE/rcd

cc: Mohammed Y. Kader, P.E. mkader@uswatercorp.net



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

June 9, 2017

Gary Deremer, President
Hc Waterworks, Inc.
4939 Cross Bayou Blvd.
New Port Richey, FL 34652
gderemer@uswatercorp.net

Notice of Acceptance to Use a General Permit
Highlands County
Permit Number: 294314-002-DSGP/02
Project Name: Hc Waterworks, Inc. – Lake Josephine Drive
Watermain Replacement
Water Supplier: Hc Waterworks, Inc. – Lake Josephine WTP
PWS ID: 6280162

Dear Mr. Deremer,

This letter acknowledges receipt of your Notice of Intent to Use a General Permit for Construction of Water Main Extensions for Public Water Systems, pursuant to Rule 62-555.405, Florida Administrative Code, received on May 19, 2017 (Notice). The proposed project includes the installation of 8,989 LF of 8" DR18 C900 PVC and 29 LF of 4" DR18 C900 PVC to relocate the existing water main running along Lake Josephine Road.

The Department does not object to your use of such a General Permit. The construction activities shall conform to the description contained in your Notice and any deviation may result in enforcement action. You have 5 years to perform the work described in your notice under this General Permit.

Please be advised that you are required to abide by the general requirements for general permits, as specified in [Rule 62-4.540](#), Florida Administrative Code, and the specific requirements of this general permit, as specified in [Rule 62-555.405](#), Florida Administrative Code. Additionally, you must abide by the applicable rules of [Chapters 62-4](#), [62-550](#), and [62-555](#), Florida Administrative Code.

Upon completion of construction of the project, and before placing the facilities into operation for any purpose other than disinfection, testing for leaks or testing equipment operation, you shall submit [Form 62-555.900\(9\)](#), Florida Administrative Code, to the Department using the contact information provided in the letterhead address. Additional information regarding the steps necessary to place the project into operation are attached for your convenience. **The system shall not be placed into service until the Department clears the project for use.**

When any existing asbestos cement (AC) pipes are replaced under this permit, the permittee shall do so in accordance with the applicable rules of the Federal Asbestos Regulation and Florida DEP requirements. For specific requirements applicable to AC pipes, the permittee should contact the Air and Waste Management section managers prior to commencing any such activities at (239) 344-5600. Please be aware that a notification is required to be submitted to the Department for a regulated project.

The permittee shall comply with all sampling requirements specific to this project. These requirements are attached for review and implementation.

Permit Number: 294314-002-DSGP/02

Date: June 9, 2017

Page 2 of 2

Should you have any questions, please contact Andrew Price at (239) 344-5621 or by e-mail at Andrew.Price@dep.state.fl.us.

Sincerely,

A handwritten signature in blue ink that reads "Nolin Moon". The signature is written in a cursive style with a horizontal line above the name.

Nolin Moon
Environmental Manager
South District

Attachments:
Clearance Requirements

Copies furnished to:
Mohammed Kader, P.E. mkader@uswatercorp.net

CLEARANCE REQUIREMENTS

Requirements for clearance upon completion of projects are as follows:

1) Clearance Form

Submission of a fully completed Department of Environmental Protection (DEP) Form [62-555.900\(9\)](#), *Certification of Construction Completion and Request for Clearance to Place Permitted PWS Components into Operation* to SD_newapps@dep.state.fl.us.

2) Record Drawings, if deviations were made

Submission of the portion of record drawings showing deviations from the DEP construction permit, including preliminary design report or drawings and specifications, if there are any deviations from said permit (Note that it is necessary to submit a copy of only the portion of record drawings showing deviations and not a complete set of record drawings.).

3) Bacteriological Results

Copies of satisfactory bacteriological analysis (a.k.a. Main Clearance), taken within sixty (60) days of completion of construction, from locations within the distribution system or water main extension to be cleared, in accordance with Rules [62-555.315\(6\)](#), [62-555.340](#), and [62-555.330](#), F.A.C. and American Water Works Association (AWWA) Standard C 651-92, as follows:

- Connection to an existing system
- The end point of the proposed addition
- Any water lines branching off a main extension
- Every 1,200 feet on straight runs of pipe
- Each location shall be sampled on two consecutive days, with sample points and chlorine residual readings clearly indicated on the report.
- A sketch or description of all bacteriological sampling locations must be provided.

4) Pressure Test Results

Copy of satisfactory pressure test results demonstrating compliance with AWWA Standard requirements.

If the project is placed into operation before obtaining clearance from the South District Office, the permittee may be subject to enforcement actions and possible penalties.

Please contact the Department of Environmental Protection, South District Office at (239) 344-5600 or by e-mail at SouthDistrict@dep.state.fl.us for more information.

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

NOV – Consent Orders



FLORIDA DEPARTMENT OF Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@FloridaDEP.gov

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

October 1, 2018

Troy Rendell
HC Waterworks
4939 Cross Bayou Boulevard
New Port Richey, FL 34652
TRendell@uswatercorp.net

Re: Highlands County – Potable Water Program
OGC Case No. 18-1214
Site # 6280064 / Project # Leisure Lake WTP

Dear Mr. Rendell:

Enclosed is the signed and entered Consent Order to resolve the above referenced case. This copy is for your records. Please note that all compliance dates begin from the date of entry of this Order, which is October 1, 2018.

Upon satisfactory completion of all conditions of the Order, we will close this case and place it in our inactive file.

If you have any questions, please contact Ryan Snyder at ryan.snyder@Floridadep.gov or 239-344-5695. Your cooperation in resolving this case is appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Iglehart", is written over a horizontal line.

Jon M. Iglehart
Director of District Management

Enclosure: Executed Consent Order

cc: Lea Crandall, FDEP Agency_Clerk@dep.state.fl.us

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION)	SOUTH DISTRICT
)	
v.)	OGC FILE NO. 18-1214
)	
HC WATERWORKS, INC.)	
_____)	

CONSENT ORDER

This Consent Order ("Order") is entered into between the State of Florida Department of Environmental Protection ("Department") and HC Waterworks, Inc. ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's water resources and to administer and enforce the provisions of the Florida Safe Drinking Water Act, Sections 403.850, et seq., Florida Statutes ("F.S."), and the rules promulgated and authorized in Title 62, Florida Administrative Code ("F.A.C."). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.852(5), F.S.
3. Respondent is the owner and operator of a Community Water System, PWS No. 6280064, located at 140 Woodside Drive, Lake Placid, FL 33852, in Highlands County, Florida ("System").
4. The Department finds that Respondent is in violation of Rule 62-550.310(3), F.A.C, which establishes the maximum contaminant level ("MCL") for the five haloacetic acids ("HAA5s") as 0.060 mg/L. The running annual average results for samples collected from the System on February 21, 2017 and April 3, 2017 for HAA5s are 0.062 mg/L and 0.067mg/L.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

ORDERED:

5. Respondent shall comply with the following corrective actions within the stated time periods:

a) Within 365 days of the effective date of this Order, Respondent shall complete the modifications within permit # 349439-003-WC issued on September 14, 2018 and submit a Certification of Completion, prepared and sealed by a professional engineer registered in the State of Florida, along with all supporting documentation. Respondent shall not place the System modifications into service until Respondent receives written Department clearance.

b) If the permitted modifications are determined by the Department to be inadequate to resolve the MCL violation(s), the Department will notify the Respondent in writing. Within 30 days of receipt of such written notification from the Department, Respondent shall submit an alternate proposal to address the MCL violation(s). Respondent shall provide all information requested in any RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the date the Department receives the proposal required by this subparagraph, Respondent shall provide all information necessary to complete the application for modification.

c) Respondent shall submit written quarterly updates on the status of the permitted modifications. Updates shall be submitted to the Department within 10 days following the end of each calendar quarter until the modifications are complete and cleared for service.

6. Respondent agrees to pay the Department stipulated penalties in the amount of \$100 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph 5 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment, and shall do so as further described in paragraph 7 or 8, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order.

7. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Water Quality Assurance Trust Fund." Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order becomes final and effective filed with the Clerk of the Department before ability to make online payment is available.

8. Except as otherwise provided, all submittals and payments required by this Order shall be sent to, Department of Environmental Protection, South District Office, 2295 Victoria Avenue, Suite 364, P.O. Box 2549, Fort Myers, FL 33902-2549.

9. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

10. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these

measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

11. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

12. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

13. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

14. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$5,000.00 per day per violation, and criminal penalties.

15. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also

acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

16. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

17. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

18. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;
- d) A statement of when and how the petitioner received notice of the Consent Order;

- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within 21 days of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at 2295 Victoria Avenue, Fort Myers, Florida 33902. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

19. Rules referenced in this Order are available at
<https://softlive.dep.state.fl.us/ogc/ogc/content/rules>.


FOR THE RESPONDENT.

Gary Deremer
President

Date

DONE AND ORDERED this 1st day of OCTOBER, 2018, in LEE COUNTY, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Jon Iglehart
District Director
South District

Filed, on this date, pursuant to section 120.52, F.S., with the designated Department Clerk,
receipt of which is hereby acknowledged.



Clerk

10-1-18

Date

Copies furnished to:

Lea Crandall, Agency Clerk
Mail Station 35

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Employees – Not Applicable

HC Waterworks does not have any employees

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Vehicles – Not Applicable

HC Waterworks does not have any vehicles

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Customer Complaints – Test Year

Customer Complaints DEP Secondary Water Quality
Standards – Last 5-Years

Account		Label	Comment	User	Date
1190957	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 08/19/2019: CUSTOMER ADV WATER & ODOR OF QUALITY OF WATER IS EXTREMELY BAD SHE SAID SHE'S NEVER HAD THIS ISSUE WHEN THEY WERE ON A WELL BEFORE SWITCHING TO LOCAL WATER; CREATED S/O	OPrstanton	08/19/2019 08:31 AM
1189869	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 08/01/2019: MARIE CALLED IN TO REPORT SHE NEVER GOT THE NOTICE TO BOIL WATER. ON DAY OF MAIN BREAK SHE WAS TOLD TO BOIL WATER. SHE WANTS IT REPORTED. SHE ALSO IS UNHAPPY W/ WATER QUALITY, DIL	OPldrost	08/01/2019 09:42 AM
54821313	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 07/31/2019: MICHAEL CALLED IN, LM. WATER IS CLOUDY AND HE MUST RUN IT FOR MINUTES BEFORE IT CLEARS UP. MAIN BREAK YESTERDAY. CALLED MICHAEL BACK, LMOM, THIS IS NORMAL BUT IF IT LASTS PAST TOD	OPldrost	07/31/2019 12:03 PM
1190996	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 07/29/2019: ROBERT CALLED STATED WATER SMELLED FOR 2WKS S/O FORM COMPLETE	OPmrodgers	07/29/2019 10:18 AM
54821680	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 07/15/2019: SPK TO ROBERT;HE ADV WATER WAS SHUT OFF 7-15-19;HE CALLED EMERGENCY #, GOT HUNG UP ON,ANTHONY WAS THE TECH WHO CAME OUT,COMPLAINING ABOUT GUY ON CALL DIDNT ANSWER, TECH WAS FIXIN	OPcbrann	07/15/2019 02:30 PM
54800954	LAKE JOSEPHINE	J 9.0 Water Quality	OPpschramm 06/27/2019: SARA CALLED IN BOIL WATER IS RESENTED.	OPpschramm	06/27/2019 11:55 AM
1190897	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 06/17/2019: PER KTURBETT MAIN BREAK AFFECTING OAK BEACH AREA RESIDENTS; CALLED SONDR BROOMHALL; NO ANSWER LMOM ADVISING OF MAIN BREAK & BWN	OPrstanton	06/17/2019 10:50 AM
1190897	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 06/17/2019: SONDR BROOMHALL CALLED TO SEE IF THERES ANY ISSUES IN THE AREA ADV HAVENT HEARD OF ANYTHING YET; CALLED LMOM FOR CBERISH; ADV CUST WILL CALL BACK IF ANY ISSUES OR WILL CREATE S	OPrstanton	06/17/2019 10:41 AM
1189708	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 06/04/2019: SPK TO DIANE BARTELS,SHE ADV HER WATER HAS SMELLED FUNNY FOR 2 DAYS;THERE WAS PREV A BWN;I ADV I WOULD PUT IN A NEW S/O TO HAVE IT CHECKED OUT,CALL DIANE WHEN COMING OUT @ 907-230	OPcbrann	06/04/2019 03:43 PM
1190957	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 05/30/2019: DANIEL CALLED IN TO REPORT THEIR WATER HAS HAD A BAD ODOR FOR ABOUT A WEEK (SULPHUR/ROTTEN EGG/SEWER SMELL). SUBMITTED S/O. DANIEL WILL NEED A CALL WHEN THEY ARE ON THEIR WAY. NFA	OPldrost	05/30/2019 09:03 AM
54800081	LAKE JOSEPHINE	J 9.0 Water Quality	OPjschultz 04/25/2019: PER KELLY: address is part of an ongoing project where us water is replacing their service lines next week. I've already put flush valves near their home. Water will not impr	OPjschultz	04/25/2019 09:53 AM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPjschultz 04/25/2019: PER KELLY: address is part of an ongoing project where us water is replacing their service lines next week. I've already put flush valves near their home. Water will not impr	OPjschultz	04/25/2019 09:50 AM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 04/17/2019: Johanna called in again to report poor water quality and ask why her bill is so high. At least 7 S/O have been submitted to address this issue including the replacement of the va	OPldrost	04/17/2019 09:45 AM
1191021	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 03/29/2019: CATHERINE CALLED SMELLY WATER S/O FORM FILLED OUT	OPmrodgers	03/29/2019 10:43 AM
54799781	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 03/05/2019: KATHLEEN NORTH CALLED TO ADV COLOR OF WATER IS BROWNISH & IT HAS A BAD ODOR; CREATED S/O	OPrstanton	03/05/2019 03:18 PM
54796259	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 02/22/2019: KAREN CALLED STATED WATER SMELLS LIKE A SEWER S/O FORM	OPmrodgers	02/22/2019 10:09 AM
1191017	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 01/02/2019: MRS. MATHY CALLED TO REPORT VERY POOR WATER QUALITY. SAYS IT SMELLS LIKE SEWER AND HAS FOR QUITE A WHILE. HAS MADE MANY COMPLAINTS BUT SAYS TECHS NEVER STOP THERE. ASKED TO HA	OPlmjohnson	01/02/2019 08:05 AM
1191017	LAKE JOSEPHINE	J 9.0 Water Quality	OPweinberger 12/17/2018: MRS. MATHY ADV LIVES ACROSS FROM PLANT AND IT HAS NOT BEEN RUNNING FOR THE LAST WEEK, FOR THE LAST 2 WEEKS HER WATER SMELLS LIKE SEWAGE; CREATED S/O NFAN	OPweinberge	12/17/2018 02:15 PM
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	OPwinkler 11/27/2018: BRITNEY CALLED IN TO REPORT SMELLY AND DISCOLORED WATER. CREATED AND DISPATCHED S/O	OPwinkler	11/27/2018 08:29 AM
1189780	LAKE JOSEPHINE	J 9.0 Water Quality	OPwinkler 11/26/2018: JAMES CALLED IN AND LEFT VM. CALLED BACK BECAUSE HE SAYS HIS WATER SMELLS LIKE SULFUR. CREATED A S/O/ TO HAVE A TECH OUT TO CHECK 11-27-18	OPwinkler	11/26/2018 03:01 PM
1190947	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 11/26/2018: CAROL SNOW CALLED. WATER IS BROWN AND SMELLS LIKE SEWER. SAYS THEY CANNOT EVEN SHOWER BECAUSE THE WATER IS SO BAD. CREATED S.O.	OPlmjohnson	11/26/2018 07:13 AM
1190955	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 11/20/2018: SANDRA CALLED WATER SMELLS AWFUL FOR THE LAST WEEK	OPmrodgers	11/20/2018 07:25 AM
54796933	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 11/19/2018: SHARON CALLED TO REPORT WATER STILL SMELLS FOUL. HAS NOT IMPROVED SINCE LAST TIME TECH WAS OUT. CREATED S.O.	OPlmjohnson	11/19/2018 08:41 AM
1190950	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 11/15/2018: RICHARD CALLED SAYS WATER IS GREY AND STINKS TO HIGH HEAVEN	OPmrodgers	11/15/2018 09:09 AM
1191398	LAKE JOSEPHINE	J 9.0 Water Quality	OPweinberger 11/13/2018: MR. HERNANDEZ SAID HIS WATER IS BROWN AND HAS A BAD ORDER FOR A COUPLE MONTHS; CREATED S/O	OPweinberge	11/13/2018 11:13 AM

1190376	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 11/01/2018: RENE BELL CALLED TAINTED WATER STATED SHE TALKS TO TECHS IN AREA AND THEY ARE TELLING HER THE WATER IS BAD THEREFORE THE REASON SHE GETS A RASH WHEN SHOWERING HAD 2 ANIMALS DIE	OPmrodgers	11/01/2018 11:39 AM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 10/26/2018: JOHANNA VASQUEZ CALLED SD HER WATER IS GETTING WORSE & IS NOW STARTING TO LOSE HER HAIR. THE WATER IS YELLOW & SMELLS STRONGLY OF IRON, CREATED S/O	OPrstanton	10/26/2018 09:47 AM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPwinkler 10/24/2018: JOHANNA CALLED STILL YELLOW WATER AND STAINING CLOTHES SMELLS LIKE SULFUR. CREATED AND DISPATCHED A S.O.	OPwinkler	10/24/2018 10:14 AM
54798106	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 10/23/2018: REYNA PEREZ CALLED ABOUT STATUS OF WATER	OPrstanton	10/23/2018 04:58 PM
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 10/23/2018: LORI CALLED STATED WATER SMELLS LIKE SULFUR DOES NOT LIVE @ HOME PLEASE SCHEDULE FOR FRI 10.26.18 CALL 30 PROIR SO HOMEOWNER CAN BE THERE	OPmrodgers	10/23/2018 09:11 AM
54796933	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 10/23/2018: SHARON RILEY CALLED IN AND WOULD LIKE SOMEONE TO COME OUT. SHE SD HER WATER HAS A STRONG ODOR, CREATED S/O	OPrstanton	10/23/2018 09:09 AM
54798106	LAKE JOSEPHINE	J 9.0 Water Quality	OPwinkler 10/23/2018: REYNA CALLE DIN TO FOLLOW UP ON HER S.O. ADV IT HAS NOT BEEN COMPLETED YET. SENT EMAIL TO LINDA TO FOLLOW UP WITH TECHS	OPwinkler	10/23/2018 08:05 AM
54798106	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 10/18/2018: REYNA PEREZ CALLED IN AND SD HER WATER IS STILL RUSTY AND SMELLS BAD, WOULD LIKE TO HAVE SOMEONE COME OUT AGAIN AS SHE WAS TOLD PIPES ND TO BE REPLACED DUE TO BEING RUSTY. CREAT	OPrstanton	10/18/2018 02:56 PM
54821680	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 10/12/2018: AMY CALLED STATED WATER HAS A RED TINT ... CALL BACK REQUESTED 863.381.9848	OPmrodgers	10/12/2018 09:31 AM
54798106	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 10/08/2018: REYNA CALLED WATER HAS A SMELL AND VERY RUSTY WOULD LIKE LINES FLUSHED	OPmrodgers	10/08/2018 10:12 AM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 10/05/2018: JOHANNA CALLED STILL YELLOW WATER AND STAINING CLOTHES SMELLS LIKE SULFUR	OPmrodgers	10/05/2018 09:11 AM
1190955	LAKE JOSEPHINE	J 9.0 Water Quality	OPwinkler 09/28/2018: SANDRA CALLED IN ABOUT A STRON ROTTEN EGG SMELL. CREATED AND DISPATCHED A S.O.	OPwinkler	09/28/2018 09:05 AM
54796883	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 09/27/2018: DAVID CALLED WATER SMELLS OF SULFUR CALL 30 MIN AHEAD	OPmrodgers	09/27/2018 09:31 AM
1190812	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 09/26/2018: MARGARET CALLED SMELLY WATER STATES WE CHANGED THE CHEMICALS AND NOW HER WATER STINKS AND SMELLS UP HER HOUSE	OPmrodgers	09/26/2018 09:17 AM
1190929	LAKE JOSEPHINE	J 9.0 Water Quality	OPweinberger 09/20/2018: JOHNNY WINKLER CALLED ADV HAS HAD SMELLY WATER FOR THE LAST WEEK; ADV WILL CREATE S/O	OPweinberge	09/20/2018 01:36 PM
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 09/19/2018: LORI CALLED. SAYS THE WATER IS FOUL. READ HER THE TECH NOTES, BUT SHE SAYS THAT CAN'T BE RIGHT. THE WATER STINKS AND DISCOLORED. ADV SHE SHOULD CALL WHEN SHE IS GOING TO BE AT	OPImjohnson	09/19/2018 07:58 AM
1190839	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 09/19/2018: LINDA CALLED TO COMPLAIN OF FOUL TASTING AND FOUL SMELLING WATER. CREATED S.O.	OPImjohnson	09/19/2018 07:22 AM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPweinberger 09/18/2018: JOHANNA VASQUEZ CALLED AGAIN FOR YELLOW WATER DID S/O FOR YELLOW WATER LAST WEEK, LINES WERE FLUSHED YELLOW WATER CAME BACK ON 9/16/18,CUSTOMER SAYS IT'S STAINING HER CLOTHE	OPweinberge	09/18/2018 11:20 AM
1190884	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 09/18/2018: JULIA CALLED WATER HAS A HORRIBLE SMELL/ROTTEN EGG AND DISCOLORED	OPmrodgers	09/18/2018 07:34 AM
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 09/17/2018: LORI CALLED AGAIN REGARDING HER WATER. EMAILED TECH CHRIS B AGAIN TO PLEASE GO SEE THIS CUSTOMER.	OPImjohnson	09/17/2018 08:55 AM
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 09/17/2018: LORI CALLED UPSET SHE HASNT HEARD FROM ANYONE ADV LMJ HAS REACHED OUT TO THE TECH AND THEY WILL BE IN TOUCH WITH HER. SHE IS NOT OK WITH THAT ANSWER STATED IF SHE WILL CALL DAI	OPmrodgers	09/17/2018 08:47 AM
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 09/13/2018: LORI CALLED. ADV TECH FOUND THE WATER GOOD WHEN HE CAME OUT. SHE SAYS THIS IS NOT ACCEPTABLE. THE WATER SMELLS AND HER TOILETS ARE BEING RUINED WITH RUST. IT IS A NEW HOME AN	OPImjohnson	09/13/2018 07:26 AM
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 09/05/2018: LORI CALLED WATER SMELLS LIKE SULFUR AND IS RUSTY STAINING TOILET BOWELS ETC.....; OPwinkler 09/05/2018: S.O. CREATED AND DISPATCHED	OPwinkler	09/05/2018 08:10 AM
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 09/04/2018: CUST CALLED STATES SMELL IS STILL THERE WOULD LIKE SOMETHING ELSE DONE CANT STAND EGG SMELLING WATER CUST WOULD LIKE THEM TO COME INSIDE HOME; OPwinkler 09/04/2018: CREATED S.	OPwinkler	09/04/2018 01:30 PM
1190372	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 09/04/2018: RENEE CALLED STRONG SULFUR SMELL; OPwinkler 09/04/2018: S.O. CREATED FOR 9-5-18	OPwinkler	09/04/2018 11:29 AM
54797859	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 09/04/2018: SCOTT CALLED WATER IS BROWN AND SMELLS. HAS BEEN THIS WAY FOR A MONTH OR SO BUT GETTING WORSE; OPwinkler 09/04/2018: S.O. CREATED AND DISPATCHED FOR TODAY	OPwinkler	09/04/2018 07:58 AM

54795310	LAKE JOSEPHINE	J 9.0 Water Quality	OPvwinkler 08/31/2018: SHEILA CALLED IN TO REPORT HER WATER SMELLS HORRIBLE. CREATED AND DISPATCHED S.O.	OPvwinkler	08/31/2018 09:03 AM
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 08/29/2018: DIANA CALLED WATER SMELLS LIKE SULFUR AND INCREASINGLY GETTING WORSE	OPmrodgers	08/29/2018 01:35 PM
54800742	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 08/27/2018: BONNIE CALLED WATER SMELLS LIKE A "DEAD RAT" S/O	OPmrodgers	08/27/2018 09:04 AM
1189855	LAKE JOSEPHINE	J 9.0 Water Quality	OPvwinkler 08/27/2018: BARBARA CALLED IN WITH DIRTY WATER THATS LEAVING MARKS IN HER TOILET. CREATED AND DISPATCHED S.O.	OPvwinkler	08/27/2018 07:42 AM
1190890	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 08/16/2018: DANNY CALLED SMELLY WATER ALREADY RAN WATER OUTSIDE	OPmrodgers	08/16/2018 08:59 AM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 08/08/2018: JOHANNA CALLED YELLOW WATER SMELLS LIKE IRON STAINING TOILET AND CLOTHES EMAILED VW TO CREATE S/O; OPmrodgers 08/08/2018: NFAN	OPmrodgers	08/08/2018 09:37 AM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 07/13/2018: JOHANNA CALLED STILL HAS YELLOW WATER EMAILED VW INFO FOR ANOTHER S.O	OPmrodgers	07/13/2018 10:55 AM
1190395	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 07/12/2018: CUSTOMER CALLED TO COMPLAIN OF BROWN WATER; CREATED S.O.	OPlmjohnson	07/12/2018 07:24 AM
1189848	LAKE JOSEPHINE	J 9.0 Water Quality	OPvwinkler 06/26/2018: PATSY CALLED IN JUST RETURNED HOME AND WATER HAS AN EXTREMELY BAD SMELL. DISPATCHED S.O. TO CHECK; OPvwinkler 06/26/2018: *CLOSED S.O. WITH ORIGINAL NOTE SENT 30 MINUTES EARLIER	OPvwinkler	06/26/2018 12:45 PM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 06/19/2018: JOHANNA VASQUEZ ADV HER WATER IS COMING OUT YELLOW WITH A VERY BAD ODOR; CREATED S/O	OPvweinberge	06/19/2018 12:16 PM
1191017	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 06/11/2018: TAMRA CALLED ABOUT THE POOR WATER QUALITY AT HER HOME. SHE SAYS THE CHLORINE LEVEL IS SO HIGH IT BURNS HER EYES. WHEN SHE SHOWERS, WATER COMES OUT GRITTY. SHE FILLED HER POOL	OPlmjohnson	06/11/2018 08:25 AM
1191017	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 06/11/2018: tamra called hasn't heard from anyone transferred call to lmj	OPmrodgers	06/11/2018 08:06 AM
1191017	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 06/06/2018: Tamra called and demanded to speak with a regional manager because she is very concerned over the water quality. She stated that she had a tech out there, according to the account	OPrking	06/06/2018 03:55 PM
1190929	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 06/05/2018: JOHNNY CALLED TO REPORT FOUL SMELLING SULFUR SMELL TO WATER; CREATED S.O.	OPlmjohnson	06/05/2018 09:32 AM
1190934	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 06/05/2018: CINDY CALLED UPSET PERSISENT ON SPEAKING WITH A SUPERVISOR TRANSERRED TO LMJ	OPmrodgers	06/05/2018 07:54 AM
1190934	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 06/04/2018: CINDY BANKS CALLED ABOUT BAD SMELL FROM WATER; ADV S/O WAS DISPATCHED	OPvweinberge	06/04/2018 01:54 PM
1191952	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 06/04/2018: SHELLEY CALLED WATER HAS SULFUR SMELL. S/O FORM FILLED OUT FOR TECH; OPvwinkler 06/04/2018: S.O. DISPATCHED	OPvwinkler	06/04/2018 10:36 AM
1190934	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 06/04/2018: CINDY CALLED WATER SMELLS AND IS SMELLING UP ENTIRE HOME WANTS A DISCOUNT ON BILL. ADV S/O WILL BE DONE FOR TECH TO COME OUT TO HOME	OPmrodgers	06/04/2018 07:42 AM
54821095	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 05/29/2018: ANDREA CALLED. WATER IS BROWN AND SMELLS LIKE SULFUR. CREATED S.O.	OPlmjohnson	05/29/2018 09:53 AM
54821095	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 05/16/2018: CUSTOMER CALLED AND COMPLAINED ABOUT FOUL SMELL TO THE WATER; CREATED S.O.	OPlmjohnson	05/16/2018 01:53 PM
54821182	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 05/09/2018: NADINE CALLED NEVER SAW OR SPOKE WITH TECH HOWEVER S/O NOTES SAY DIFFERENT. SHE ALSO FAILED TO MENTION THE PROPERTY HAS BEEN VACANT FOR A YEAR AND THAT COULD BE WHY THE WATER S	OPlmjohnson	05/09/2018 10:48 AM
54821182	LAKE JOSEPHINE	J 9.0 Water Quality	OPvwinkler 05/07/2018: NADINE CALLED IN ABOUT THE SMELL OF THE WATER. CREATED S.O.	OPvwinkler	05/07/2018 02:20 PM
1190825	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 03/30/2018: ROBERT CALLED FILLED POOL AND WATER WAS GREEN USED CHEMICALS TO BALANCE AND MAKE BLUE ADDED 4 MORE INCHES OF WATER AGAIN TODAY AND IT TURNED GREEN AGAIN.	OPmrodgers	03/30/2018 01:24 PM
54796377	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 03/02/2018: CUSTOMER SAID WATER BURNS THERE EYES, AND HAS A BAD ORDER, PLEASE CHECK WATER QUALITY, PLEASE CALL LINDA CAULFIELD PH#201-618-3921, SHE ADV RENTING FOR THE SEASON, BUT OWNER	OPvweinberge	03/02/2018 01:45 PM
54799781	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 03/02/2018: CAROL WISEMEN PH#863-449-1515 SAID WATER IN JACUZZI IS COMING OUT VERY BROWN; CREATED S/O	OPvweinberge	03/02/2018 11:26 AM
1191021	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 02/19/2018: CATHERINE ERNHART CALLED SAID WATER IS COMING OUT BLACK; CREATED S/O WITH REQ FOR TECH TO CALL WHEN HE'S COMING	OPvweinberge	02/19/2018 03:57 PM
1189882	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 01/24/2018: KENNETH RITOLA ADV WATER IS THE COLOR OF MUD; CREATED S/O	OPvweinberge	01/24/2018 02:38 PM
54795637	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 11/29/2017: RECEIVED COMPLAINT FROM CORPORATE THAT CUSTOMER STILL COMPLAINS OF SMELLY AND DISCOLORED WATER. CREATED S.O.	OPlmjohnson	11/29/2017 02:59 PM
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 11/29/2017: BRITNEY RODE CALLED UPSET SAID SHE HAD DISCOLORED WATER, SAYS SHE JUST WASHED A LOAD OF DARK CLOTHES AND WATER BLEACHED THEM; CREATED S/O	OPvweinberge	11/29/2017 11:48 AM
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	OPkjohnson 11/22/2017: Britney called she wanted to know what was the results of the tech because her water is still tented she would like to know if the water safe to us yet.; OPlmjohnson 11/22/2017:	OPlmjohnson	11/22/2017 03:13 PM

1190973	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 11/21/2017: DAVID ZEISS CALLED SAID HIS WATER LOOKS LIKE TEA; ADV S/O HE SAID TAKE CARE OF OTHER PEOPLE WHO ARE COMPLAINING ABOUT IT	OPvweinberge	11/21/2017 05:47 PM
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	OPvweinberger 11/21/2017: BRITNEY RODE CALLED TO SEE IF TECH EVER SHOWED FOR S/O YESTERDAY, SAID HE NEVER CAME WHILE SHE WAS HOME. SHE'S VERY CONCERNED WITH COLOR AND IT STAINING THINGS	OPvweinberge	11/21/2017 11:55 AM
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	OPvwinkler 11/20/2017: BRITNEY CALLED IN ABOUT HER SERVICE ORDER FOR A TECH TO COME OUT THAT SHE CALLED IN ON 11-17-17. NO S.O. ON THE ACCOUNT. CREATED ONE FOR TECH TO GO TO HOME FOR WATER ISSUE	OPvwinkler	11/20/2017 08:05 AM
54800540	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 11/07/2017: JAMES MARTIN CALLED TO REPORT BROWN WATER	OPmwilliams	11/07/2017 08:55 AM
1189802	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 11/06/2017: DEBRA BLISS CALLED TO REPORT BROWN WATER; CREATED SERVICE ORDER AND LMOM.	OPmwilliams	11/06/2017 09:11 AM
54798213	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 10/25/2017: PAM COLDING REPORTS ORANGE WATER AND DISCOLORED LAUNDRY. SHE WOULD LIKE A TECH TO EVALUATE. PLS CALL HER PRIOR AT 863.273.9921.	OPmwilliams	10/25/2017 08:25 AM
1190507	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 09/26/2017: JESSICA VICKERS REPORTS THAT WATER HAS BEEN MILKY 3 DAYS NOW AND DOES NOT CLEAR AFTER STANDING. PLS EVALUATE AND LET HER KNOW AT 863.835.0014. CREATED SO	OPmwilliams	09/26/2017 07:45 AM
1189869	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 09/25/2017: MARIE CALLED TO COMPLAIN ABOUT THE WATER AND THE BWN AND HER BILL.	OPrking	09/25/2017 04:16 PM
1191410	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 09/25/2017: GRACE PLANTS CALLED TO VERIFY BWN; ADV STILL IN EFFECT.	OPmwilliams	09/25/2017 10:41 AM
1191458	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 06/22/2017: MARIA MCCULLEN CALL RE: BWM; EXPLAINED--CALL DROPPED.	OPmwilliams	06/22/2017 08:57 AM
1190114	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 06/06/2017: NADINE HAMMOCK RECEIVED NOTICE THAT BWN WAS LIFTED, BUT HAD NOT REC'D THE NOTICE THAT IT WAS IN EFFECT. SHE SAYS THAT THIS ALSO HAPPENED WITH HER NEIGHBORS. SHE IS QUITE CONCE	OPmwilliams	06/06/2017 10:39 AM
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 05/22/2017: JUDI JOHNSON CALLED TO SEE OF BWN WAS LIFTED. ADV IT WAS. SAYS SHE NEVER GOT NOTIFIED. ADV THERE WILL BE ANOTHER ONE TOMORROW. SHE ASKED ABOUT COMPENSATION FOR THE WATER AND IC	OPlmjohnson	05/22/2017 02:45 PM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 05/18/2017: MARY REED CALLED FOR STATUS ON BWN; ADVISED LIFTED TODAY.	OPmwilliams	05/18/2017 09:07 AM
54796898	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 05/04/2017: KAREN SMITH CALLED RE; NO WATER AND SMELLY WATER PREVIOUSLY--EXPLAINED ONGOING REPAIR.	OPmwilliams	05/04/2017 03:09 PM
54797031	LAKE JOSEPHINE	J 9.0 Water Quality	OPmwilliams 03/28/2017: MR. CLEGG CALLED TO VERIFY THAT THE BWN HAS BEEN LIFTED.	OPmwilliams	03/28/2017 08:56 AM
54798213	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 03/27/2017: PAM CALLED TO REPORT BLACK WATER, I ADV I WOULD REPORT THIS AND SEND OUT A TECH, CREATED SO	ophwhaley	03/27/2017 03:48 PM
1191021	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 03/22/2017: CATHERINE ERNHART CALLED TO ADDRESS HER CONCERNS FOR HAVING BROWN WATER, I ADV HER NOT TO USE BLEACH AND THAT IT IS IRON DEPOSITS SHE IS SEEING. SHE SAID IT SEEMS TO BE IMPROVING,	ophwhaley	03/22/2017 09:21 AM
54799200	LAKE JOSEPHINE	J 9.0 Water Quality	OPkmccarthy 02/13/2017: DIANE CALLED IN (PH 863-835-0622) STATING WATER SMELLS FUNNY. FILLED OUT SERVICE ORDER. INFORMED WILL CALLBACK.	OPkmccarthy	02/13/2017 10:17 AM
1189965	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 02/10/2017: CUSTOMER CALLED TO REPORT BLACK WATER; CREATED S.O. FOR TECH TO GO OUT	OPlmjohnson	02/10/2017 12:52 PM
1190816	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 12/20/2016: RET CALL TO FRANK, HE SAYS THERE IS A LARGE AMOUNT OF SAND SHOWING UP IN HIS WATER, ADV I WOULD SEND SOMEONE OUT TO TAKE A LOOK PH#863-655-2061	ophwhaley	12/20/2016 09:10 AM
1190194	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 11/16/2016: TIM CALLED TO REPORT BROWN WATER; ADV WILL SEND TECH OUT TODAY; HE SAID THAT HIS NAME IS TIM NOT KEN, SO UPDATED NAME.	OPvknight	11/16/2016 07:24 AM
1189640	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 11/15/2016: WILLIAM CALLED TO STATE HE HAS BROWN NASTY WATER. ADV HE IS UNDER A BOIL WATER NOTICE UNTIL FURTHER NOTICE. HE IS NOT HAPPY IT HAPPEN TO FREQUENTLY. ADV THAT THEY ARE WORKING O	OPaatchison	11/15/2016 11:07 AM
1189641	LAKE JOSEPHINE	J 9.0 Water Quality	Opsmyers 11/01/2016: RETURNED LEO GUSHEE CALL LMOM	Opsmyers	11/01/2016 09:46 AM
1190955	LAKE JOSEPHINE	J 9.0 Water Quality	Opsmyers 10/14/2016: SANDRA ESSERY CALLED ABOUT SMELLY WATER PUT IN S/O VERF PHONE #	Opsmyers	10/14/2016 08:45 AM
1190812	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 10/12/2016: MARGARET CALLED TO REPORT SMELLY WATER AND CANNOT SHOWER BECAUSE OF THE SMELL; ADV WILL SEND TECH OUT AND ARE WORKING TO REPAIR FILTERS AT THE PLANT.	OPvknight	10/12/2016 08:43 AM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 10/11/2016: MARY CALLED TO SAY THAT TECH HAD NOT BEEN THERE YET; SHE SAID SHE IS VERY TIRED OF WAITING; ADV WILL FOLLOW UP AND ADV TECH SHE IS WAITING; SHE WANTED TO KNOW IF THERE WAS AN ADJ	OPvknight	10/11/2016 11:51 AM
1191288	LAKE JOSEPHINE	J 9.0 Water Quality	Opsmyers 10/11/2016: MICHAEL BRANNEN CALLED ABOUT THE FOUL SMELL OF HIS ORDER ADV ID PUT A S/O IN	Opsmyers	10/11/2016 08:29 AM
1190934	LAKE JOSEPHINE	J 9.0 Water Quality	Opsmyers 10/11/2016: CINDY BANKS CALLED ABOUT FOUL ODOR IN WATER SHE DOES HAVE A OPEN ORDER BUT SHE STATES A TECH DID COME BY PUT IN ANOTHER S/O	Opsmyers	10/11/2016 07:41 AM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 10/10/2016: MARY CALLED. WATER STILL SMELLS FOUL. REQUESTS TECH TO COME OUT. SCHEDULED S.O. FOR 10/11/2016	OPlmjohnson	10/10/2016 06:44 PM

1190290	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 10/06/2016: MARY CALLED TO SAY FOR THREE OR FOUR DAYS THE WATER WAS GREAT,BUT THE SMELL HAS CAME BACK,I TOLD VICKI WHO ALERTED THE TECH IN THE AREA	ophwhaley	10/06/2016 09:20 AM
1189641	LAKE JOSEPHINE	J 9.0 Water Quality	OPsmyers 10/03/2016: WATER IS STILL SMELLY ADV WILL SEE IF TECH CAN RETURN	OPsmyers	10/03/2016 08:43 AM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPsmyers 09/30/2016: JOHN REED CALLED ABOUT SMELLY WATER BUT A S/O HAS BEEN ISSUED AND A TECH WILL GO OUT TODAY	OPsmyers	09/30/2016 07:50 AM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 09/29/2016: JOHN REED CALLED STATING THAT THE SMELLY WATER HAD RETURNED TO THE HOUSE. HE STATED THAT DUSTIN WAS AT THE PROPERTY AND TOLD JOHN TO HAVE US PAGE HIM IF THE SMELL CAME BACK. AD	OPaatchison	09/29/2016 05:10 PM
1190890	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 09/26/2016: RET CALL TO DANNY AGAIN,HE HAS BEEN CALLING ALL WEEKEND TO REPORT SMELLY WATER,SO TO SEND SOMEONE OUT TO CHECK,PH#863-655-4193; OPPrking 09/29/2016: returned message to danny. he	OPPrking	09/29/2016 04:17 PM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 09/28/2016: CALLED MARY TO LET HER KNOW THAT I ACCIDENTLY TOLD HER SHE HAD A BWN WHEN IT WASNT HER STREET,THAT WOULD EXPLAIN WHY THE NOTICE WASNT RCD,SHE SAID SHE CALLED THE EPA,AND THEY ARE	OPhwhaley	09/28/2016 09:49 AM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 09/28/2016: MARY REED CALLED AGAIN TODAY UPSET WANTING TO FILE A COMPLAINT AGAINST A REP HERE,I TRSF HER TO VICKI	OPhwhaley	09/28/2016 09:17 AM
1191860	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 09/27/2016: MARY CALLED TO SEE IF ANYONE HAD A CHANCE TO ADDRESS THE SMELLY WATER,I ADV THAT THEY ARE FLUSHING LINES IN THE AREA AND THAT THERE IS A BWN IN PLACE	ophwhaley	09/27/2016 02:48 PM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 09/27/2016: JOHN REED CALLED AGAIN BECAUSE THEY HAVE NOT HEARD ANYTHING AND THE SMELL HAS NOT IMPROVED,THEY ARE VERY UPSET WITH WHY THIS KEEPS HAPPENING. I CALLED THEM BACK WHEN I HEARD THER	ophwhaley	09/27/2016 01:42 PM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 09/27/2016: MARY REED CALLED AGAIN HER WATER IS VERY SMELLY,I ADV THAT WE DID DISPATCH THE TECH TO ADDRESS THE ISSUE,SHE WANTS A CALL FROM THE TECH TO LET HER KNOW WHAT IS GOING ON 863-658-2	ophwhaley	09/27/2016 08:47 AM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 09/26/2016: CUSTOMER CALLED DUE TO THE FOUL ODOR OF THE WATER. SAYS IT SMELLS LIKE SEWER. CREATED S.O. FOR METER INSPECTION	OPImjohnson	09/26/2016 06:20 PM
1189641	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 09/26/2016: NEIL CALLED STATING HE HAS SMELLY WATER. ADV WILL GET A TECH TO TAKE CARE OF THINGS. IT WILL BE TUES BEFORE THE TECH WILL BE TO THE PROPERTY. PH# 863-381-2606.	OPaatchison	09/26/2016 06:03 PM
1190890	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 09/26/2016: RET CALL TO DANNY,LMOM	ophwhaley	09/26/2016 09:11 AM
1190934	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 09/23/2016: CINDY BANKS CALLED TO REORT A FOULD ODOR FROM THE WATER,ADV WILL SEND A TECH OUT 863-655-2076	ophwhaley	09/23/2016 09:14 AM
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	OPPrking 09/09/2016: BRITNEY CALLED REGARDING THE CHLORINE SMELL IN THE WATER. SHE STATED THAT IT DOESN'T HAPPEN CONSISTANTLY. ADV. HER TO MAKE SURE THE WATER HEATER WAS SET @ 120-125 DEGREES AND ADV.	OPPrking	09/09/2016 06:15 PM
1191451	LAKE JOSEPHINE	J 9.0 Water Quality	OPsmyers 09/02/2016: AL CALLED DUE TO NO WATER; WE HAVE LEAK AT PLANT	OPsmyers	09/02/2016 08:49 AM
1190929	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 08/16/2016: JOHNNY WINKLER CALLED RE: SMELLY & PURPLISH/GREY WATER; JOHNNY STATED HAS BEEN LIKE THIS OFF AND ON FOR PAST WEEK; ADV WILL HAVE TECH OUT; CREATED SERVICE ORDER.	OPjvandelano	08/16/2016 10:06 AM
1191467	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 08/09/2016: RENE CALLED TO SEE IF BOIL WATER WAS LIFTED. ALSO SAYS HER NOTICE WAS PUT INTO HER MAILBOX. NOT ON THE DOOR.	OPImjohnson	08/09/2016 02:19 PM
1191018	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 08/02/2016: JANE MERRITT CALLED RE: SMELLY WATER AND COLOR IS YELLOW; JANE STATED HAS FLUSHED LINES MANY TIMES IT IS NOT WORKING; ADV WILL HAVE TECH COME OUT TO CHECK; CREATED SERVICE	OPjvandelano	08/02/2016 07:22 AM
1190929	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 07/20/2016: JOHNNY WINKLER CALLED RE: SMELLY & PURPLISH/GREY COLOR OF WATER; ADV WILL HAVE TECH COME OUT TO CHECK; CUSTOMER WOULD LIKE A CALL TO 954-881-0665 TO BRING DOGS IN & TO DISC	OPjvandelano	07/20/2016 07:35 AM
1190929	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 07/11/2016: JOHNNY WINKLER CALLED RE: SMELLY WATER; ADV BOIL WATER NOTICE IN EFFECT SINECE 7/5/16; ADV TO FLUSH LINES; ADV POSSIBLY TO DRAIN WATER HEATER ALSO COULD BE A SOLUTION.	OPjvandelano	07/11/2016 07:33 AM
54795637	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 06/21/2016: SHERRY CALLED RE BROWN WATER; WANTED TO KNOW WHEN TECH WOULD BE OUT; ADV TECH HAS BEEN DISPATCHED AND THAT WHEN PLANT WAS TURNED BACK ON AFTER FIXING THE TANK LAST WEEK, BROWN WA	OPvknights	06/21/2016 02:41 PM
1190893	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/21/2016: RET CALL TO SUSAN TO CHECK ON THE WATER QUALITY,SHE JUST GOT HOME BUT WILL CALL US TOMMORROW IF WATER IS STILL BROWN,	OPhwhaley	06/21/2016 01:58 PM

1190915	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/21/2016: RET CALL TO VICKI TO CHECK ON WATER AS THE TECH HAS BEEN FLUSHING THE BROWN OUT OF THE LINES AT THE PLANT AND WATER IS CLEAR,SHE SAID THERE IS NO IMPROVEMENT,I WILL STILL SEND SO	OPhwhaley	06/21/2016 01:57 PM
54797013	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/21/2016: VICKI(DAUGHTER) CALLED TO REPORT THE BROWN WATER IS GETTING MUCH WORSE,ADV I WILL SEND A TECH OUT CREATED SO VICKI'S PH#863-253-1039	OPhwhaley	06/21/2016 11:48 AM
1190915	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/21/2016: RET CALL TO VICKI ANDERSON,VERY UPSET ABOUT THE WATER QUALITY,FOR HERS AND HER FATHERS HOME,ADV I WILL SEND SOMEONE OUT CREATED SO	OPhwhaley	06/21/2016 11:45 AM
1190893	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/21/2016: SUSAN WATERS CALLED AGAIN HER WATER IS GETTING WORSE AND BROWN,THE LAUNDRY IS COMING OUT STAINED AND RUINED CREATED A SO,AND ASKED FOR CUST TO BE CALLED AHEAD 863-214-8079	OPhwhaley	06/21/2016 11:22 AM
1191018	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/21/2016: JANE CALLED BACK AGAIN,VERY UPSET ABOUT THE WATER,I ADV HER THE SUPERVISOR WILL CONTACT HER TODAY,SHE ABRUPTLY ENDED THE CALL.	OPhwhaley	06/21/2016 08:51 AM
54797731	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 06/20/2016: MAXIMILIANO CALLED STATING HER WATER IS STILL BROWN AND ICKY. ADV HER TO FLUSH THE LINES FROM THE OUTSIDE SPIGOT. CUSTOMER STATED THEY WILL TRY THAT AND CALL BACK IF THIS DOES	OPaatchison	06/20/2016 02:44 PM
1190865	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/20/2016: GARY BURNETT CALLED TO ASK ABOUT WATER QUALITY, WHY ITS BROWN, I ADV THEY HAVE BEEN FLUSHING THE LINES AND THAT MINERAL DEPOSITS CAUSE THE BROWN. HE MENTIONED THERE IS A GUY IN T	OPhwhaley	06/20/2016 09:44 AM
1191018	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/20/2016: RETURNED CALL TO JANE MERRITT 863-655-0397 RE: WATER SMELLS LIKE SULFUR; JANE STATED SULFUR SMELL IN WATER; ADV & EXPLAINED THE EMAIL/PARAGRAPH SENT TO ME ON 6/14/16 THAT A	OPvknight	06/20/2016 08:18 AM
54796180	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/17/2016: KAITLYN CALLED, ADV PER VICKIS NOTES THAT WE WILL GIVE HER A 1000T GAL ONE TIME CREDIT,SHE ASKED IF IT IS OK TO FILL THE POOL NOW,I ASKED HER TO WATCH IT AND MAKE SURE ITS COMING	OPhwhaley	06/17/2016 03:41 PM
1190893	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/17/2016: RET CALL TO SUSAN,HER WHITES HAVE BEEN RUINED FROM THE BROWN WATER,LET VICKI KNOW WHO IS EMAILING THE TECH PH#863-214-8079	OPhwhaley	06/17/2016 11:38 AM
1191021	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/16/2016: RETURNED CALL TO CATHERINE ERNHART 941-928-8336 RE: BROWN & SMELLY WATER; I DID A SUMMATION FROM THE ATTACHED EMAIL I RECEIVED AND DIRECTED HER TO THE WEBSITE IF SHE WANTED	OPjvandelano	06/16/2016 12:27 PM
54799035	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 06/14/2016: HEATHER CALLED RE BROWN WATER; ADV FLUSHING AND CLEANING GROUND WATER TANK AT PLANT TODAY AND EXPECT WATER TO BE CLEAR BY EOD; SHE ASKED IF SAFE TO DRINK; ADV PER TECH, WATER CHL	OPvknight	06/14/2016 08:57 AM
1190936	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 06/13/2016: MRS. MCLAIN CALLED REGARDING THE BROWNISH WATER. ADV. HER OF REPAIR IN AREA, ADV. HER TO FLUSH HER LINES FROM OUTSIDE SPIGOT AND TO CALL BACK IF THIS ISSUE DOESN'T RESOLVE.	OPrking	06/13/2016 04:21 PM
54798225	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/13/2016: JUSTIN FULLER CALLED ABOUT THE BROWN WATER,I EXPLAINED ABOUT THE REPAIR AND HE WAS SATISFIED WITH RESPONSE	OPhwhaley	06/13/2016 04:11 PM
1189767	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/13/2016: JOHN ROSER CALLED HE WAS VERY UPSET ABOUT THE WATER BEING BROWN,HE SAID THERE ARE ALOT OF PEOPLE IN HIS AREA THAT ARE GETTING SICK FROM THE WATER,I DID THE BEST TO TRY TO EXPLAIN	OPvknight	06/13/2016 02:08 PM
54795637	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/13/2016: SHERRY STONE CALLED SHE IS VERY UPSET THAT THE WATER IS BROWN,SHE WANTED TO KNOW THE EXACT LOCATION OF THE TECHS BECAUSE SHE SAYS SHE DRIVES RIGHT BY THE PLANT AND SEES NO ONE IN	OPhwhaley	06/13/2016 01:53 PM
54797038	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 06/13/2016: RETURNED CALL TO CATHERINE. SHE STATED SHE IS HAVING BROWN WATER ISSUES. ADV THEY FIXED THE ISSUE AND WILL BE FLUSHING THE LINES TODAY TO GET OUT THE BROWN WATER. ADV THE BROWN	OPaatchison	06/13/2016 01:44 PM
1189912	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 06/13/2016: CALLED AND SPOKE TO JENNIFER; ADV HAVE DISPATCHED TECH RE BROWN WATER AND ADV PUMP AT PLANT WAS REPAIRED AND ARE FLUSHING SYSTEM TODAY, MAY EXPERIENCE LOW PRESSURE BUT WATER SHOU	OPvknight	06/13/2016 01:10 PM
1189912	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 06/13/2016: JRNNIFER PERDIAN CALLED ABOUT THE BROWN WATER. ADV HER THAT THEY ARE GOING TO BE FLUSHING LINES AND ITS JUST MINERALS IN THE WATER CAUSING THE DISCOLORATION. JENNIFER STATED SH	OPaatchison	06/13/2016 11:36 AM

1190194	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: RETURNED CALL TO DAWN MCCUE 561-756-7223 RE: BROWN WATER; LMOM DETAILING & ADVISING THAT WATER IS DRINKABLE IT IS CHLORINATED; FLUSHING TODAY AND TOMORROW TO CLEAR OUT BROW	OPjvandelano	06/13/2016 11:32 AM
54798956	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/13/2016: KATIE MEHLING CALLED ABOUT BROWN WATER, SHE WAS VERY UPSET AND WANTS TO FILE A FORMAL COMPLAINT, WANTED ME TO GIVE HER THE LOCAL NUMBER AND ADDRESS, I ADV HER I WOULD PASS HER INFO	OPvknight	06/13/2016 11:14 AM
1190376	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/13/2016: DOUGLAS CALLED ASKING IF WE HAVE GOTTEN CALLS ABOUT THE BROWN WATER, ADV HIM WE ARE WORKING ON IT	OPhwhaley	06/13/2016 10:30 AM
54796733	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: PAULA SMITH CALLED RE: BROWN WATER; ADV WATER IS DRINKABLE IT IS CHLORINATED; FLUSHING TODAY AND TOMORROW TO CLEAR OUT BROWN WATER SO WILL EXPERIENCE LOW WATER PRESSURE; AD	OPjvandelano	06/13/2016 10:16 AM
1190888	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: BARBARA GEBHARDT CALLED RE: BROWN WATER; ADV WATER IS DRINKABLE IT IS CHLORINATED; FLUSHING TODAY AND TOMORROW TO CLEAR OUT BROWN WATER SO WILL EXPERIENCE LOW WATER PRESSUR	OPjvandelano	06/13/2016 10:08 AM
1191380	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: BARBARA SETHMAN CALLED RE: BROWN WATER; ADV WATER IS DRINKABLE; ADV FLUSHING LINES TO FLUSH OUT BROWN WATER; ADV WILL HAVE LOW WATER PRESSURE NEXT COUPLE DAYS; ADV CAN CALL	OPjvandelano	06/13/2016 09:59 AM
1191042	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: BARBARA SELSKY CALLED RE: BROWN WATER; ADV WATER IS SAFE TO DRINK; FLUSHING HAPPENING TODAY & TOMORROW TO FLUSH BROWN WATER FROM THE SYSTEM; ADV TO CALL BACK WEDS OR THURS	OPjvandelano	06/13/2016 09:46 AM
1189946	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: JOHN TAVANO CALLED RE: WATER; JOHN STATED IT IS BLACK WITH SAND GRANULES COMING FROM FAUCET; ADV TECH IS OUT WORKING ON IT; VER PH #.	OPjvandelano	06/13/2016 09:03 AM
1190992	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/13/2016: RET CALL TO JEFF FAULKNER, HE IS VERY DISTRAUGHT OVER THE WATER BEING BROWN, HE SAID IT TASTES AND SMELLS VERY BAD, I ADV HIM PER THE EMAIL WE ARE WORKING ON THE ISSUE AND IT IS SAF	OPhwhaley	06/13/2016 09:02 AM
1191175	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: THOMAS MIKULEC CALLED IN RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED A TECH AND THEY ARE LOOKING AT IT TODAY.	OPjvandelano	06/13/2016 08:44 AM
54797731	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 06/13/2016: MAXIMILIANO CALLED TO REPORT BROWN WATER SINCE FRIDAY; ADV HAVE SPOKEN TO TECH AND THEY ARE WORKING ON GETTING IT CLEARED UP TODAY.	OPvknight	06/13/2016 08:37 AM
1189720	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: JOYCE SABOL CALLED RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED TECH AND LOOKING INTO ISSUE.	OPjvandelano	06/13/2016 08:35 AM
1190945	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: GLEN PETERSON CALLED RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED TECH TO FIND OUT THE ISSUE; VER PH #.	OPjvandelano	06/13/2016 08:33 AM
54795637	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 06/13/2016: SHERRY CALLED AND IS UPSET THAT SHE HAS NOT SEEN A TECH AND STILL HAS BROWN WATER; ADV THERE WAS AN ORDER ISSUED TO THE TECH TO FLUSH LINE ON 6/9 AND WILL FOLLOW UP TO MAKE SURE	OPvknight	06/13/2016 08:30 AM
1190885	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: RETURNED CALL TO MRS. BILL GOAD 863-655-4871 RE: BROWN WATER; ADV SUPERVISOR HAS CONTACTED TECH AND THEY ARE TAKEN CARE OF IT TODAY.	OPjvandelano	06/13/2016 07:49 AM
1189802	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: DAVID BLISS CALLED RE: BROWN WATER; ADV SUPERVISOR HAS NOTIFIED TECH AND THEY ARE LOOKING AT IT TODAY; VER PH #.	OPjvandelano	06/13/2016 07:43 AM
1191001	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: RETURNED CALL TO JIMMY WHITAKER 863-655-2393 SPOKE WITH HIS WIFE; SHE STATED WATER LOOKS BETTER SINCE SATURDAY WHEN JIMMY LEFT THE ORIGINAL MESSAGE; ADV TECH COMING OUT TOD	OPjvandelano	06/13/2016 07:26 AM
1189830	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: SHELLIE CRUZ CALLED RE: BROWN WATER; ADV SUPERVISOR HAS EMAILED TECH AND THEY ARE FINDING A SOLUTION; VER PH #.	OPjvandelano	06/13/2016 07:22 AM
1191003	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 06/13/2016: JANET CALLED TO REPORT "MUDDY" WATER, STARTED OVER WEEKEND; ADV WILL SEND TECH TO FLUSH LINES.	OPvknight	06/13/2016 07:18 AM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 06/10/2016: RETURNED JEFF BRONSING. HE IS CONCERNED ABOUT THE BROWN WATER, THIS STARTED ON 6/9/16, AND STATED THAT IF HE DIDN'T GET RESOLUTION/ANSWERS REGARDING THIS ISSUE, HE WILL CONTACT THE	OPrking	06/10/2016 06:33 PM
54795637	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 06/10/2016: SHERRY CALED. HER WATER SMELLS LIKE SEWER AND IS BROWN. SHE HAS BEEN CALLING THE PAST COUPLE OF DAYS AND HAS NOT SEEN A TECH. ADV I WILL GET A TECH OUT TONIGHT TO ADDRESS HER	OPImjohnson	06/10/2016 06:32 PM

54795637	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 06/10/2016: SHERRY STONE CALLED COMPLAINING AGAIN TODAY ABOUT BROWN SMELLY WATER. SHERRY STATED THIS IS HER 3RD CALL TO THE PROPERTY TODAY AND ONE AFTER 10PM 6/9/16. ADV THE TECH HAS BEEN	OPaatchison	06/10/2016 03:02 PM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/10/2016: RETURNED CALL TO JEFF BRONSING 305-522-0335 RE: BROWN WATER & METER UNDER WATER; ADV WILL HAVE TECH COME OUT TO CHECK METER; ADV JEFF THAT CHLORINE BURN STARTED ON 5/16/16	OPjvandelano	06/10/2016 09:31 AM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/09/2016: JEFF BRONSING CALLED AGAIN ABOUT HAVING BROWN WATER,HE SAYS IT HAS IMPROVED BUT STILL HAS A BROWN HINT TO IT,HE DID LEAVE THE HOUSE FOR A LITTLE BIT SO HE ISNT SURE IF TECH MADE	OPhwhaley	06/09/2016 04:09 PM
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 06/09/2016: JOHN TAVANO CALLED STATING HE HAS BLACK WATER. ADV I WILL GET A TECH OUT TO SEE WHAT IS GOING ON AS SOON AS POSSIBLE. VER PH# 954-614-3222.	OPaatchison	06/09/2016 01:20 PM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/09/2016: JEFF BRONSING CALLED,HE HAS BROWN WATER ALL THRU THE HOUSE,ADV WE WILL SEND A TECH TO CHECK IT OUT	OPhwhaley	06/09/2016 11:17 AM
54797834	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/08/2016: JIM CALLED, HE IS VERY ABUSIVE VERBALLY, CALLED ME A SERIES OF DIRTY NAMES, HE SAID I BETTER GET A TECH OUT THERE RIGHT NOW HE IS WAITING IN THE STREET. I GAVE HIM THE AFT HOURS	OPhwhaley	06/08/2016 05:22 PM
54797834	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 06/08/2016: CALLER STATED A NAME THAT WAS NOT ON AN ACCOUNT. THERE IS NO ACTIVE ACCOUNT ON THIS PROPERTY. CALLER WOULD NOT GIVE HIS NAME, AND PROCEEDED TO GIVE THIS CSR HIS NEIGHBOR'S ACCOUNT.	OPrking	06/08/2016 05:19 PM
54797834	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 06/08/2016: JIM, CALLED TO ASK ABOUT BROWN WATER. THERE IS NO ACTIVE ACCOUNT AT THIS ADDRESS WITH THAT NAME. ADV. HIM THERE ARE NO SERVICES CONNECTED FOR THIS ACCOUNT/PROPERTY.JIM TRIED TO GIV	OPrking	06/08/2016 05:11 PM
1190936	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 06/07/2016: MRS MCCLAIN CALLED TO REPORT BLACK WATER WITH DIRT AND SOOT IN IT,HAVE NOT HEARD OF ANY PROBLEMS IN AREA SO WILL COMPLETE SO FOR TECH TO CHECK PH#863-381-8073	OPhwhaley	06/07/2016 09:37 AM
1189785	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/06/2016: MAXINE BOSTON CALLED & ASK ABOUT HER SMELLY WATER; ADV IN HER AREA STARTING ON 5/16/16 A CHLORINE BURN HAS STARTED AND ADV TO LET US KNOW IF IT GET WORSE OR BETTER; MAXINE	OPjvandelano	06/06/2016 01:42 PM
1189907	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 06/01/2016: SHARVIA CALLED DUE TO FOUL ODOR OF THE WATER. ADV THEY ARE DOING A CHLORINE BURN IN HER AREA.	OPlmjohnson	06/01/2016 04:57 PM
1189869	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 05/19/2016: MARIE WANTS ME TO NOTE HER ACCOUNT THAT SHE IS VERY DISSATISFIED WITH USW. PRICES ARE TOO HIGH FOR UNDRINKABLE WATER. SHE BUYS BOTTLED WATER AND GUESTS BRING THEIR OWN BOTTLED	OPlmjohnson	05/19/2016 03:50 PM
1190892	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 05/18/2016: BOB LE FILES CALLED RE: STINKY WATER; BOB STATED SMELL IS ALL GONE; BOB RECEIVED LETTER RE: CHLORINE BURN & IT SEEMS TO BE WORKING.	OPjvandelano	05/18/2016 09:31 AM
1190805	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 05/16/2016: RETURNED CALL TO JOELL BARTFIELD 863-446-2688 RE: SMELLY & BLACK WATER; LMOM.	OPjvandelano	05/16/2016 10:57 AM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/13/2016: MARY REED CALLED,SAID THE WATER IS CRYSTAL CLEAR BUT THEY DONT LIKE THE TASTE OF IT,ADV THEY ARE DOING THEIR ANNUAL CHECKS AND SHE SHOULD SEE IMPROVEMENT,SHE WILL CALL IF SHE HAS	OPhwhaley	05/13/2016 12:05 PM
1190927	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 05/12/2016: RETURNED CALL TO SANDRA HUGHES 863-414-1102 RE: SMELLY & BROWN WATER; ADV CHLORINE BURN IS STARTING MONDAY TO FIX THE PROBLEM & LETTER IS BEING MAILED OUT; ADV IN THE MEANT	OPjvandelano	05/12/2016 10:57 AM
1190825	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/11/2016: RET CALL TO BOB MOODAY,HE WAS VERY CONCERNED ABOUT THE POOR WATER QUALITY IN THE AREA,ADV OF THE CHEMICAL BURN AND THAT WE ARE ON TOP OF TRYING TO RESOLVE THIS ISSUE,HE WAS SATIS	OPhwhaley	05/11/2016 12:09 PM
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/11/2016: JOHN TAVANO CALLED BACK THE TECH WAS OUT AND TOLD THEM TO CALL HIM BACK IF THE PROBLEM CAME BACK,THEY FLUSHED LINES IN THE HOME AND WATER HEATER AND WHILE THE SMELL HAS IMPROVED	OPhwhaley	05/11/2016 08:49 AM
1191175	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/10/2016: THOMAS CALLED ABOUT THE SMELLY WATER,ADV THEY ARE WORKING ON THE LINES,HE SAID IF IT IS STILL NOT FIXED HE WILL KEEP CALLING BACK	OPhwhaley	05/10/2016 11:12 AM
1190955	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 04/29/2016: RET CALL TO SANDRA,SHE IS REPORTING VERY LOW PRESSURE AND SMELLY WATER,SAYS THIS IS GOING ON WITH ALL HER NEIGHBORS AS WELL AS PEOPLE ON THE NEXT STREET,HER PH#863-655-1156,CREAT	OPvknight	05/09/2016 02:40 PM

1190892	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 05/09/2016: ROBERT CALLED TO REPORT SMELLY WATER; JUST PURCHASED NEW WATER HEATER AND DOES NOT THINK THAT IS THE CAUSE; HAS SPOKEN TO NEIGHBORS AND SAYS THEY HAVE CONTACTED THE EPA RE SLOW R	OPvknights	05/09/2016 02:37 PM
1190805	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/09/2016: JOELL BARTFIELD CALLED CONCERNED ABOUT THE SMELLY WATER,ASDV THEY ARE FLUSHING LINES IN THE AREA AND WORKING ON THEM AND SHE SHOULD SEE AN IMPROVEMENT	OPhwhaley	05/09/2016 12:22 PM
1190839	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 05/09/2016: returned call to Linda re no water/water smelly and black; Imom to adv flushing lines in area and pressure will return to normal.	OPvknights	05/09/2016 11:27 AM
1190897	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 05/09/2016: RETURNED VM LEFT AT 9:18 AM- BEFORE CUSTOMER CALLED BACK AND SPOKE TO REP. NO NAME, ACCT NUMBER OR ADDRESS ON VM SO DID NOT KNOW CUSTOMER ALREADY TALKED TO SOMEONE. SHE SAID THE	OPvknights	05/09/2016 11:18 AM
1190897	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/09/2016: MRS BROOMHILL CALLED,TO REPORT LOSS OF PRESSURE, AND VERY SMELLY WATER,CREATED SO TO HAVE TECH CHECK THE ISSUE	OPhwhaley	05/09/2016 10:17 AM
1191037	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/09/2016: JEANNE COMBS CALLED TO REPORT SMELLY AND CLOUDY WATER,SHE HAS TRIED FLUSHING HOWEVER IT HAS NOT IMPROVED	OPhwhaley	05/09/2016 09:11 AM
1190927	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 05/09/2016: SANDRA CALLED TO ASK WHAT IS WRONG WITH THE WATER SYSTEM, SHE SAID THAT HER WATER HAS A STRONG ODOR AND IS STAINING HER TOILETS. ADV WILL SEND TECH	OPvknights	05/09/2016 08:12 AM
1190170	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 05/09/2016: LELIA SAMPSON CALLED IN RE: GREY & SMELLY WATER; LELIA STATED SHE FLUSHED LINES; ADV WILL HAVE TECH COME OUT; VER PH #.	OPjvandelano	05/09/2016 07:34 AM
1190890	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/06/2016: RET CALL TO DANNY W FIELDS SR CALLED AGAIN,HIS WATER IS GETTING WORSE,HE TRIED FLUSHING LINES AND IT DIDNT HELP	OPhwhaley	05/06/2016 02:31 PM
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 05/05/2016: JOHN TAVANO CALLED RE: BLACK & SMELLY WATER; ADV THAT TECH WILL COME TO CHECK OUT; TECH WAS OUT ON 5/2/16 ALSO. VER PH #.	OPjvandelano	05/05/2016 07:57 AM
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 05/04/2016: DIANA MAISONET CALLED REGARDING NOW HAVING VERY LOW PRESSURE,ADV THAT THE TECH WAS SENT OUT AND IS LOOKING INTO IT,SHE WILL LET US KNOW IF THERE IS NO IMPROVEMENT	OPhwhaley	05/04/2016 11:52 AM
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 05/02/2016: DIANA CALLED EARLIER REGARDING SULFUR SMELLING WATER AND WAS ADV. A TECH WOULD BE NOTIFIED AND SENT 5/3. SHE WANTED TO LET US KNOW THAT SHE WOULDN'T BE HOME TOMORROW. ADV. HER THAT	OPrking	05/02/2016 04:03 PM
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 05/02/2016: DIANA CALLED RE ODOR IN WATER; SAID THE WHOLE NEIGHBORHOOD IS EXPERIENCING THE SAME; ADV WILL SEND TECH IN THE MORNING TO CHECK IT OUT.	OPvknights	05/02/2016 03:16 PM
1190890	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 05/02/2016: DANNY FIELDS CALLED IN RE: SMELLY FOUL WATER; ADV FLUSH OUT LINES FOR 5-10 MINUTES; DANNY STATED HE HAS DONE THIS; SMELLY WATER OFF AND ON ALL THE TIME; ADV CAN HAVE TECH C	OPjvandelano	05/02/2016 11:44 AM
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 05/02/2016: JOHN CALLED TO REPORT THAT THE WATER IS BLACK AND UNDRINKABLE; ADV WILL SEND TECH OUT TODAY.	OPvknights	05/02/2016 10:19 AM
1190824	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 04/29/2016: TOM CALLED TO REPORT THAT THE WATER WAS STILL SMELLY. ADV SUPERVISOR WHO ADVISED TECH	OPImjohnson	04/29/2016 01:25 PM
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	ophwhaley 04/28/2016: JOHN TAVANO CALLED CONCERNING BLACK WATER,I ADV THEY ARE FLUSHIG THE LINES IN HIS AREA AND IT SHOULD CLEAR UP	ophwhaley	04/28/2016 11:44 AM
1190824	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 04/27/2016: THOMAS EATON CALLED RE: APRIL 21ST LINE BREAK DID NOT RECEIVE BOIL WATER NOTICE; THOMAS SAID WATER IS SMELLY AND WHITE; STATED HE RAN SPIGOT AND FAUCETS FOR 5-10 MINUTES; A	OPjvandelano	04/27/2016 10:33 AM
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 04/26/2016: JUDY JOHNSON CALLED TO SAY SHE IS STILL HAVING SMELLY WATER LIKE SULFUR,ADV WILL SEND SOMEONE OUT	OPhwhaley	04/26/2016 10:58 AM
54796259	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 04/25/2016: KAREN OLSEN CALLED STATING THAT HER WATER IS STILL CLOUDY AND SMELLY. SHE STATES SHE HAS FLUSHED THE LINES AT THE PROPERTY AND WANTS 'DUSTIN' TO COME CHECK OUT THE PROPERTY. DU	OPaatchison	04/25/2016 02:45 PM
1190897	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 04/20/2016: SONDRRA BROOMHALL CALLED REGARDING WATER. SHE SAYS IT SMELLS LIKE ROTTEN EGGS. ADV. HER TO PLEASE FLUSH HER LINES FOR 10 MINUTES FROM OUTSIDE SPIGOT. SHE WAS CONCERNED THAT WOULD IM	OPrking	04/20/2016 02:30 PM
1191203	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 04/18/2016: RETURNED MESSAGE TO PAT. SHE WANTED TO REPORT LOW WATER PRESSURE TODAY, BUT SAID IT HAS RESOLVED. ADV. HER TO CALL BACK IF SHE HAS ISSUE WITH THAT AGAIN. SHE INQUIRED ALSO ABOUT TH	OPrking	04/18/2016 05:35 PM

1190803	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 04/18/2016: BARBARA MC ADAM CALLED BECAUSE WATER SMELLS LIKE ROTTEN EGGS,AND THE GROUND BY METER STINKS TOO THIS IS A ESCUALTED CALL,CUSTOMER SAID SHE HAS LEFT MSG FOR RON THE UTILITY MGR,AN	OPvknight	04/18/2016 03:46 PM
1189527	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 04/11/2016: MILTON CALLED TO SAY THAT THE TECH DID CLEAR UP MOST OF THE PROBLEM WITH HIS WATER WHEN HE FLUSHED THE HOT WATER HEATER, BUT THE WATER IS STILL GRAY AND SMELLS. ADV WILL SEND TEC	OPvknight	04/11/2016 10:03 AM
1190976	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 04/06/2016: STEVEN HINESLEY CALLED BACK STATED HE DRAINED WATER HEATER AND CHANGED A FILTER AND STATED WATER IS MUCH CLEARER.	OPjvandelano	04/06/2016 11:46 AM
1190976	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 04/06/2016: FOLLOW UP CALL TO STEVEN HINESLEY 863-655-2379 RE: STINKY & BROWN WATER; LMOM.	OPjvandelano	04/06/2016 11:21 AM
1190976	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 04/04/2016: CALLED STEVEN HINESLEY RE: STINKY & BROWN WATER; LMOM ADVISING HIM THAT TECH IS WORKING ON IT AND WILL FOLLOW UP WITH HIM LATER IN THE WEEK.	OPjvandelano	04/04/2016 08:58 AM
1189769	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 04/04/2016: RETURNED CALL TO JOAN LEFT ON 4/1/6 RE WATER QUALITY; SAID WATER SMELLS AGAIN AND LOOKS DIRTY; ADV TECH NOTED ON 3/8 THAT CUSTOMER NOT HOME VERY OFTEN AND IS THE LIKELY CULPRIT S	OPvknight	04/04/2016 08:25 AM
1189527	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 04/04/2016: RETURNED CALL TO MILTON LEFT ON 4/2/16; HE SAID THAT HE HAS AN ODOR TO THE WATER AND WHAT APPEARS TO BE DIRT IN THE TOILET AFTER FLUSHING; HE DOES NOT AGREE THAT IT COULD BE WATE	OPvknight	04/04/2016 08:23 AM
1190993	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 04/01/2016: RET CALL TO IDA JEAN,ADV HER TO RUN THE OUTSIDE SPICKET,AND THEN SEE IF THE SMELL GOES AWAY,PASSED INFO TO TEAM LEAD TO CALL TECHS AND SEE IF THEY CAN PLS GO BACK OUT THERE; OPIm	OPImjohnson	04/01/2016 11:18 AM
1190993	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 03/31/2016: RET CALL TO JEAN OTTOWAY,SENT MSG TO VICKI WHO IS SENDING TECH OUT FOR THE SMELLY WATER.SHE SAYS IT HAS GOTTEN WORSE,SHE SAID THE TECH ADVISED IT MAYBE THE WATER IN HER HOT WATER	OPhwhaley	03/31/2016 09:57 AM
1190976	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 03/31/2016: STEVEN HINESLEY CALLED RE: STINKY WATER; STATED THE HOT/COLD WATER IS BROWN & STINKY. ADV WILL TALK WITH SUPERVISOR & FOLLOW UP WITH HIM NEXT WEEK. VER PH #.	OPjvandelano	03/31/2016 07:45 AM
1190993	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 03/24/2016: RET CALL TO IDA JEAN;SHE SAID WATER SMELLS LIKE SULFUR;ADV WE WILL SEND SOMEONE OUT;TOLD VICKI WHO WILL LET TECHS KNOW	OPhwhaley	03/24/2016 08:52 AM
54796918	LAKE JOSEPHINE	J 9.0 Water Quality	OPImjohnson 03/21/2016: SANDRA CALLED TO DISCONNECT WATER/DR ADVISED HER TO MOVE OUT OF HOME AS THE WATER IS MAKING HER SICK AND IT IS UNSAFE TO LIVE THERE. CREATED S.O.; OPvknight 03/22/2016: emailed	OPvknight	03/22/2016 10:14 AM
1189916	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 03/22/2016: RONALD CLEVELAND CALLED TO SAY A TECH CAME OUT AND FLUSHED HIS HOUSE AND THE HOT WATER HEATER AND IT DIDN'T MAKE ANY DIFFERENCE; WATER STILL CONTINUES TO BE BLACK AND SMELLY;	OPbcallender	03/22/2016 08:11 AM
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 03/21/2016: JUDY JOHNSON CALLED TO REPORT THE WATER IS STILL SMELLY AND GRAY. JUDY JOHNSON SAID A TECH HAS BEEN OUT TO THE ADDRESS 1TIME. SHE IS VERY FRUSTRATED. ADV THAT VICKI IS FOLLOWIN	OPaatchison	03/21/2016 12:01 PM
1189857	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 03/17/2016: NORMA GRUNWELL CALLED TO SAY WATER PRESSURE WAS STILL LOW. SHE CALLED EARLIER TODAY PER THE ACCOUNT NOTES, WITH SAME ISSUE.	OPrking	03/17/2016 05:34 PM
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	OPaatchison 03/17/2016: DIAGO HERNANDEZ CALLED TO REPORT STILL HAVING SMELLY GRAY WATER. DIAGO STATED NO TECH SHOWED UP TO WORK ON THE ISSUE ON 3/15/16. VICKI WILL FOLLOW UP WITH DIAGO.; OPvknight 03/	OPvknight	03/17/2016 01:15 PM
54798100	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 03/17/2016: JESSICA CALLED TO REPORT BLACK, SMELLY WATER; SAID SHE HAS TRIED FLUSHING BUT WILL NOT CLEAR AND IS VERY UNHAPPY WITH THE POOR WATER QUALITY; SHE ASKED HOW READS ARE TAKEN AND IS	OPvknight	03/17/2016 10:59 AM
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 03/17/2016: Judy called to report black, smelly water. said tech flushed line and hot water heater on Tuesday but it back to as bad as it was; adv will have tech return to property today and	OPvknight	03/17/2016 07:14 AM
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 03/15/2016: EPIFANIO GOMEZ'S SON CALLED ABOUT SMELLY BLACK WATER. ADV. HIM A TECH WAS WORKING ON THE ISSUE STILL. HE SAID OK, AND WANTED TO KNOW WHAT TIME THEY WOULD BE OUT.	OPrking	03/15/2016 05:10 PM
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	OPhwhaley 03/15/2016: DAUGHTER IN LAW CALLED BECAUSE EPIFANO DOES NOT SPEAK ENGLISH;REPORTED WATER IS ALMOST BLACK AND SMELLS MUCH WORSE THAT IT DID;PH# FOR DIEGO IS 863 655 2178	OPhwhaley	03/15/2016 11:08 AM
1190925	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 03/15/2016: LAURA BOWEN CALLED TO SAY THAT HER WATER HAD A STRONG CHLORINE SMELL; ADV WE WERE NOT AWARE OF ANY ADDED CHLORINE OR OTHER EVENTS IN THE AREA.	OPbcallender	03/15/2016 09:52 AM

1189792	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 03/14/2016: VINEY CALLED TO REPORT THAT HER WATER STILL SMELLS; ADV TECH RETURNED NOTE THAT HE WAS THERE FRIDAY AND FLUSHED THE LINE BUT WILL HAVE TO GO BACK OUT; WILL INCLUDE PH FOR TECH TO CA	OPvknights	03/14/2016 12:12 PM
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 03/14/2016: JUDY CALLED TO SAY SHE HAD SMELLY & BLACK WATER; ADV WILL TALK TO SUPERVISOR & CALL BACK VER PH #; OPvknights 03/14/2016: emailed Ron and he will send tech to home.	OPvknights	03/14/2016 12:12 PM
1189801	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 03/14/2016: MARC CALLED/WATER QUALITY ISSUES FOR 2 MONTHS. WATER SMELLS LIKE SULPHUR AND IS BLACK. HE IS TAKING HIS WATER TO BE TESTED RIGHT NOW. WANTS SOMETHING RESOLVED AND DOES NOT WA	OPvknights	03/14/2016 12:11 PM
1189795	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 03/14/2016: TRACY CARPENTER CALLED RE: STINKY, BLACK WATER; ADV WILL TALK TO SUPERVISOR AND CALL BACK, UPDATE PH #; OPvknights 03/14/2016: emailed Ron, he will send tech to home to flush	OPvknights	03/14/2016 12:08 PM
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 03/11/2016: JUDY CALLED TO SAY SHE HAD SMELLY WATER; SUGGESTED FLUSHING THE HOUSE LINES BY TURNING ON THE OUTSIDE FAUCET(S) AND LETTING THE WATER RUN FOR 10 MINUTES.	OPbcallender	03/11/2016 12:19 PM
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 03/10/2016: CUSTOMER CALLED TO COMPLAIN OF STRONG SMELL OF SULPHUR. CREATED S.O.	OPlmjohnson	03/10/2016 03:33 PM
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 03/09/2016: DIEGO CALLED REGARDING CLOUDY, GRAY AND SMELLY WATER SINCE 3/8.. ADV. HIM TO FLUSH HIS LINES BY RUNNING AN OUTSIDE SPIGOT FOR 10 MINUTES. HE SAID HE WOULD DO THAT AND ADV. HIM IF	OPrking	03/09/2016 03:33 PM
1189820	LAKE JOSEPHINE	J 9.0 Water Quality	OPrking 03/08/2016: ARISTA CALLED REGARDING THE SMELLY WATER, ADV. HER TO FLUSH HER LINES AND HOW TO DO THAT, SHE SAID SHE HAS TRIED THAT IN THE PAST, AND THAT SINCE THE BREAK THE MAIN, THE QUALITY HAS	OPrking	03/08/2016 05:08 PM
1189916	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 03/08/2016: RONALD CALLED TO SAY THAT HIS WATER SMELLS AND TASTES BAD; SAID HE HAD BEEN VERY PATIENT WITH THIS SITUATION THAT HAD GONE ON FOR WEEKS; ASKED IF IT WAS GOING TO BE FIXED; ADV C	OPbcallender	03/08/2016 03:48 PM
1189778	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 03/08/2016: SUSAN CALLED TO SAY SHE HAD SMELLY WATER THAT WAS CAUSING STAINING; ADV TO FLUSH THE HOUSE LINES WHICH SUSAN SAID SHE WOULD DO.	OPbcallender	03/08/2016 12:36 PM
1189820	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 03/07/2016: RETURNED CALL TO ARISTA RE WATER QUALITY; STINKS AND IS STILL BLACK; LMOM	OPvknights	03/07/2016 03:13 PM
1189769	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 03/07/2016: GEORGE CALLED IN SAYS WATER IS MUDDY & STINKS. VERIFIED & UPDATED PH #. PER VICKI - HAND WRITTEN NOTE TO VICKI TO CONTACT TECH.	OPjvandelano	03/07/2016 07:58 AM
1189688	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 03/01/2016: Just got a call from a customer at 1407 Lake Josephine Drive. Said in the last 6 months he has had the best water thanks to you guys. Even his dog drinks it now!!! He said ?Kud	OPvknights	03/01/2016 02:45 PM
1189851	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknights 02/29/2016: RETURNED CALL TO CHARLOTTE; SHE HAS TRIED FLUSHING HER LINE BUT WATER STILL HAS STRONG ODOR; ADV WILL SEND TECH.	OPvknights	02/29/2016 10:16 AM
1189820	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 02/23/2016: ARISTA POTTLE CALLED TO REPORT THE WATER QUALITY; SAID EVER SINCE THE BREAK IT HAS NOT BEEN RECOVERED; SAID THEY HAVE FLUSHED THE LINES AND WORKS TEMPORARILY, BUT IF WATER SETS A	OPjdavid	02/23/2016 11:26 AM
1189820	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 02/15/2016: CUSTOMER CALLED TO SAY WATER SMELLED; RECOMMENDED FLUSHING FOR 5-10 MINUTES ON OUTSIDE FAUCET; CUSTOMER WILL CALL BACK IF STILL A PROBLEM.	OPbcallender	02/15/2016 01:44 PM
1189801	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 02/03/2016: MARC CALLED TO ASK ABOUT WATER QUALITY; SAID NOTICED ABOUT A WEEK AGO THERE WAS LOW PRESSURE AND AFTER THAT PERIOD IT CAME BACK TO NORMAL PRESSURE BUT HAS BEEN BAD WATER EVER SINCE	OPjdavid	02/03/2016 10:30 AM
1190479	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 02/03/2016: GROVER JOHNSON CALLED SAYING THEIR WATER SMELLED AND HAD A BLACK TINT; ASKED TO BE CALLED BACK WITH UPDATE ABOUT WHEN THIS WILL BE FIXED; PH#863-253-7223.	OPbcallender	02/03/2016 10:03 AM
1190479	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 02/01/2016: GROVER JOHNSON CALLED TO SAY THAT THE CONDITION OF THE WATER WAS REALLY BAD; SMELLY AND DARK TINTED; ADV THAT USW IS AWARE OF THE SITUATION AND IS WORKING ON IT; PH#863-253-72	OPbcallender	02/01/2016 09:08 AM
1189780	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 01/28/2016: JAMES WELLONS CALLED (AGAIN) TO ASK WHEN SMELLY WATER ISSUE WOULD BE FIXED; CUSTOMER SAID IT WAS SMELLING LIKE A SEWER; ADV WHAT WE KNOW IS THAT IT IS BEING WORKED ON.	OPbcallender	01/28/2016 01:30 PM
1189780	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 01/25/2016: JAMES CALLED/WATER STILL SMELLS LIKE ROTTEN EGGS/WHEN WILL THIS BE FIXED; OPvknights 01/28/2016: repair at plant caused smell; resolved.	OPvknights	01/28/2016 12:07 PM
1189935	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 01/26/2016: WATER IS STILL SMELLY, UNDRINKABLE. WHEN WILL IT BE FIXED? ADV CUSTOMER THAT WE ARE WORKING ON IT.	OPlmjohnson	01/26/2016 04:49 PM
54798100	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 01/26/2016: JESSICA GRANT CALLED TO ADV WATER SMELLS; ADV THERE IS A WATER QUALITY ISSUE IN LAKE JOSEPHINE WHICH IS BEING WORKED ON; CUSTOMER ALSO ASKED WHEN SHE WOULD RECEIVE HER FIRST	OPbcallender	01/26/2016 02:31 PM

54795606	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 01/26/2016: KAREN CALLED ABOUT WATER QUALITY, SHE SAID THAT NOTHING HAS CHANGED AND IS STILL UNABLE TO USE THE WATER, SMELL IS EXTREMELY BAD (NAUSEATING) AND IS STILL TAKING SHOWERS AT HER FR	OPjdavid	01/26/2016 01:50 PM
1189819	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 01/26/2016: WILLIAM CALLED TO REPORT TERRIBLE SMELL AND COLOR TO WATER; ADV WILL DISPATCH TECH TO PLANT; HE QUESTIONED IF THE FILTERS WERE WORKING PROPERLY	OPvknight	01/26/2016 09:12 AM
1189848	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 01/25/2016: PATSY CALLED ABOUT WATER QUALITY; SAID THE SMELL HAS BECOME ALMOST UNBEARABLE AND IS AWFUL, ADV OF NEW FILTERS AT PLANT, SAID OK BUT WOULD LIKE FOR TECH TO COME CHECK THE WATER, A	OPjdavid	01/25/2016 12:31 PM
1190307	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 01/21/2016: RETURNED CALL TO WILLIAM WOODHOUSE REC'D 1/20/16 @8:45PM; CUSTOMER ADV HAS HAD SMELLY WATER FOR 3 DAYS AND WOULD LIKE IT FIXED; ADV WE ARE AWARE OF THE PROBLEM AND IT IS BEING	OPbcallender	01/21/2016 08:11 AM
54795606	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 01/18/2016: KAREN CALLED ABOUT WATER QUALITY, SAID IT IS STILL HORRIBLE, THE SMELL IS SO BAD THAT THEY HAVE TO LEAVE THE BATHROOM DOOR CLOSED AND GO TO A FRIENDS HOUSE TO SHOWER, ALSO HAS TO	OPjdavid	01/18/2016 01:23 PM
1189841	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 01/15/2016: CYNTHIA CALLED ABOUT THE WATER QUALITY; SAID DOES NOT NORMALLY COMPLAIN BUT DOES NOT FEEL THE WATER IS CORRECT; SAID IT SMELLS AWFUL AND HAS THE HER WHOLE HOUSE WITH THIS BAD SMEL	OPjdavid	01/15/2016 09:43 AM
54795606	LAKE JOSEPHINE	J 9.0 Water Quality	OPtsheegog 01/13/2016: KAREN CALLED AND SAID HER WATER HAS BEEN BLACK WITH A HORRIBLE SMELL FOR TWO DAYS AND SHE HAS ALREADY TRIED TO FLUSHING SYSTEM AND NOTHING IS WORKING; I ADV THAT I WILL SUBMIT A	OPtsheegog	01/13/2016 12:30 PM
1189767	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 01/08/2016: JOHN CALLED TO ASK IF THERE IS A PROBLEM W/ THE WATER QUALITY AND PRESSURE, ADV OF THE NEW FILTERS AND SHOULD BE BACK TO NORMAL OR BETTER WITHIN A WEEK OR SO, SAID OK; PH # 863-21	OPjdavid	01/08/2016 12:34 PM
1189935	LAKE JOSEPHINE	J 9.0 Water Quality	OPbcallender 12/22/2015: RETURNED CALL TO BARRY JONES 12/21/16 7:04PM #863-655-3822; BARRY ADVISED WATER IS BLACK AND SMELLY; ADV TECH HAD BEEN SCHEDULED TO COME OUT 12/22/15.	OPbcallender	12/22/2015 07:41 AM
54796754	LAKE JOSEPHINE	J 9.0 Water Quality	OPlmjohnson 11/30/2015: PAULA CALLED TO ADVISE THAT SMELL WAS COMING BACK INTO THE WATER/CREATED S.O.	OPlmjohnson	11/30/2015 02:02 PM
54796660	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 11/20/2015: KAREN CALLED TO SAY THEY WERE AWAY ALL SUMMER AND ARRIVED YESTERDAY AND THE WATER SMELLS HORRIBLE DESPITE FLUSHING TOILETS AND WASHING HANDS FOR ONE DAY; ADV TO FLUSH FROM OUTSID	OPvknight	11/20/2015 07:37 AM
1194065	LAKE JOSEPHINE	J 9.0 Water Quality	OPtsheegog 09/10/2015: ROBERT CALLED ABOUT A STRONG CHLORINE SMELL THATS COMING FROM THE APT OVER THEIR GARAGE; ADV TO FLUSH IT BY RUNNING WATER FOR 5MIN OR SO; CUST STATED THAT HIS DAUGHTER IS LIVING	OPtsheegog	09/10/2015 09:46 AM
1190327	LAKE JOSEPHINE	J 9.0 Water Quality	OPhvang 08/26/2015: RTRN VM FRM 8/26 3:08PM TO KAY @ PH 561-395-5289, ? ON ACCT; SHE WANTS TO KNOW HOW LONG WORK IS BEING DONE IN THE AREA DUE TO SMELLY WATER AND DISCOLORED WATER, HAD JUST CAME BACK	OPhvang	08/26/2015 04:36 PM
1189905	LAKE JOSEPHINE	J 9.0 Water Quality	OPtsheegog 08/19/2015: RACHEL CALLED TO REPORT THAT A TECH IS NEEDED BECAUSE THE WATER IS BLACK AND THEY'RE HAVING SERVICE; ADV THAT WE WOULDN'T BE ABLE TO GET A TECH OUT TODAY BUT WILL ADV SUP	OPtsheegog	08/19/2015 03:23 PM
1189816	LAKE JOSEPHINE	J 9.0 Water Quality	OPtsheegog 08/19/2015: JUDY CALLED TO REPORT THAT HER WATER IS STILL SMELLY AND HAS A BLACK RING IN HER TOILET; I ASKED CUST TO GO RUN THE FAUCET IN HER BACK YARD FOR 3-5 MINS TO DRAW THE WATER OUT; A	OPtsheegog	08/19/2015 08:43 AM
1189905	LAKE JOSEPHINE	J 9.0 Water Quality	OPhvang 08/18/2015: RTRN VM TO BAPTIST CHURCH @ PH 863-655-1524, YELLOW WATER, WATER HAS BAD ODOR; LMOM PER VICKI, WILL SND SOMEONE OUT.; OPhvang 08/18/2015: VM FRM 8/18/15 @ 10:13AM	OPhvang	08/18/2015 11:21 AM
1189781	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 08/18/2015: SALLY CALLED ABOUT WATER QUALITY, IS VERY UPSET, SAID HAS ONGOING ISSUE WITH OFFENSIVE SMELLING WATER AND IS UNSURE IF IS BEING RESOLVED; ADV WILL REPORT ADDRESS TO SUPERVISOR AND	OPjdavid	08/18/2015 09:44 AM
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 08/18/2015: MARY CALLED ABOUT WATER QUALITY SAID ARE HAVING ONGOING ISSUES WITH WATER HAVING A BAD SMELL AND COLOR, NOW TODAY THE WATER LOOKS BLACKISH, LIKE IF YOU WOULD HAVE CHARCOAL IN WATE	OPjdavid	08/18/2015 09:36 AM
1189879	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/17/2015: JAIME CALLED ABOUT FOUL SMELL TO THE WATER. HE WOULD LIKE SOMEONE TO COME OUT TO THE PROPERTY AND CHECK THE LINES. CREATED METER INSPECTION SERVICE ORDER.	OPdrbrooks	08/17/2015 10:32 AM
1189781	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 08/17/2015: JOHN CALLED BECAUSE HIS WATER SMELLS, ADV WILL DISPATCH TECH TODAY.; OPvknight 08/17/2015: ASKED TO HAVE SALLY GIVE A CALL ABOUT GIVING PERMISSION TO DISCUSS ACCOUNT WITH HIM.	OPvknight	08/17/2015 09:37 AM

1189883	LAKE JOSEPHINE	J 9.0 Water Quality	OPtholden 08/17/2015: MARY CALLED TO INQUIRE ABOUT THE ONGOING ISSUE WITH THE FOUL WATER. WANTS TO KNOW ABOUT COMPENSATION DUE TO HAVING TAKE CLOTHES TO LAUNDROMAT AND BUY DRINKING WATER.	OPtholden	08/17/2015 09:18 AM
1189816	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 08/17/2015: JUDY CALLED TO REPORT BLACK, SMELLY WATER. ADV WILL DISPATCH TECH; UPDATED PH ON ACCT	OPvknight	08/17/2015 08:52 AM
1189806	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/17/2015: JIM WITH JAYVEE CONVENIENT STORE CALLED AND STATED THAT THE WATER QUALITY HAS GOTTEN WORSE. HE STATED THAT FRIDAY IT WAS A DULL BLACK AND TODAY IT IS THE CONSISTENCY OF MUD. ADV	OPdrbrooks	08/17/2015 08:02 AM
1189955	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/17/2015: BOB CALLED ABOUT THE FOUL SMELL IN HIS WATER. HE STATED THAT IT STILL SMELLS EVEN AFTER THE AERATOR / BLOWER VALVE WAS INSTALLED. HE WOULD LIKE SOMEONE TO COME OUT AND CHECK THE	OPdrbrooks	08/17/2015 07:54 AM
54796243	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/14/2015: ERNEST CALLED ABOUT HIS WATER SMELLING FOUL. ADVISED HIM THAT THE DEPARTMENT OF ENVIRONMENTAL PROTECTION WAS IN THE AREA YESTERDAY (8/12/15) TESTING THE WATER AND THE TESTS CAME	OPdrbrooks	08/14/2015 08:06 AM
1190311	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/14/2015: CYNTHIA CALLED AND STATED THAT HER WATER STILL SMELLS FOUL. TRIED TO ADVISE HER OF WHAT THE ISSUE IS AND SHE INTERRUPTED ME STATING THAT SHE HAS RUN HER OUTSIDE WATER FOR 10 MIN	OPdrbrooks	08/14/2015 07:48 AM
1189806	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/13/2015: RETURNED VM TO JIM WITH JAYVEE CONVENIENT STORE AT 863-655-5500 THAT WAS LEFT AT 2:30PM. HE WAS CALLING ABOUT SMELLY WATER. ADVISED HIM THAT THE CAUSE OF THIS IS DUE TO NOT ENOU	OPdrbrooks	08/13/2015 03:16 PM
54796243	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/13/2015: ERNEST CALLED ABOUT HIS WATER SMELLING FOUL. ADVISED HIM THAT THE DEPARTMENT OF ENVIRONMENTAL PROTECTION WAS IN THE AREA YESTERDAY (8/12/15) TESTING THE WATER AND THE TESTS CAME	OPdrbrooks	08/13/2015 09:09 AM
1191956	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/13/2015: JIM CALLED AND STATED THAT HIS WATER HAS A VERY FOUL SMELL TO IT AND THIS HAS BEEN GOING ON FOR TWO WEEKS AND HAS NOT BEEN GETTING ANY BETTER, IT IS ACTUALLY GETTING WORSE. CREA	OPdrbrooks	08/13/2015 07:38 AM
54796754	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 08/13/2015: RETURNED CALL TO PAULA; SHE SAID THE WATER STILL SMELLS LIKE SULFUR; ADV WILL SEND TECH TO PROPERTY AND CHECK IT OUT.	OPvknight	08/13/2015 07:23 AM
1190568	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/13/2015: RICHARD CALLED AND STATED THAT EVER SINCE THE MAIN BREAK THAT HAPPENED ABOUT 10 DAYS AGO, HIS WATER SMELLS LIKE SULFUR. HE STATED THAT HE HAS RUN HIS LINES TO TRY CLEARING THE S	OPdrbrooks	08/13/2015 07:14 AM
1190311	LAKE JOSEPHINE	J 9.0 Water Quality	OPsrockett 08/10/2015: CYNTHIA CALLED ABOUT HER WATER HAVING A FOUL SMELL. ADVISED HER THAT A TECH HAS BEEN SCH TO COME OUT TOMORROW TO FLUSH OUT THE LINE, CHUA SCHEDULED VER PHONE#	OPsrockett	08/10/2015 07:38 PM
1190507	LAKE JOSEPHINE	J 9.0 Water Quality	OPhvang 08/10/2015: RTRN VM FROM 8/10/15 1:00PM TO JESSICA VICERS @ PH 863-382-8801, SULFUR SMELL; LMOM	OPhvang	08/10/2015 06:14 PM
54796974	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/10/2015: DONNA CALLED ABOUT SMELLY WATER. ADVISED HER OF WHAT THE ISSUE IS AND ADVISED THAT THE TECHS HAD PLANNED TO INSTALL A BLOWER VALVE OR AERATOR TO HELP WITH THAT SMELL. SHE STATED	OPdrbrooks	08/10/2015 02:31 PM
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 08/10/2015: MARY CLLD BACK STATED SHE REC'VD VM - ADV DAVID CLLD AND LMOM ON OUR LINE STATING STRONG ODOR SMELL - ADV TECH WILL LOOK INTO IT AND FLUSH THE LINES. - VERIFY PH #	OPcvang	08/10/2015 12:49 PM
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	Opvknight 08/10/2015: RETURNED VM TO DAVID LEFT ON 8/10/ AT 8:21AM; HE REPORTS A STRONG ODOR IN THE WATER; NO PH ON VM; CALLED PH ON ACCT (863) 273-4191 - DISCONNECTED AND REMOVED FROM ACCT; CALLED OT	Opvknight	08/10/2015 09:15 AM
54796600	LAKE JOSEPHINE	J 9.0 Water Quality	OPhvang 08/04/2015: RTRN CLL TO LUKE @ PH 863-304-8045 DUE TO SYSTEM DOWN, CUST WAS INQUIRING ABOUT SMELLY WATER, ADV NOT ENOUGH WATER BEING USED, A BLOWOUT WILL BE INSTALLED, SHOULD NOTICE DIFFERENCE	OPhvang	08/04/2015 10:27 AM
1190323	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/03/2015: CALLED THOMAS BACK AT 863-655-9295. HE WAS CALLING ABOUT THE FOUL SMELL OF THE WATER. ADVISED HIM THAT THE SMELL WAS DUE TO NOT ENOUGH WATER BEING USED SO THE REMAINING WATER WA	OPdrbrooks	08/03/2015 03:38 PM
1189870	LAKE JOSEPHINE	J 9.0 Water Quality	OPtholden 08/03/2015: RICHARD HAS HOUSE FILTERS AND HE JUST CHANGED THEM, FOUND LOTS OF BUGS AND OTHER DEBRIS IN SYSTEM.	OPtholden	08/03/2015 03:00 PM
1189879	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 08/03/2015: RETURNED VM FOR JAIME AND ADV ODOR SMELL WAS DUE TO NOT ENOUGH WATER USAGE AT PARK THAT CAUSED WATER TO SIT ON PIPE AND CAUSED THE STRONG SMELL AND DISCOLORATION. IF DISCOLORATION	OPcvang	08/03/2015 02:58 PM

1190568	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 08/03/2015: RETURNED VM TO MS. WILEY SPOKE WITH RICHARD - ADV THERE WAS ODOR SMELL DO TO NOT ENOUGH WATER BEING CONSUMED AT THE PARK THAT CAUSE WATER TO SIT ON PIPE AND IF THERE IS DISCOLORATION	OPcvang	08/03/2015 02:53 PM
1189872	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 08/03/2015: RETURNED VM FOR CHARLES - LMOM ADV THAT WATER ODOR SMELL CAME FROM WATER THAT WAS JUST SITTING ON THE PIPE FROM THE PARK BECAUSE THERE WAS NO USAGE. IF EXPERIENCING DISCOLORATION	OPcvang	08/03/2015 02:48 PM
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 08/03/2015: RETURNED VM FOR DAVID AND MARY REGARDING SMELLY WATER - ADV THAT WATER ODOR AND DISCOLORATION IS CASUED FROM WATER SITTING ON PIPE AND NO WATER BEING CONSUMED AT THE PARK. ADV IF S	OPcvang	08/03/2015 02:42 PM
1189871	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 08/03/2015: RETURNED VM FOR MS. FOX ADV THAT ODOR IS COMING FROM NOT ENOUGH WATER BEING CONSUMED AT THE PARK SO IT JUST SITS ON THE PIPE AND IS CAUSING THE SMELL AND DISCOLORATION. ADV TO FLUS	OPcvang	08/03/2015 02:32 PM
1190327	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 08/03/2015: RETURNED CALL TO KAY RE FOUL SMELLING WATER; ADV THAT THERE IS LOW USE IN THE PARK AT THIS TIME OF YEAR AND WATER HAS SAT IN PIPES AND THAT CAUSED THE ODOR; ADV THAT THEY WILL IN	OPvknight	08/03/2015 02:03 PM
1190311	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/03/2015: CYNTHIA CALLED ABOUT HER WATER HAVING A FOUL SMELL. ADVISED HER THAT AT THIS TIME WE HAVE NOT HEARD FROM THE TECH AS TO WHAT THE ISSUE IS BUT ADVISED THAT WE WILL CONTACT THE TE	OPdrbrooks	08/03/2015 08:07 AM
1189884	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/03/2015: JOHN CALLED AND STATED THAT THE WATER SMELLS LIKE ROTTEN EGGS AND WANTED TO KNOW WHAT WAS GOING ON. ADVISED HIM THAT AT THIS TIME WE HAVE NOT HEARD OF ANYTHING AND ADVISED HIM T	OPdrbrooks	08/03/2015 07:11 AM
1190311	LAKE JOSEPHINE	J 9.0 Water Quality	OPjdavid 07/31/2015: CYNTHIA CALLED TO ASK ABOUT TECH COMING TO CHECK WATER QUALITY, ADV HAS BEEN DISPATCHED BUT NOT YET COMPLETED; SAID OK AND JUST WANTED TO MAKE SURE THEY ARE STILL COMING AS HAVE H	OPjdavid	07/31/2015 11:49 AM
1189871	LAKE JOSEPHINE	J 9.0 Water Quality	OPhvang 07/30/2015: MARGARET(SPS) CLLD STATES WATER SMELLS LIKE ROTTEN EGGS FOR 2-3 DAYS; ADV HER TECH HAS BEEN NOTIFIED PER VICKI; SHE SAID OK.	OPhvang	07/30/2015 02:20 PM
1189278	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 07/30/2015: MARY CLLD STATED THAT WATER SMELLS TERRIBLY WOULD LIKE TO KNOW WHAT'S GOING ON - ADV WILL LOOK INTO IT AND CALL BACK AT PH # 863-304-8454 - UPDATED PH #	OPcvang	07/30/2015 01:23 PM
1190311	LAKE JOSEPHINE	J 9.0 Water Quality	OPdrbrooks 07/30/2015: CYNTHIA CALLED AND STATED THAT HER WATER HAS A VERY STRONG FOUL SMELL OF ROTTEN EGGS AND WOULD LIKE SOMEONE TO COME OUT AND CHECK THE WATER LINES. HER PHONE NUMBER IS 863-446-07	OPdrbrooks	07/30/2015 12:31 PM
1189872	LAKE JOSEPHINE	J 9.0 Water Quality	OPhvang 07/30/2015: SYLVIA(WIFE) CLLD STATED HER WATER SMELLS LIKE ROTTEN EGGS, GAGS EVERY MORNING; ADV WILL PASS INFO.	OPhvang	07/30/2015 10:09 AM
1189278	LAKE JOSEPHINE	J 9.0 Water Quality	OPtsheegog 07/28/2015: MARY CALLED WITH THE CONCERN THAT HER AND ANOTHER NEIGHBOR ARE SEEING CRYSTALS IN THEIR WATER. SHE SAID THAT THEY ARE A PRETTY GOOD SIZE. ADV I WILL PASS THIS INFORMATION TO MY	OPtsheegog	07/28/2015 08:58 AM
54797699	LAKE JOSEPHINE	J 9.0 Water Quality	OPhvang 07/24/2015: STEPHANIE CALLED SAID HER WATER HAS VERY STRONG SMELL OF SULFUR, SCARED TO USE WATER, ADV WILL PASS INFO AND GET SOMEONE OUT THERE, SHE SAID OK; VRFY PH	OPhvang	07/24/2015 08:40 AM
54796659	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 06/16/2015: DAWN CLLD STATED THAT THEY WERE SCHED FOR WATER TESTING DUE TO SULFER SMELL IN WATER AND WOULD LIKE TO GET RESULTS ON IT - ADV WILL LOOK INTO AND CALL HER BACK; OPcvang 06/16/2015:	OPcvang	06/16/2015 01:24 PM
1190763	LAKE JOSEPHINE	J 9.0 Water Quality	OPsrbridges 06/15/2015: PATRICK CALLED TO REPORT LOW PRESSURE. SCHEDULED A SERVICE ORDER TO INSPECT, HE SAID HE WOULD CHECK FILTERS AGAIN (CHECKED THIS MORNING) AND CALL BACK IF THAT SOLVED THE ISSUE	OPsrbridges	06/15/2015 12:03 PM
54796659	LAKE JOSEPHINE	J 9.0 Water Quality	OPsrbridges 06/11/2015: DAWN CROSSON CALLED, VERIFIED PH#. SHE SAID THEIR WATER CONSTANTLY SMELLS/TASTES OF SULFUR. SHE STATED IT DOESNT GO AWAY IF THEY RUN WATER AND HAS BEEN GOING ON FOR WEEKS (P	OPsrbridges	06/11/2015 09:01 AM
1190917	LAKE JOSEPHINE	J 9.0 Water Quality	OPlgillet 03/09/2015: GEORGE CALLED AND STATED WATER IS PURE CHLORINE RIGHT NOW. PUT IN S.O. TO HAVE LINES FLUSHED. PASSING TO VICKI. CUST PHONE # 863-658-1041; OPvknight 03/09/2015: emailed Ron and C	OPvknight	03/12/2015 11:29 AM
1189909	LAKE JOSEPHINE	J 9.0 Water Quality	OPdgross 02/02/2015: MAX CALLED STATING THAT THERES A LEAK BEFORE THE METER. ADV THAT WE WOULD SEND SOMEBODY OUT TO REPAIR IT.; OPlgillet 02/02/2015: Created meter inspection S.O. and will pass to Vic	OPlgillet	02/03/2015 12:46 PM
1189471	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 01/15/2015: BETTY CLLD STATED THAT THERE IS SAND IN HER WATER AND NEEDS TO HAVE TECH GO OUT TO PROP AND TAKE A LOOK AT IT. PH # 937-592-0542; OPvknight 01/15/2015: dispatched tech to investiga	OPdgross	01/15/2015 01:12 PM

1191846	LAKE JOSEPHINE	J 9.0 Water Quality	OPcvang 01/15/2015: FRAN CLLD STATED THAT THERE IS SAND IN HER WATER AND NEEDS TO HAVE TECH GO OUT TO PROP AND TAKE A LOOK AT IT. PH # (239) 770-2443; OPvknight 01/15/2015: dispatched tech; OPdgross 0	OPdgross	01/15/2015 01:11 PM
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	OPrewariboko 09/22/2014: DAVID CALLED TO LET US KNOW THAT SINCE THE TREATMENT WAS DONE TO THEIR WATER, THEY HAVEN'T HAD A SINGLE PROBLEM WITH IT AND HE JUST WANTED US TO KNOW THAT.	OPrewariboko	09/22/2014 09:51 AM
54822163	LEISURE LAKES	J 9.0 Water Quality	OPdjohnson 09/16/2019: KURTS CI. SAYS SMELLY WATER AND ORGANIC MATTER IN WATER. I ADV WOULD SUBMIT SO. ASKED ABOUT WATER QUALITY REPORT. I ADV HE CAN FIND ONLINE. NFAN	OPdjohnson	09/16/2019 02:35 PM
54822556	LEISURE LAKES	J 9.0 Water Quality	OPldrost 07/08/2019: MARIA (WIFE) CALLED IN, LM, TO REPORT THAT THE WATER COMING INTO THE WASHING MACHINE DAMAGED HER CLOTHING LAST WEEK AND SHE DOESN'T KNOW WHAT TO DO NEXT. CALLED HER BACK. SHE DOES	OPldrost	07/08/2019 11:51 AM
1189939	LEISURE LAKES	J 9.0 Water Quality	OPweinberger 02/11/2019: MRS. SLOTTEN CALLED ADV SHE HAS BROWN WATER AGAIN: CREATED S/O:NFAN	OPweinberge	02/11/2019 02:11 PM
1191101	LEISURE LAKES	J 9.0 Water Quality	OPrstanton 01/16/2019: BARBARA JACKSON CALLED TO ADV THAT HER WATER IS A BLACKISH/BROWNISH COLOR, CREATED S/O	OPrstanton	01/16/2019 02:56 PM
54799890	LEISURE LAKES	J 9.0 Water Quality	OPrstanton 01/11/2019: BETTY DOWNER CALLED TO ADV THAT THE COLOR & ODOR OF WATER ARE BAD, CREATED S/O	OPrstanton	01/11/2019 09:17 AM
54799626	LEISURE LAKES	J 9.0 Water Quality	OPwinkler 06/27/2018: JACKIE CALLED IN FOR S.O.# THERE WAS NO S.O. CREATED FOR TODAY. TECH ANDREW WAS AT HOME. CREATED S.O. FOR THE SULPHUR SMELL IN THE HOME AND DISPATCHED TO ANDREW	OPwinkler	06/27/2018 10:02 AM
1190402	LEISURE LAKES	J 9.0 Water Quality	OPlmjohnson 12/05/2017: CAROL CALLED. ALL OF HER WHITE CLOTHES TURNED YELLOW IN TODAY'S WASH. CREATED S.O. FOR METER INSPECTION.	OPlmjohnson	12/05/2017 08:38 AM
1189468	LEISURE LAKES	J 9.0 Water Quality	OPlmjohnson 11/22/2017: LAURA CALLED. SHE JUST GOT BACK TO HER HOME IN FLORIDA AND FOUND A NOTICE ON HER DOOR FROM MAY. WANTED TO KNOW IF THE WATER WAS OKAY. ADV IT IS FINE TO DRINK.	OPlmjohnson	11/22/2017 07:27 AM
1191464	LEISURE LAKES	J 9.0 Water Quality	OPweinberger 10/05/2017: JUDY ROGERS CALLED BACK VERY UPSET SAID HER WATER IS STILL BLACK, WANTS SOMEONE OUT THEIR NOW: ADV S/O ON 10/03/17, JUDY SAYS NO ONE HAS BEEN OUT THERE THIS WEEK	OPweinberge	10/05/2017 01:57 PM
1190756	LEISURE LAKES	J 9.0 Water Quality	OPwinkler 10/02/2017: BEVERLY CALLED IN TO HAVE TECH OUT DUE TO HER WATER HAVING SMELL AND COMING OUT KITCHEN AND BATHROOM FAUCET BLACK. CREATED S.O.	OPwinkler	10/02/2017 10:30 AM
54798930	LEISURE LAKES	J 9.0 Water Quality	OPlmjohnson 09/29/2017: CUSTOMER CALLED TO CANCEL REQUEST FOR TECH. WATER DOES NOT SMELL ANYMORE. THERE IS NO SERVICE ORDER ON THIS ACCT. NOR NOTES THAT SHE CALLED??	OPlmjohnson	09/29/2017 12:42 PM
54798214	LEISURE LAKES	J 9.0 Water Quality	OPweinberger 09/28/2017: ELAINE ADELMANN CALLED HAS SMELLY WATER AND IT IS GREYISH COLOR; ADV S/O CREATED FOR TODAY	OPweinberge	09/28/2017 02:17 PM
54799845	LEISURE LAKES	J 9.0 Water Quality	OPweinberger 09/28/2017: CORRINE BAUMGARTNER COMPLAINED OF SMELLY WATER SINCE THE STORM; ADV WILL CREATE S/O	OPweinberge	09/28/2017 12:34 PM
54797869	LEISURE LAKES	J 9.0 Water Quality	OPmwilliams 09/28/2017: LINDA CARL CALLED TO REPORT THAT THE SMELL IN HER WATER IS BACK AGAIN. AFTER FLUSHING YESTERDAY IT WAS BETTER FOR A FEW HOURS.	OPmwilliams	09/28/2017 10:50 AM
54798214	LEISURE LAKES	J 9.0 Water Quality	OPmwilliams 09/27/2017: ELAINE ADELMANN CALLED ABOUT A ROTTEN EGG SMELL IN HER WATER. PLS EVALUATE. SHE CAN BE REACHED AT 863.633.0479 SO CREATED	OPmwilliams	09/27/2017 10:06 AM
1191464	LEISURE LAKES	J 9.0 Water Quality	OPjleveasseur 09/26/2017: JUD CALLED IN TO INFORM US OF BLACK WATER COMING FROM FAUCET. ADVISED I WILL GET A TECHNICIAN DISPATCHED TO THE AREA.	OPjleveasseur	09/26/2017 03:33 PM
1189771	LEISURE LAKES	J 9.0 Water Quality	OPmwilliams 09/26/2017: JOHN NARCZEWSKI CALLED TO REPORT BLACK, SULPHURIC WATER. PLS CK AND LET HIM KNOW 815.228.9271; OPmwilliams 09/26/2017: JOHN N CALLED TO CK STATUS; ADV THAT ORDER HAS BEEN DISP	OPmwilliams	09/26/2017 11:56 AM
1189903	LEISURE LAKES	J 9.0 Water Quality	OPpnnorris 09/26/2017: MRS BLANKENSHIP CALLED TO REPORT YELOW FOUL SMELLING WATER. ADVISED TECH WOULD BE DISPATCHED	OPpnnorris	09/26/2017 09:14 AM
54796477	LEISURE LAKES	J 9.0 Water Quality	OPweinberger 09/25/2017: CARLA PRIEBY CALLED THAT WATER IS YELLOW AND IT STINKS; ADV TEC H HAS BEEN SENT OVER THERE A VEW BLOCKS DOWN FOR THE SAME REASON	OPweinberge	09/25/2017 06:03 PM
1190403	LEISURE LAKES	J 9.0 Water Quality	OPrking 09/25/2017: CUSTOMER CALLED TO REPORT SMELLY WATER. HE DIDNT LEAVE A NAME OR PHONE NUMBER.; OPrking 09/25/2017: CREATED S/O.	OPrking	09/25/2017 05:03 PM
1190412	LEISURE LAKES	J 9.0 Water Quality	OPpnnorris 09/25/2017: DOROTHY CALLED REGARDING SMELLY WATER, ADVISED TECH WILL BE DISPATCHED	OPpnnorris	09/25/2017 03:21 PM
1191275	LEISURE LAKES	J 9.0 Water Quality	OPlmjohnson 09/25/2017: LOUIS CALLED TO COMPLAIN OF FOUL SMELLING WATER. SAYS IT IS WORSE FIRST THING IN THE MORNING. ADV I WOULD SCHEDULE A TECH	OPlmjohnson	09/25/2017 01:10 PM
54798919	LEISURE LAKES	J 9.0 Water Quality	OPpnnorris 09/25/2017: GENE CALLED TO REPORT SMELL IN WATER. ADVISED WE WOULD DISPATCH TECHS.	OPpnnorris	09/25/2017 09:35 AM
54795309	LEISURE LAKES	J 9.0 Water Quality	OPmwilliams 09/25/2017: MRS POLLOK REPORTS THAT HER WATER SMELLS AND HER HOUSE STINKS BECAUSE OF IT; PLS FLUSH; SO CREATED	OPmwilliams	09/25/2017 07:56 AM
1189903	LEISURE LAKES	J 9.0 Water Quality	OPlmjohnson 09/21/2017: FRANK CALLED TO REPORT BLACK, FOUL SMELLING WATER. CREATED S.O.	OPlmjohnson	09/21/2017 03:41 PM

54796731	LEISURE LAKES	J 9.0 Water Quality	OPmwilliams 09/20/2017: DEBRA PLANK CALLED TO REPORT BAD SMELL (SEWER) IN WATER; ADV THAT RECOVERY EFFORTS CONTINUE; ADV TO CALL FLORIDA 211 TO SEE IF ANY WATER SUPPORT IS AVAILABLE TO HER AREA.	OPmwilliams	09/20/2017 09:58 AM
54795309	LEISURE LAKES	J 9.0 Water Quality	OPmwilliams 09/20/2017: ORLA POLLOCK CALLED TO INQUIRE STATUS OF BWN; ADVISED STILL IN EFFECT.	OPmwilliams	09/20/2017 07:41 AM
1190227	LEISURE LAKES	J 9.0 Water Quality	OPImjohnson 09/20/2017: EMAILED TECHS TO SEE IF SOMEONE COULD GET OVER TO THIS PROPERTY TODAY. SENT S.O. YESTERDAY AND NO ONE HAS BEEN THERE.	OPImjohnson	09/20/2017 07:06 AM
1189766	LEISURE LAKES	J 9.0 Water Quality	OPImjohnson 05/19/2017: JUDITH CALLED TO COMPLAIN OF SEWAGE SMELL TO HER WATER. ADV I WOULD NOTIFY TECH AS WE HAVE HAD OTHER CALLS REGARDING THE FOUL SMELL; OPImjohnson 05/26/2017: TECH EMAILED BACK T	OPImjohnson	05/26/2017 02:21 PM
54797709	LEISURE LAKES	J 9.0 Water Quality	OPdhaynes 05/24/2017: EDWARD CUNNINGHAM CALLED; REPORTED HE HAS NO WATER AT THIS TIME. ADV TECH WILL COME OUT.	OPdhaynes	05/24/2017 01:14 PM
1189910	LEISURE LAKES	J 9.0 Water Quality	OPPrking 05/22/2017: JOAN LEITCH CALLED REGARDING THE WATER. SHE STATED THAT IT'S BEEN BLACK AND STINKY FOR ABOUT A WEEK. CREATED S/O.	OPPrking	05/22/2017 05:14 PM
54797051	LEISURE LAKES	J 9.0 Water Quality	OPmwilliams 05/22/2017: RONNIE HANGLEY CALLED TO REPORT THAT TECH OPENED WATER FAUCET AND WANTED TO LEAVE IT ON ALL NIGHT. SHE IS NOW CONCERNED ABOUT THE AMOUNT OF STANDING AND SPREADING WATER.	OPmwilliams	05/22/2017 08:26 AM
1191101	LEISURE LAKES	J 9.0 Water Quality	OPmwilliams 05/22/2017: BARBARA JACKSON CALLED TO REPORT BLACK AND SULPHURIC WATER; ADV THAT TECHNICIANS ARE ALREADY DISPATCHED.	OPmwilliams	05/22/2017 08:10 AM
1189822	LEISURE LAKES	J 9.0 Water Quality	OPImjohnson 05/19/2017: HUGH CALLED. WATER SMELLS LIKE SULFUR; CREATED S.O.	OPImjohnson	05/19/2017 10:19 AM
54798214	LEISURE LAKES	J 9.0 Water Quality	OPdhaynes 05/18/2017: ELAINE ADELMANN CALLED; GOT A LETTER WITH BILL, ADV HER NOT TO DRINK THE WATER. ADV HER THAT THE WATER IS FINE TO DRINK.	OPdhaynes	05/18/2017 02:30 PM
1190641	LEISURE LAKES	J 9.0 Water Quality	ophwhaley 03/29/2017: MS SAUNDERS CALLED QUITE UPSET OF HAVING BROWN WATER AGAIN,HER HUSBAND IS VERY SICK AND RECEIVES IN HOME CARE,SO TO FLUSH LINES CREATED PH#863-465-7011	ophwhaley	03/29/2017 03:40 PM
54799741	LEISURE LAKES	J 9.0 Water Quality	ophwhaley 03/24/2017: GEORGE STEIGELMAN CALLED TO REPORT BROWN WATER,I ADV HIM NOT TO USE BLEACH AND HE COULD TRY RUNNING THE WATER OUTSIDE TO TRY AND FLUSH	ophwhaley	03/24/2017 08:53 AM
1190601	LEISURE LAKES	J 9.0 Water Quality	ophwhaley 03/21/2017: BRIAN GOLNICK(OWNER) CALLED HE IS THE SON OF REBA SHE HAS PASSED,HE HAS A TENANT NAMED DARRELL,I ADV THAT I WILL LOOK INTO THIS BECAUSE A TECH WAS SCHEDULED YESTERDAY TO CHECK ON	ophwhaley	03/21/2017 01:53 PM
54796731	LEISURE LAKES	J 9.0 Water Quality	OPPrking 03/20/2017: DEBORAH PLANK CALLED BECAUSE THE WATER SMELLS, SHE STATED IT USUALLY HAS AN ODOR, LIKE SULFUR BUT TODAY IT SMELLS LIKE BLEACH. CREATED S/O.	OPPrking	03/20/2017 05:30 PM
1189277	LEISURE LAKES	J 9.0 Water Quality	ophwhaley 03/20/2017: MICHAEL CALLED THEY HAVE BROWN WATER,THEY HAVE RUINED LAUNDRY,WILL EMAIL VICKI TO REQUEST TECH TO FLUSH LINES AND BRING CUSTOMER SOME IRON OUT.; ophwhaley 03/20/2017: ph#678) 617	ophwhaley	03/20/2017 03:50 PM
1190409	LEISURE LAKES	J 9.0 Water Quality	OPjvandelanotte 09/13/2016: RETURNED CALL TO MARIA SHEEHAN 863-465-2327 RE: SMELLY & BROWN WATER, VERY UPSET TALKED ABOUT BETTER BUSINESS BUREAU AND CLASS ACTION SUIT IN RE: TO HAVING HORRIBLE WATER A	OPjvandelano	09/13/2016 09:01 AM
1190403	LEISURE LAKES	J 9.0 Water Quality	OPAatchison 06/02/2016: RANDY CALLED TO REPORT SMELLY WATER. ADV THEY ARE WORKING ON THIS ISSUE AND SHOULD BE FIXED BY THE END OF TODAY. VER PH# 863-699-5717	OPAatchison	06/02/2016 01:00 PM
1191056	LEISURE LAKES	J 9.0 Water Quality	OPAatchison 06/01/2016: DIANE CALLED STATING SHE HAS SMELLY WATER FOR A COUPLE DAYS. DIANE STATES SHE HAD TALKED WITH A NEIGHBOR AND THEY ARE EXPERIENCING THE SAME ISSUE. ADV I WILL HAVE A TECH DISPAT	OPAatchison	06/01/2016 01:15 PM
1191101	LEISURE LAKES	J 9.0 Water Quality	OPvknight 11/18/2015: BARBARA CALLED TO HAVE ACCOUNT ADJUSTED FOR \$30.70 FOR THE POOR WATER QUALITY EXPERIENCED IN AUGUST; ADV WILL RESEARCH TO SEE IF SHE IS ELIGIBLE AND CALL HER AT 863-465-4902	OPvknight	11/18/2015 10:27 AM
1190065	LEISURE LAKES	J 9.0 Water Quality	OPjdavid 11/16/2015: SHEILA CALLED AND IS VERY UPSET; SAID SHE HAS HAD TO CONTINUOUSLY BUY BOTTLED WATER TO USE FOR DRINKING AND COOKING, SAID HER WATER IS SO BROWN THAT IT IS STAINING THE TOILETS AND	OPjdavid	11/16/2015 09:15 AM
1189960	LEISURE LAKES	J 9.0 Water Quality	OPdrbrooks 09/14/2015: RETURNED VM TO DOROTHY WISSINGER AT 863-465-9264 THAT WAS LEFT ON 9/12/15 AT 1:58PM AND LMOM. SHE WAS CALLING ABOUT HAVING BROWN WATER.	OPdrbrooks	09/14/2015 10:17 AM
54796417	LEISURE LAKES	J 9.0 Water Quality	OPvknight 09/10/2015: MR HURM MAILED IN PICTURES OF BROWN WATER IN TOILET BOWL WHILE FLUSHING AND NOTED "AND YOU WANT ME TO PAY FOR THIS WATER? I WILL BE SENDING A PICTURE OF THIS WATER TO THE TV STAT	OPvknight	09/10/2015 11:41 AM
1189301	LEISURE LAKES	J 9.0 Water Quality	OPdrbrooks 08/27/2015: CUSTOMER SAYS THERE IS STILL BROWN WATER AFTER FLUSHING FOR 1 HOUR AND THE PROBLEM PERSISTED; WOULD LIKE TECH TO COME OUT; ROGER GARRITY 937-470-5935	OPdrbrooks	08/27/2015 02:37 PM

1189301	LEISURE LAKES	J 9.0 Water Quality	OPhvang 08/21/2015: ROGER CLLD SAID WATER IS BROWN, ADV THERE WAS AN ISSUE CAUSING WATER DISCOLORATION, TECHS ARE WORKING IN AREA; HE SAID OK, VRFY PH.	OPhvang	08/21/2015 02:47 PM
1190641	LEISURE LAKES	J 9.0 Water Quality	OPdrbrooks 08/21/2015: PHYLLIS SAUNDERS (WIFE) STATES THAT THE WATER IS A VERY DARK YELLOW COLOR. SHE WOULD LIKE SOMEONE TO COME OUT AND CHECK THE WATER. PLEASE CALL BACK WITH FINDINGS. HER PHONE NUMB	OPdrbrooks	08/21/2015 01:38 PM
1189749	LEISURE LAKES	J 9.0 Water Quality	OPhvang 08/20/2015: MARLENE(WIFE) CALLD UPSET ABOUT DISCOLORED WATER, STATED IT HAS STAINED HER CLOTHES AND NOT HAPPY ABOUT IT; ADV AND APOLOGIZED, THERE HAS BEEN WATER QUALITY ISSUE IN THE AREA, IT I	OPhvang	08/20/2015 02:19 PM
1189842	LEISURE LAKES	J 9.0 Water Quality	OPhvang 08/14/2015: RTRN VM FRM 8/14/15 TO CUST @ PH 863-465-5789, STINKY WATER; SPOKE W/ LADY, SHE STATED SOMEONE IS OUT AT PROP WORKING ON ISSUE.	OPhvang	08/14/2015 11:22 AM
1189940	LEISURE LAKES	J 9.0 Water Quality	OPtsheegog 07/22/2015: JOYCE CALLED AND SAID THE QUALITY OF HER WATER IS TERRIBLE, SHE SAID IT IS CLOUDY AND WOULD LIKE AN EXPLANATION, ADV CUSTOMER THAT WILL GO OVER THIS WITH MY SUPERV AND GIVE HER	OPtsheegog	07/23/2015 09:11 AM
54795309	LEISURE LAKES	J 9.0 Water Quality	OPdrbrooks 02/02/2015: JOELLEN CALLED AND STATED THAT SHE RECEIVED A BOIL WATER NOTICE AND WANTED TO KNOW IF IT HAD BEEN RESCINDED. ADVISED HER THAT SHE WOULD RECEIVE NOTIFICATION ONCE THE BWN HAS BEE	OPdrbrooks	02/02/2015 10:32 AM
1189721	LEISURE LAKES	J 9.0 Water Quality	OPsconway 10/27/2014: DEREK CALLED IN REGARD TO MAIN WATER BREAK, MILKEY WATER. RECEIVED BOIL WATER NOTICE. TOLD DEREK TO CONTINUE BOILING WATER UNTIL NOTIFIED	OPsconway	10/27/2014 07:33 AM
1190538	SEBRING LAKES	J 9.0 Water Quality	OPldrost 05/23/2019: NESTER CALLED IN - WATER HAS BEEN SPATTERING/LOW-HIGH FLOW AND SMELL OF IODINE AND WATER NOT CLEAR FOR THE LAST 4 DAYS. FILLED OUT S/O TO HAVE SOMEONE CHECK. NFAN	OPldrost	05/23/2019 09:36 AM
1190354	SEBRING LAKES	J 9.0 Water Quality	OPldrost 04/22/2019: Kayla called in - are filling their pool and noticed water is yellow. When tech came out to fix this problem last time (6/18) tech said that should not be happening. Filled out	OPldrost	04/22/2019 08:00 AM
1190463	SEBRING LAKES	J 9.0 Water Quality	OPrstanton 01/07/2019: DONNA CALLED STATED GREEN WATER AGAIN, ADV WILL CREATE S/O, SHE STARTED YELLING SAYING THATS NOT GOING TO DO ANY GOOD, I ASKED WHAT IS IT SHE WOULD LIKE FOR ME TO DO & SHE HUNG	OPrstanton	01/07/2019 11:42 AM
1190463	SEBRING LAKES	J 9.0 Water Quality	OPmrodgers 12/11/2018: DONNA CALLED STATED GREEN WATER S/O	OPmrodgers	12/11/2018 08:34 AM
1191387	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 09/20/2018: BARBARA CALLED. WATER SMELLS LIKE SEWAGE. CREATED S.O. FOR METER INSPECTION. ADVISED CUSTOMER THEY ARE FLUSHING DUE TO SEVERAL LIKE CALLS. NFAN	OPlmjohnson	09/20/2018 03:42 PM
1190496	SEBRING LAKES	J 9.0 Water Quality	OPvwinkler 09/18/2018: PATRICIA CALLED IN TO REPORT BROWN WATER. CREATED S.O.	OPvwinkler	09/18/2018 02:33 PM
1190354	SEBRING LAKES	J 9.0 Water Quality	OPmrodgers 06/25/2018: WASHED WHITE COMFORTER TURNED BROWN WATER ALSO SMELLS LIKE SULFUR.	OPmrodgers	06/25/2018 10:23 AM
54820969	SEBRING LAKES	J 9.0 Water Quality	OPvwinkler 05/14/2018: CLYDE CALLED IN ABOUT REALLY STRONG CHLORINE SMELL. CREATED AND DISPATCHED S.O.	OPvwinkler	05/14/2018 10:27 AM
1190487	SEBRING LAKES	J 9.0 Water Quality	OPmrodgers 04/11/2018: MYRA CALLED SMELL COLOR ODOR OF WATER LEAD/COPPER	OPmrodgers	04/11/2018 11:42 AM
1190531	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 01/29/2018: PAT CALLED TO HAVE A BOTTLE OF IRON OUT DROPPED OUT. EMAILED TECH	OPlmjohnson	01/29/2018 09:55 AM
1190483	SEBRING LAKES	J 9.0 Water Quality	OPmwilliams 12/06/2017: MELISSA HANCOCK CALLED RE: BROWN WATER; PLS EVALUATE AND SUPPLY IRON OUT.	OPmwilliams	12/06/2017 12:39 PM
1190519	SEBRING LAKES	J 9.0 Water Quality	OPdhaynes 06/01/2017: BARBARA GREENE CALLED; COMPLAINED ABOUT ONLY THE TOILET WATER BEING BLACK; ADV HER TO BUY IRON OUT TO FIX THAT PROBLEM.	OPdhaynes	06/01/2017 02:13 PM
54799990	SEBRING LAKES	J 9.0 Water Quality	OPrking 05/25/2017: ANDREA EBERSOLE CALLED TO REPORT BLACK WATER. ADV. HER I WOULD SEND A TECH OUT TOMORROW.	OPrking	05/25/2017 05:37 PM
54796865	SEBRING LAKES	J 9.0 Water Quality	OPmwilliams 05/22/2017: BARBARA BUSS CALLED TO REPORT DISCOLORED AND SMELLY WATER; CREATED SO.	OPmwilliams	05/22/2017 08:32 AM
1190531	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 05/19/2017: PAT CALLED. SHE STILL HAS NOT RECEIVED THE IRON OUT. CALLED TECH. HE WILL SEND A TECH OVER THERE.	OPlmjohnson	05/19/2017 01:14 PM
1191383	SEBRING LAKES	J 9.0 Water Quality	OPrking 05/18/2017: THELMA NORRIS CALLED BECAUSE SHE STATED THAT HER WATER IS DISCOLORED, GRAYISH AND HAS BEEN FOR A WEEK. ADV. HER TO FLUSH HER LINES BY RUNNING AN OUTDOOR FAUCET FOR ABOUT 10 MINU	OPrking	05/18/2017 03:12 PM
1190531	SEBRING LAKES	J 9.0 Water Quality	OPvknigh 05/17/2017: PAT CALLED BECAUSE THEY WASHED THE OUTSIDE OF THEIR HOUSE AND NOW IT'S BROWN; SHE HAD TO THROW OUT PILLOW CASES AND SOME OF HER HUSBANDS CLOTHING BECAUSE IT'S BROWN; SHE REQUESTE	OPvknigh	05/17/2017 08:24 AM
1190463	SEBRING LAKES	J 9.0 Water Quality	OPvknigh 05/15/2017: DONNA CALLED TO REPORT BROWN WATER; ADV WILL GET IN TOUCH WITH TECH AND REPORT IT.	OPvknigh	05/15/2017 10:19 AM
54796865	SEBRING LAKES	J 9.0 Water Quality	OPmallens 05/10/2017: BARBARA CALLED DUE TO CLOUDY WATER COMING OUT OF THE KITCHEN SINK,L AND RUSTY WATER COMING OUT OF HER SHOWER. SHE SAID IT HAS BEEN HAPPENING FOR A FEW DAYS NOW. THE RUSTY WATER	OPmallens	05/10/2017 11:07 AM

1190458	SEBRING LAKES	J 9.0 Water Quality	OPmwilliams 05/04/2017: MRS BILL LEE CALLED TO SEE WHY THEIR IS SIGNAGE WARNING NOT TO USE BLEACH – EXPLAINED THAT WATER IS BEING TREATED FOR IRON. SHE WILL LIKELY CALL FOR STATUS TOMORROW.	OPmwilliams	05/04/2017 02:52 PM
54798044	SEBRING LAKES	J 9.0 Water Quality	OPdhaynes 05/01/2017: RETURNED CALL TO MORGAN; COMPLAINED WATER IN KITCHEN IS BROWN. CREATED S/O.	OPdhaynes	05/01/2017 06:13 PM
1189716	SEBRING LAKES	J 9.0 Water Quality	OPvknights 04/17/2017: ROBERT CALLED TO REPORT BROWN, CLOUDY WATER; HE SAID THE INSIDE OF HIS DISHWASHER TURNED BROWN AFTER THE LAST LOAD; ADV WILL SEND TECH OUT TODAY.; OPmwilliams 04/20/2017: TECH CA	OPmwilliams	04/28/2017 11:54 AM
1190466	SEBRING LAKES	J 9.0 Water Quality	OPvknights 04/25/2017: KATHLEEN CALLED TO REPORT THAT HER WATER IS BROWN AND HER POOL HAS TURNED GREEN; ADV WILL FOLLOW UP WITH TECH FOR ORDER DISPATCHED ON 4/19	OPvknights	04/25/2017 06:44 PM
1190482	SEBRING LAKES	J 9.0 Water Quality	Opsmyers 10/26/2016: RETURNED DYLAN PELLA CALL ABOUT YELLOW WATER ADV WE ARE WORKING ON THAT THE TECHS ARE AWARE; OPmwilliams 04/20/2017: CHRISTINE CALLED WITH COMPLAINTS OF BROWN WATER AGAIN. SHE MI	OPmwilliams	04/20/2017 07:40 AM
1190466	SEBRING LAKES	J 9.0 Water Quality	OPmwilliams 04/19/2017: RET'D MSG TO KATHLEEN ALVIANO RE: WATER QUALITY. LMOM ADVISING THAT TECH WILL BE OUT TODAY.	OPmwilliams	04/19/2017 07:24 AM
1191387	SEBRING LAKES	J 9.0 Water Quality	OPvknights 11/30/2016: BARBARA CALLED TO REPORT BROWN WATER AND SAID SHE WILL CALL EVERY DAY UNTIL IT'S CLEARED UP; ADV WILL SEND TECH OUT TODAY.	OPvknights	11/30/2016 08:10 AM
1190531	SEBRING LAKES	J 9.0 Water Quality	OPvknights 11/23/2016: ROY CALLED TO REGISTER HIS COMPLAINT FOR BEING CHARGED FULL PRICE FOR BROWN WATER THAT STAINED HIS CLOTHES, APPLIANCES, SINKS, TOILETS AND THE OUTSIDE OF HIS HOME.	OPvknights	11/23/2016 08:10 AM
1191462	SEBRING LAKES	J 9.0 Water Quality	OPvknights 11/22/2016: JACOB CALLED AND SPOKE TO A REP AND BEGAN CONVERSATION BY SAYING WE "AREN'T TAKING ME SERIOUSLY!" AND ASKING FOR A SUPERVISOR; CALL WAS TRANSFERRED TO ME AND HE SAID THAT A TECH	OPvknights	11/22/2016 12:21 PM
1190538	SEBRING LAKES	J 9.0 Water Quality	OPvknights 11/22/2016: NESTER CALLED TO FOR BALANCE AND ASKED FOR IRON OUT; ADV WILL SEND TECH OUT TOMORROW.	OPvknights	11/22/2016 10:47 AM
1190519	SEBRING LAKES	J 9.0 Water Quality	OPvknights 11/21/2016: RETURNED CALL TO BARBARA; SHE SAID HER TOILET AND DISHWASHER ARE STAINED BROWN; LAST TIME TECH GAVE HER IRON OUT AND IT WORKED SO SHE WOULD LIKE MORE; ADV WILL HAVE TECH DROP OFF	OPvknights	11/21/2016 10:34 AM
1190496	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 11/18/2016: PATRICIA CALLED. NOBODY HAS RESPONDED TO HER BROWN WATER COMPLAINT. EMAILED TECH TO GO TO HER PROPERTY.	OPlmjohnson	11/18/2016 01:09 PM
1191387	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 11/15/2016: BARBARA CALLED AGAIN TO COMPLAIN OF THE ROTTEN EGG ODOR AND BROWN WATER. ADV THERE IS A WATER TREATMENT CHANGE GOING ON NOW AND A NEW PUMP WILL BE INSTALLED SOON. SHE THANKED	OPlmjohnson	11/15/2016 12:13 PM
1190466	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 11/14/2016: KATHY CALLED WITH BROWN WATER COMPLAINT. RETURNED CALL; NO ANSWER; LMOM THAT I WOULD SCHEDULE A TECH TO COME OUT.	OPlmjohnson	11/14/2016 11:44 AM
1190496	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 11/08/2016: PATRICIA CALLED,SHE HAS BROWN WATER AGAIN,SHE WANTS TO KNOW WHAT WE PLAN TO DO ABOUT THIS? I ADV I WILL SEND OUT A TECH TO CHECK OUT THE WATER,PLEASE GO AFTER 1PM SO THAT SHE CAN	ophwhaley	11/08/2016 03:40 PM
1189474	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 11/08/2016: LAURA CALLED TO STATE SHE IS HAVING STINKY BROWN WATER. ADV WILL SEND OUT A TECH TO PROPERTY. PH# 863-202-5008. SHE HAS FLUSHED HER LINES. SHE STATES ALL THE NEIGHBORS ARE ALL	OPaatchison	11/08/2016 02:09 PM
1191387	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 11/08/2016: BARBARA CALLED TO STATE HER WATER SMELLS LIKE ROTTEN EGGS AGAIN AND IT RUINING HER CLOSE. SHE ALSO STATED IT RUINED HER OSMOSIS SYSTEM SHE IS VERY UPSET ABOUT THAT. PLEASE SEND	OPaatchison	11/08/2016 01:18 PM
54799642	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 11/07/2016: MICHELE CALLED TO REPORT SMELLY BROWN WATER,SAID SHE USED BLEACH TO CLEAN TOILETS,I ADV THAT THE IRON IN THE WATER MIXED WITH BLEACH WILL MAKE IT WORSE,I ADV I WILL REQUEST A TEC	ophwhaley	11/07/2016 01:10 PM
1189725	SEBRING LAKES	J 9.0 Water Quality	OPvknights 11/07/2016: ELAINE CALLED RE WATER QUALITY; SHE SAID THAT SHE DID NOT USE BLEACH AND HAS USED IRON OUT, BUT LAUNDRY IS STILL BROWN; ADV WILL SEND TECH TODAY; UDPATED NAME ON ACCT AS ITALO DI	OPvknights	11/07/2016 09:35 AM
1190368	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 11/04/2016: CAROLYN CALLED STATING SHE HAS BROWN SMELLY WATER. SMELLS LIKE ROTTEN EGGS. STARTED TODAY. FILLED OUT S.O TO SEND TECH TO PROPERTY. PH# 863-214-4249.	OPaatchison	11/04/2016 01:38 PM
1190527	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 11/03/2016: BETTY CALLED TO REPORT BROWN WATER. SHE DID A LOAD OF CLOTHES THAT TURNED BROWN. HER WATER IS CLEAR NOW.	OPlmjohnson	11/03/2016 01:33 PM

54799437	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 10/31/2016: KIMBERLY CALLED STATING SHE HAS BROWN WATER. SHE HAS RAN THE HOSE OUTSIDE. SHE ALSO STATES THAT SHE HAS NOTICE WATER GUSHING OUT OF A PVC PIPE SINCE FRIDAY MORNING. ADV WILL SE	OPaatchison	10/31/2016 11:50 AM
54799523	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 10/26/2016: VICTORIA CALLED ABOUT SMELLY WATER,ADV THEY HAVE BEEN DOING WORK TO IMPROVE THE WATER AND LINE FLUSHING,I ADV THAT SHE LET THE WATER RUN TO FLUSH OUT THE WATER,I ADV HER DUE DATE	ophwhaley	10/26/2016 11:40 AM
1190137	SEBRING LAKES	J 9.0 Water Quality	OPImjohnson 10/25/2016: BARBARA CALLED AGAIN ABOUT BROWN WATER. WHEN WILL IT BE CORRECTED?	OPImjohnson	10/25/2016 12:38 PM
1189256	SEBRING LAKES	J 9.0 Water Quality	Opsmyers 10/25/2016: RETURNED CALL TO ANGIE LAROSA ABOUT WATER QUALITY BEING YELLOW AND STINKS;CREATED S/O	Opsmyers	10/25/2016 09:01 AM
1189474	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 10/24/2016: LAURA CALLED,VERY UPSET ABOUT STILL HAVING BROWN WATER,SHE STATES SHE CALLED THE EMERGENCY NUMBER ON SATURDAY AND WAS TOLD SOMEONE WOULD COME OUT,THAT NEVER HAPPENED,NOR DID ANYO	ophwhaley	10/24/2016 04:48 PM
1190354	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 10/24/2016: KAYLA CALLED TO REPORT BROWN WATER,I ADV THAT WE HAVE RCD SOME CALLS AND HAVE GOTTEN WORK TO THE TECHS WHO ARE AWARE AND SHOULD BE TAKING CARE OF ISSUE	ophwhaley	10/24/2016 10:26 AM
1190137	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 10/24/2016: BARBARA FONG CALLED TO REPORT DARK BROWN WATER,SHE SAID HER NEIGHBORS TOLD HER THEIRS IS BLACK. I ADV I WOULD PASS HER CONCERN ALONG AS IM SURE THEY ARE IN THE AREA WORKING ON TH	ophwhaley	10/24/2016 10:01 AM
54796865	SEBRING LAKES	J 9.0 Water Quality	OPImjohnson 10/21/2016: CUSTOMER CALLED TO COMPLAIN HIS WATER WAS STILL YELLOW. HE RAN WATER FOR 15 MINUTES AND IT IS STILL YELLOW. ADV WOULD SEND SOMEONE OUT MONDAY, BUT HE INSISTED HE WANTS TO HAVE	OPImjohnson	10/21/2016 05:34 PM
54796865	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 10/21/2016: RAOL CALLED TO REPORT YELLOW WATER,I ADV THAT WORK IS BEING DONE IN AREA TO IMPROVE THIS, AND IF IT DOESNT IMPROVE TO CALL US BACK	ophwhaley	10/21/2016 02:05 PM
1191446	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 10/21/2016: RET CALL TO SANDRA STONE THE WATER IS RUSTY COLORED AND STAINING THE TOILETS AND SINKS,CUST WANTED TO KNOW WHAT DO DO TO REMOVE THE STAINS BECAUSE WHAT SHE WAS USING DIDNT WORK,A	ophwhaley	10/21/2016 12:27 PM
1190508	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 09/30/2016: MELISSA CALLED TO SAY THE WATER WAS STILL SMELLY,I ADV WE HAD DISPATCHED A TECH,I EMAILED VICKI TO FOLLOW UP WITH TECH SINCE THERE HAS BEEN NO IMPROVEMENT IN WATER; OPImjohnson 1	OPImjohnson	10/13/2016 06:13 PM
54796915	SEBRING LAKES	J 9.0 Water Quality	OPImjohnson 10/13/2016: LUCKY CALLED AGAIN ABOUT HIS BROWN WATER. SAID NO TECH HAS COME OUT TO TALK TO HIM. IF SOMEONE DOESN'T COME TODAY, HE IS CALLING THE HEALTH DEPARTMENT. ADV SUPERVISOR AND SHE	OPImjohnson	10/13/2016 11:46 AM
1190513	SEBRING LAKES	J 9.0 Water Quality	OPsmyers 10/10/2016: MS JOHNSON CALLED AGAIN ABOUT FOUL WATER ADV WE DO HAVE A S/O TO LOOK AT IT	OPsmyers	10/10/2016 12:57 PM
1190531	SEBRING LAKES	J 9.0 Water Quality	OPvknight 10/10/2016: PATTY CALLED AND IS UPSET ABOUT THE WATER QUALITY; SHE SAID THE WATER IS BROWN AND UNDRINKABLE; IF BOILED CAUSES A CRUST ON TOP; SHE HAS THROWN AWAY LAUNDRY BECAUSE IT IS BROWN A	OPvknight	10/10/2016 09:45 AM
1190459	SEBRING LAKES	J 9.0 Water Quality	OPsmyers 10/07/2016: DICK CAMPBELL CALLED TO SEE IF TECH WENT OUT TO CHECK FOR SMELLY WATER, ADV I WILL SEE IF THAT HAS BEEN DONE, SENT EMAIL TO SUP SINCE IT SHOWS DISPATCH NO NOTES ON WHAT HAPPENED	OPsmyers	10/07/2016 10:06 AM
1190538	SEBRING LAKES	J 9.0 Water Quality	OPImjohnson 10/06/2016: NESTER CALLED BECAUSE HIS WATER IS STILL BROWN. ADV TO HAVE HIS DAUGHTER GO OUT AND FLUSH THE LINES. HE IS ALSO CONCERNED THAT THERE IS AN EXPOSED PIPE ON THE SIDE OF HIS DRIVE	OPImjohnson	10/06/2016 01:09 PM
1190035	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 10/05/2016: CANDELARIA CALLED STATING SHE HAS BROWN WATER AND ITS STAINING EVERYTHING. CLOTHES THE SINKS AND BATHTUB. SHE WANTS TO KNOW WHAT SHE CAN USE TO CLEAN UP THE STAIN. ADV WILL SEN	OPaatchison	10/05/2016 03:21 PM
54796915	SEBRING LAKES	J 9.0 Water Quality	OPsmyers 09/22/2016: LINDA WELLS CALLED UPSET THE TECH HAS NOT GONE OUT YET ADV WILL TAKE TO SUPERVISOR ABOUT THIS AND ADD TO CALL BEFORE COMING	OPsmyers	09/22/2016 08:34 AM
1189725	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 09/20/2016: ITALO PANOZZO CALLED SHE IS VERY UPSET AND HAS BEEN WAITING FOR A TECH TO COME OUT TO SEE HER RUINED LAUNDRY AND RUINED WHITE SINK,SHE SAYS SHE IS CALLING THE EPA,AND FLORIDA HEA	OPImjohnson	09/20/2016 01:12 PM
54796915	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 09/19/2016: LINDA WELLS CALLED STATING SHE HAS HAD BROWN WATER FOR ABOUT 3 WEEKS NOW. ASKED IF SHE HAD CALLED THIS IN? SHE ADV SHE HAD NOT CALLED US BECAUSE SHE THOUGHT IT WOULD GET BETTER	OPaatchison	09/19/2016 02:35 PM
54797801	SEBRING LAKES	J 9.0 Water Quality	OPvknight 09/19/2016: returned call to William; he reports brown water that stained his clothes and inside of washer and would like to talk to someone about it. Adv will have tech go out today and ask	OPvknight	09/19/2016 09:39 AM

1189725	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 09/15/2016: ITALO PANOZZO CALLED STATING SHE IS STILL HAVING BROWN WATER AND HAS NOT SEEN A TECH AT THE PROPERTY. ADV THAT THE TECHS ARE IN THE AREA AND WILL STOP BY AS SOON AS THEY POSSIB	OPaatchison	09/15/2016 01:58 PM
1191462	SEBRING LAKES	J 9.0 Water Quality	OPrking 09/13/2016: JACOB MCCLELLAN CALLED REGARDING HIS WATER BILL & THE WATER QUALITY, HE WANTED IT NOTED IN HIS ACCOUNT, "YALL'S WATER SUCKS AND IT'S EXPENSIVE." STARTED TO ADV. HIM HE COULD FLUS	OPrking	09/13/2016 04:27 PM
1190459	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 09/13/2016: RET CALL TO SHARON CAMPBELL,C/O SMELLY WATER FOR ABOUT A WEEK AND HAS GOTTEN WORSE,SO TO SEND OUT TECH TO CHECK PH#863-655-2627	ophwhaley	09/13/2016 11:10 AM
1190035	SEBRING LAKES	J 9.0 Water Quality	OPhwhaley 09/12/2016: CANDELARIA GALVAN CALLED HER QUESTION "WHY ARE YOU CHARGING US ALMOST \$200 FOR WATER THAT IS BROWN AND STINKY"? I ADV THAT THEY COULD FLUSH LINES,SHE PROCEEDED TO KEEP COMPLAININ	OPhwhaley	09/12/2016 03:13 PM
1190508	SEBRING LAKES	J 9.0 Water Quality	OPjvandelanotte 09/12/2016: RETURNED CALL TO MELISSA REGO 863-873-3267 RE: BROWN WATER; MELISSA STATED SHE CALLED THE EMERGENCY LINE ON SATURDAY RECEIVED NO HELP; ADV WILL HAVE TECH COME OUT; MELISSA	OPjvandelano	09/12/2016 10:00 AM
1189725	SEBRING LAKES	J 9.0 Water Quality	OPsmyers 09/12/2016: ITALO PANOZZO CALLED STATING WATER WAS RUSTY LOOKING AND RUINED HIS CLOTHES IN WASHER WANTS TECH TO COME OUT AND INSPECT WATER EXPLAIN TO FLUSH OUT LINES, STILL WANTS TECH; ADV I	OPsmyers	09/12/2016 09:58 AM
1189719	SEBRING LAKES	J 9.0 Water Quality	OPjvandelanotte 08/22/2016: MISSY FOTHERINGHAM CALLED RE: SMELLY WATER; ADV WILL LET SUPERVISOR KNOW TO CONTACT TECH; VERBALLY TOLD VICKI ABOUT ISSUE	OPjvandelano	08/22/2016 07:38 AM
1190487	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 08/17/2016: MYRA CALLED AGAIN ABOUT THE BROWN SMELLY WATER. ADV THE TECH HAS BEEN NOTIFIED AND WILL BE AT THE PROPERTY AS SOON AS POSSIBLE. PH# 863-212-2735.	OPaatchison	08/17/2016 11:57 AM
1190487	SEBRING LAKES	J 9.0 Water Quality	ophwhaley 08/15/2016: MR GARZA CALLED,A TECH WAS OUT LAST WEEK TO ADDRESS THE SMELLY BLACK WATER,THE WATER HAS GOTTEN WORSE,ADV I WILL SEND A TECH OUT AGAIN FOR HIM TO FLUSH,PER THE SO NOTES	ophwhaley	08/15/2016 03:57 PM
1190487	SEBRING LAKES	J 9.0 Water Quality	OPjvandelanotte 08/11/2016: MYRA GARZA CALLED RE: FOUL ODOR AND BLACK WATER; ADV WILL MAKE SUPERVISOR AWARE AND WILL FOLLOW UP; COMPUTERS WERE DOWN; CREATED SERVICE ORDER FOR VICKI.	OPjvandelano	08/11/2016 11:16 AM
1190513	SEBRING LAKES	J 9.0 Water Quality	OPjvandelanotte 05/20/2016: RETURNED CALL TO JULIE JOHNSON 863-253-7086 RE: SMELLY WATER; ADV THAT CHLORINE BURN STARTED ON 5/16/16; ALSO STATED THE SUBSTATION IS NOT BEING MOWED AND LOOKS MESSY; JULI	OPjvandelano	05/20/2016 10:18 AM
1190354	SEBRING LAKES	J 9.0 Water Quality	OPhwhaley 05/19/2016: KAYLA CALLED TO SAY THE WATER STILL SMELLED,ADV OF THE MAINTANCE STILL GOING ON	OPhwhaley	05/19/2016 02:29 PM
1190480	SEBRING LAKES	J 9.0 Water Quality	OPvknight 05/03/2016: TONYA CALLED TO ASK HOW READS ARE TAKEN, HER METER IS COVERED WITH GRASS AND WANTED TO KNOW WHY IT FLUCTUATES; REVIEWED READS AND ADV ALWAYS IN SAME RANGE AND READ BY ERT; SHE SA	OPvknight	05/03/2016 10:39 AM
1190461	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 04/13/2016: NORMA CALLED. SHE HAS HAD BLACK, SMELLY WATER FOR THE PAST 3 DAYS. ADVISED I WOULD SEND A TECH OUT TODAY OR TOMORROW. CREATED S.O.	OPlmjohnson	04/13/2016 01:54 PM
1190354	SEBRING LAKES	J 9.0 Water Quality	OPrking 04/01/2016: KAYLA CALLED REGARDING THE WATER, SHE SAYS IT STILLS HAS AN ODOR. ADV. HER TO FLUSH HER LINES, AND SHE SAYS THEY HAVE. PER PREV. S/O: TECH NOTED LINES WERE FLUSHED UNTIL GOOD CHLOR	OPrking	04/01/2016 06:19 PM
54798033	SEBRING LAKES	J 9.0 Water Quality	OPhwhaley 04/01/2016: MRS. ATARAC CALLED,THEY JUST CLOSED ON THIS HOUSE,THE WATER HAS A FOUL SULFUR ORDER,THEY RAN WATER OUTSIDE FOR OVER 15 MINUTES AND NO IMPROVEMENT,PLEASE SEND A TECH TO LOOK,CREAT	OPhwhaley	04/01/2016 11:58 AM
1190459	SEBRING LAKES	J 9.0 Water Quality	OPbcallender 03/29/2016: SMELLY WATER; SHARON CAMPBELL CALLED TO COMPLAIN ABOUT ONGOING SMELLY WATER; THEY HAVE FLUSHED THE HOUSE LINES; PLEASE SCHEDULE A TECH TO CHECK THE PROPERTY; PH#863-655-2627.	OPvknight	03/31/2016 11:31 AM
1191387	SEBRING LAKES	J 9.0 Water Quality	OPjvandelanotte 03/22/2016: BARBARA MUTCHLER CALLED RE: SMELLY WATER; ADV VICKI EMAILED TECH AND I WILL FOLLOW UP ON 3/25/16 WITH HER TO GIVE HER UPDATE: VER PH #.	OPjvandelano	03/22/2016 10:14 AM
1191387	SEBRING LAKES	J 9.0 Water Quality	OPbcallender 03/15/2016: BARBARA CALLED TO COMPLAIN ABOUT SMELLY WATER; ADV WE WERE AWARE OF THIS AND WORKING TO DETERMINE A RESOLUTION.	OPbcallender	03/15/2016 01:17 PM
1190508	SEBRING LAKES	J 9.0 Water Quality	OPrking 03/03/2016: MELISSA CALLED ABOUT SMELLY WATER, THERE IS A S/O DISPATCHED IN THE SYSTEM, NO NOTE FROM TECH. ADV. HER WE WOULD NEED TIME TO INVESTIGATE MATTER. SHE WAS SATISFIED WITH THAT. 863-8	OPvknight	03/04/2016 09:46 AM
1190508	SEBRING LAKES	J 9.0 Water Quality	OPlmjohnson 02/03/2016: MELISSA CALLED/WATER STILL SMELLS/ADV TO RUN WATER FOR 5 MINS FROM OUTSIDE SPIGOT AND THAT SHOULD CLEAR THE LINES (PER EMAIL)	OPlmjohnson	02/03/2016 06:22 PM

1190508	SEBRING LAKES	J 9.0 Water Quality	OPvknights 02/02/2016: MELISSA CALLED TO REPORT STRONG SMELL IN HER WATER; ADV WILL FOLLOW UP WITH TECH AND CALL HER AT 863-873-3267	OPvknights	02/02/2016 09:12 AM
1189719	SEBRING LAKES	J 9.0 Water Quality	OPdrbrooks 08/17/2015: MISSY CALLED ABOUT ODOR TO HER WATER. SHE WOULD LIKE SOMEONE TO COME OUT AND CHECK THE LINES. CREATED METER INSPECTION SERVICE ORDER.	OPdrbrooks	08/17/2015 12:03 PM
1190463	SEBRING LAKES	J 9.0 Water Quality	OPdrbrooks 08/12/2015: RETURNED VM TO DONNA AT 863-655-5140 THAT WAS LEFT AT 1:41PM AND LMOM. SHE WAS CALLING ABOUT HER WATER NOT BEING CLEAR.	OPdrbrooks	08/12/2015 02:46 PM
1190463	SEBRING LAKES	J 9.0 Water Quality	OPhvang 08/11/2015: RTRN VM FRM 8/11/15 12:16PM TO DONNA @ PH 863-655-5140, YELLOW WATER; LMOM.	OPhvang	08/11/2015 03:27 PM

HC WATERWORKS, INC.

July 22, 2019

Shona McCray
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1313154W – Mr. John Leonard – Account # 1190980

Dear Ms. McCray,

Request: Mr. Leonard was concerned with the water quality at his residence.

Response: Ms. Sharon Purviance and the operator met with Mr. Leonard at his residence on July 17, 2019. It was explained that there was a 4" main break on Oak Beach near his residence on July 10, 2019. Prior to entering his residence, the utility checked the chlorine residuals at the three flush valves on Oak Beach and confirmed a good residual above 3.0 mg/l. It was determined that his service line consisted of PVC and is approximately 50 yards from the water main.

Mr. Leonard stated that his odor problem started approximately two weeks ago after a main break. They proceeded to obtain a chlorine residual on his outside water spigot and determined there was no chlorine residual. They opened it wide for around 45 seconds and a large amount of sand and silt came out of the faucet. Once the sand and silt cleared another chlorine residual was taken and a good reading of 3.2 mg/l was obtained. They proceeded to the kitchen and again discovered sand and silt in the sink. They cleared the water in the kitchen and also discussed him flushing his hot water heater.

He was asked if he used the water immediately after the main break and he said yes he did. It appears that a slug of sand got into his line when the water was restored after the break, although our crew did flush the lines afterwards he is the 4th home from where the most recent breaks occurred and he did state once the water was restored he used it immediately. They explained that the next time there was main break to first flush outside his house at the water spigot. Once the slug of sand and silt were removed, the water was again clear and odorless.

The customer was very satisfied and it was explained about our new water treatment process that was just installed. He was also told that we would credit his account for 1,000 gallons for the flushing at his house. Again he was satisfied.

Page 2 of 2
Mrs. Leonard
PSC – 07/22/19

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with the first name "Troy" written in a large, stylized "T" and the last name "Rendell" following in a similar cursive style.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Request No. 1313154WName LEONARD` , JOHN MR.

Business Name _____

<p align="center">Consumer Information</p> <p>Name: JOHN LEONARD`</p> <p>Business Name:</p> <p>Svc Address: 2073 OAK BEACH BLVD</p> <p>County: Highlands Phone: (863) -414-3351</p> <p>City/Zip: Sebring / 33875-</p> <p>Account Number: 1190980</p> <p>Caller's Name: JOHN LEONARD`</p> <p>Mailing Address: 2073 OAK BEACH BLVD</p> <p>City/Zip: SEBRING ,FL 33875-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGL</p> <p>Date: 07/15/2019</p> <p>Time: 14:26</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF SERVICE</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company: HC WATERWORKS, INC.</p> <p>Attn. Troy Rendell11313154W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/05/2019</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>		

Preclose type - Quality of Service

Customer Comments: Customer states that his water smells terrible. Customer states that there were two water breaks in the main within the last 2 1/2 weeks. Customer states that the system is 40 years old and is having to be addressed. Ground water gets into the lines and then the smell is there. Customer was told that he was not using enough water by a company representative. Customer states that they use water to run the dishwasher and washing machine. They have to use bottled water for drinking and for making coffee.

Customer states he pays well to have water to his home and wants it to be clean and smell-free.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 1313154WName LEONARD` , JOHN MR.

Business Name _____

PAGE NO: 1

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Lynch

Request No. 1313154W Name LEONARD` ,JOHN MR. Business Name
PAGE NO: 2

HC WATERWORKS, INC.

July 22, 2019

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1313150W – Mr. Edward Hines

Dear Mr. Castillo,

Request: Mr. Hines was concerned with the water quality at his residence.

Response: Ms. Sharon Purviance and the operator met with Ms. Hines after meeting with the neighbor, Mr. Leonard (See Request 131354W) at her residence on July 17, 2019. It was explained that there was a 4" main break on Oak Beach near her residence on July 10, 2019. It was determined that she was experiencing the same issue as Mr. Leonard, as she is three homes from the previous main break. Prior to entering her residence, the utility checked the chlorine residuals at the three flush valves on Oak Beach and confirmed a good residual above 3.0 mg/l.

It was determined that she also used the water immediately after the line break. She stated that her father has Alzheimer's Disease and he probably ran water when there was very little flow as well.

They began by flushing her closest outside spigot and it too had some sand in the water, they then flushed the rest of outside spigots and then flushed the inside of the house. While they were flushing they discussed the water treatment process and she stated she has another house on our system and the water is pretty good there so it made sense that the sand/silt in the line was the culprit. She was satisfied with our visit. She was also told that she would receive a credit for 1,000 gallons of water for the flushing at her residence.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Request No. 1313150WName HINES , EDWARD MR.

Business Name _____

Consumer Information Name: EDWARD HINES Business Name: Svc Address: 2065 OAK BEACH BLVD County: Highlands Phone: (863) -253-1039 City/Zip: Sebring / 33875- Account Number: Caller's Name: VICKIE HINES Mailing Address: 2065 OAK BEACH BLVD City/Zip: SEBRING , FL 33875- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: REY CASTILLO Entered By: BJ Date: 07/15/2019 Time: 14:14 Via: PHONE Prelim Type: WATER PO: Disputed Amt: 0.00
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell1313150W Response Needed From Company? Y Date Due: 08/05/2019 Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Preclose type - Water Quality/Pressure

Customer Comments:

Customer is calling about service with HC Waterworks.
Customer states that the water has a very bad smell.
Customer states that the water has a sewer smell to it.

Customer requests explanation for water smell.

Request No. 1313150WName HINES , EDWARD MR.

Business Name _____

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Belkis Joiner

Request No. 1313150W

Name HINES , EDWARD MR.

Business Name

HC WATERWORKS, INC.

June 21, 2019

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1308795W – Mr. Marty Swyers – Account # 54822103 – *Third Response*

Dear Mr. Castillo,

Request: Mr. Swyers was not satisfied with adjustment made to his account.

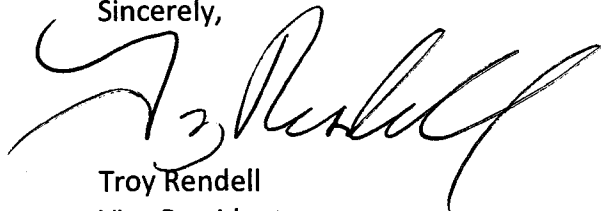
Second Response: I spoke with Mr. Swyers today (6/21/19) concerning his balance. I let the customer know that he should not have been charged the late fee and it has been removed from his account. I also informed him that I have agreed to remove the additional \$36.48 from his account.

I also explained to the customer that the utility does not round on its billing. The utility bills in 1,000 gallons pursuant to its approved tariffs. If the customer uses 1,500 gallons for example, he is only billed for 1,000 gallons.

He understood how he was being billed and agreed to the adjustment. He also stated that he didn't believe we were indicating the meter readings on the bill. I explained that the utility did show the meter readings on the bill in 1,000 gallon increments consistent with how they are billed. That it is correct that all digits are not shown on the bill since that is not how they are billed. He understood and was appreciative of the explanation.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

HC Waterworks Inc

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

Account Number 54822103
Bill Date 06/13/2019
Due Date 07/03/2019
Total Amount Due \$109.94

For Service To:
35 VENETIAN PKWY

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	05/01/2019	33	1 Actual	1	TGAL
	06/03/2019		4 Actual	4	
	Total Days:	33	Total Usage:	3	TGAL

Billing Detail

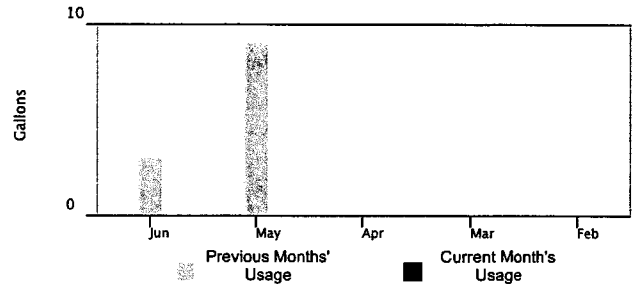
Amount Owed From Last Bill \$166.03
Adjustments \$0.00
Total Payments Received \$129.55
Prior Balance \$36.48

New Charges

Base Charge \$21.06
Water 3 @ 8.100000 \$24.30
Total Water 3 TGAL Charges \$45.36
Base Charge \$11.95
Waste Water 3 @ 7.990000 \$23.97
Total Sewer Charges \$35.92
HCWW - Water Res 58 Usage Adj. \$12.90
HCWW - Late Fee \$5.08
Total Other Charges and Services -\$7.82
Total Current Charges \$73.46

Total Amount Due 07/03/2019 \$109.94

Water Use History



Message Center

- View the Leisure Lakes 2018 Water Quality Report at: mywaterservice.com/leisurelakes2018 The report contains important information about the source and quality of your drinking water. We detected 8 contaminants, none 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, 2019. 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 to pay by credit card. A \$2.60 service fee will apply.

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

054822103 0010994

Make Checks Payable To:

HC Waterworks 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.
Acct#: 54822103 35 VENETIAN PKWY

Amount Due by 07/03/2019	\$109.94
Amount Enclosed: \$	

MARTY SWYERS
35 VENETIAN PKWY
LAKE PLACID FL 33852-6025



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 54822103
Bill Date 05/13/2019
Due Date 06/02/2019
Total Amount Due \$166.03

For Service To:
35 VENETIAN PKWY



Usage Data

Billing Period	Days	Meter Readings	Usage	Units
04/17/2019	14	0 Actual	0	TGAL
05/01/2019		1 Actual	1	
04/01/2019	16	222 Actual	222	TGAL
04/17/2019		230 Actual	230	
Total Days:		30	Total Usage: 9	TGAL



Billing Detail

Amount Owed From Last Bill \$33.01
Adjustments \$0.00
Total Payments Received \$33.01
Prior Balance \$0.00

New Charges

Base Charge \$21.06
Water 3 @ 8.100000 \$24.30
Water 6 @ 10.130000 \$60.78
Total Water 9 TGAL Charges \$106.14

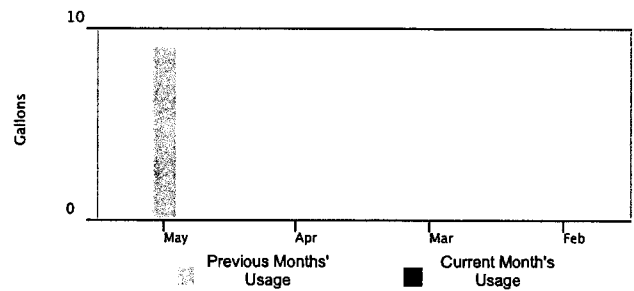
Base Charge \$11.95
Waste Water 6 @ 7.990000 \$47.94

Total Sewer Charges \$59.89
Total Current Charges \$166.03

Total Amount Due 06/02/2019 \$166.03



Water Use History



Message Center

- Your statement reflects all payments received and posted through May 9, 2019. 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 to pay by credit card. A \$2.60 service fee will apply.

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

054822103 0016603

Make Checks Payable To:

HC Waterworks 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.
Acct#: 54822103 35 VENETIAN PKWY

MARTY SWYERS
35 VENETIAN PKWY
LAKE PLACID FL 33852-6025



Amount Due by 06/02/2019	\$166.03
Amount Enclosed: \$	

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 54822103
Bill Date 04/12/2019
Due Date 05/02/2019
Total Amount Due \$33.01

For Service To:
35 VENETIAN PKWY

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	03/01/2019	31	222 Actual	222	TGAL
	04/01/2019		222 Actual	222	
	Total Days:	31	Total Usage:	0	TGAL

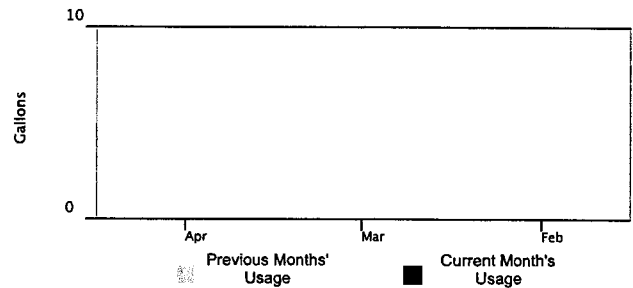
\$ Billing Detail

Amount Owed From Last Bill \$33.01
Adjustments \$0.00
Total Payments Received \$33.01
Prior Balance \$0.00

New Charges
Base Charge..... \$21.06
Total Water 0 TGAL Charges \$21.06
Base Charge..... \$11.95
Total Sewer Charges \$11.95
Total Current Charges \$33.01

Total Amount Due 05/02/2019..... \$33.01

Water Use History



Message Center

- Your statement reflects all payments received and posted through April 7, 2019. 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 to pay by credit card. A \$2.60 service fee will apply.

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

054822103 0003301

Make Checks Payable To:

HC Waterworks 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.
Acct#: 54822103 35 VENETIAN PKWY

Amount Due by 05/02/2019	\$33.01
Amount Enclosed: \$	

MARTY SWYERS
35 VENETIAN PKWY
LAKE PLACID FL 33852-6025



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 54822103
Bill Date 02/12/2019
Due Date 03/04/2019
Total Amount Due \$178.96

For Service To:
35 VENETIAN PKWY

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	01/25/2019	7	222 Actual	222	TGAL
	02/01/2019		222 Actual	222	
Total Days:		7	Total Usage:		0 TGAL

\$ Billing Detail

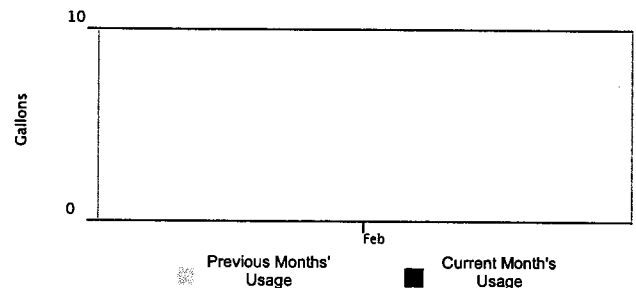
Amount Owed From Last Bill \$0.00
Adjustments \$0.00
Total Payments Received \$0.00
Prior Balance \$0.00

New Charges

Base Charge \$4.85
Total Water 0 TGAL Charges \$4.85
Base Charge \$2.75
Total Sewer Charges \$2.75
HCWW Sewer Res Deposit applied to account \$50.00
HCWW Water Res Deposit applied to account \$99.00
HCWW - Initial Connection Fee \$22.36
Total Other Charges and Services \$171.36
Total Current Charges \$178.96

Total Amount Due 03/04/2019 \$178.96

Water Use History



Message Center

- Your statement reflects all payments received and posted through Feb 10, 2019. 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 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.

054822103 0017896

Make Checks Payable To:

HC Waterworks 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.
Acct#: 54822103 35 VENETIAN PKWY

Amount Due by 03/04/2019 **\$178.96**

Amount Enclosed: \$

MARTY SWYERS
35 VENETIAN PKWY
LAKE PLACID FL 33852-6025



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

Troy Rendell

From: Ellen Plendl
Sent: Thursday, June 20, 2019 8:34 AM
To: 'trendell@uswatercorp.net'
Subject: FL. PSC CATS NO: 1308795W MARTY SWYERS
Attachments: 1308795W.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Important - follow up

NAME: MARTY SWYERS
CASE NO: 1308795W
CALLER NAME: ZEEB ROGER
COMPANY: HC WATERWORKS, INC.
BUSINESS:
CITY: Lake Placid
ZIP: 33852-
ADDRESS: 35 VENETIAN PARKWAY
TIME REC'D: 09:48
DATE REC'D: 05/22/2019
CONSUMER TELEPHONE: (305)-393-7632
CAN BE REACHED:
TIME SENT TO COMPANY: 08:33:59
DATE SENT TO COMPANY: 06/20/2019
HOW RECEIVED: PHONE
BILLING TYPE: B
ACCOUNT NO.: 54822-103
CATEGORY/INFRACTION CODE:
ENTERED BY: DR
ASSIGNED ANALYST: ELLEN PLENDL
DUE DATE: 06/13/2019
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$166.03
NOTES: Preclose Type - Improper Bills

What is the amount of the bill in dispute?
Customer states the total amount of the bill in dispute 166.03.

What is the date of the bill?
Customer states he received the bill on 05/16/2019.

Why do you believe you have been billed improperly?
Customer states he previously received a bill of \$33.01 for two months each. He states a representative at HC Water works notified him the meter was not recording usage. Customer states the meter was changed on the last week of April or first week of May. Customer states the representative also informed him that the bill is for three months of usage for 3,000 gallons each. Customer states he asked the representative what his usage amount has been since the meter has been changed. Customer states the representative informed him he has used about 1,000 gallons for 14 days. Customer states he believes he should be charged for 2,000 gallons instead of 3,000 gallons per month for the months the meter was not recording.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.

3. The response should include the following:

a) the cause of the problem

b) actions taken to resolve the customer's complaint

c) the company's proposed resolution to the complaint

d) answers to any questions raised by staff in the complaint

e) confirmation the company has made direct contact with the customer 4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Daisy Rojas

05/22/2019 - Company response received via Email. DScott.

Company response indicates the following:

HC Waterworks, Inc.

939 Cross Bayou Boulevard New Port Richey, FL 34652

Tel: (866) 753-8292 Fax: (727) 848-7701

May 22, 2019

Rey Castillo

Florida Public Service Commission

2540 Shumard Oak Blvd

Tallahassee, FL 32399-850

RE: Request No 1308795W- Ms. Marty Swyers -Account# 54822103

Dear Mr. Castillo,

Request: Ms. Swyers was concerned over his May bill.

Response: Ms. Swyers moved into his residence in January 2019. He was not billed for any consumption for four months. It was discovered that the ERT was not functioning and the meter needed to be replaced. The meter was replaced on April 5, 2019. The technician obtained an actual meter reading off of the old meter at the time it was replaced.

The customer was back billed for all consumption from the date he moved into his house. Which equated to 9,000 gallons. On May 16, 2019 the customer's account was credited to charge the gallons at the lowest tier. This was done to reflect actual average usage per month. However, the customer was not informed of this after the bill was sent.

On May 22, 2019, the customer was contacted and the credit adjustment was explained, also a payment plan was also offered. The customer was satisfied with the explanation.

This has been resolved with the customer.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,

////////// S //////////
Troy Rendell
Vice President
Investor Owned Utilities
// For HC Waterworks, Inc.

Company response entered by R.Castillo

06/06/2019- Call transferred from Kelly. Call was transferred to RCastillo. DRojas

06/06/19 Mr. Roger Zeeb called back regarding his complaint. Mr. Zeeb indicated that he was not satisfied with the company response. Mr. Zeeb indicated that the company back billed for the four months that the meter did not function properly but somehow estimated that he consumed 3,000 gallons per month during this period of service. After the company installed a new working meter, he had consumed 1,000 gallons for 14 days, this indicated that he would have consumed 2,000 gallons per month. Mr. Zeeb believes the company over-estimated his water consumption for those four months but did not provide him an explanation for why they are billing him for 3,000 gallons per month. I advised Mr. Zeeb that I will be contacting the water utility to request additional information from them and determine whether or not if he was over-charged for those 4 particular months of estimated billing. It appears that Mr. Zeeb understood. R.Castillo

06/11/19 REQUEST FOR SUPPLEMENTAL RESPONSE

Customer contacted the PSC and indicated that he was not satisfied with the company response. In your response you indicated that the customer was back billed for 9,000 gallons. Please provide an explanation to the PSC for how HC Waterworks determined that the customer consumed 9,000 gallons of water from when the customer moved into the premises in January 2019 to when the meter was replaced on April 5, 2019. Customer indicated that the meter was replaced later in the month of April or the first week of May and then after reading the meter after 14 days of service he had only consumed 1,000 gallons of water. Mr. Zeeb believes they should have been back billed for 2,000 gallons per months instead of 3,000 gallons. Please provide me the billing history for Ms. Marty Swyers' account from January 2019 through June 2019. Please consider making another adjustment to Ms. Swyers' account based on this information. Please respond to the PSC by June 20, 2019. R.Castillo

06/11/2019 - Company response received via Email. DScott.

Company response indicates the following:

HC Waterworks, Inc.

June 11, 2019

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1308795W- Ms. Marty Swyers -Account# 54822103 Second Response

Dear Mr. Castillo,

Request: Mr. Swyers was not satisfied with adjustment made to his account.

Second Response: Mr. Swyers was not billed based upon an estimate. The customer was billed based on actual water usage registered through the meter. The ERT unit had failed to transmit the readings, but the meter continued to work. The back billing is consistent with Rule 25-30.350, Florida Administrative Code.

When the customer moved in January 25, 2019, the meter read 222(k) gallons. See attached Move In Service Order. When the meter was replaced on April 17, 2019, the meter read 230(k) or 8,000 gallons had been registered on the old meter since move in (approximately 3 months). See attached Meter Change Out service order.

In addition, 1,000 gallons had been registered through the new meter from April 17, 2019 through May 1, 2019. This equates to 9,000 gallons over 3 months (Feb, March, & April) or 3,000 gallons a month. See attached.

His new billing dated June 13, 2019 was for 3,000 gallons from May 1, 2019 through June 3, 2019. See attached. Thus the customer is continuing to use 3,000 gallons a month. I've attached all relevant information with the meter readings of the old meter.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,

////////// S //////////
Troy Rendell
Vice President
Investor Owned Utilities

636.48

Company response entered by R.Castillo

06/19/2019 Customer was transferred from the main line. Customer indicates that he has concerns about the remaining the \$36.00 and a \$5.00. He states that this \$36.00 was a remaining balance after he paid \$129.59, as an apparent settlement with the company. He states that the representative of the company recinded the offer after he made the payment agreed upon. He is still disputing this amount as well as the late fee.

Customer also questions the billing. He states that the utility will round up to the next thousand gallons when it should round up or down to the nearest thousand gallons. He wants the company and the PSC to provide an explanation as to why this is an accepted practice.

Customer concerns also include the way the meter readings appear on his bill. He states that no previous or current read of the meter appear, so there is no way to verify the reading. He states that the only information appearing on the bill is a number that reflects gallons used. He wants to know why the company is billing in this way. He wants a more detailed bill where the actual readings appear.

I advised the customer that I would forward his concerns to his case analyst and supervisor. Customer would like his concerns addressed as soon as possible.

ACalhoun

06/20/19: Complaint reassigned to E. Plendl. RRoland

06/20/2019 FAX TO CO. Customer indicates that he has concerns about the remaining the \$36.00 and a \$5.00 charge. He states that this \$36.00 was a remaining balance after he paid \$129.59, as an apparent settlement with the company. He states that the representative of the company recinded the offer after he made the payment agreed upon. He is still disputing this amount as well as the late fee.

Customer also questions the billing. He states that the utility will round up to the next thousand gallons when it should round up or down to the nearest thousand gallons.

Customer concerns also include the way the meter readings appear on his bill. He states that no previous or current read of the meter appear, so there is no way to verify the reading. He states that the only information appearing on the bill is a number that reflects gallons used. He wants to know why the company is billing in this way. He wants a more detailed bill where the actual readings appear.

- 1) Please indicate if the company agreed to a settlement credit of \$36.00. If not state reason, if so, please indicate when issued.
- 2) Please advise What the \$5.00 charge represents.
- 3) Please provide copies of the customer's bills from January 2019 to present.
- 4) Please provide explanation on the methodology to round the meter reading up to the next thousand gallons.
- 5) Please indicate if the customer's bills reflect the current and previous meter readings so that the customer can see how the gallonage was calculated.
- 6) Please contact Mr. Rodger Zeeb at 305-393-7632.
- 7) Please provide another report by July 1, 2019. eplendl

Troy Rendell

To: Troy Rendell
Subject: FW: CS, and water quality.

From: info@uswatercorp.net <info@uswatercorp.net> **On Behalf Of** wvmatthews2
Sent: May 21, 2019 11:26 AM
To: info@uswatercorp.net
Subject: CS, and water quality.

HC water/US water in Sebring is the worst, most expensive & still on boil water notice private water co.
And they shut me off for 40 dollar bill. No good stinking bastards make me sick,
By drinking there water or with CS.
Both suck donkey balls. Shit hole company from Minnesota is robbing us blind for un potable water ! Taking a lesson
from the Cannabis Cartels.
8632141357. Boil my water, go without 2 days, yeah it smells like pool water going thru a cheap hot hose on a summer
day ! Your service sucks here.
And i will post this weekly on many groups in my arsenal. I tried to play nice..

Sent on my Boost Mobile Phone.

HC WATERWORKS, INC.

June 11, 2019

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1308795W – Mr. Marty Swyers – Account # 54822103 – *Second Response*

Dear Mr. Castillo,

Request: Mr. Swyers was not satisfied with adjustment made to his account.

Second Response: Mr. Swyers was not billed based upon an estimate. The customer was billed based on actual water usage registered through the meter. The ERT unit had failed to transmit the readings, but the meter continued to work. The back billing is consistent with Rule 25-30.350, Florida Administrative Code.

When the customer moved in January 25, 2019, the meter read 222(k) gallons. See attached Move In Service Order. When the meter was replaced on April 17, 2019, the meter read 230(k) or 8,000 gallons had been registered on the old meter since move in (approximately 3 months). See attached Meter Change Out service order.

In addition, 1,000 gallons had been registered through the new meter from April 17, 2019 through May 1, 2019. This equates to 9,000 gallons over 3 months (Feb, March, & April) or 3,000 gallons a month. See attached.

His new billing dated June 13, 2019 was for 3,000 gallons from May 1, 2019 through June 3, 2019. See attached. Thus the customer is continuing to use 3,000 gallons a month. I've attached all relevant information with the meter readings of the old meter.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities



Service Order Input
Service Order Number: 35664

System Functions

21

Jump To...

Return

Closed ?

Service Order Type HCWW - Move In Dispatch Date 01/25/2019

Selected
Service Center

Dispatch Locations

Available

Requested By

Requested Code

Close Automatically

Default Schedule Date 01/25/2019

Priority 1

Call Back Number

Call before close

Information**Service Location Information**

Physical Address 35 VENETIAN PKWY
LAKE PLACID FL 33852-6025

Route 211

Customer Information

Name SWYERS, MARTY

Mailing Address 35 VENETIAN PKWY
LAKE PLACID FL 33852-6025

Update Address to Service Location's

Account Information

Account Number 54822103

Mailing Address 35 VENETIAN PKWY
LAKE PLACID FL 33852-6025

Services

Current Acc.	Services	Service Charge Seq #	Charge Type	Meter No.	Service Date	Deposit Type	Deposit	# of Deposit Installments	Defaults	Depends service	Rate Schedule	Service Class
54822103	Sewer	0	Based on water usage		01/25/2019 HCWW Sewer Res Deposit		50.00			Water, Meter 38362857	HCWW - SEWER ALL SZ	Residential
54822103	Water	0	Metered	5658498301	01/25/2019 HCWW Water Res Deposit		99.00				HCWW - WATER R 58	Residential

Mailing Address for Account To Be Disconnected

?

Mailing Address

Address Line 5729 THUNDER RD
City SEBRING

State

FL

Zip

33876-5401



International

Fees

Selected

HCW - Initial Connection Fee - 22.36

Available

Disconnecting Fees

Selected

Available

Comments

Selected

Default
Comments

Available

Comments

MOVE IN, EFF:01/25/19 NEW DWNER MARTY SWYERS...Meter read/0222398
Meter is on
...CB

Return

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User: Troy Rendell

Last Login: 06/10/2019 12:42 PM

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Service Order Input

Service Order Number: 37244

System Functions

21

Jump To...

Return

Closed ?

Service Order Type HCWW - Meter Chg Out

Dispatch Date 04/09/2019

Selected

Service Center

Dispatch Locations

Available

Requested By

Requested Code

Close Automatically

Default Schedule Date 04/09/2019

Priority 1

Call Back Number

Call before close

Information

Service Location Information

Physical Address 35 VENETIAN PKWY

LAKE PLACID FL 33852-6025

Route 211

Customer Information

Name SWYERS, MARTY

Mailing Address 35 VENETIAN PKWY

LAKE PLACID FL 33852-6025

Update Address to Service Location's

Account Information

Account Number 54822103

Mailing Address 35 VENETIAN PKWY

LAKE PLACID FL 33852-6025

Services

Current Acc.	Services	Service Seq #	Charge Type	Meter No.	Service Date	Rate Schedule	Service Class
54822103	Sewer	0	Based on water usage			HCWW - SEWER ALL SZ	Residential
54822103	Water	0	Metered	56584983	04/17/2019	HCWW - WATER R 58	Residential

Fees

Selected

Available

Comments

Selected

Default
Comments

Available

Comments

METER CHANGE OUT-xxxx35 Venetian
 Old S/N 56584987
 Old read 0230800
 Old Ext. 73852066

HC Waterworks Inc

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

Account Number 54822103
Bill Date 05/13/2019
Due Date 06/02/2019
Total Amount Due \$166.03

For Service To:
35 VENETIAN PKWY

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	04/17/2019	14	0 Actual	0	TGAL
	05/01/2019		1 Actual	1	
	04/01/2019	16	222 Actual	222	TGAL
	04/17/2019		230 Actual	230	
Total Days:		30	Total Usage:		9 TGAL

Billing Detail

Amount Owed From Last Bill \$33.01
Adjustments \$0.00
Total Payments Received \$33.01
Prior Balance \$0.00

New Charges

Base Charge..... \$21.06
Water 3 @ 8.100000..... \$24.30
Water 6 @ 10.130000..... \$60.78

Total Water 9 TGAL Charges \$106.14

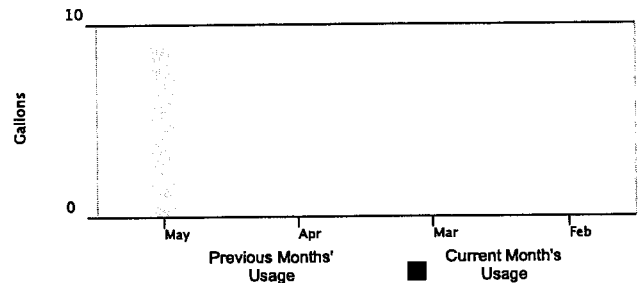
Base Charge..... \$11.95
Waste Water 6 @ 7.990000..... \$47.94

Total Sewer Charges \$59.89

Total Current Charges \$166.03

Total Amount Due 06/02/2019..... \$166.03

Water Use History



Message Center

- Your statement reflects all payments received and posted through May 9, 2019. 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 to pay by credit card. A \$2.60 service fee will apply.

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

054822103 0016603

Make Checks Payable To:

HC Waterworks 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.
Acct#: 54822103 35 VENETIAN PKWY

Amount Due by 06/02/2019 **\$166.03**

Amount Enclosed: \$

MARTY SWYERS
35 VENETIAN PKWY
LAKE PLACID FL 33852-6025



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 54822103
Bill Date 06/13/2019
Due Date 07/03/2019
Total Amount Due \$104.86

For Service To:
35 VENETIAN PKWY

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	05/01/2019	33	1 Actual	1	TGAL
	06/03/2019		4 Actual	4	
	Total Days:	33	Total Usage:	3	TGAL

\$ Billing Detail

Amount Owed From Last Bill \$166.03
Adjustments \$0.00
Total Payments Received \$129.55
Prior Balance \$36.48

New Charges

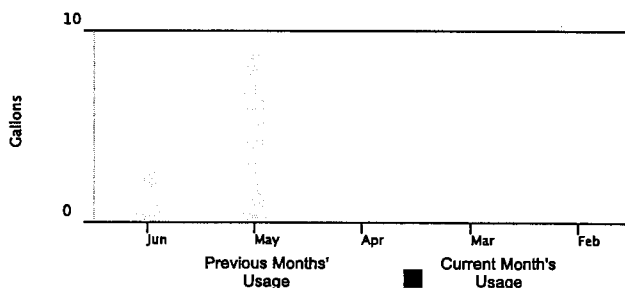
Base Charge \$21.06
Water 3 @ 8.100000 \$24.30
Total Water 3 TGAL Charges \$45.36

Base Charge \$11.95
Waste Water 3 @ 7.990000 \$23.97
Total Sewer Charges \$35.92

HCWW - Water Res 58 Usage Adj \$12.90
Total Other Charges and Services \$12.90
Total Current Charges \$68.38

Total Amount Due 07/03/2019 \$104.86

Water Use History



Message Center

- View the Leisure Lakes 2018 Water Quality Report at: mywaterservice.com/leisurelakes2018 The report contains important information about the source and quality of your drinking water. We detected 8 contaminants, none 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, 2019. 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 to pay by credit card. A \$2.60 service fee will apply.

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

054822103 0010486

Make Checks Payable To:

HC Waterworks 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.
Acct#: 54822103 35 VENETIAN PKWY

Amount Due by 07/03/2019	\$104.86
Amount Enclosed: \$	

MARTY SWYERS
35 VENETIAN PKWY
LAKE PLACID FL 33852-6025



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245


Account Transaction Summary Select
 54822103, MARTY SWYERS - US Water Services Corporation

System Functions

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showing 1 - 9

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Adjust

Account	Service	Credit Rating	Locations	Landlord Services	Service Orders	Meters	Transactions	Fixed Charge	Adjustments	Fees	Payment Arrangement	Activity Log	Add. Delivery Method	Collections	Bill Message	Attribute	Attachment	C
Entered Date	Effective Date	Finalized Date	Transaction	Due Date	Amount	Balance	Drill Down						View Statement	Bill History	Edit	Delete	File	
06/10/2019	06/13/2019		Bill	07/03/2019	68.38	104.86	Drill Down						View Statement	View Bill History Details				
06/03/2019	06/03/2019	06/03/2019	Payment		-129.55	36.48	Drill Down					View Payment Details						
05/10/2019	05/13/2019	05/10/2019	Bill	06/02/2019	166.03	166.03	Drill Down						View Statement	View Bill History Details				
05/03/2019	05/03/2019	05/03/2019	Payment		-33.01	0.00	Drill Down					View Payment Details						
04/09/2019	04/12/2019	04/10/2019	Bill	05/02/2019	33.01	33.01	Drill Down						View Statement	View Bill History Details				
03/27/2019	03/27/2019	03/27/2019	Payment		-33.01	0.00	Drill Down					View Payment Details						
03/08/2019	03/12/2019	03/12/2019	Bill	04/01/2019	33.01	33.01	Drill Down						View Statement	View Bill History Details				
03/03/2019	03/03/2019	03/03/2019	Payment		-178.96	0.00	Drill Down					View Payment Details						
02/12/2019	02/12/2019	02/12/2019	Bill - Open Bill	03/04/2019	178.96	178.96	Drill Down						View Statement	View Bill History Details				

[Return](#) [Refresh](#) [View Aging](#) [View Billing History Report](#) [View All Billing Details](#) [Transfer Balance](#)

Adjust

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showing 1

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Meter Read Select
Meter No: 56584983

System Functions
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Starts With Filter Clear

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sho

[Add](#) [Refresh](#)

Meter [Readings](#) [Test](#) [Activity Log](#) [Service Orders](#)

Meter Number	Read Date	Reading	Register	Sequence	Register Status	Prev. Read Date	Prev. Reading	Reader#	Name	User	Account	Derived Account Number	Post Code	Read Code	Utility	Test Circle	# Dials	Res Multiplier	Estimated Consumption	# of Days
56584983	04/17/2019	230.000	TGAL	1	Active	04/01/2019	222.000		USWealica	54822103			Service Order	Out	Water		5	1.00000	8.000000	16
56584983	04/01/2019	222.000	TGAL	1	Active	03/01/2019	222.000		anonymous	54822103			Upload	Normal	Water		5	1.00000	0.000000	31
56584983	03/01/2019	222.000	TGAL	1	Active	02/01/2019	222.000		anonymous	54822103			Upload	Normal	Water		5	1.00000	0.000000	28
56584983	02/01/2019	222.000	TGAL	1	Active	01/25/2019	222.000		anonymous	54822103			Upload	Normal	Water		5	1.00000	0.000000	7
56584983	01/25/2019	222.000	TGAL	1	Active				opvwinkler	54822103			Service Order	Open	Water		5	1.00000	0.000000	7
56584983	01/25/2019	222.000	TGAL	1	Active	01/02/2019	222.000		opvwinkler	54796731			Service Order	Close	Water		5	1.00000	0.000000	23
56584983	01/02/2019	222.000	TGAL	1	Active	12/03/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	30
56584983	12/03/2018	222.000	TGAL	1	Active	11/01/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	32
56584983	11/01/2018	222.000	TGAL	1	Active	10/01/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	31
56584983	10/01/2018	222.000	TGAL	1	Active	08/31/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	31
56584983	08/31/2018	222.000	TGAL	1	Active	08/02/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	29
56584983	08/02/2018	222.000	TGAL	1	Active	07/04/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	29
56584983	07/04/2018	222.000	TGAL	1	Active	06/01/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	33
56584983	06/01/2018	222.000	TGAL	1	Active	05/02/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	30
56584983	05/02/2018	222.000	TGAL	1	Active	04/02/2018	222.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	0.000000	30
56584983	04/02/2018	222.000	TGAL	1	Active	03/01/2018	221.000		anonymous	54796731			Upload	Normal	Water		5	1.00000	1.000000	32

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Last Login: 06/10/2019 12:42 PM

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Billing History Report

Name MARTY SWYERS
Account# 54822103
Service Type Water at Service Location 35 VENETIAN PKWY
From: 06/01/2018
To: 06/11/2019

Bill Date	Bill Days	Consumption	Total Charge:
02/12/2019	7	0.0000	4.85
03/12/2019	28	0.0000	21.00
04/12/2019	31	0.0000	21.00
05/13/2019	30	9.0000	106.14
Totals	96	9.0000	153.14
Averages		2.2500	38.29

Request No. 1308795W

Name SWYERS ,MARTY MRS

Business Name

Consumer Information Name: MARTY SWYERS Business Name: Svc Address: 35 VENETIAN PARKWAY County: Highlands Phone: (305)-393-7632 City/Zip: Lake Placid / 33852- Account Number: 54822-103 Caller's Name: ROGER ZEEB Mailing Address: 35 VENETIAN PARKWAY City/Zip: LAKE PLACID ,FL 33852- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: REY CASTILLO Entered By: DR Date: 05/22/2019 Time: 09:48 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 166.03
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell1308795W Response Needed From Company? Y Date Due: 06/13/2019	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 05/22/2019 Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the total amount of the bill in dispute 166.03.

What is the date of the bill?

Customer states he received the bill on 05/16/2019.

Why do you believe you have been billed improperly?

Customer states he previously received a bill of \$33.01 for two months each. He states a representative at HC Water works notified him the meter was not recording usage. Customer states the meter was changed on the last week of April or first week of May. Customer states the representative also informed him that the bill is for three months of usage for 3,000 gallons each. Customer states he asked the representative what his usage amount has

Request No. 1308795W

Name SWYERS ,MARTY MRS

Business Name

PAGE NO: 1

been since the meter has been changed. Customer states the representative informed him he has used about 1,000 gallons for 14 days. Customer states he believes he should be charged for 2,000 gallons instead of 3,000 gallons per month for the months the meter was not recording.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Daisy Rojas

05/22/2019 - Company response received via Email. DScott.

Company response indicates the following:

HC Waterworks, Inc.

939 Cross Bayou Boulevard New Port Richey, FL 34652

Tel: (866) 753-8292 Fax: (727) 848-7701

May 22, 2019

Rey Castillo

Florida Public Service Commission

2540 Shumard Oak Blvd

Tallahassee, FL 32399-850

RE: Request No 1308795W- Ms. Marty Swyers -Account# 54822103

Request No.	1308795W	Name	SWYERS ,MARTY MRS	Business Name	
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PAGE NO: 2

Dear Mr. Castillo,

Request: Ms. Swyers was concerned over his May bill.

Response: Ms. Swyers moved into his residence in January 2019. He was not billed for any consumption for four months. It was discovered that the ERT was not functioning and the meter needed to be replaced. The meter was replaced on April 5, 2019. The technician obtained an actual meter reading off of the old meter at the time it was replaced.

The customer was back billed for all consumption from the date he moved into his house. Which equated to 9,000 gallons. On May 16,2019 the customer's account was credited to charge the gallons at the lowest tier. This was done to reflect actual average usage per month. However,the customer was not informed of this after the bill was sent.

On May 22,2019,the customer was contacted and the credit adjustment was explained, also a payment plan was also offered. The customer was satisfied with the explanation.

This has been resolved with the customer.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,

///////// S //////////

Troy Rendell

Vice President

Investor Owned Utilities

// For HC Waterworks, Inc.

Company response entered by R.Castillo

06/06/2019- Call transferred from Kelly. Call was transferred to RCastillo. DRojas

Request No. 1308795W Name SWYERS ,MARTY MRS Business Name

PAGE NO: 3

06/06/19 Mr. Roger Zeeb called back regarding his complaint. Mr. Zeeb indicated that he was not satisfied with the company response. Mr. Zeeb indicated that the company back billed for the four months that the meter did not function properly but somehow estimated that he consumed 3,000 gallons per month during this period of service. After the company installed a new working meter, he had consumed 1,000 gallons for 14 days, this indicated that he would have consumed 2,000 gallons per month. Mr. Zeeb believes the company over-estimated his water consumption for those four months but did not provide him an explanation for why they are billing him for 3,000 gallons per month. I advised Mr. Zeeb that I will be contacting the water utility to request additional information from them and determine whether or not if he was over-charged for those 4 particular months of estimated billing. It appears that Mr. Zeeb understood. R.Castillo

06/11/19 REQUEST FOR SUPPLEMENTAL RESPONSE

Customer contacted the PSC and indicated that he was not satisfied with the company response. In your response you indicated that the customer was back billed for 9,000 gallons. Please provide an explanation to the PSC for how HC Waterworks determined that the customer consumed 9,000 gallons of water from when the customer moved into the premises in January 2019 to when the meter was replaced on April 5, 2019. Customer indicated that the meter was replaced later in the month of April or the first week of May and then after reading the meter after 14 days of service he had only consumed 1,000 gallons of water. Mr. Zeeb believes they should have been back billed for 2,000 gallons per months instead of 3,000 gallons. Please provide me the billing history for Ms. Marty Swyers' account from January 2019 through June 2019. Please consider making another adjustment to Ms. Swyers' account based on this information. Please respond to the PSC by June 20, 2019. R.Castillo

Request No. 1308795W

Name SWYERS ,MARTY MRS

Business Name

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HC WATERWORKS, INC.

May 22, 2019

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1308795W – Ms. Marty Swyers – Account # 54822103

Dear Mr. Castillo,

Request: Ms. Swyers was concerned over his May bill.

Response: Ms. Swyers moved into his residence in January 2019. He was not billed for any consumption for four months. It was discovered that the ERT was not functioning and the meter needed to be replaced. The meter was replaced on April 5, 2019. The technician obtained an actual meter reading off of the old meter at the time it was replaced.

The customer was back billed for all consumption from the date he moved into his house. Which equated to 9,000 gallons. On May 16, 2019 the customer's account was credited to charge the gallons at the lowest tier. This was done to reflect actual average usage per month. However, the customer was not informed of this after the bill was sent.

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If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Request No. 1308795W

Name SWYERS ,MARTY MRS

Business Name

Consumer Information Name: MARTY SWYERS Business Name: Svc Address: 35 VENETIAN PARKWAY County: Highlands Phone: (305)-393-7632 City/Zip: Lake Placid / 33852- Account Number: 54822-103 Caller's Name: ROGER ZEEB Mailing Address: 35 VENETIAN PARKWAY City/Zip: LAKE PLACID ,FL 33852- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: REY CASTILLO Entered By: DR Date: 05/22/2019 Time: 09:48 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 166.03
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell1308795W Response Needed From Company? Y Date Due: 06/13/2019	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the total amount of the bill in dispute 166.03.

What is the date of the bill?

Customer states he received the bill on 05/16/2019.

Why do you believe you have been billed improperly?

Customer states he previously received a bill of \$33.01 for two months each. He states a representative at HC Water works notified him the meter was not recording usage. Customer states the meter was changed on the last week of April or first week of May. Customer states the representative also informed him that the bill is for three months of usage for 3,000 gallons each. Customer states he asked the representative what his usage amount has

Request No. 1308795W

Name SWYERS ,MARTY MRS

Business Name

PAGE NO: 1

been since the meter has been changed. Customer states the representative informed him he has used about 1,000 gallons for 14 days. Customer states he believes he should be charged for 2,000 gallons instead of 3,000 gallons per month for the months the meter was not recording.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Daisy Rojas

Request No. 1308795W

Name SWYERS ,MARTY MRS

Business Name

PAGE NO: 2

Troy Rendell

From: Evelyn Alicea
Sent: Wednesday, May 22, 2019 12:38 PM
To: Troy Rendell
Subject: RE: FL. PSC CATS NO: 1308795W MARTY SWYERS

The adjustment to Marty Swyers account was completed on 5/16 for the ert not registering a meter read for 4 months - CREDIT WATER ACCOUNT DUE TO ERT NOT REGISTERING A METER READ FOR 4 MONTHS - CUSTOMER BILLED 9 TGAL (9 X 8.10 = 72.90) CUSTOMER CHARGED 85.08 - 72.90 = 12.90

The meter and ert were replaced on 4/9 – METER CHANGE OUT-xxxx35 Venetian Old S/N 56584987 Old read 0230800 Old Ert. 73852066 New S/N 38362857 New read. 00000263 New Ert. 73852066 8 digit pro-coder...Andrew Borrmans

SPOKE WITH MARTY SWYERS REGARDING CREDIT TO HER ACCOUNT AS THE ERT WAS NOT REGISTERING A METER READ FOR 4 MONTHS - EXPLAINED HOW THE CREDIT WAS CALCULATED AND OFFERED HER A PAYMENT ARRANGEMENT FOR 4 MONTHS, MRS. SWYERS WAS THANKFUL FOR THE CALL AND EXPLANATION - SHE WILL PAY THE BILL BY 6/2, IF SHE NEEDS A PAYMENT PLAN SHE WILL CALL ME BACK.

IN THE ACTIVITY LOG ARE THE NOTES FROM KELLY, STATING SHE LEFT A VOICE MESSAGE YESTERDAY IN REFERENCE TO HER BILL.

THANK YOU,
Evelyn

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Wednesday, May 22, 2019 11:41 AM
To: Evelyn Alicea
Subject: FW: FL. PSC CATS NO: 1308795W MARTY SWYERS

Another complaint – this one from HC Waterworks.. looks like a backbilling issue.. will need some additional information

From: Daisy Rojas [mailto:DRojas@psc.state.fl.us]
Sent: Wednesday, May 22, 2019 10:15 AM
To: 'trendell@uswatercorp.net'
Subject: FL. PSC CATS NO: 1308795W MARTY SWYERS

NAME: MARTY SWYERS
CASE NO: 1308795W
CALLER NAME: ZEEB ROGER
COMPANY: HC WATERWORKS, INC.
BUSINESS:
CITY: Lake Placid
ZIP: 33852-
ADDRESS: 35 VENETIAN PARKWAY
TIME REC'D: 09:48
DATE REC'D: 05/22/2019
CONSUMER TELEPHONE: (305)-393-7632

CAN BE REACHED:
TIME SENT TO COMPANY: 10:14:38
DATE SENT TO COMPANY: 05/22/2019
HOW RECEIVED: PHONE
BILLING TYPE: B
ACCOUNT NO.: 54822-103
CATEGORY/INFRACTION CODE:
ENTERED BY: DR
ASSIGNED ANALYST: REY CASTILLO
DUE DATE: 06/13/2019
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$166.03
NOTES: Preclose Type - Improper Bills

What is the amount of the bill in dispute?
Customer states the total amount of the bill in dispute 166.03.

What is the date of the bill?
Customer states he received the bill on 05/16/2019.

Why do you believe you have been billed improperly?
Customer states he previously received a bill of \$33.01 for two months each. He states a representative at HC Water works notified him the meter was not recording usage. Customer states the meter was changed on the last week of April or first week of May. Customer states the representative also informed him that the bill is for three months of usage for 3,000 gallons each. Customer states he asked the representative what his usage amount has been since the meter has been changed. Customer states the representative informed him he has used about 1,000 gallons for 14 days. Customer states he believes he should be charged for 2,000 gallons instead of 3,000 gallons per month for the months the meter was not recording.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Daisy Rojas

HC WATERWORKS, INC.

May 21, 2019

Shona McCray
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1308268W – Mr. Kenneth Ritola – Account # 1189882

Dear Ms. McCray,

Request: Mr. Ritola was concerned that his meter would automatically be locked when he has his water service turned off while he isn't in residence. Mr. Ritola is a seasonal customer.

Response: Mr. Ritola was contacted on May 21, 2019. I explained that seasonal customers' meters are not automatically locked. That the meter could be locked at the residence request, but it is not automatic.

Mr. Ritola was very appreciative of the explanation.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Request No. 1308268W

Name RITOLA ,KEN MR.

Business Name

Consumer Information Name: KEN RITOLA Business Name: Svc Address: 408 DAY LILY ST County: Highlands Phone: (810)-599-7091 City/Zip: Sebring / 33876- Account Number: 11898-82 Caller's Name: KEN RITOLA Mailing Address: 7355 WINDRIDGE DR City/Zip: PINCKNEY ,MI 48169 Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: SHONNA MCCRAY Entered By: DR Date: 05/15/2019 Time: 11:16 Via: PHONE Prelim Type: QUALITY OF SERVICE PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell 11308268W Response Needed From Company? Y Date Due: 06/06/2019	
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	

Preclose type - Quality of Service

Customer Comments:

Customer states he notified HC Waterworks Inc. that he will be going to Michigan. When he notified the company, the representative Evelyn stated that the meter will need to be locked up. Customer states he previously understood that there is not a policy in effect for the meter to be locked up while he is away. Customer states that if the meter is locked up, when he comes back he will have to pay a fee for the company to take the lock off. Customer states he does not want a lock on his meter.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.

Request No. 1308268W

Name RITOLA ,KEN MR.

Business Name

PAGE NO: 1

3. The response should include the following:

- a) the cause of the problem
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Daisy Rojas

Request No. 1308268W

Name RITOLA ,KEN MR.

Business Name

PAGE NO: 2

Troy Rendell

From: Ron Derossett
Sent: Thursday, May 10, 2018 12:23 PM
To: Andrew Borremans
Cc: Troy Rendell; Dustin Williams
Subject: Re: FW: Claire Ostlund - 107 Hillcrest Street, Covered Bridge

Great, thank you.

On Thu, May 10, 2018, 11:27 AM Andrew Borremans <aborremans@uswatercorp.net> wrote:
I just left 107 hilcrest, I explained the form of treatment that we use at covered bridge. I also explained that we test the water daily and we also send monthly compliance samples for the dep.

Andrew Borremans

On Wed, May 9, 2018, 12:41 PM Andrew Borremans <aborremans@uswatercorp.net> wrote:
I stopped by the address and no one home, I also left a message for Claire.
I have a monochloramine of 5.00 mg/l and a free NH3 of 0.01mg/l at the plant.
The customer might not be aware of the form of disinfection we use. I will follow up after I speak with the customer

Andrew Borremans

On Wed, May 9, 2018, 12:01 PM Andrew Borremans <aborremans@uswatercorp.net> wrote:
Yes, I will check.

Andrew Borremans

On Wed, May 9, 2018, 11:54 AM Troy Rendell <trendell@uswatercorp.net> wrote:

Can someone go by and check the water at 107 Hillcrest Street in Covered Bridge. Claims high ammonia and cloudiness..

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Wednesday, May 9, 2018 10:55 AM
To: Troy Rendell; joterrell@yahoo.com; Clifford Hangle
Subject: Re: Claire Ostlund - 107 Hillcrest Street, Covered Bridge

Good morning Troy - hope all is well with you and your family. How is your mom doing?

I received a telephone call from Claire Ostlund last night regarding a water problem she is having. She informed me that she has a 20 gallon fish tank, and uses the water from her kitchen sink to refill her fish tank. She informed me that she leaves the water outside the fish tank for a

day or so and then refills her tank. Yesterday, she poured the water into her fish tank and the tank became very cloudy and would not clear up. She took a sample of the water that she had just poured into the tank to some fish store in Sebring, and was informed that the ammonia level in her water was extremely high. Could you please have one of the US Water servicemen go to Ms. Ostlund's home and test her water, and advise me of the results. Her telephone number is 863-659-1717

Thanks in advance to your attention to this matter.

Have a great day.

Arlene

Troy Rendell

From: Mathy, Tamra
Sent: Friday, May 3, 2019 2:11 PM
To: Troy Rendell
Subject: Re: HC Waterworks - Lake Josephine water system - water quality concerns

Thank you for your response. I understand it will take time. If there are any further issues I will be sure to let you know. Until then I will be patient and see what the outcome is.

Tamra Mathy

From: Troy Rendell <trendell@uswatercorp.net>
Sent: Friday, May 3, 2019 9:32:29 AM
To: Mathy, Tamra
Cc: Sharon Purviance
Subject: HC Waterworks - Lake Josephine water system - water quality concerns

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning Ms. Mathy,

Please find attached HC Waterworks, Inc. response to your water quality concerns which you recently e-mailed to Ms. Sharon Purviance.

Thank you,

Troy Rendell
U.S. Water Services Corporation
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

HC WATERWORKS, INC.

May 3, 2019

Tamra Mathy
1934 Canary Way
Sebring, FL 33875-9791

RE: Water Quality Concerns – Lake Josephine/Sebring Lakes

Dear Ms. Mathy,

I have received your customer concern regarding the water quality received by HC Waterworks, Inc. at the Lake Josephine/Sebring Lakes water system. I would like to take this opportunity to address your concerns and provide additional information on recent actions taken by the utility.

Historical Issues

The water issues historically experienced is due to several factors. This issue has existed since the original water utility was first placed into service. The raw water source for HC Waterworks' water systems contains naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. Previously, the water treatment plants (WTP) utilized Adedge filters to remove elemental sulfur from the well water. This system was installed by the previous owner of the utility, prior to HC Waterworks acquiring the utility system. However, these filters were not designed for the removal of the high levels in the water. The previous treatment system required oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters had to be backwashed to remove the sulfur build-up in the filter media. HC Waterworks originally utilized chlorine to assist in the removal process which caused high levels of THM disinfection by products. As a result, the Florida Department of Environmental Protection (FDEP) became involved and directed the utility to address the situation and change the treatment process.

In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, HC Waterworks previously relied on flushing of the distribution systems to maintain water quality. Due to the naturally occurring high sulfide content in the wells, the water also had to be circulated in the distribution system to maintain the proper chlorine residual as required by the Florida Department of Environmental Protection (FDEP). If the water was allowed to sit stagnant for any length of time, the hydrogen sulfide started reforming and exhibited a chlorine demand causing the residual to be reduced and ending with "rotten

egg" smelly water and chlorine residuals lower than state requirements placing the utility in violation of Rule 62-555, Florida Administrative Code (F.A.C.).

Historically, HC Waterworks significantly increased its flushing activities in the past. Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the FDEP as a common utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, HC Waterworks may institute some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scoured the build-up of naturally occurring minerals in the distribution system and does not provide a solution to the source of supply.

The residual hydrogen sulfides in the water distribution lines previously caused bacteria to begin feeding on the residuals. This interaction of the bacteria with the residual hydrogen sulfides increased the chlorine demand in the water. In order to address both the rotten egg smell and the reduction in chlorine in the lines, the utility was forced to increase its flushing. This situation was further exacerbated by the seasonality of the customer base. During the summer months, the HC Waterworks utility experiences a low customer population and low usage throughout the distribution system.

HC Waterworks historically used both automatic blow offs, as well as manual flushing at various points throughout the distribution system to address customer concerns on water quality. The utility also switched the chlorination process from disinfecting with Free Chlorine to disinfecting with Monochloramines, which is a weaker disinfectant that is still strong enough to disinfect, but does not produce disinfection by products (DBP) like free chlorine does.

Recent Actions to Address Water Quality

In May 2017, the FDEP requested a meeting with HC Waterworks to discuss the ongoing issues and customer complaints concerning the water quality. HC Waterworks met with the FDEP to discuss its plan to switch the water treatment process to a forced draft aeration treatment system for sulfide removal. This treatment methodology is consistent with the recommended treatment in FDEP Rule 62-555.315(5)(a), F.A.C. In September, 2017, HC Waterworks received a construction permit from the FDEP for modification to the existing 300,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen sulfide with associated acid and caustic feed systems for pH adjustment. HC Waterworks began construction of the new treatment modification during 2017-2018. The force draft aeration was

completed and placed into service in June 2018 and received partial clearance from FDEP. There is still work being completed consisting of the addition of a hydro-pneumatic tank. The total cost of the project is **\$527,713**.

This new system is comprised of:

1. A De Loach packed tower aeration system/forced draft degasification tower sized for a flow of 85 gpm for the removal of hydrogen sulfide.
2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500 gallon double wall containment storage tank and a day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200 gallon double wall storage tank and a day tank.
4. Installation of 10,000 gallon hydropneumatic (pressure) tank.
5. All associated piping and injection points.

This proven new treatment methodology is efficiently removing the majority of the sulfides contained in the raw water source. Forced draft aeration with pH adjustments have proven to remove up to 90% of total sulfides. Unfortunately, the sulfide issue has existed for numerous years, prior to the acquisition of the utility. This new treatment has already significantly improved the water being provided to the customers. However, although the sulfides are being removed at the source (treatment plant), there may still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – again prior to the installation of the new treatment process being placed into service. It will take time for the residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process once the new system is operational. This will not be instantaneous.

In addition, older homes may have either galvanized iron or copper piping inside the homes. In those instances, this may cause interaction with the water, or residual sulfides causing discolored water to occur.

Lake Josephine Drive – Main Replacement

During 2017, Highlands County with the coordination of the Florida Department of Transportation (FDOT), embarked on a road realignment/widening of Lake Josephine Drive. On March 28, 2017, Highlands County notified HC Waterworks that it will be required to remove and relocate the water mains located in the right-of-way of Lake Josephine Drive. HC Waterworks inquired as to who would be responsible for the costs to relocate its water main. The County and Utility met several times and

Ms. Tamra Mathy

exchanged several correspondences on this matter. HC Waterworks also contacted the FDOT concerning possible financial assistance in the costs of relocation. HC Waterworks subsequently attended the Highlands County Commission Meeting held on May 16, 2017. At that Commission meeting, the utility explained the costs and the impact it would have on its customers. It was explained that if the utility was required to fund the costs of this relocation, this would be passed onto its customer in the form of a rate increase. The Highlands County Commission adopted Resolution No. 16-17-80 at the May 2017 meeting. This resolution required HC Waterworks to relocate its water main at the utility's expense pursuant to Section 337.403(1), Florida Statutes. As a result, HC Waterworks utilized the same contractor completing the road project to relocate and install a new 8" water main on Lake Josephine Drive at a cost of \$511,139. This new water main also included the installation of additional fire hydrants in order to provide fire protection to its customers.

HC Waterworks will be filing a rate case with the FPSC in the near future for recovery of both the cost of the required water treatment system, as well as recovery of the main replacement on Lake Josephine Drive which was required by Highlands County. It is unclear at this time as to the timing of this future rate case.

Recent Events at 1934 Canary Way

Your specific residence is located closest to the water treatment plant. Your home is within eyesight of the plant. The utility's maintenance technician visited your residence on April 24, 2018. The water outside your residence at the outside tap was clear. The water had no smell or color, which is consistent with the treated water leaving the water treatment plant. A chlorine residual was also taken and the result was a residual of 4.0 mg/l. This is well within the required standards. The standards set by FDEP are a minimum of 0.2 mg/L and a maximum of 6.0 mg/L **at the farthest remote point** in the distribution system.

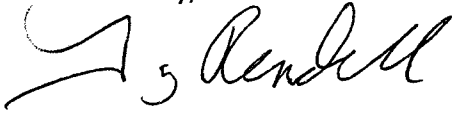
The technician also performed a chlorine residual test on the water sample collected inside the home by your husband and given to the technician on-site. The residual on the water collected inside the residence was .02 mg/l. This difference indicates that the chlorine residual is being significantly reduced inside your residence. This could be caused by several reasons. One may be the type of inside plumbing as galvanized iron and/or copper piping could diminish the residual. Another may be a water softener or filtration, such as reverse osmosis or cartridge. In another utility also located in Highlands County, we recently installed a forced draft aeration treatment system for sulfide removal. Again, this was a very successful project. However, we discovered that some of the residence utilized water softeners which caused an adjustment in the pH of the water causing it to become more corrosive. After the water softeners were bypassed the water quality concerns were eliminated.

As a consideration, you may wish to evaluate whether there is any further treatment occurring within your residence and/or what type of plumbing your house may have. Again, the water being provided at the utility's point of connection is clear, odorless, and has had the hydrogen sulfides removed.

Ms. Tamra Mathy

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with the first name "Troy" written in a stylized, looped manner and the last name "Rendell" written in a more standard cursive script.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Troy Rendell

From: Sharon Purviance
Sent: Friday, April 26, 2019 4:26 PM
To: Troy Rendell
Subject: Fwd:

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Important - follow up

On Fri, Apr 26, 2019 at 3:53 PM Mathy, Tamra <Tamra.Mathy@southflorida.edu> wrote:
Ms. Purviance:

I don't know what you are going to do to correct the problem I have but something has to be done. As I have explained in the past conversations, the smell is coming from the cold water when it is turned on. It is not coming from our pipes as ya'll suspected. It's not everyday but it is 3 days out of the 7. The initial odor is so bad that it makes us gag and end up throwing up. For 12 years now I, myself have watched the different remedies this company has tried to do with the "blue filter canisters" that was supposed to take care of everyone's problem and cost \$1,000.00's of dollars, now sits dormant. So the solution was to spend more \$1,000.00's on another system. Trust me when I tell you I watch that place like an eagle. All of this to no avail.

I have been told that there is nothing this company can do for me so hey we have an idea, "Why don't you sell your house". This was actually told to me by a former employee. Everyone of the new Manager's have promised me that they would get to the bottom of things and fix our problems. Has it happened? No!!!!!! All this company has done is ruin the peaceful way of life that we knew before, as far as the stinking smell from the plant and now from within my home!!!!!! Also the trash truck that comes down the road for what? a few pieces of cardboard? All this is doing is costing the customer's money and my time and energy of fixing the road they tear up because it is a non maintained county road. That's why I went to the company and had them agree to pick up my trash at the beginning of the road. But there again you and your company could care less. Oh I thought we weren't using chlorine anymore? If so why are the trucks still coming. I simply can't believe anything you or your associates tell me. And forget sitting outside, Thank you very much. I cannot believe (yes I can actually) that this company is not interested in my problems or fixing them. My property is paid for so why the hell should I sell because of a company???? It is willed to my grandchildren, so are they going to have to fight this company like me???

Your technician stated that he was going to talk to you and see if you could put some type of bleed off valve or something like that near my home so I DON'T GET THE PUTRID SMELL!!!!!! Everyone assumes it is from me having my windows open, NOT!!, it is coming from my cold water supply!!! I am not rich by far and really don't care to get into a legal battle that I probably won't win, but I am going to start talking to everyone that I can until I get some result's. Like today coming and taking a water sample!!!!!! That is so freaking funny!!!!!! Do you think the smell is trapped in the water after 2-3 hours of it having time to bleed off???

I am not a unreasonable person but I am mad as "HELL" now and I will be contacted everyone I can until this is resolved. I have asked many times to be contacted via phone or in person and even that does not work!!! So thank you for the utmost professionalism that you and your company provide for the customer's that pay

your salaries and bonuses. I truly hope you and yours don't use the company you work for, for your home water supply!!

Have a nice day,
Tamra Mathy

Troy Rendell

From: Troy Rendell
Sent: Monday, March 4, 2019 8:42 AM
To: 'Arlene Jordan'
Cc: Evelyn Alicea
Subject: RE: 10459 High Grove Avenue

I was able to confirm that this is a new meter that started with a reading of zero. There is no need to test a new meter as they come certified from the factory. The manufacturer tests meters prior to sending them out. His usage has returned to 2,000 gallons. The usage prior to that is nothing unusual especially for a new home.

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

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Friday, March 1, 2019 4:33 PM
To: Troy Rendell
Subject: Re: 10459 High Grove Avenue

Hi Troy - thanks for the information on this home. According to Mr. Schmitt he feels that something is wrong with his meter. Can you send Chris or Andy out to have this meter checked. He claims it is only his wife and himself living in the home and can't believe they used so much water.

Thanks and have a great weekend.

Arlene

On 3/1/2019 7:59 AM, Troy Rendell wrote:

> Good morning Arlene,
>
> This is a new customer who moved into one of the new Cottage Homes.
> They transferred the account into their name back in March 2018.
> There was no usage from the end of March through the end of November
> 2018. We did send out the maintenance technician in November to check on the house and
meter.
> It was stated that the house was previously unoccupied but the
> customer how now moved in. In November they used 4,000 gallons of
> water, in December they used 4,000 water - then recently in January
> 2109 they only used 2,000 gallons of water.
>
> Prior to the most recent usage they were just paying the base facility
> charges for water and wastewater in the amount of \$24.78 with no
> gallonage charges. Now that they are using the water - they are
> paying the gallonage charges.
>
> There is nothing unusual with this account or usage. They just had
> two months of usage of 4,000 gallons and this past month they only
> used 2,000 gallons.
>

> -----Original Message-----

> **From:** Arlene Jordan [<mailto:legalgram@centurylink.net>]
> **Sent:** Thursday, February 28, 2019 4:02 PM
> **To:** Troy Rendell
> **Subject:** 10459 High Grove Avenue
>

> Hi Troy - I received a telephone call from Mr. Schmitt of the above
> address informing me that for the months of January and February 2019
> his water bills have been \$80.96 when usually the water bills have
> been in the forties. Could you please check this out and advise me
> when you get a chance as I know you are traveling this week.
>
> Thanks alot and hope all is well. Just think - it is almost the
> weekend and I don't bother you for two days.
>
> Regards
>
> Arlene
>

HC WATERWORKS, INC.

January 8, 2018

Shona McCray
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1296565W – Mr. Robert Block – Account 54801103

Dear Ms. McCray,

Request: Mr. Block was concerned over his recent water outages and the after hours call number.

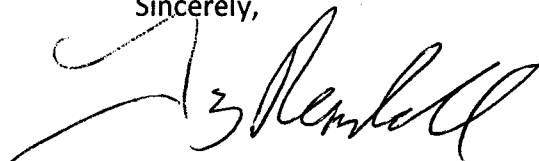
Response: The operator visited Mr. Block at his residence on January 7, 2018. It was explained that on Saturday, January 5, 2018 there was an issue with the chlorine pump at the water treatment plant. As a result the operator was out in the distribution system on Saturday morning flushing the distribution lines. The customers were not out of service, but may have experienced lower pressure than normal due to the flushing. Mr. Block was satisfied and stated that he may have “jumped the gun” on filing a complaint but he was having a bad day. He was very appreciative of the response and explanation.

On January 8, 2018, the Vice President of Customer Service contacted Mr. Block concerning the after hours number. It was discovered that Mr. Block had attempted to contact the former Utility Manager who passed away back in September 2018. It was explained that the after hours number was operational, as well as the toll free customer service number. Mr. Block was appreciative of the call back and the explanation.

This customer's issue has been satisfactorily resolved.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



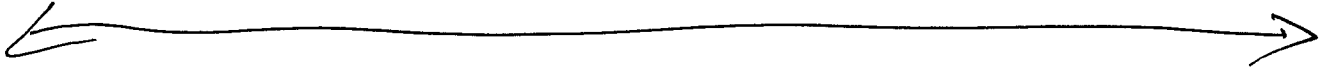
Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

→ NOT getting through but the water

Bulletin Board: Row D.

- accept, calls:

Most of time!



Request No. 1296565W

Name BLOCK ,ROBERT MR.

Business Name

Consumer Information

Name: ROBERT BLOCK

Business Name:

Svc Address: 10433 HIGH GROVE AVE

County: Highlands

Phone: (239)-777-8877

City/Zip: Lake Placid / 33852-

Account Number: 54801103

Caller's Name: ROBERT BLOCK

Mailing Address: 10433 HIGH GROVE AVE

City/Zip: LAKE PLACID ,FL 33852-

Can Be Reached:

E-Tracking Number: 128163

**Florida Public Service
Commission - Consumer Request**
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Utility Information

Company: HC WATERWORKS, INC.

Attn. Troy Rendell 1296565W

Response Needed From Company? Y

Date Due: 01/29/2019

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 01/07/2019

Time: 08:24

Via: E-FORM

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Rcq'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"——Original Message——"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Saturday, January 05, 2019 3:12 PM

To: Consumer Contact

Subject: E-Form Service Outage TRACKING NUMBER: 128163

CUSTOMER INFORMATION

Name: ROBERT BLOCK

Telephone: (239) 777-8877

Request No. 1296565W

Name BLOCK ,ROBERT MR.

Business Name

PAGE NO: 1

Email: ROM131@AOL.COM

Address: 10433 HIGH GROVE AVE. LAKE PLACID FL 33852

BUSINESS INFORMATION

Business Account Name: ROBERT BLOCK

Account Number: 54801103

Address: 10433 HIGH GROVE AVE. LAKE PLACID FL 33852

Water County Selected: Highlands

COMPLAINT INFORMATION

Complaint: Service Outage against HC Waterworks, Inc.

Details:

ON MARCH 12 2018 WE MOVED INTO AN OVER 55 COMMUNITY NAMED "COVERED BRIDGE" IN LAKE PLACID FL.

STARTING ON 6/11/18, WE HAVE BEEN WITHOUT WATER, ON 9 OCCASIONS, INCLUDING TODAY.
ON SOME OCCASIONS THERE IS NO ONE TO EVEN NOTIFY AT THE "EMERGENCY" NUMBER.

APPARENTLY THIS COMPANY DOES NOT CARE ABOUT THEIR CUSTOMERS. IF YOU COULD DO SOMETHING TO MAKE THEM
PROVIDE THIS ESSENTIAL SERVICE WITHOUT INTERRUPTION, IT WOULD BE MOST APPRECIATED.

SINCERELY,
ROBERT E. BLOCK "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

Request No. 1296565W

Name BLOCK ,ROBERT MR.

Business Name

PAGE NO: 2

Request No. 1296565WName BLOCK ,ROBERT MR.

Business Name _____

Consumer Information

Name: ROBERT BLOCK

Business Name:

Svc Address: 10433 HIGH GROVE AVE

County: Highlands Phone: (239)-777-8877

City/Zip: Lake Placid / 33852-

Account Number: 54801103

Caller's Name: ROBERT BLOCK

Mailing Address: 10433 HIGH GROVE AVE

City/Zip: LAKE PLACID ,FL 33852-

Can Be Reached:

E-Tracking Number: 128163

**Florida Public Service
Commission - Consumer Request**
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Utility Information

Company: HC WATERWORKS, INC.

Attn: Troy Randell11296565W

Response Needed From Company? **y**

Date Due: 01/29/2019

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: **N****PSC Information**

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 01/07/2019

Time: 08:24

Via: E-FORM

Prelim Type: OUTAGES

PO:

Disputed Amt: 0.00

Supmntl Rpt Rq'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: **N**

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

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Sent: Saturday, January 05, 2019 3:12 PM

To: Consumer Contact

Subject: E-Form Service Outage TRACKING NUMBER: 128163

CUSTOMER INFORMATION

Name: ROBERT BLOCK

Telephone: (239) 777-8877

Request No. 1296565WName BLOCK ,ROBERT MR.

Business Name _____

PAGE NO: 1

Email: ROM131@AOL.COM

Address: 10433 HIGH GROVE AVE. LAKE PLACID FL 33852

BUSINESS INFORMATION

Business Account Name: ROBERT BLOCK

Account Number: 54801103

Address: 10433 HIGH GROVE AVE. LAKE PLACID FL 33852

Water County Selected: Highlands

COMPLAINT INFORMATION

Complaint: Service Outage against HC Waterworks, Inc.

Details:

ON MARCH 12 2018 WE MOVED INTO AN OVER 55 COMMUNITY NAMED "COVERED BRIDGE" IN LAKE PLACID FL.

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APPARENTLY THIS COMPANY DOES NOT CARE ABOUT THEIR CUSTOMERS. IF YOU COULD DO SOMETHING TO MAKE THEM
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SINCERELY,
ROBERT E. BLOCK "

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 - a) the cause of the problem
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

Request No. 1296565W

Name BLOCK ,ROBERT MR.

Business Name

PAGE NO: 2

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 1296565W

Name BLOCK ,ROBERT MR.

Business Name

PAGE NO: 3



Activity Log Select

54801103, ROBERT & KAREN BLOCK - US Water Services Corporation

System Functions

21

Starts With Filter

showing 1 - 6 of 6

showing 1 - 6

[Return](#) [Add](#) [Refresh](#)[Report \(html\)](#)

Account	Service	Credit Rating	Locations	Landlord Services	Service Orders	Meters	Transactions	Fixed Charge	Adjustments	Fees	Payment Arrangement	Activity Log	Add. Delivery Method	Collections	Bill Message	Attribute	Attachment	Cat
Category	Label	Comments																
		Type	Pop-Up	Pop-Up Thru Date	User	Deb												
Account	D 3.0 Bill Inquiry	OPvweinberger 08/06/2018: ROBERT BLOCKER REQ VERIFY LAST 2 PAYMENTS																
		USER-DEFINED	No		OPvweinberge	08/03/2018												
Account	F 5.0 No Water - Sewer / Service Interruption	OPImjohnson 06/25/2018: ROBERT CALLED. HE WAS WITHOUT WATER YESTERDAY AND HAD NO EMERGENCY NUMBER TO CONTACT. COULD NOT LOOK ON WEBSITE AS NO ELECTRICITY. SAJD OUR VOICEMAIL WAS GARBLED AND SAID "RECO"																
		USER-DEFINED	No		OPImjohnson	06/10/2018												
Account		Removed from monthly payment extract on 05/01/2018																
		PAYMENT8633962	No		OPmhmman	05/10/2018												
		Added Recurring payment type [EFT] Cleared Pending Budget Balance. Previously [0.00] Cleared EFT Same as customer. Previously [true] Added Bank Account number #####0274 Added Bank Account Type [CHECK]																
Account		UPDATE	No		OPTkendall	04/20/2018												
		HCWW - Move In attached fee 28628																
		CREATE	No		OPvwinkler	03/10/2018												
Account		Cleared EFT Enabled. Previously [FALSE] Setting primary delivery mailing address to the customer mailing address. New account: 54801103																
		UPDATE	No		OPvweinberge	02/01/2019												

[Return](#) [Add](#) [Refresh](#)

showing 1 - 6 of 6

[Report \(html\)](#)

showing 1 -

[Move To Top Of The Page](#)[Go To eSupport](#)

User: Troy Rendell

Last Login: 01/04/2019 07:42 AM

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HC WATERWORKS, INC.

December 4, 2018

Ellen Plendl
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1293475W – Mr. John Leonard – Account 1190980

Dear Ms. Plendl,

Request: Mr. Leonard was concerned over his water quality being discolored with a foul smell.

Response: Upon review of Mr. Leonard's account, it was discovered that this customer has never contacted the utility's customer service department over water quality concerns. However, the water plant operator went to Mr. Leonard's residence on November 27, 2018 and went over his concerns for over an hour. The customer stated that he is rarely at his residence and uses very little water. He also stated that his hot water heater was over 20 years old and that he has never flushed it.

The operator flushed Mr. Leonard's outside spigot and showed the customer that the water was clear. The operator also discussed with Mr. Leonard that he should either flush his hot water heater or replace it with a new one. The operator informed Mr. Leonard that he should contact the utility first so that a service order can be generated and worked in the field at the time of any concern. Mr. Leonard was extremely appreciative and stated the he may have "jumped the gun" in contacting the Florida Public Service Commission first, since he has never contacted the utility. The operator explained that he personally works each service order on any water quality concern and typically flushes at or near any customer's residence that may have concerns. Again, Mr. Leonard was very appreciative of the utility's response and was satisfied with the actions taken.

In reviewing the account, it was also discovered that Mr. Leonard had a large leak in October, in which he received a substantial courtesy leak adjustment on his account.

Historical Issues

The water issues historically experienced in the Lake Josephine water system is due to several factors. This issue has existed since the original water utility was first placed into service. The raw water source for HC Waterworks' water systems contains naturally occurring constituents, such as iron and high levels of sulfides, which at times can cause undesirable color, taste, and odor. Upon acquisition the HC Waterworks' water treatment plants (WTP) utilized an Adedge filter to remove elemental sulfur from the well water. This system was installed by the

previous owner of the utility, prior to HC Waterworks acquiring the utility system. This previous treatment system required oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters required backwashing to remove the sulfur build-up in the filter media. Unfortunately, this previous treatment system is not the prescribed method of treatment of the level of sulfides in the source water and did not work to remove the sulfide efficiently. As discussed later in the body of this response, the utility has worked with the Florida Department of Environmental Protection (FDEP) and has recently installed a new water treatment system for sulfide removal.

In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, HC Waterworks utilized flushing of the distribution systems to maintain water quality. Due to the naturally occurring high sulfide content in the wells, the water had to be circulated in the distribution system to maintain the proper chlorine residual as required by the Florida Department of Environmental Protection (FDEP). If the water is allowed to sit stagnant for any length of time, the hydrogen sulfide starts reforming and it exhibits a chlorine demand causing the residual to be reduced and ending with “rotten egg” smelly water and chlorine residuals lower than state requirements placing the utility in violation of Rule 62-555, Florida Administrative Code (F.A.C.).

Previously, the residual hydrogen sulfides in the water distribution lines caused bacteria to begin feeding on the residuals. This interaction of the bacteria with the residual hydrogen sulfides increased the chlorine demand in the water. In order to address both the rotten egg smell and the reduction in chlorine in the lines, the utility was forced to increase its flushing. This situation is exacerbated by the seasonality of the customer base. During the summer months, the HC Waterworks utility experiences a low customer population and low usage throughout the distribution system.

HC Waterworks historically used both automatic blow offs, as well as manual flushing at various points throughout the distribution system to address customer concerns on water quality. The utility also switched the chlorination process from disinfecting with Free Chlorine to disinfecting with Monochloramines, which is a weaker disinfectant that is still strong enough to disinfect, but does not produce disinfection by products (DBP) like free chlorine does. This was a major concern with FDEP that the utility was required to address.

Recent Actions to Address Water Quality

In May 2017, the FDEP requested a meeting with HC Waterworks to discuss the ongoing issues and customer complaints concerning the water quality. HC Waterworks met with the FDEP to discuss its plan to switch the water treatment process to a forced draft aeration treatment system for sulfide removal. This treatment methodology is consistent with the recommended treatment in FDEP Rule 62-555.315(5)(a), F.A.C. The levels of sulfides in the source ground water rise to the level which requires forced draft aeration with pH adjustment. In September, 2017, HC Waterworks received a construction permit from the FDEP for modification to the existing 300,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen sulfide with associated acid and caustic feed systems for pH adjustment. HC Waterworks began construction of the new treatment modification during 2017-2018 and the new treatment system became operational in the summer of 2018. HC Waterworks received FDEP clearance for the new aeration system this past summer.

This new aeration system is comprised of:

1. A De Loach packed tower aeration system/forced draft degasification tower sized for a flow of 85 gpm for the removal of hydrogen sulfide.
2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500 gallon double wall containment storage tank and a day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200 gallon double wall storage tank and a day tank.
4. Installation of 10,000 gallon hydropneumatics (pressure) tank. (not yet installed)
5. All associated piping and injection points.

This newly operational forced draft aeration system is now removing the majority of the sulfides contained in the raw water source. Forced draft aeration with pH adjustments have proven to remove up to 90% of total sulfides.

Below is the table from FDEP Chapter 62-555.315(5)(a), Florida Administrative Code:

(a) Provide aeration or other appropriate treatment of the water from the new or altered well to remove total sulfide as necessary. Recommended types of aeration treatment for different water quality ranges are listed in the table below, which is incorporated herein as guidance and not as a requirement. Direct chlorination shall not be used to remove (i.e., oxidize) 0.3 mg/L or more of total sulfide unless the elemental sulfur formed during chlorination is removed.

POTENTIAL FOR	WATER QUALITY RANGES	POTENTIAL WATER TREATMENT
---------------	----------------------	---------------------------

IMPACTS WITHOUT TOTAL SULFIDE REMOVAL		
Low	Total Sulfide < 0.3 mg/L Dissolved Iron < 0.1 mg/L ¹	Direct Chlorination ²
Moderate	0.3 mg/L Total Sulfide 0.6 mg/L @ pH \leq 7.2 or 0.3 mg/L Total Sulfide 0.6 mg/L @ pH > 7.2	Conventional Aeration ³ (maximum removal efficiency 40-50%) or Conventional Aeration with pH Adjustment ^{4,5} (maximum removal efficiency 40-50%)
Significant	0.6 mg/L < Total Sulfide 3.0 mg/L @ pH 7.2 or 0.6 mg/L < Total Sulfide 3.0 mg/L @ pH > 7.2	Forced Draft Aeration ³ (maximum removal efficiency 90%) or Forced Draft Aeration with pH Adjustment ^{4,5} (maximum removal efficiency 90%)
Very Significant	Total Sulfide > 3.0 mg/L	Packed Tower Aeration with pH Adjustment ^{4,5} (maximum removal efficiency > 90%)

1. High iron content raises concern if chlorination alone is used and significant dissolved oxygen exists in the source water. Filtration may be required to remove particulate iron prior to water distribution.

2. Direct chlorination of sulfide in water in the pH range normally found in potable sources produces elemental sulfur and increased turbidity. Finished-water turbidity should not be more than two nephelometric turbidity units greater than raw-water turbidity.

3. Increased dissolved oxygen entrained during aeration may increase corrosivity.

4. Reduction of alkalinity during pH adjustment and high dissolved oxygen entrained during aeration may increase corrosivity. Corrosion control treatment such as pH adjustment, alkalinity recovery, or use of inhibitors may be required.

5. High alkalinity will make pH adjustment more costly, and use of other treatment may be in order. Treatment that preserves the natural alkalinity of the source water may enhance the stability of finished water.

As previously stated, the sulfide issue has existed for numerous years, prior to the acquisition of the utility. This new treatment has significantly improved the water being provided to the customers. However, although the sulfides are now removed at the source (treatment plant), there may still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – ***again prior to the installation of the new treatment process being placed into service.*** It will take time for the residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process once the new system is operational. This will not be instantaneous.

HC Waterworks has recently increased its flushing activities in response to customers' concerns. Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the FDEP as a common utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, HC Waterworks may institute some emergency flushing that can provide immediate relief.

It was also discovered there is a small section of water distribution main that is comprised of galvanized iron serving several customers. This was installed many years ago when the water mains were first placed into service. HC Waterworks is in the process of evaluating a project to replace this section of galvanized iron main by boring under the newly constructed Lake Josephine Drive road project to connect new services to the newly replaced water main. HC Waterworks was required by Highlands County to replace its water main with an 8" water main on Lake Josephine Drive.

Although this is not in the same area as Mr. Leonard, this will assist in addressing other customers' concerns on discolored water. It is believed that with both the addition of air through the forced draft aeration treatment and the change in Ph as a result of the acid and caustic, this may have caused the water to become more corrosive and may be reacting to both the galvanized iron main and any inside customer plumbing. HC Waterworks believes that once the old galvanized iron mains are replaced this will significantly improve the water quality.

HC Waterworks will continue to monitor the water quality once the galvanized iron mains are replaced to determine if further action is required. The customers affected are aware of the project and are satisfied with the utility's response. This replacement project should be completed shortly after the New Year in the first quarter of 2019.

HC Waterworks may also consider the addition of a sequesterant to further assist in any future water quality concerns. However, HC Waterworks is cognizant of the potential impact on its water customers' rates. The upward pressure on rates will be considered due to the significant

financial impact of this addition. At this time the utility does not believe it is necessary and will monitor the water quality once the iron mains are taken out of service.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Trendell", with a stylized flourish at the end.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

2017 WATER QUALITY REPORT

Lake Josephine and Sebring Lakes

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 is obtained from a groundwater source which draws from the Floridan Aquifer. The water is filtered for the removal of hydrogen sulfide, chlorinated for disinfection purposes and polyphosphate is added for corrosion control.

In 2017, the Florida Department of Environmental Protection performed a Source Water Assessment on our system. Information provided by this assessment indicated one potential source of contamination with a moderate susceptibility level. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at: www.dep.state.fl.us/swapp

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.

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. Lake Josephine 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

Lake Josephine and Sebring Lakes

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

Lake Josephine and Sebring Lakes

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
Radium 226 + 228 or combined radium (pCi/L)	06/2015	N	1.8	0.5 – 1.8	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	1.8	1.1 – 1.8	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	05/2015	N	0.081	0.062 – 0.081	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	05/2015	N	0.29	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
Selenium (ppb)	05/2015	N	1.5	0.9 – 1.5	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	05/2015	N	40.3	28.7 – 40.3	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	3.07	0.90 – 3.8	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes

STAGE 2 DISINFECTANT AND DISINFECTION BY PRODUCTS

Halacetic Acids (five) (HAA5) (ppb)	10/2017	N	31	N/A	NA	MCL = 60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	10/2017	N	19	N/A	NA	MCL = 80	By-product of drinking water disinfection

LEAD AND COPPER (TAP WATER)

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result	Exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	12/2015	N	0.19	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	12/2015	N	3.9	0	0	15	Corrosion of household plumbing systems, erosion of natural deposits

Request No. 1293475WName LEONARD ,JOHN MR.

Business Name _____

Consumer Information Name: JOHN LEONARD Business Name: Svc Address: 2073 OAK BEACH BOULD County: Highlands Phone: (863) -414-3351 City/Zip: Sebring / 33875- Account Number: Caller's Name: JOHN LEONARD Mailing Address: 2073 OAK BEACH BOULEVARD City/Zip: SEBRING ,FL 33875- Can Be Reached: (863) -414-3351 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: ELLEN PLENDL Entered By: MEP Date: 11/27/2018 Time: 13:15 Via: PHONE Prelim Type: WATER PO: Disputed Amt: 0.00
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell1293475W Response Needed From Company? Y Date Due: 12/18/2018	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Mr. Leonard expressed concern with water quality. He states the water is discolored and has a foul odor.

- 1) Please indicate the actions taken in the last 90 days to improve water quality.
- 2) Please indicate an action plan the company will take in the next 90 days to improve water quality.
- 3) Please provide the most recent water quality report.
- 4) Please contact the customer and provide an action plan the company will take in the next 90 days to improve water quality directly to the customer.

Note Customer contact is Mr. John Leonard at (863)-414-3351 (cell).

Act. 1190980

Request No. 1293475WName LEONARD ,JOHN MR.

Business Name _____

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS

2540 Shumard Oak Boulevard

Tallahassee, FL 32399

Case taken by Ellen Plendl

Request No. 1293475W Name LEONARD ,JOHN MR. Business Name

Troy Rendell

From: Troy Rendell
Sent: Monday, September 24, 2018 7:43 AM
To: 'Arlene Jordan'
Cc: Sharon Purviance
Subject: RE: Covered Bridge Water Treatment Plant

Good morning Arlene,

I have approved this installation.

Thanks,
Troy

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Sunday, September 23, 2018 1:42 PM
To: Troy Rendell; Gary Deremer
Subject: Covered Bridge Water Treatment Plant

Hello Troy - Hope you had a nice weekend and that your family is well.

It has come to my attention thru many of the homeowners, Andy and Ron Colbert that every time we have a power surge (good ole Duke Energy) the generator fails to turn on. At 4:00 a.m. Saturday morning, we had no water again as we experienced a power surge and someone from the park called the emergency number and Andy came out early in the morning to start up the water plant. It was explained to me that a timer is needed to be installed between the new transformer and the generator as this is why the water treatment plant shuts off. I may not be explaining this correctly to you, but Andy informed me that we need your (or whoever else is in charged) to give the okay to have the electrician install this time.

Please - I know you are tired from hearing from me and everyone else about our problems - I know I'm sick of it - but we need your permission to have the electrician install the required time.

Please let me know when this has been done so I can let the Board and homeowners know that this was taken care of.

Your prompt attention to this matter would be greatly appreciated.

Thanks and have a good Monday.

Arlene

Troy Rendell

From: Troy Rendell
Sent: Thursday, August 23, 2018 11:21 AM
To: 'Arlene Jordan'
Subject: RE: Water Treatment Plant at Covered Bridge

Good morning,

The generator does have an automatic switch over. Unfortunately, the transfer switch was not operational as we had parts on order from the supplier and have been working with the contractor for the control switch. We've been informed that the part has arrived and they will be installing it next week. It's unfortunate that the power outage occurred when the automatic switch over was inoperable.

My operator Andrew Borremans will come by your house to give you his cell number for future issues. As far as the generator itself. Auxiliary generators either run off of liquid gas (typically diesel) or liquid propane (LP). I'm not sure what he is referring to as an "electrical" generator as the whole purpose of a generator is to provide power in the event of an electrical failure. Generators don't run off of electricity but provide an alternative source of power. You already have a backup generator and as I recall it worked flawlessly during last year's hurricane event.

We are looking into the after hour call number. Was the number you called the one listed on your water bill?

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Thursday, August 23, 2018 9:28 AM
To: Troy Rendell
Subject: Water Treatment Plant at Covered Bridge

Dear Troy:

Last evening we had a tremendous thunder and lighting rain storm which caused all the homeowners to lose their electric. After approximately two hours the electric was turned on by Duke Energy. During the loss of electric and thereafter, there was not any water pressure, only a dribble of water coming out of the faucets. I attempted to call your Emergency phone number without success after holding for over twenty minutes. I received numerous phone calls from some of the homeowners complaining of no water and also informing me that they attempted to call your after hours emergency phone number, and after waiting for ten minutes or more, they hung up also. Troy, you really need more operators to handle the after hours emergency calls. It is so frustrating to have to sit in the dark and hold for such a long period of time to attempt to get thru to your emergency operators.

Ron Colbert, one of the Board members, telephoned me last night to complain about the no water, and wanted to know if I had another number to call (as I previously did with Ron DeRossett), but I informed him that I had the same emergency number as everyone else. My questions to you are the following:

1. Is there any way I could have Chris' telephone number as he is the one who usually comes to our rescue. He is another devoted employee and a very hard worker, who recently came out to Covered Bridge during his vacation to restart the water system a few months ago.

2. In talking with Ron Colbert he asked me to find out if we could get an electric generator instead of a gas generator so that the water system would automatically start once the electric is back on. Ron Colbert explained to me that the gas generator we have at the water plant needs to be manually turned on by an operator before it would start up.

I know we are a small community compared to others, but we are a 55+ community with many sick and elderly people living in this park, and we cannot be without water. If HC Waterworks/US Water does not want to provide us with an electric backup generator, what would the cost be for Covered Bridge to purchase an electric water generator and have it installed?

Awaiting your reply, and hope you have a great day.

Regards

Arlene

Troy Rendell

From: Arlene Jordan
Sent: Tuesday, July 17, 2018 3:40 PM
To: Troy Rendell; Rita Varona
Subject: Re: 40 Venetian Parkway - Covered Bridge

Troy and Rita - thank you for taking care of Ms. Ludgate.

Arlene

On 7/16/2018 1:20 PM, Troy Rendell wrote:

> we will look into it. I believe that when the meter was changed out -
> the billing system automatically billed based upon the final meter
> reading on the old meter. But I'll honor my previous offer. I'll
> have Rita look into it and get back with the customer.

>

>

>

> Thanks.

>

>

>

> *From:* Arlene Jordan [<mailto:legalgram@centurylink.net>]

> *Sent:* Monday, July 16, 2018 9:03 AM

> *To:* Troy Rendell; Rita Varona

> *Subject:* 40 Venetian Parkway - Covered Bridge

>

>

>

> Good morning Troy and Rita - hope this email finds both of you and
> your families well, and that you had a nice weekend.

>

> I received a telephone call yesterday from Ann Ludgate of 40 Venetian
> Parkway informing me that she received a water bill of almost \$300.00.
> Troy and Rita, if you recall last month I advised you that Ms. Ludgate
> was not receiving a proper water bill, and after checking her water
> meter several times, one of your worker's found that the water meter
> was not working. Both of you informed me and Ms. Ludgate that a
> \$47.00 charge would be added to her bill this month.

>

> A copy of your email to me is as follows:

>

> "Good morning Arlene,

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> Yes, the meter was inoperable and is being replaced today. As far as
> the

>

> consumption, I'm in discussions with Rita on this. In reviewing the

>

> customer's usage history from March 2016 through December 2017 (the

> last
 >
 > time she was billed for consumption) she averages around 682 gallons
 > per
 >
 > month. The majority of months she was billed for 1,000 gallons, while
 > a
 >
 > few months with no consumption. I propose to charge for 500 gallons
 > per
 >
 > month - for the past 6 months. This would equate to a total of 3,000
 >
 > gallons for the past 6 months usage. Rita is going to contact Ms.
 > Ludgate
 >
 > today to discuss directly with the customers.
 >
 >
 >
 > The calculation would be as follows:
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 >
 >
 > (500 gallons X 6 months = 3,000 gallons)
 >
 >
 >
 > Water: 3 X \$ 8.03 = \$24.09
 >
 >
 >
 > Wastewater: 3 X \$7.86 = = \$ 23.58
 >
 >
 >
 > Total: *\$47.67*
 >
 >
 >
 > This equates to \$7.95 per month for both water and wastewater usage
 > over
 >
 > the past 6 months."
 >
 >
 >
 > Can you please advise why Ms. Ludgate received a bill for almost
 > \$300.00 if she was only going to be billed \$47.67 as indicated above.
 >
 >
 >
 > Secondly, can you advise me when the sinkhole on Parkview Circle East
 > will be filled in. What seems to be the problem that it is taking so
 > long? I am getting so many telephone calls from homeowners regarding
 > this problem.
 >

>
>
> Looking forward to hearing from you regarding Ms. Ludgate's water bill.
>
>
>
> Arlene
>

Troy Rendell

From: Rita Varona
Sent: Tuesday, July 17, 2018 12:17 PM
To: Troy Rendell
Cc: Evelyn Alicea
Subject: RE: 40 Venetian Parkway - Covered Bridge

Troy,

I just spoke with Ann Ludgate and explained the correct amount she needs to pay. No payment arrangements are needed and she will send her payment for \$80.68. She is appreciative and wanted me to thank you for your assistance with this.

Rita Varona
Billing Supervisor

From: Rita Varona [mailto:rvarona@uswatercorp.net]
Sent: Tuesday, July 17, 2018 9:37 AM
To: Troy Rendell
Cc: Evelyn Alicea
Subject: RE: 40 Venetian Parkway - Covered Bridge

Troy,

Can you call me on this please?

Rita Varona
Billing Supervisor

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Monday, July 16, 2018 1:20 PM
To: Arlene Jordan
Cc: Rita Varona; Evelyn Alicea
Subject: RE: 40 Venetian Parkway - Covered Bridge

we will look into it. I believe that when the meter was changed out – the billing system automatically billed based upon the final meter reading on the old meter. But I'll honor my previous offer. I'll have Rita look into it and get back with the customer.

Thanks.

From: Arlene Jordan [mailto:legalgram@centurylink.net]
Sent: Monday, July 16, 2018 9:03 AM
To: Troy Rendell; Rita Varona
Subject: 40 Venetian Parkway - Covered Bridge

Good morning Troy and Rita - hope this email finds both of you and your families well, and that you had a nice weekend.

I received a telephone call yesterday from Ann Ludgate of 40 Venetian Parkway informing me that she received a water bill of almost \$300.00. Troy and Rita, if you recall last month I advised you that Ms. Ludgate was not receiving a proper water bill, and after checking her water meter several times, one of your worker's found that the water meter was not working. Both of you informed me and Ms. Ludgate that a \$47.00 charge would be added to her bill this month.

A copy of your email to me is as follows:

"Good morning Arlene,

Yes, the meter was inoperable and is being replaced today. As far as the consumption, I'm in discussions with Rita on this. In reviewing the customer's usage history from March 2016 through December 2017 (the last time she was billed for consumption) she averages around 682 gallons per month. The majority of months she was billed for 1,000 gallons, while a few months with no consumption. I propose to charge for 500 gallons per month - for the past 6 months. This would equate to a total of 3,000 gallons for the past 6 months usage. Rita is going to contact Ms. Ludgate today to discuss directly with the customers.

The calculation would be as follows:

(500 gallons X 6 months = 3,000 gallons)

Water: 3 X \$ 8.03 = \$24.09

Wastewater: 3 X \$7.86 = = \$ 23.58

Total: *\$47.67*

This equates to \$7.95 per month for both water and wastewater usage over the past 6 months."

Can you please advise why Ms. Ludgate received a bill for almost \$300.00 if she was only going to be billed \$47.67 as indicated above.

Secondly, can you advise me when the sinkhole on Parkview Circle East will be filled in. What seems to be the problem that it is taking so long? I am getting so many telephone calls from homeowners regarding this problem.

Looking forward to hearing from you regarding Ms. Ludgate's water bill.

Arlene

Troy Rendell

From: Troy Rendell
Sent: Monday, July 16, 2018 1:20 PM
To: 'Arlene Jordan'
Cc: Rita Varona; Evelyn Alicea
Subject: RE: 40 Venetian Parkway - Covered Bridge

we will look into it. I believe that when the meter was changed out – the billing system automatically billed based upon the final meter reading on the old meter. But I'll honor my previous offer. I'll have Rita look into it and get back with the customer.

Thanks.

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Monday, July 16, 2018 9:03 AM
To: Troy Rendell; Rita Varona
Subject: 40 Venetian Parkway - Covered Bridge

Good morning Troy and Rita - hope this email finds both of you and your families well, and that you had a nice weekend.

I received a telephone call yesterday from Ann Ludgate of 40 Venetian Parkway informing me that she received a water bill of almost \$300.00. Troy and Rita, if you recall last month I advised you that Ms. Ludgate was not receiving a proper water bill, and after checking her water meter several times, one of your worker's found that the water meter was not working. Both of you informed me and Ms. Ludgate that a \$47.00 charge would be added to her bill this month.

A copy of your email to me is as follows:

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Looking forward to hearing from you regarding Ms. Ludgate's water bill.

Arlene

Troy Rendell

From: Evelyn Alicea
Sent: Thursday, June 28, 2018 10:04 AM
To: Evelyn Alicea; Troy Rendell; Rita Varona
Cc: Ron Derossett; Andrew Borremans
Subject: RE: 5314 prince/Sebring lakes

Troy,

Customers account has been credited and the activity log noted.

CREDITED CUSTOMERS ACCOUNT FOR \$70.00 PER T.R.-DUE TO DISCOLORED CLOTHING -CALLED CUSTOMER TO INFORM HIM HIS NEXT BILL WILL HAVE A CREDIT OF \$70.00- CUSTOMER WANTED TO KNOW IF HIS NEXT BILL WAS NOT MORE THE \$70.00 WOULD HE STILL HAVE A REMANDING CREDIT - I REPLIED YES

Thank you,

Evelyn Alicea
Billing Analyst Coordinator

From: Evelyn Alicea [mailto:elialicea@uswatercorp.net]
Sent: Thursday, June 28, 2018 8:41 AM
To: Troy Rendell; Rita Varona
Cc: Ron Derossett; Andrew Borremans
Subject: RE: 5314 prince/Sebring lakes

Troy,

I will look at the notes on the activity log prior to calling William Sheffied then I will credit his account the \$70.00 for the discolored clothing.

Thank you,

Evelyn Alicea
Billing Analyst Coordinator

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Thursday, June 28, 2018 8:33 AM
To: Evelyn Alicea; Rita Varona

Cc: Ron Derossett; Andrew Borremans
Subject: RE: 5314 prince/Sebring lakes

Please issue a credit to 54797801, WILLIAM SHEFFIELD – in the amount of \$70. Call customer and let him know that we credited his account for \$70 due to discolored clothing.

You may want to look at some of the notes (Activity Log) on the account prior to calling. He's complained for years on this.

Thanks.

From: Andrew Borremans [mailto:aborremans@uswatercorp.net]
Sent: Thursday, June 28, 2018 8:10 AM
To: Troy Rendell
Cc: Ron Derossett
Subject: Re: 5413 prince/Sebring lakes

I will verify the address. The customer called Ron directly. There was one other address that experience the iron, seems like an isolated incident

On Thu, Jun 28, 2018, 7:56 AM Troy Rendell <trendell@uswatercorp.net> wrote:

Andrew,

I don't see a 5413 Prince in the system. Are you sure it's not 5312 prince?

Also, this is the first I've heard of Iron in the water...

From: Andrew Borremans [mailto:aborremans@uswatercorp.net]
Sent: Wednesday, June 27, 2018 4:53 PM
To: Troy Rendell; Ron Derossett
Subject: 5413 prince/Sebring lakes

Good afternoon Troy, I responded to a water quality complaint, customer had strong presence of iron. Gave customer an iron out and it did not fix his shirts, says he has four shirts worth \$15 a piece is there anything we can do for this customer

HC WATERWORKS, INC.

June 27, 2018

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1281188W – Ms. Ashley Parent

Dear Mr. Castillo,

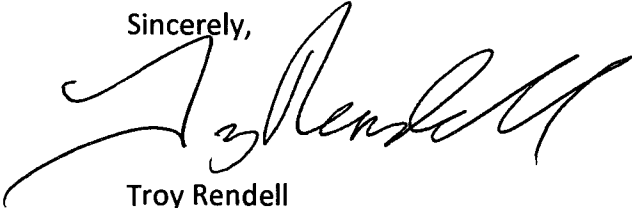
Request: Ms. Parent was concerned about being held responsible for a former tenant's past due balance prior to receiving water service turned on.

Response: This was in error. The customer service representative gave inaccurate information and has been counseled on this. The customer's husband was contacted on June 27, 2018 and was informed that this was an error and that the initial water would be turned on. I apologized for any inconvenience of the misunderstanding.

Customer was appreciative of the apology and resolution.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Trendell', with a stylized flourish at the end.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Request No. 1281188W

Name PARENT ,ASHLEY MS

Business Name

Consumer Information Name: ASHLEY PARENT Business Name: Svc Address: 109 LEONA DRIVE County: Highlands Phone: (863)-243-5059 City/Zip: Sebring / 33875- Account Number: Caller's Name: RICHARD KLOCKO Mailing Address: 109 LEONA DRIVE City/Zip: SEBRING ,FL 33875- Can Be Reached: (863)-202-1175 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: REY CASTILLO Entered By: SGL Date: 06/26/2018 Time: 10:15 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 200.00
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell1281188W Response Needed From Company? Y Date Due: 07/18/2018	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? approximately \$200.00

What is the date of the bill? June 2018

Why do you believe you have been billed improperly? Customer states she is being charged a water bill from a prior tenant that resided at the rental house she just rented. The bill belongs to Ruben Eslinado who is no relation to the customer nor does she know who this person is whatsoever. Customer is willing to pay her own bills but refuses to pay for a bill that is not her own. Customer wants to have water at her residence and wants service in her name.

Request No. 1281188W

Name PARENT ,ASHLEY MS

Business Name

PAGE NO: 1

Other Comments: Customer signed her lease on June 26,2018 and wants water at her residence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

- 1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.**
- 2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.**
- 3. The response should include the following:**
 - a) the cause of the problem**
 - b) actions taken to resolve the customer's complaint**
 - c) the company's proposed resolution to the complaint**
 - d) answers to any questions raised by staff in the complaint**
 - e) confirmation the company has made direct contact with the customer**

- 4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:**

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Lynch

Request No. 1281188W	Name PARENT ,ASHLEY MS	Business Name
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PAGE NO: 2

Troy Rendell

From: Ron Derossett
Sent: Tuesday, June 12, 2018 8:38 AM
To: Troy Rendell
Cc: Evelyn Alicea; Rita Varona
Subject: RE: 1934 Canary Way - HCWW

I called Mrs. Mathey and explained to her about the high chlorine levels at her house. I asked her if the water was discolored today and she said no it when she wakes up in the morning the chlorine smell is so high she can't brush her teeth. I explained to her the new plant modifications should help with this issue to the lower chlorine usage needed for treatment. She said she understood all of that but still wasn't helping her situation. I apologized for the inconvenience and explained it will get better. She asked if I could stop by her house and talk face to face with her and we set a date for June 12th after 1:30 pm. She didn't mention the speeding down the road but I'm sure we will discuss this today.

*Ron DeRossett
US Water Services Corporation
4939 Cross Bayou Blvd.
New Port Richey, FL 34652
Office: (727)848-8292
Cell: (904)540-9765
fax: (727)849-5467*

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Monday, June 11, 2018 2:06 PM
To: Ron Derossett
Subject: FW: 1934 Canary Way - HCWW

Please call her

From: Linda Johnson [mailto:linda.johnson@opus21ms.com]
Sent: Monday, June 11, 2018 9:24 AM
To: Troy Rendell
Cc: Evelyn Alicea; rvarona@uswatercorp.net
Subject: 1934 Canary Way - HCWW

I just spoke to Tamra Mathey. OPlmjohanson 06/11/2018: TAMRA CALLED ABOUT THE POOR WATER QUALITY AT HER HOME. SHE SAYS THE CHLORINE LEVEL IS SO HIGH IT BURNS HER EYES. WHEN SHE SHOWERS, WATER COMES OUT GRITTY. SHE FILLED HER POOL WITH 2500 GALLONS OF WATER AND IT WAS BROWN. WHEN SHE COMPLAINED TO A TECH, HE BROUGHT HER SOME IRON OUT. HER CLOTHES HAVE BEEN RUINED BECAUSE OF THE BROWN WATER. HER FAMILY DOES NOT DRINK OR COOK WITH THE WATER. SHE BUYS BOTTLED WATER FOR HER FAMILY AND HER DOGS. SHE IS TIRED OF THE COST OF BOTTLED WATER WHEN SHE IS PAYING FOR WATER. SHE SAYS TECHS TELL HER THEY HAVE TO TAKE CARE OF THE PEOPLE DOWN THE LINE. SHE WANTS SOMETHING DONE. ADV I WOULD NOTIFY USW MANAGEMENT.

ALSO COMPLAINS OF TECHS SPEEDING DOWN THE READ. PLEASE CALL HER AT 863-273-3566.

Thanks and Happy Monday!!!! ☺

Linda Johnson
OPUS 21 MS
680 COMMERCE DRIVE
SUITE 160
WOODBURY, MN 55125
PH: 651-905-0400
FAX: 651-905-0440

Troy Rendell

From: Troy Rendell
Sent: Thursday, June 21, 2018 8:05 AM
To: 'Arlene Jordan'
Cc: Rita Varona; Evelyn Alicea
Subject: RE: 40 Venetian Parkway

Good morning Arlene,

Yes, the meter was inoperable and is being replaced today. As far as the consumption, I'm in discussions with Rita on this. In reviewing the customer's usage history from March 2016 through December 2017 (the last time she was billed for consumption) she averages around 682 gallons per month. The majority of months she was billed for 1,000 gallons, while a few months with no consumption. I propose to charge for 500 gallons per month - for the past 6 months. This would equate to a total of 3,000 gallons for the past 6 months usage. Rita is going to contact Ms. Ludgate today to discuss directly with the customers.

The calculation would be as follows:

(500 gallons X 6 months = 3,000 gallons)
Water: 3 X \$ 8.03 = \$24.09
Wastewater: 3 X \$7.86 = = \$ 23.58
Total: \$47.67

This equates to \$7.95 per month for both water and wastewater usage over the past 6 months.

The Florida Public Service Commission rules on charging for underbillings is quoted below:

25-30.350 Underbillings and Overbillings for Water and Wastewater Service.

(1) A utility may not backbill customers for any period greater than 12 months for any undercharge in billing which is the result of the utility's mistake.

(a) The utility shall allow the customer to pay for the unbilled service over the same time period as the time period during which the underbilling occurred or some other mutually agreeable time period. The utility shall not recover in a ratemaking proceeding, any lost revenues which inure to the utility's detriment on account of this provision.

(b) The revised bill shall be calculated on a monthly basis, assuming uniform consumption during the month(s) subject to underbilling, based on the individual customer's average usage for the time period covered by the underbilling. The monthly bills shall be recalculated by applying the tariff rates in effect for that time period. The customer shall be responsible for the difference between the amount originally billed and the recalculated bill. All calculations used to arrive at the rebilled amount shall be made available to the customer upon the customer's request.

25-30.340 Adjustment of Bills for Meter Error.

3) Slow meters.

(a) Except as provided by this paragraph, a utility may backbill in the event that a meter is found to be slow, non-registering or partially registering. A utility may not backbill for any period greater than twelve (12) months from the date it notifies a customer that his or her meter is slow, non-registering or partially registering. If it can be ascertained that the meter was slow, non-registering or partially registering for less than twelve (12) months prior to notification, then the utility may backbill only for the lesser period of time. In any event, the customer may extend the payments of the backbill over the same amount of time for which the utility issued the backbill. Nothing in this subsection shall be construed to limit the application of subsection (5) of this rule.

(c) In the event of a non-registering or a partially registering meter, unless the provisions of subsection (4) of this rule apply, a customer may be billed on an estimated amount based on previous bills for similar usage.

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

From: Arlene Jordan [mailto:legalgram@centurylink.net]
Sent: Wednesday, June 20, 2018 5:26 PM
To: Troy Rendell
Cc: Rita Varona; Evelyn Alicea
Subject: Re: 40 Venetian Parkway

Good evening - FYI - Ann Ludgate called me earlier this afternoon to inform me that your technician was out to her home today and informed her that her meter was not working and that he was going to replace the meter. What happens now with her billing issue especially since I have been advising you for months that her meter was not working properly. This woman is quite ill riddled with cancer and is only on social security.

Arlene

On 6/20/2018 3:23 PM, Troy Rendell wrote:

> Good afternoon Arlene,
>
> We had already sent our technician out this morning to investigate the
> meter. He's out there today and I'll let you know what we find.
>
> Thanks for letting us know.
>
> Troy
>

> -----Original Message-----

> From: Arlene Jordan [mailto:legalgram@centurylink.net]
> Sent: Wednesday, June 20, 2018 12:49 PM
> To: Troy Rendell
> Cc: Rita Varona; Evelyn Alicea
> Subject: Re: 40 Venetian Parkway
>

> Good afternoon everyone - I just spoke with Ann Ludgate - owner of the
> above address. She is quite concerned about her water bill for this
> water billing cycle as she just had her house pressured cleaned and also
> had three people staying with her for more then a week. Something is
> definitely wrong with the water meter or equipment. Please have one of
> your worker's investigate further into resolving this water issue, and
> advise me.
>

> Thank you and have a wonderful day.
>

> Arlene
>
>
>
>

> On 6/19/2018 11:09 AM, Troy Rendell wrote:

>> Arlene,
>>
>> There were two service orders issued and completed for 40 Venetian
>> Parkway.
>> One was on March 5, 2018 for zero consumption and the other one was on
>> June
>> 8, 2018.

>> Each time the meter was working appropriately.
>>
>> According to the last two service orders, the customer used 420 from 3/5 -
>> 6/8 (95 days). There is very low consumption at this address. We'll
>> issue
>> another follow-up service order to check the ERT to make sure it is
>> working
>> as well. We should get those results tomorrow.
>>
>> I'll also follow up on your account.
>>
>> Troy
>>
>> -----Original Message-----
>> From: Arlene Jordan [mailto:legalgram@centurylink.net]
>> Sent: Tuesday, June 19, 2018 10:45 AM
>> To: Troy Rendell; Rita Varona
>> Subject: 40 Venetian Parkway
>>
>> Good morning - hope all is well with your family Troy and that you had a
>> nice Father's Day.
>>
>> I received a call from Ann Ludgate of the above address who informed me
>> that every month she receives a water bill for approximately \$30.00 with
>> no usage. I wrote to you once before about this complaint but to date
>> nothing has been done. Can you have the meter checked. Ms. Ludgate is
>> an elderly lady who lives in a mobile and is very concerned about her
>> non-usage on each month's bill. What seems to be the problem?
>>
>> Also, on my bill 158 Parkview Circle, my bill was \$64 and change. If
>> you review my records, I have never received such a high bill before. I
>> know you said there will be a water bill increase but a \$16.00 dollar
>> increase is outrageous! Please explain why such a high increase.
>>
>> Arlene
>>

Troy Rendell

From: Troy Rendell
Sent: Wednesday, June 20, 2018 3:24 PM
To: 'Arlene Jordan'
Cc: Rita Varona; Evelyn Alicea
Subject: RE: 40 Venetian Parkway

Good afternoon Arlene,

We had already sent our technician out this morning to investigate the meter. He's out there today and I'll let you know what we find.

Thanks for letting us know.

Troy

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

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Wednesday, June 20, 2018 12:49 PM
To: Troy Rendell
Cc: Rita Varona; Evelyn Alicea
Subject: Re: 40 Venetian Parkway

Good afternoon everyone - I just spoke with Ann Ludgate - owner of the above address. She is quite concerned about her water bill for this water billing cycle as she just had her house pressured cleaned and also had three people staying with her for more than a week. Something is definitely wrong with the water meter or equipment. Please have one of your worker's investigate further into resolving this water issue, and advise me.

Thank you and have a wonderful day.

Arlene

On 6/19/2018 11:09 AM, Troy Rendell wrote:

> Arlene,
>
> There were two service orders issued and completed for 40 Venetian Parkway.
> One was on March 5, 2018 for zero consumption and the other one was on
> June 8, 2018.
> Each time the meter was working appropriately.
>
> According to the last two service orders, the customer used 420 from
> 3/5 -
> 6/8 (95 days). There is very low consumption at this address. We'll
> issue another follow-up service order to check the ERT to make sure it
> is working as well. We should get those results tomorrow.
>
> I'll also follow up on your account.
>
> Troy
>
> -----Original Message-----
> **From:** Arlene Jordan [<mailto:legalgram@centurylink.net>]

> Sent: Tuesday, June 19, 2018 10:45 AM
> To: Troy Rendell; Rita Varona
> Subject: 40 Venetian Parkway
>
> Good morning - hope all is well with your family Troy and that you had
> a nice Father's Day.
>
> I received a call from Ann Ludgate of the above address who informed
> me that every month she receives a water bill for approximately \$30.00
> with no usage. I wrote to you once before about this complaint but to
> date nothing has been done. Can you have the meter checked. Ms.
> Ludgate is an elderly lady who lives in a mobile and is very concerned
> about her non-usage on each month's bill. What seems to be the problem?
>
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> you review my records, I have never received such a high bill before.
> I know you said there will be a water bill increase but a \$16.00
> dollar increase is outrageous! Please explain why such a high increase.
>
> Arlene
>

Troy Rendell

From: Troy Rendell
Sent: Tuesday, June 19, 2018 11:10 AM
To: 'Arlene Jordan'
Cc: Rita Varona; Evelyn Alicea
Subject: RE: 40 Venetian Parkway

Arlene,

There were two service orders issued and completed for 40 Venetian Parkway. One was on March 5, 2018 for zero consumption and the other one was on June 8, 2018. Each time the meter was working appropriately.

According to the last two service orders, the customer used 420 from 3/5 - 6/8 (95 days). There is very low consumption at this address. We'll issue another follow-up service order to check the ERT to make sure it is working as well. We should get those results tomorrow.

I'll also follow up on your account.

Troy

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

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Tuesday, June 19, 2018 10:45 AM
To: Troy Rendell; Rita Varona
Subject: 40 Venetian Parkway

Good morning - hope all is well with your family Troy and that you had a nice Father's Day.

I received a call from Ann Ludgate of the above address who informed me that every month she receives a water bill for approximately \$30.00 with no usage. I wrote to you once before about this complaint but to date nothing has been done. Can you have the meter checked. Ms. Ludgate is an elderly lady who lives in a mobile and is very concerned about her non-usage on each month's bill. What seems to be the problem?

Also, on my bill 158 Parkview Circle, my bill was \$64 and change. If you review my records, I have never received such a high bill before. I know you said there will be a water bill increase but a \$16.00 dollar increase is outrageous! Please explain why such a high increase.

Arlene

Troy Rendell

From: Troy Rendell
Sent: Tuesday, June 19, 2018 11:22 AM
To: 'Arlene Jordan'
Cc: Rita Varona; Evelyn Alicea
Subject: FW: 158 Parkview Cir
Attachments: Consumption History for 158 Parkview Cir.xls; Statement-for-54795785_158 Parkview Cir.pdf

Arlene,

Attached is your consumption history and current month's statement. There is nothing unusual going on with your account. The index increase didn't go into effect until last week - so you haven't been billed under the index increase yet.

Looking at your transaction history - you have been billed \$64.41 numerous times - each time you used 2,000 gallons.

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

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Tuesday, June 19, 2018 10:45 AM
To: Troy Rendell; Rita Varona
Subject: 40 Venetian Parkway

Good morning - hope all is well with your family Troy and that you had a nice Father's Day.

I received a call from Ann Ludgate of the above address who informed me that every month she receives a water bill for approximately \$30.00 with no usage. I wrote to you once before about this complaint but to date nothing has been done. Can you have the meter checked. Ms. Ludgate is an elderly lady who lives in a mobile and is very concerned about her non-usage on each month's bill. What seems to be the problem?

Also, on my bill 158 Parkview Circle, my bill was \$64 and change. If you review my records, I have never received such a high bill before. I know you said there will be a water bill increase but a \$16.00 dollar increase is outrageous! Please explain why such a high increase.

Arlene

HC Waterworks Inc

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

Account Number 54795785
Bill Date 06/14/2018
Due Date 07/04/2018
Total Amount Due \$64.41

For Service To:
158 PARKVIEW CIR

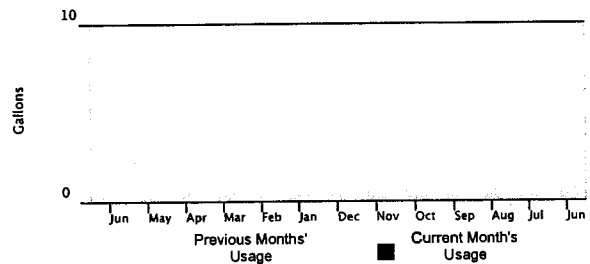
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	05/02/2018	30	21 Actual	21	TGAL
	06/01/2018		23 Actual	23	
Total Days:		30	Total Usage:		2 TGAL

Billing Detail

Amount Owed From Last Bill \$48.52
Adjustments \$0.00
Total Payments Received \$48.52
Prior Balance \$0.00

New Charges
Base Charge \$20.87
Water 2 @ 8.030000 \$16.06
Total Water 2 TGAL Charges \$36.93
Base Charge \$11.76
Waste Water 2 @ 7.860000 \$15.72
Total Sewer Charges \$27.48
Total Current Charges \$64.41
Total Amount Due 07/04/2018 \$64.41

Water Use History



Message Center

- View the Leisure Lakes 2017 Water Quality Report at: mywaterservice.com/leisurelakes2017 The report contains important information about the source and quality of your drinking water. We detected 13 contaminants, none 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 10, 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 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.

054795785 0006441

Make Checks Payable To:

HC Waterworks 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.
Acct#: 54795785 158 PARKVIEW CIR

ARLENE JORDAN
158 PARKVIEW CIR
LAKE PLACID FL 33852-9391



Amount Due by 07/04/2018	\$64.41
Amount Enclosed: \$	

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

Meter Number	Read Date	Reading	Estimated	Consumption	# of Days
69737016	06/01/2018	23.00	0.00	2.00	30.00
69737016	05/02/2018	21.00	0.00	1.00	30.00
69737016	04/02/2018	20.00	0.00	1.00	32.00
69737016	03/01/2018	19.00	0.00	1.00	28.00
69737016	02/01/2018	18.00	0.00	1.00	30.00
69737016	01/02/2018	17.00	0.00	2.00	32.00
69737016	12/01/2017	15.00	0.00	1.00	30.00
69737016	11/01/2017	14.00	0.00	1.00	29.00
69737016	10/03/2017	13.00	0.00	1.00	32.00
69737016	09/01/2017	12.00	0.00	1.00	31.00
69737016	08/01/2017	11.00	0.00	1.00	29.00
69737016	07/03/2017	10.00	0.00	2.00	32.00
69737016	06/01/2017	8.00	0.00	1.00	31.00
69737016	05/01/2017	7.00	0.00	1.00	28.00
69737016	04/03/2017	6.00	0.00	1.00	33.00
69737016	03/01/2017	5.00	0.00	1.00	28.00
69737016	02/01/2017	4.00	0.00	1.00	29.00
69737016	01/03/2017	3.00	0.00	2.00	33.00
69737016	12/01/2016	1.00	0.00	1.00	30.00
69737016	11/01/2016	0.00	0.00	0.00	14.00
69737016	10/18/2016	0.00	0.00	0.00	31.00

HC WATERWORKS, INC.

June 5, 2018

Shona McCray
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1279526W – Mr. Kenneth Ritola – Account # 1189882

Dear Ms. McCray,

Request: Mr. Ritola was concerned over a bill message that was in the Message Center of his previous water bills concerning locking meters for vacant residence, as well as water quality.

Response: Mr. Ritola was contacted on June 5, 2018. He was informed that the bill message erroneously showed on the customers billing statements. This was a policy that was discussed and considered by the utility for the protection of its customers who are not in residence for an extended period of time. However, after further consideration, this policy was not implemented. Unfortunately, the outside billing contractor had already input the information in the message center of the bills. I personally apologized to Mr. Ritola for this error.

The utility will be proactively notifying its customers via a bill insert in the next billing cycle alerting them of this error and apologizing for any inconvenience this may have caused. No customer meters were locked and no customers were charged due to this oversight.

This issue has been satisfactorily resolved with the customer. Mr. Ritola was very appreciative of the apology and the phone call clarifying this misunderstanding. I also informed him that the new forced draft aeration water treatment system was placed into operation as of today for sulfide removal. He was also very appreciative that the new treatment system was installed and operational.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Request No. 1279526W

Name RITOLA ,KENNETH MR.

Business Name

Consumer Information Name: KENNETH RITOLA Business Name: Svc Address: 408 DAY LILLY STREET County: Highlands Phone: (810)-599-7091 City/Zip: Sebring / 33876- Account Number: 1189882 Caller's Name: KENNETH RITOLA Mailing Address: 7355 WINDRIDGE DR City/Zip: PINCKNEY ,MI 48169 Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: SHONNA MCCRAY Entered By: CD Date: 06/05/2018 Time: 13:10 Via: PHONE Prelim Type: QUALITY OF SERVICE PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell 11279526W Response Needed From Company? Y Date Due: 06/26/2018	
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	

Preclose type - Quality of Service

Customer Comments: Customer states that he is attempting to contact HC Waterworks Inc and cannot contact, Customer has issue with lock meter charge and he would like to discuss and a quality of water issue with HC Waterworks. Customer would like someone from HC Waterworks to contact him to discuss. Customer also states that water will stop with no warning.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:

Request No. 1279526W

Name RITOLA ,KENNETH MR.

Business Name

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Kenny Davis

Request No. 1279526W Name RITOLA ,KENNETH MR. Business Name

HC WATERWORKS, INC.

June 5, 2018

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1279278W – Mr. Keith Fortner – Account # 54799596

Dear Mr. Castillo,

Request: Mr. Fortner was concerned over a bill message that was in the Message Center of his previous water bills.

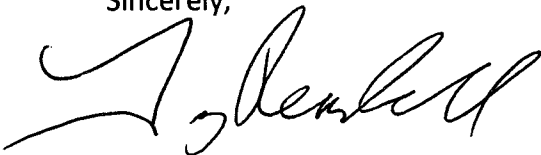
Response: Mr. Fortner was contacted on June 5, 2018. He was informed that the bill message erroneously showed on the customers billing statements. This was a policy that was discussed and considered by the utility for the protection of its customers who are not in residence for an extended period of time. However, after further consideration, this policy was not implemented. Unfortunately, the outside billing contractor had already input the information in the message center of the bills. I personally apologized to Mr. Fortner for this error.

The utility will be proactively notifying its customers via a bill insert in the next billing cycle alerting them of this error and apologizing for any inconvenience this may have caused. No customer meters were locked and no customers were charged due to this oversight.

This issue has been satisfactorily resolved with the customer. Mr. Fortner was very appreciative of the apology and the phone call clarifying this misunderstanding.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Request No. 1279278W

Name FORTNER , ANDREA MRS

Business Name

Consumer Information Name: ANDREA FORTNER Business Name: Svc Address: 304 YELLOW WILLOW ST County: Highlands Phone: (814) -771-2454 City/Zip: Sebring / 33876- Account Number: 54799596 Caller's Name: KEITH FORTNER Mailing Address: 301 BROADSTREET City/Zip: PORT ALLEGANY , PA 16743- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: REY CASTILLO Entered By: BJ Date: 06/01/2018 Time: 13:57 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell 1279278W Response Needed From Company? Y Date Due: 06/22/2018	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Preclose Type - Improper Bills

Other Comments:

Customer is calling about a letter he received from HC Waterworks.

Customer states that Company is advising that in an effort to protect their customers who are absent for extended periods of time they will be placing locks on the meters of inactive accounts.

Customer states the letter advises that there is a \$26 fee for the removal of the lock in order to restore service.

Request No. 1279278W

Name FORTNER , ANDREA MRS

Business Name

PAGE NO: 1

Customer is requesting information on whether this is an approved charge in HC Waterworks' tariff.

Customer is requesting information on why the meter must be locked and if the customer can opt out of having the meter locked.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Belkis Joiner

Request No. 1279278W Name FORTNER ,ANDREA MRS Business Name

HC Waterworks Inc

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

Account Number 54799596
Bill Date 05/10/2018
Due Date 05/30/2018
Total Amount Due \$36.93

For Service To:
304 YELLOW WILLOW ST



Usage Data

Billing Period	Days	Meter Readings	Usage	Units
04/02/2018	30	218 Actual	218	TGAL
05/02/2018		220 Actual	220	

Total Days: 30

Total Usage: 2 TGAL



Billing Detail

Amount Owed From Last Bill \$53.02
Adjustments \$0.00
Total Payments Received \$53.02
Prior Balance \$0.00

New Charges

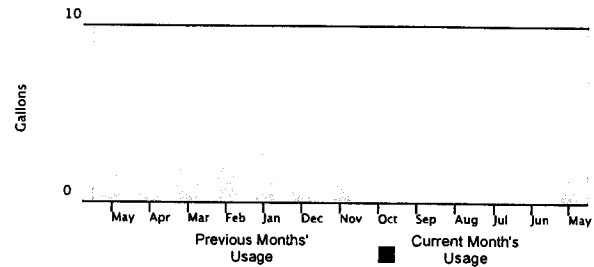
Base Charge \$20.87
Water 2 @ 8.030000 \$16.06
Total Water 2 TGAL Charges \$36.93

Total Current Charges \$36.93

Total Amount Due 05/30/2018 \$36.93



Water Use History



Message Center

- Your statement reflects all payments received and posted through May 2, 2018. Any payments posted after that date will be reflected on your next statement.
- To protect our customers for possible leaks on their side if the property is unoccupied for three months or greater, please be advised your meter will be turned off and locked. Please notify the utility prior to returning to have your utility service restored.
- Pay by phone, call 1-844-500-7358.
- Pay your bill online. Visit 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.

054799596 0003693

Make Checks Payable To:

HC Waterworks 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.
Acct#: 54799596 304 YELLOW
WILLOW ST

R KEITH & ANDREA J FORTNER
304 YELLOW WILLOW ST
SEBRING FL 33876

EFT - No Envelope



DO NOT PAY

DO NOT PAY - account is being drafted for the amount owed.

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC WATERWORKS, INC.

June 1, 2018

Manuel Ernhart
1912 Sentinel Point Rd.
Sebring, FL 33875

RE: FPSC Request No 1279005W

Dear Mr. Ernhart,

I have received your customer inquiry made to the Florida Public Service Commission concerning the water quality received by HC Waterworks, Inc.

Historical Issues

The water issues historically experienced is due to several factors. This issue has existed since the original water utility was first placed into service. The raw water source for HC Waterworks' water systems contains naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. HC Waterworks' water treatment plants (WTP) use an Adedge filter to remove elemental sulfur from the well water. This system was installed by the previous owner of the utility, prior to HC Waterworks acquiring the utility system. This existing treatment system requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed to remove the sulfur build-up in the filter media. In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, HC Waterworks utilizes flushing of the distribution systems to maintain water quality. Due to the naturally occurring high sulfide content in the wells, the water must be circulated in the distribution system to maintain the proper chlorine residual as required by the Florida Department of Environmental Protection (FDEP). If the water is allowed to sit stagnant for any length of time, the hydrogen sulfide starts reforming and it exhibits a chlorine demand causing the residual to be reduced and ending with "rotten egg" smelly water and chlorine residuals lower than state requirements placing the utility in violation of Rule 62-555, Florida Administrative Code (F.A.C.).

HC Waterworks has significantly increased its flushing activities. Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the FDEP as a common

utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, HC Waterworks may institute some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scours the build-up of naturally occurring minerals in the distribution system and does not provide a solution to the source of supply.

The residual hydrogen sulfides in the water distribution lines causes bacteria to begin feeding on the residuals. This interaction of the bacteria with the residual hydrogen sulfides increases the chlorine demand in the water. In order to address both the rotten egg smell and the reduction in chlorine in the lines, the utility is forced to increase its flushing. This situation is exacerbated by the seasonality of the customer base. During the summer months, the HC Waterworks utility experiences a low customer population and low usage throughout the distribution system.

HC Waterworks historically used both automatic blow offs, as well as manual flushing at various points throughout the distribution system to address customer concerns on water quality. The utility also switched the chlorination process from disinfecting with Free Chlorine to disinfecting with Monochloramines, which is a weaker disinfectant that is still strong enough to disinfect, but does not produce disinfection by products (DBP) like free chlorine does.

Recent Actions to Address Water Quality

In April 2018, HC Waterworks received permission from FDEP to temporarily conduct a "Free Chlorine Burn" in the treatment process. HC Waterworks issued a notice of water treatment change to all of its affected customers in April indicating that this switch would occur from April 19, 2018 through May 19, 2018. This change in process is a normal recurring maintenance process that is typically required by all water utilities who utilize chloramines as disinfection. This process is strictly a precautionary measure to ensure that the water quality remains free of bacteria. (See Attached Notice)

In May 2017, the FDEP requested a meeting with HC Waterworks to discuss the ongoing issues and customer complaints concerning the water quality. HC Waterworks met with the FDEP to discuss its plan to switch the water treatment process to a forced draft aeration treatment system for sulfide removal. This treatment methodology is consistent with the recommended treatment in FDEP Rule 62-555.315(5)(a), F.A.C. In September, 2017, HC Waterworks received a construction permit from the FDEP for modification to the existing 300,000 GPD water

treatment plant by the addition of a packed tower aeration system for removal of hydrogen Sulfide with associated acid and caustic feed systems for pH adjustment. HC Waterworks began construction of the new treatment modification during 2017-2018 and the new treatment system is near completion. HC Waterworks anticipates the new forced draft aeration system to become operational within the next couple of months, if not sooner. Once complete, HC Waterworks will request FDEP to inspect the new treatment system for clearance to place into operation.

This new system is comprised of:

1. A De Loach packed tower aeration system/forced draft degasification tower sized for a flow of 85 gpm for the removal of hydrogen sulfide.
2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500 gallon double wall containment storage tank and a day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200 gallon double wall storage tank and a day tank.
4. Installation of 10,000 gallon hydropneumatics (pressure) tank.
5. All associated piping and injection points.

HC Waterworks believes that this proven new treatment methodology will remove the majority of the sulfides contained in the raw water source. Forced draft aeration with pH adjustments have proven to remove up to 90% of total sulfides. However, the sulfide issue has existed for numerous years, prior to the acquisition of the utility. This new treatment will significantly improve the water being provided to the customers. However, although the sulfides will be removed at the source (treatment plant), there may still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – again prior to the installation of the new treatment process being placed into service. It will take time for the residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process once the new system is operational. This will not be instantaneous.

Lake Josephine Drive – Main Replacement

During 2017, Highlands County with the coordination of the Florida Department of Transportation (FDOT), embarked on a road realignment/widening of Lake Josephine Drive. On March 28, 2017, Highlands County notified HC Waterworks that it will be required to remove and relocate the water mains located in the right-of-way of Lake Josephine Drive. HC Waterworks inquired as to who would be

Mr. Manuel Ernhart

responsible for the costs to relocate its water main. The County and Utility met several times and exchanged several correspondences on this matter. HC Waterworks also contacted the FDOT concerning possible financial assistance in the costs of relocation. HC Waterworks subsequently attended the Highlands County Commission Meeting held on May 16, 2017. At that Commission meeting, the utility explained the costs and the impact it would have on its customers. It was explained that if the utility was required to fund the costs of this relocation, this would be passed onto its customer in the form of a rate increase. The Highlands County Commission adopted Resolution No. 16-17-80 at the May 2017 meeting. This resolution required HC Waterworks to relocate its water main at the utility's expense pursuant to Section 337.403(1), Florida Statutes. As a result, HC Waterworks utilized the same contractor completing the road project to relocate and install a new 8" water main on Lake Josephine Drive at a cost of \$511,139. This new water main also included the installation of additional fire hydrants in order to provide fire protection to its customers.

Recent Notice of Increase

The recent notice of a rate increase has nothing to do with the addition of the new treatment system required by FDEP or the main replacement required by Highlands County. The notice was for an annual price index increase. Pursuant to Section 367.081 (4) (a), Florida Statutes, water and wastewater utilities are permitted to adjust the rates and charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreases in non-controllable expenses subject to inflationary pressures, such as chemicals, and other general operation and maintenance costs,

HC Waterworks will be filing a rate case with the FPSC in the near future for recovery of both the cost of the required water treatment system, as well as recovery of the main replacement on Lake Josephine Drive which was required by Highlands County. It is unclear at this time as to the timing of this future rate case.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell", written in a cursive style.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Cc: Shonna McCray, Florida Public Service Commission

Request No. 1279005W

Name ERNHART ,MANUEL & KATHER MR. Business Name

Consumer Information

Name: MANUEL & KATHER ERNHART

Business Name:

Svc Address: 1912 SENTINEL POINT RD.

County: Highlands Phone: (863)-655-1665

City/Zip: Sebring / 33875-

Account Number:

Caller's Name: MANUEL ERNHART

Mailing Address: 1912 SENTINEL POINT RD.

City/Zip: SEBRING ,FL 33875-

Can Be Reached:

E-Tracking Number:

Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Utility Information

Company Code: WS968

Company: HC WATERWORKS, INC.

Attn. Troy Rendell1279005W

Response Needed From Company? Y

Date Due: 06/20/2018

Fax: (727) 848-7701 R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 05/30/2018

Time: 08:11

Via: E-MAIL

Prelim Type: WATER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

"From: Manny Ernhart [mailto:mfkge2@gmail.com]

Sent: Tuesday, May 29, 2018 9:37 PM

To: Consumer Contact

Subject: Fwd: HC Water Works

Please see message I sent to our county Commissioner, and his response. The problem mentioned below has happened numerous times for several years. It really is hard to drink this water, so we have been forced to purchase bottled water. Your assistance with this problem is need or I will be forced to install a well and the associated treatment equipment.

First Name: Manuel

Request No. 1279005W

Name ERNHART ,MANUEL & KATHER MR. Business Name

PAGE NO: 1

Last Name: Ernhart
Telephone: 863-655-1665
Email: mfkge@comcast.net
Home Address: 1912 Sentinel Point Rd.
City: Sebring
State: FL. Zip: 33875

PSC was contacted previously regarding this complaint
NO

Account Name: Ernhart, Manuel & Katherine
Account Number: 1191021
Service Address: 1912 Sentinel Point Rd.
City: Sebring Fl.
Zip: 33875
Service and Contact Information are the same

----- Forwarded message -----
From: Harris, R. Gregory <Rharris@hcbcc.org>
Date: Tue, May 29, 2018 at 10:52 AM
Subject: Re: HC Water Works
To: Manny Ernhart <mfkge2@gmail.com>

Manny,
As a previous owner of a utility company, also regulated by the Florida Public Service Commission and the Department of Environmental Protection, I can tell you that you have a voice with these folks. I rarely, if ever, won a complaint and was threatened with fines if I didn't make it right. They can be very persuasive. Our County has no jurisdiction over private utility companies but the State does. I would contact both agencies immediately and have your neighbors do the same.
Greg
Sent from my iPhone

On May 29, 2018, at 10:08 AM, Manny Ernhart <mfkge2@gmail.com> wrote:
Dear Commissioner Harris:

My wife and I are permanent residents of Highland County Florida and
live on Lake Josephine on Sentinel Point Road. We recently received a notice from HC
Waterworks that they are raising the monthly fee as allow by law and
implied

Request No. 1279005W Name ERNHART ,MANUEL & KATHER MR. Business Name

there is
little
anyone can do about it. That maybe the case and setting aside that we pay more per gallon for water than anyone in the state, the quality of the water and service is extremely poor. The water pressure drops frequently to nearly no pressure and each time it does the water looks like sewage for several hours (see attached photo's). When

I contact them they say just flush water for several hours. When I asked about the cost of water used to flush the system they said call them and they would come look and if in agreement they would reduce my bill!

When I asked about a fix they said there was none. I also plan on sending this memo to the state utility board, state and local health boards and if necessary the local newspaper. When Lake Josephine RD was repaved earlier this year, it made my blood boil when the

utility board ask for additional money to relocate their lines which they did not even know where they were located and someone on the county commission suggested try a rate increase and the commission would put a word in with the utility board!!

Manuel Ernhart
1912 Sentinel Point Road
<image.png>

<image.png> "

Please note the attached pictures (2)

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
a) the cause of the problem

Request No. 1279005W Name ERNHART ,MANUEL & KATHER MR. Business Name

- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case scanned and emailed to company. Case taken by Diane Hood

Also forwarded to DEP





HC WATERWORKS, INC.

May 21, 2018

Patricia Johns
5408 Prince Ave
Sebring, FL 33875

RE: FPSC Request No 1278194W

Dear Ms. Johns,

I have received your customer inquiry made to the Florida Public Service Commission concerning the water quality received by HC Waterworks, Inc.

Historical Issues

The water issues historically experienced is due to several factors. This issue has existed since the original water utility was first placed into service. The raw water source for HC Waterworks' water systems contains naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. HC Waterworks' water treatment plants (WTP) use an Adedge filter to remove elemental sulfur from the well water. This system was installed by the previous owner of the utility, prior to HC Waterworks acquiring the utility system. This existing treatment system requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed to remove the sulfur build-up in the filter media. In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, HC Waterworks utilizes flushing of the distribution systems to maintain water quality. Due to the naturally occurring high sulfide content in the wells, the water must be circulated in the distribution system to maintain the proper chlorine residual as required by the Florida Department of Environmental Protection (FDEP). If the water is allowed to sit stagnant for any length of time, the hydrogen sulfide starts reforming and it exhibits a chlorine demand causing the residual to be reduced and ending with "rotten egg" smelly water and chlorine residuals lower than state requirements placing the utility in violation of Rule 62-555, Florida Administrative Code (F.A.C.).

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utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, HC Waterworks may institute some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scours the build-up of naturally occurring minerals in the distribution system and does not provide a solution to the source of supply.

The residual hydrogen sulfides in the water distribution lines causes bacteria to begin feeding on the residuals. This interaction of the bacteria with the residual hydrogen sulfides increases the chlorine demand in the water. In order to address both the rotten egg smell and the reduction in chlorine in the lines, the utility is forced to increase its flushing. This situation is exacerbated by the seasonality of the customer base. During the summer months, the HC Waterworks utility experiences a low customer population and low usage throughout the distribution system.

HC Waterworks historically used both automatic blow offs, as well as manual flushing at various points throughout the distribution system to address customer concerns on water quality. The utility also switched the chlorination process from disinfecting with Free Chlorine to disinfecting with Monochloramines, which is a weaker disinfectant that is still strong enough to disinfect, but does not produce disinfection by products (DBP) like free chlorine does.

Recent Actions to Address Water Quality

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In May 2017, the FDEP requested a meeting with HC Waterworks to discuss the ongoing issues and customer complaints concerning the water quality. HC Waterworks met with the FDEP to discuss its plan to switch the water treatment process to a forced draft aeration treatment system for sulfide removal. This treatment methodology is consistent with the recommended treatment in FDEP Rule 62-555.315(5)(a), F.A.C. In September, 2017, HC Waterworks received a

construction permit from the FDEP for modification to the existing 300,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen Sulfide with associated acid and caustic feed systems for pH adjustment. HC Waterworks began construction of the new treatment modification during 2017-2018 and the new treatment system is near completion. HC Waterworks anticipates the new forced draft aeration system to become operational within the next couple of months, if not sooner. Once complete, HC Waterworks will request FDEP to inspect the new treatment system for clearance to place into operation.

This new system is comprised of:

1. A De Loach packed tower aeration system/forced draft degasification tower sized for a flow of 85 gpm for the removal of hydrogen sulfide.
2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500 gallon double wall containment storage tank and a day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200 gallon double wall storage tank and a day tank.
4. Installation of 10,000 gallon hydropneumatics (pressure) tank.
5. All associated piping and injection points.

HC Waterworks believes that this proven new treatment methodology will remove the majority of the sulfides contained in the raw water source. Forced draft aeration with pH adjustments have proven to remove up to 90% of total sulfides. However, the sulfide issue has existed for numerous years, prior to the acquisition of the utility. This new treatment will significantly improve the water being provided to the customers. However, although the sulfides will be removed at the source (treatment plant), there may still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – again prior to the installation of the new treatment process being placed into service. It will take time for the residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process once the new system is operational. This will not be instantaneous.

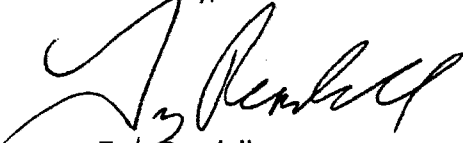
HC Waterworks will be filing a rate case with the FPSC for recovery of both the cost of the required water treatment system, as well as recovery of the main replacement on Lake Josephine Drive which was required by Highlands County.

Page 4 of 4

Ms. Patricia Johns

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and "R".

Troy Rendell

Vice President

Investor Owned Utilities

/// For HC Waterworks, Inc.

Cc: Shonna McCray, Florida Public Service Commission



Water and Wastewater Utility Operations, Maintenance, Engineering, Management, Construction

Notice of water treatment change for Lake Josephine Residents

April 19, 2018 through May 19, 2018

HC Waterworks Inc. will be conducting its annual water system maintenance program. As part of the annual water system maintenance program, HC Waterworks Inc. will change from Chloramines Disinfection to Free Residual Chlorination beginning April 19, 2018 and ending May 19, 2018. This is strictly a precautionary measure to ensure that the water quality remains free of bacteria.

As part of this process, HC Waterworks, Inc will flush hydrants. This flushing will cause temporary water in drainage ditches along roadways. Please do not be alarmed by this water as it will dissipate within a few hours.

Customers might notice a slight chlorine taste or odor in their tap water during this period; however, these temporary conditions will not cause adverse health effects. Customers who use tap water for kidney dialysis at home should contact their doctor and dialysis equipment provider for more information. To condition tap water for use in an aquarium, hospitals and residents with pools should be aware of the chlorination changes and make adjustments accordingly.

If you have any questions or concerns, please contact Ron Derossett, Utility Manager at 866-753-8292

System: Lake Josephine
PWS# 628-0162
Delivery date: April 18, 2018

4939 Cross Bayou Boulevard * New Port Richey * Florida * 34652
Tel: 727-848-8292 Fax: 727-848-7701 Toll Free: 866-753-8292

Request No. 1278194W

Name JOHNS ,PATRICIA MS.

Business Name

Consumer Information Name: PATRICIA JOHNS Business Name: Svc Address: 5408 PRINCE AVE County: Highlands Phone: (863)-214-3739 City/Zip: Sebring / 33875- Account Number: 54797744 Caller's Name: PATRICIA JOHNS Mailing Address: 5408 PRINCE AVE City/Zip: SEBRING ,FL 33875- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: SHONNA MCCRAY Entered By: DV Date: 05/16/2018 Time: 16:44 Via: PHONE Prelim Type: WATER PO: Disputed Amt: 0.00
	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendell1278194W Response Needed From Company? Y Date Due: 06/07/2018	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Preclose type - Water Quality/Pressure

Customer Comments:

Customer states that the water has a strong chlorine smell. She is worried that it is not safe to drink. Customer states that it has been this way for 3 years. The chlorine smell gets worse during the summer. She is frustrated because she feels that the rates are going up and the quality of water does not improve.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

Request No. 1278194W

Name JOHNS ,PATRICIA MS.

Business Name

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diana Vizcarrondo

New Customer
7/31/17

Called

5/19/17
Not Concerns
→ Not having issue now
7/17/17
→ Concerns - gone

Request No. 1278194W

Name JOHNS ,PATRICIA MS.

Business Name

Fax

Date: 5/16/2018

To: Troy Rendell1278194W
From:

Subject:

"Please contact Consumer Affairs at (850) 413-6100 if you have any fax problems. If you have any questions regarding complaints, please contact the assigned analyst. If you have received this fax in error, please contact Consumer Affairs as soon as possible.
Thank you."

Request No. 1278194W

Name JOHNS ,PATRICIA MS.

Business Name

Consumer Information Name: PATRICIA JOHNS Business Name: Svc Address: 5408 PRINCE AVE County: Highlands Phone: (863)-214-3739 City/Zip: Sebring / 33875- Account Number: 54797744 Caller's Name: PATRICIA JOHNS Mailing Address: 5408 PRINCE AVE City/Zip: SEBRING ,FL 33875- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480 Utility Information Company: HC WATERWORKS, INC. Attn: Troy Rendell1278194W Response Needed From Company? Y Date Due: 06/07/2018 Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	PSC Information Assigned To: SHONNA MCCRAY Entered By: DV Date: 05/16/2018 Time: 16:44 Via: PHONE Prelim Type: WATER PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N
--	--	--

Preclose type - Water Quality/Pressure

Customer Comments:

Customer states that the water has a strong chlorine smell. She is worried that it is not safe to drink. Customer states that it has been this way for 3 years. The chlorine smell gets worse during the summer. She is frustrated because she feels that the rates are going up and the quality of water does not improve.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

Request No. 1278194W

Name JOHNS ,PATRICIA MS.

Business Name

PAGE NO: 1

To: Troy Rendell1278194W

From: SHONNA MCCRAY

5-16-18 4:51pm p. 2 of 3

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diana Vizcarrondo

Request No. 1278194W Name JOHNS ,PATRICIA MS. Business Name
PAGE NO: 2

Troy Rendell

From: Troy Rendell
Sent: Thursday, May 10, 2018 9:06 AM
To: 'Arlene Jordan'; 'joterrell@yahoo.com'; 'Clifford Hangley'
Subject: RE: Claire Ostlund - 107 Hillcrest Street, Covered Bridge

Good morning Arlene,

I had the operator go by Ms. Ostlund's residence yesterday. She wasn't home so he left a door tag for her to contact him. He has a test kit and can test at her house once he speaks with her. The chloramines and ammonia were fine at the treatment plant.

One thing to keep in mind – when using the water for aquariums, you need to use a water conditioner. I have two at my house and I use it each time I change or add water. The water conditioner removes the chlorine and chloramines instantly. I use it each weekend when I clean the aquariums and change the water. They are inexpensive and are available either online or at pet stores. As for the ammonia in the water Ammonia, nitrites and nitrates are all byproducts of organic waste breaking down in an aquarium, and all are toxic at some level to your fish and plant life. A significant amount of fish and plant waste can accumulate in any aquarium, (as well as uneaten food, algae, and bacteria). She can do further research either online or discuss with the pet store.

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Wednesday, May 9, 2018 10:55 AM
To: Troy Rendell; joterrell@yahoo.com; Clifford Hangley
Subject: Re: Claire Ostlund - 107 Hillcrest Street, Covered Bridge

Good morning Troy - hope all is well with you and your family. How is your mom doing?

I received a telephone call from Claire Ostlund last night regarding a water problem she is having. She informed me that she has a 20 gallon fish tank, and uses the water from her kitchen sink to refill her fish tank. She informed me that she leaves the water outside the fish tank for a day or so and then refills her tank. Yesterday, she poured the water into her fish tank and the tank became very cloudy and would not clear up. She took a sample of the water that she had just poured into the tank to some fish store in Sebring, and was informed that the ammonia level in her water was extremely high. Could you please have one of the US Water servicemen go to Ms. Ostlund's home and test her water, and advise me of the results. Her telephone number is 863-659-1717

Thanks in advance to your attention to this matter.

Have a great day.

Arlene

Troy Rendell

From: Troy Rendell
Sent: Friday, May 4, 2018 12:59 PM
To: 'Arlene Jordan'; Ron Derossett
Subject: RE: 43 Jasmine Street, Covered Bridge

Good morning Arlene,

Hope all is well with you and thank you for bringing this to our attention. First off – this absolutely is not true. The water quality at Leisure Lakes (Covered Bridge) meets or exceeds all primary and secondary water standards established by FDEP and EPA. This was a test conducted by a water filter/conditioner sales company. You can review their website on your own. I'll review each of the components separately.

Hardness – this is not a regulated constituent by either the FDEP or EPA. This is prevalent throughout the State of Florida. The simple definition of water hardness is the amount of dissolved calcium and magnesium in the water. Hard water is high in dissolved minerals, both calcium and magnesium. Hard water can have some benefits. Humans need minerals to stay healthy, and the National Research Council (National Academy of Sciences) states that hard drinking water generally contributes a small amount toward total calcium and magnesium human dietary needs. There are no adverse health effects of "hard" water – it is not dangerous. Hardness is caused by compounds of calcium and magnesium, and by a variety of other metals. General guidelines for classification of waters are: 0 to 60 mg/L (milligrams per liter) as calcium carbonate is classified as soft; 61 to 120 mg/L as moderately hard; 121 to 180 mg/L as hard; and more than 180 mg/L as very hard. Water systems using groundwater as a source are concerned with water hardness, since as water moves through soil and rock it dissolves small amounts of naturally-occurring minerals and carries them into the groundwater supply. However, hardness may leave film on glasses coming out of the dishwasher.

Chlorine – This is used as disinfectant. The maximum contaminant level (MCL) for chlorine is 4.0 mg/l. The FDEP requires chlorine levels to be a minimum of .5 mg/l and a maximum of 4.0 mg/l in the furthest point in the distribution system. The result of 3.0 is well below the MCL set by FDEP. This company had an inaccurate range on this result.

TDS – this is "total dissolved solids." The MCL established by FDEP and EPA is 500 mg/l. This result of 370 is well below this MCL. Dissolved solids" refer to any minerals, salts, metals, cations or anions dissolved in water. Total dissolved solids (TDS) comprise inorganic salts (principally calcium, magnesium, potassium, sodium, bicarbonates, chlorides, and sulfates) and some small amounts of organic matter that are dissolved in water. An elevated total dissolved solids (TDS) concentration is not a health hazard. The TDS concentration is a secondary drinking water standard and, therefore, is regulated because it is more of an aesthetic rather than a health hazard. (secondary standard)

PH – The range of PH is 6.5 – 8.5. this is well in the range.

It is disheartening to hear that water filter/conditioner companies are telling our water customers that the water is not safe to drink. If customers have concerns they can always either contact us directly or contact the Florida Department of Environmental Protection. (FDEP) All utilities have to provide test results to the FDEP according to the required schedule.

I hope you have a pleasant weekend.

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Friday, May 4, 2018 11:54 AM
To: Ron Derossett; Troy Rendell
Subject: 43 Jasmine Street, Covered Bridge

Gentlemen: Hope this email finds both of you and your families well.

I want to bring to your attention that George Steigelman of the above address presented me with the attached Test Results of his water yesterday. He was advised by Florida Water Analysis that there are serious problems with our water and no one should be drinking the water. Is this true. Please advise.

Thank you.

Arlene

Appointment Time: 2-4
Date: 4/16/18



Test Results

(by request)

Florida Water Analysis

119 Ave D SE

Winter Haven FL 33880

www.floridawateranalysis.com

888-95-WATER (92837)

freewaterest@floridawateranalysis.com

Testing Technician:

Mike Webster

Name: George Steigelman

Address: 43 Sasmine St

City: LP Florida Zip: 33852

Home Phone : _____ MP: _____

Notes: _____

Recommendation: Martha Webster
865-314-5930

Water Supply Source:

City	County		Private Well		
Test	Raw	Bottle	Filter	Other 1	Other 2
Hardness	16	-	2 or less	5	
Chlorine/ Chloramines	3	-	.5	1.5	
TDS - Total Dissolved Solids	370	-	20 or below		
Precip.					
PH	7.5		Neutral		
Iron					
Sulfur					
Other					

Request No. 1268456C

Name PREUSS ,HENRI & SUSAN MR.

Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
DIANE HOOD

Name <u>PREUSS ,HENRI & SUSAN MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1268456C</u>
Business Name _____	Company Code <u>WS968</u>	By <u>DH</u> Time <u>09:03</u> Date <u>01/24/2018</u>
Address <u>32 PINECREST ST</u>	County <u>Highlands</u>	Consumer's Telephone # _____
_____	Can be Reached _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Account Number _____	E-Mail Address _____
_____	Outreach _____	Date <u>01/24/2018</u>
_____	Public Official <u>N</u>	_____

01/24/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP. DHood

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32 Pinecrest St.
Lake Placid
FL 33852

January 22, 2018

Dear Water Commissioners;

We are totally against HC Water Works, Inc. and US Water Services proposed 40% rate increase in our community at Covered Bridge. This increase seems unreasonable. It is our understanding that we are already paying the highest rates in Highlands County for water. Part of the proposed rate increase is for a project in another community. We are being asked to pay 31% for the project in Lake Josephine (We will not receive any benefit from this project) plus 9% for updating our system in Covered Bridge. Will residents in other communities be asked to pay part of the cost for Covered Bridge?


Our community has issues with bad tasting water, the odor of rotten eggs, and brown or black water. This has led to stained sinks, toilets, and clothing. There is a real concern for residents health due to contaminants in the water especially after frequent shut offs. There have been 2 shut offs since October, 2017 and the present.

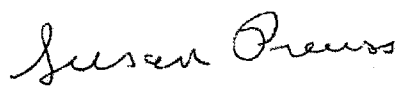
We believe that everyone is entitled to good fresh water. It seems that the costs are unreasonable. There is no plan to lower the rates after the equipment is updated and the expense has been recovered. As residents of a 55 and over community, many of us have fixed limited incomes. Residents on Social Security as their only income live day to day now. Will HC Water Works, Inc. and US Water Services literally force them out of their homes?

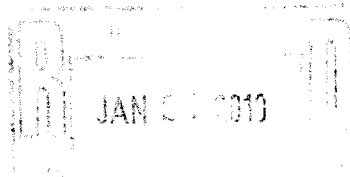
We are snowbirds and pay \$32.63 a month for water we do not use. We also pay \$9.00-\$12.00 a month for electric we do use. What's wrong with this picture? Somehow, a 40% increase in our rates just does not make sense.

We are asking you, as the Water Commissioners to review our concerns, regarding what appears to be an outrageous rate increase for water in Covered Bridge.

Sincerely,


Henri Preuss


Susan Preuss



COMMISSION
CLERK

2018 JAN 24 AM 8:19

RECEIVED -PSC

Request No. 1269337C Name SLOTTEN ,DONALD MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
DIANE HOOD

Public Service Commission

Name <u>SLOTTEN ,DONALD MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1269337C</u>
Business Name _____	Company Code <u>WS968</u>	By <u>DH</u> Time <u>09:17</u> Date <u>02/01/2018</u>
Address <u>104 EDGEWATER DR. S</u>	County <u>Highlands</u>	Consumer's Telephone # <u>(863)-699-9787</u>
City/Zip <u>Lake Placid 33852-</u>	Can be Reached _____	Type <u>GI-16</u> Phone <u>MAIL</u>
Account Number _____	E-Mail Address _____	Outreach _____ Date <u>02/01/2018</u>
		Public Official <u>N</u>

02/01/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc. and DEP. DHood



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

Please return completed complaint

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toll-free from w
850-410-3800 - Calling from out
www.800helpfla.com

This information **MUST** be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incom
forms **CANNOT** be processed. **PLEASE WRITE LEGIBLY.** Only one business per complaint form.

Person Making Complaint:

☐ Ms. ☐ Mrs. ☒ Mr.

Last Name, First Name, Middle Initial

Slotten Donald A.

Complaint is Against:

HC WATERWORKS + U.S. WATER SERVICES
Name of Business

Mailing Address

LAKE PLACID, FL. 33852 USA

City, State, Zip Code and Country

863-6999787

Home and Business Phone, including Area Code

Mailing Address

4939 CROSS BAYOU BLVD - NEW PORT RICHEY
33652

City, State, Zip Code

Business Phone, including Area Code

Email Address

Business Email and/or Web Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly consu
and information and is distributed by email.

Product or Service involved:

WATER

Amount Paid: \$

Date of Transaction:

I was contacted by: ☐ Telephone ☐ Mail ☐ Other

**What would satisfy your complaint?

Water quality - see attachment -

**The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding
The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to se
remedy through the court system.

Have you retained an attorney? ☐ Yes ☐ No
If yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☐ No

Please check your age group (Optional): ☐ Under 25 ☐ 25 - 35 ☐ 36 - 45 ☐ 46 - 55 ☐ Over 55
Enhanced penalties may be available based upon your age.

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS.

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance
official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775.0
837.06, F.S.

FEB 01 2010

SAMPLE LETTER FOR RESIDENTS

Date:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Donald A. Statten

HC WATERWORKS, INC.

February 15, 2018

Breanna Bowers
Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy.
Tallahassee, FL 32399-6500

RE: Reference No. 1801-03489/BB – Jeanine & Rick Lester

Dear Ms. Bowers,

HC Waterworks, Inc. (HC Waterworks or “utility”) has received the above referenced consumer complaint from both the Department of Agriculture & Consumer Services, as well as from the Florida Public Service Commission. HC Waterworks is a private investor owned water utility which is regulated by the Florida Public Service Commission (FPSC) pursuant to Section 367, Florida Statutes. The FPSC rules and regulations concerning regulated private water and wastewater utilities is codified in Chapter 25-30, Florida Administrative Code. Currently there is no open docket or proceeding with the FPSC. Any rate increase would have to be filed for review and approval at the FPSC under Section 367.081, F.S. This utility is also regulated by the Florida Department of Environmental Protection (FDEP).

HC Waterworks has been working closely with both the FDEP, as well as with the Covered Bridge Association. HC Waterworks has personally met and attended the Association’s meetings five (5) different times to explain the existing water quality issues, as well as the necessary treatment system. It was explained the existing water treatment system is comprised of AdEdge filters to remove elemental sulfur from the well water. This was the filtration installed by the previous utility owner. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. This was also previously explained to the Covered Bridge Association in at least previous two letters over the past 2 – 3 years.

HC Waterworks, recently received a permit from the FDEP to construct modifications to the existing 72,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen Sulfide with associated acid and caustic feed systems for pH adjustment.

This proposed construction includes:

1. Installation of a DeLoach packed tower aeration system/forced draft degasification tower sized for a flow of 200 gpm for the removal of hydrogen sulfide.

4939 Cross Bayou Boulevard, New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500-gallon double wall containment storage tank and a 35-gallon vertical translucent day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200- gallon double wall storage tank and a 22-gallon vertical translucent day tank.
4. Installation of 4,000-gallon hydropneumatics (pressure) tank.
5. All associated piping and injection points.

In the most recent HOA meeting, HC Waterworks explained that it was required to replace its water main on Lake Josephine Drive due to a Highlands County Road Project. This road project was required by the County and is now complete. In addition, HC Waterworks is also required to install a similar force draft aeration water treatment system at its Lake Josephine water treatment plant as directed by the FDEP. This project is currently under construction and will be operational within the next few months.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read 'Troy Rendell', written over a horizontal line.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

HC WATERWORKS, INC.

February 8, 2018

Breanna Bowers
Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy.
Tallahassee, FL 32399-6500

RE: Reference No. 1801-03489 / BB – Jeanine & Rick Lester

Dear Ms. Bowers,

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Please reference HC Waterworks response to Reference 1801-03125 / JR. This is the same response that should be used for the above Reference No. Also, please reference the following:

Reference 1801-03442 / VP
Reference 1801-03114 / VP
Reference 1801-02212 / TG
Reference 1801-01908 / VP
Reference No. 1801-0595/JR

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 24, 2018

Refer To: 1801-03489 / BB

HC WATERWORKS INC
PO BOX 151245
CAPE CORAL, FL 33915-1245

Subject: HC WATERWORKS INC

The Division of Consumer Services, Bureau of Mediation and Enforcement, has received a complaint involving your business.

It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints. After reviewing the enclosed complaint, you have 30 days from the date of this letter to respond to the Department stating your position and the action you will take to resolve the complaint. We have enclosed a Business Reply form for your use and convenience. You may fax, email, or send your reply via US mail. In order to eliminate duplication we encourage you to choose only one of these options. The Bureau of Mediation and Enforcement will review your response and provide a copy of it to the consumer with a recommended course of action the consumer may wish to pursue.

Failure to respond to this complaint will result in a final case disposition of "Closed No Response". Please be aware that case disposition is a matter of public record and will be provided to consumers, news agencies, other state agencies, and any other interested parties.

We appreciate your cooperation in this matter and look forward to your response within the next 30 days. If additional information is needed from this office to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

Sincerely,

Breanna Bowers

Breanna Bowers
Senior Consumer Service Analyst
850-410-3793
Fax: 850-410-3801
E-mail: breanna.bowers@freshfromflorida.com

2/5
Troy -
ADDITIONAL
NOTIFICATIONS
MIKE

5 pages

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
BUSINESS REPLY FORM

Complaint Of:
HC WATERWORKS INC

Reference No: 1801-03489 / BB

Corporate/Legal Name: _____

Fictitious/DBA Name: _____

Principal Address: _____

Mailing Address: _____

Registration/License Number (if applicable): _____

Email Address: _____ Web Site: _____

Telephone: _____ Fax: _____

Name of Owner: _____

Name, title, telephone number, email address of person to contact for additional information, if necessary:

Please state your position relative to the complaint. (Continue on back if needed)

Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500

(Signature)

(Title)

(Date)



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

§ 570.544(3), F.S.

Please return completed complaint.

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32399-6522

1-800-HELP-FLA Toll-free line
850-410-3800 • Call Toll-free from FL
www.FDOHhelpfla.com

This information **MUST** be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incomplete forms **CANNOT** be processed. **PLEASE WRITE LEGIBLY.** Only one business per complaint form.

Person Making Complaint:

Complaint is Against:

☐ Ms. ☒ Mrs. ☐ Mr. Lester Jasmine x Richy
Last Name, First Name, Middle Initial

Name of Business

Mailing Address

Mailing Address

30 Jasmine St.
City, State, Zip Code and Country

Lake Placid FL 33954
City, State, Zip Code

463-464-7327
Home and Business Phone, including Area Code

Business Phone, including Area Code

Email Address

Business Email and/or Web Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly consumer information and is distributed by email.

Product or Service Involved: H.C. Waterworks Amount Paid: \$ 4070 increase in water bill

Date of Transaction: _____ I was contacted by: ☐ Telephone ☐ Mail ☒ Other Bill

What would satisfy your complaint? a lower increase in the

water bill
The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refund. The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to seek remedy through the court system.

Have you retained an attorney? ☒ Yes ☐ No
If yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☒ No

Please check your age group (Optional): ☐ Under 25 ☐ 25 - 35 ☐ 36 - 45 ☐ 46 - 55 ☒ Over 55
Enhanced penalties may be available based upon your age.

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS.

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 11.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775.083, 775.084, 775.085, 775.086, 775.087, 775.088, 775.089, 775.090, 775.091, 775.092, 775.093, 775.094, 775.095, 775.096, 775.097, 775.098, 775.099, 775.100, 775.101, 775.102, 775.103, 775.104, 775.105, 775.106, 775.107, 775.108, 775.109, 775.110, 775.111, 775.112, 775.113, 775.114, 775.115, 775.116, 775.117, 775.118, 775.119, 775.120, 775.121, 775.122, 775.123, 775.124, 775.125, 775.126, 775.127, 775.128, 775.129, 775.130, 775.131, 775.132, 775.133, 775.134, 775.135, 775.136, 775.137, 775.138, 775.139, 775.140, 775.141, 775.142, 775.143, 775.144, 775.145, 775.146, 775.147, 775.148, 775.149, 775.150, 775.151, 775.152, 775.153, 775.154, 775.155, 775.156, 775.157, 775.158, 775.159, 775.160, 775.161, 775.162, 775.163, 775.164, 775.165, 775.166, 775.167, 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Date:

1/12/18

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BB

2018 JAN 19 AM 11:26

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission. There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Jeanine Lester
Rick Lester

HC WATERWORKS, INC.

February 15, 2018

Breanna Bowers
Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy.
Tallahassee, FL 32399-6500

RE: Reference No. 1801-03099/BB – Sally Alcorn

Dear Ms. Bowers,

HC Waterworks, Inc. (HC Waterworks or “utility”) has received the above referenced consumer complaint from both the Department of Agriculture & Consumer Services, as well as from the Florida Public Service Commission. HC Waterworks is a private investor owned water utility which is regulated by the Florida Public Service Commission (FPSC) pursuant to Section 367, Florida Statutes. The FPSC rules and regulations concerning regulated private water and wastewater utilities is codified in Chapter 25-30, Florida Administrative Code. Currently there is no open docket or proceeding with the FPSC. Any rate increase would have to be filed for review and approval at the FPSC under Section 367.081, F.S. This utility is also regulated by the Florida Department of Environmental Protection (FDEP).

HC Waterworks has been working closely with both the FDEP, as well as with the Covered Bridge Association. HC Waterworks has personally met and attended the Association’s meetings five (5) different times to explain the existing water quality issues, as well as the necessary treatment system. It was explained the existing water treatment system is comprised of AdEdge filters to remove elemental sulfur from the well water. This was the filtration installed by the previous utility owner. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. This was also previously explained to the Covered Bridge Association in at least previous two letters over the past 2 – 3 years.

HC Waterworks, recently received a permit from the FDEP to construct modifications to the existing 72,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen Sulfide with associated acid and caustic feed systems for pH adjustment.

This proposed construction includes:

1. Installation of a DeLoach packed tower aeration system/forced draft degasification tower sized for a flow of 200 gpm for the removal of hydrogen sulfide.


4939 Cross Bayou Boulevard, New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500-gallon double wall containment storage tank and a 35-gallon vertical translucent day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200- gallon double wall storage tank and a 22-gallon vertical translucent day tank.
4. Installation of 4,000-gallon hydropneumatics (pressure) tank.
5. All associated piping and injection points.

In the most recent HOA meeting, HC Waterworks explained that it was required to replace its water main on Lake Josephine Drive due to a Highlands County Road Project. This road project was required by the County and is now complete. In addition, HC Waterworks is also required to install a similar force draft aeration water treatment system at its Lake Josephine water treatment plant as directed by the FDEP. This project is currently under construction and will be operational within the next few months.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell", with a stylized flourish at the end.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 23, 2018

Refer To: 1801-03099 / BB

HC WATERWORKS INC
PO BOX 151245
CAPE CORAL, FL 33915-1245

Subject: SALLY ALCORN

The Division of Consumer Services, Bureau of Mediation and Enforcement, has received a complaint involving your business.

It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints. After reviewing the enclosed complaint, you have 30 days from the date of this letter to respond to the Department stating your position and the action you will take to resolve the complaint. We have enclosed a Business Reply form for your use and convenience. You may fax, email, or send your reply via US mail. In order to eliminate duplication we encourage you to choose only one of these options. The Bureau of Mediation and Enforcement will review your response and provide a copy of it to the consumer with a recommended course of action the consumer may wish to pursue.

Failure to respond to this complaint will result in a final case disposition of "Closed No Response". Please be aware that case disposition is a matter of public record and will be provided to consumers, news agencies, other state agencies, and any other interested parties.

We appreciate your cooperation in this matter and look forward to your response within the next 30 days. If additional information is needed from this office to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

Sincerely,

Breanna Bowers

Breanna Bowers
Senior Consumer Service Analyst
850-410-3793
Fax: 850-410-3801
E-mail: breanna.bowers@freshfromflorida.com

ATTN: Troy

727-848-7701

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
BUSINESS REPLY FORM

Complaint Of:
SALLY ALCORN

Reference No: 1801-03099 / BB

Corporate/Legal Name: _____

Fictitious/DBA Name: _____

Principal Address: _____

Mailing Address: _____

Registration/License Number (if applicable): _____

Email Address: _____ Web Site: _____

Telephone: _____ Fax: _____

Name of Owner: _____

Name, title, telephone number, email address of person to contact for additional information, if necessary:

Please state your position relative to the complaint. (Continue on back if needed)

Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500

(Signature)

(Title)

(Date)



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

550
BB

Please return completed complaint form to:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apache Parkway
Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toll-free from within FL
850-410-3800 - Calling from outside FL
www.800helpfla.com

This information MUST be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incomplete forms CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:

☐ ☒ ☐

Ms. / Mrs. / Mr.

Last Name, First Name, Middle Initial

ALCORN SALLY A.
Mailing Address 102 JASMINE ST
LAKE PLACID FL 33852 USA
City, State, Zip Code and Country

814-518-5325
Home and Business Phone, including Area Code

Email Address

Complaint is Against:

US WATER Utility Billing Etc.
Name of Business

P.O. Box 151245
Mailing Address

Cape Coral FL 33915
City, State, Zip Code

1-888-228-2134
Business Phone, including Area Code

Business Email and/or Web Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly consumer tips and information and is distributed by email.

Product or Service Involved: Water Amount Paid: \$

Date of Transaction: I was contacted by: ☐ Telephone ☐ Mail ☐ Other

What would satisfy your complaint? The water company wants to raise the bills in my community by 40% - we cannot afford that
covered bridge
The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding money. The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to seek legal remedy through the court system.

Have you retained an attorney? ☐ Yes ☒ No
If yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☒ No

Please check your age group (Optional): ☐ Under 25 ☐ 25 - 35 ☐ 36 - 45 ☐ 46 - 55 ☒ Over 55
Enhanced penalties may be available based upon your age.

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS.

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, F.S.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775.083, or 837.06, F.S.

Please explain your complaint. Attach additional sheets if necessary.

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for purposes of mediation, investigation or enforcement. I understand that the Department does not give legal advice, and cannot take legal action for me. I am filing this complaint to notify the Department of the activities of this business/individual and to seek any assistance available. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON/ BUSINESS WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.

Signature: Sally A. Alcorn

Date: 1/13/18

HC WATERWORKS, INC.

February 15, 2018

Jacquelyn Rush
Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy.
Tallahassee, FL 32399-6500

RE: Reference No. 1801-01595/JR – Carol Miller

Dear Ms. Rush,

HC Waterworks, Inc. (HC Waterworks or “utility”) has received the above referenced consumer complaint from both the Department of Agriculture & Consumer Services, as well as from the Florida Public Service Commission. HC Waterworks is a private investor owned water utility which is regulated by the Florida Public Service Commission (FPSC) pursuant to Section 367, Florida Statutes. The FPSC rules and regulations concerning regulated private water and wastewater utilities is codified in Chapter 25-30, Florida Administrative Code. Currently there is no open docket or proceeding with the FPSC. Any rate increase would have to be filed for review and approval at the FPSC under Section 367.081, F.S. This utility is also regulated by the Florida Department of Environmental Protection (FDEP).

HC Waterworks has been working closely with both the FDEP, as well as with the Covered Bridge Association. HC Waterworks has personally met and attended the Association’s meetings five (5) different times to explain the existing water quality issues, as well as the necessary treatment system. It was explained the existing water treatment system is comprised of AdEdge filters to remove elemental sulfur from the well water. This was the filtration installed by the previous utility owner. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. This was also previously explained to the Covered Bridge Association in at least two previous letters over the past 2 – 3 years.

HC Waterworks, recently received a permit from the FDEP to construct modifications to the existing 72,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen Sulfide with associated acid and caustic feed systems for pH adjustment.

This proposed construction includes:

1. Installation of a DeLoach packed tower aeration system/forced draft degasification tower sized for a flow of 200 gpm for the removal of hydrogen sulfide.

4939 Cross Bayou Boulevard, New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500-gallon double wall containment storage tank and a 35-gallon vertical translucent day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200- gallon double wall storage tank and a 22-gallon vertical translucent day tank.
4. Installation of 4,000-gallon hydropneumatics (pressure) tank.
5. All associated piping and injection points.

In the most recent HOA meeting, HC Waterworks explained that it was required to replace its water main on Lake Josephine Drive due to a Highlands County Road Project. This road project was required by the County and is now complete. In addition, HC Waterworks is also required to install a similar force draft aeration water treatment system at its Lake Josephine water treatment plant as directed by the FDEP. This project is currently under construction and will be operational within the next few months.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell", with a stylized flourish at the end.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 29, 2018

Refer To: 1801-01595 / JR

HC WATERWORKS INC
PO BOX 151245
CAPE CORAL, FL 33915-1245

Subject: CAROL MILLER

In reviewing this file, I note that you have not advised me of your position relative to a complaint filed against your business by this consumer. Please respond in writing by February 12, 2018, giving the action taken, or planned, to resolve this problem.

I would like to assist you and the complainant and would appreciate your response.

Enclosure

Sincerely,

Jacquelyn Rush

Jacquelyn Rush
Regulatory Specialist III
850-410-3842
Fax: 850-410-3801
E-mail: jacquelyn.rush@freshfromflorida.com

ATTN: Troy

727-848-7701

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
BUSINESS REPLY FORM

Complaint Of:
CAROL MILLER

Reference No: 1801-01595 / JR

Corporate/Legal Name: _____

Fictitious/DBA Name: _____

Principal Address: _____

Mailing Address: _____

Registration/License Number (if applicable): _____

Email Address: _____ Web Site: _____

Telephone: _____ Fax: _____

Name of Owner: _____

Name, title, telephone number, email address of person to contact for additional information, if necessary:

Please state your position relative to the complaint. (Continue on back if needed)

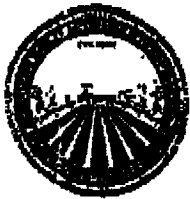
Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500

(Signature)

(Title)

(Date)



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

a. 570.544(3), F.S.

550
JR

Please return completed complaint.

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32308-6500

1-800-HELP-FLA Toll-free from
850-410-3800 - Calling from FL:
www.fdotnecfla.com

This information **MUST** be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incomplete forms **CANNOT** be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint		Complaint is Against	
<input type="checkbox"/> Ms. / <input checked="" type="checkbox"/> Mrs. / <input type="checkbox"/> Mr. <u>CAROL MILLER</u> Last Name, First Name, Middle Initial		<u>U.S. WATER HQ WATERWORKS</u> Name of Business <u>PO BOX 151245</u>	
Mailing Address <u>179 WOODSIDE DR</u> <u>LAKE PLACID FL 33852</u> City, State, Zip Code and Country		Mailing Address <u>CAPE CORAL FL 33915</u> City, State, Zip Code	
<u>863 699 1307</u> Home and Business Phone, including Area Code		Business Phone, including Area Code	
Email Address		Business Email and/or Web Address	
<input type="checkbox"/> Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly news and information and is distributed by email.			
Product or Service Involved: <u>WATER</u>		Amount Paid: \$	
Date of Transaction:		I was contacted by: <input type="checkbox"/> Telephone <input type="checkbox"/> Mail <input type="checkbox"/> Other	
"What would satisfy your complaint? <u>BETTER WATER LESS COST, 40% INCREASE IS CRAZY. I DON'T EVEN GIVE THIS WATER TO MY PETS!</u>			
"The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refund. The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to seek remedy through the court system.			
Have you retained an attorney? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <u>COVERED BRIDGE HAS</u> If yes, you should rely on the advice of your attorney.			
Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Please check your age group (Optional): <input type="checkbox"/> Under 25 <input type="checkbox"/> 26 - 35 <input type="checkbox"/> 36 - 45 <input type="checkbox"/> 46 - 55 <input checked="" type="checkbox"/> Over 55 Enhanced penalties may be available based upon your age.			

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS.

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- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775.083, 775.084, F.S.

COMPLAINT SHEET

Please explain your complaint. Attach additional sheets if necessary.

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for purposes of mediation, investigation or enforcement. I understand that the Department does not give legal advice and cannot take legal action for me. I am filing this complaint to notify the Department of the activities of this individual and to seek any assistance available. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON BLAMED, WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.

Signature: Carol Miller

Date: 1-8-18

Date:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community: not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Carol Miller
179 Woodside Dr
Covered Bridge Lake Placid
1/8/18
FL 37852

HC WATERWORKS, INC.

January 30, 2018

Jacquelyn Rush
Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy.
Tallahassee, FL 32399-6500

RE: Reference No. 1801-0595/JR – Carol Miller

Dear Ms. Rush,

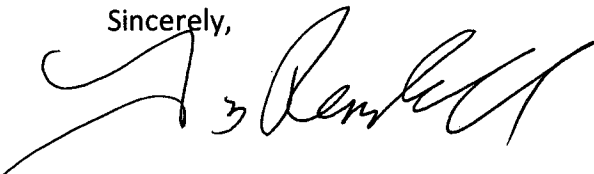
HC Waterworks, Inc. (HC Waterworks or “utility”) has received the above referenced consumer complaint from both the Department of Agriculture & Consumer Services, as well as from the Florida Public Service Commission. HC Waterworks is a private investor owned water utility which is regulated by the Florida Public Service Commission (FPSC) pursuant to Section 367, Florida Statutes. The FPSC rules and regulations concerning regulated private water and wastewater utilities is codified in Chapter 25-30, Florida Administrative Code. This utility is also regulated by the Florida Department of Environmental Protection (FDEP).

Please reference HC Waterworks response to Reference 1801-03125 / JR. This is the same response that should be used for the above Reference No. Also, please reference the following:

Reference 1801-03442 / VP
Reference 1801-03114 / VP
Reference 1801-02212 / TG
Reference 1801-01908 / VP

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read 'Troy Rendell', with a stylized flourish at the end.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 12, 2018

Refer To: 1801-01595 / JR

HC WATERWORKS INC
PO BOX 151245
CAPE CORAL, FL 33915-1245

Subject: CAROL MILLER

The Division of Consumer Services, Bureau of Mediation and Enforcement, has received a complaint involving your business.

It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints. After reviewing the enclosed complaint, you have 30 days from the date of this letter to respond to the Department stating your position and the action you will take to resolve the complaint. We have enclosed a Business Reply form for your use and convenience. You may fax, email, or send your reply via US mail. In order to eliminate duplication we encourage you to choose only one of these options. The Bureau of Mediation and Enforcement will review your response and provide a copy of it to the consumer with a recommended course of action the consumer may wish to pursue.

Failure to respond to this complaint will result in a final case disposition of "Closed No Response". Please be aware that case disposition is a matter of public record and will be provided to consumers, news agencies, other state agencies, and any other interested parties.

We appreciate your cooperation in this matter and look forward to your response within the next 30 days. If additional information is needed from this office to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

Sincerely,

Jacquelyn Rush
Jacquelyn Rush
Regulatory Specialist III
850-410-3842
Fax: 850-410-3801
E-mail: jacquelyn.rush@freshfromflorida.com

*TROY -
LEFT V/M REGARDING
THU FAX. MIKE*

6 - Pages

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
BUSINESS REPLY FORM

Complaint Of:
CAROL MILLER

Reference No: 1801-01595 / JR

Corporate/Legal Name: _____

Fictitious/DBA Name: _____

Principal Address: _____

Mailing Address: _____

Registration/License Number (if applicable): _____

Email Address: _____ Web Site: _____

Telephone: _____ Fax: _____

Name of Owner: _____

Name, title, telephone number, email address of person to contact for additional information, if necessary:

Please state your position relative to the complaint. (Continue on back if needed)

Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500

(Signature)

(Title)

(Date)



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

1801-01595

550
JR

Please return completed complaint:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32399-6507

1-800-HELP-FLA Toll-free from:
850-410-3800 - Calling from FL:
www.800helpfla.com

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Person Making Complaint:

☐ ☒ ☐

Ms. / Mrs. / Mr. CAROL MILLER
Last Name, First Name, Middle Initial

Mailing Address 179 WOODSIDE DR

LAKE PLACID FL 33852
City, State, Zip Code and Country

863.699.1307
Home and Business Phone, including Area Code

Email Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly news and information and is distributed by email.

Product or Service involved: WATER

Amount Paid: \$

Date of Transaction:

I was contacted by: ☐ Telephone ☐ Mail ☐ Other

**What would satisfy your complaint? BETTER WATER, LESS COST, 40% INCREASE

IS CRAZY. I DON'T EVEN GIVE THIS WATER TO MY PETS!

**The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding. The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to seek remedy through the court system.

Have you retained an attorney? ☒ Yes ☐ No
If yes, you should rely on the advice of your attorney.

COVERED BRIDGE HAS

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☒ Yes ☐ No

Please check your age group (Optional): ☐ Under 25 ☐ 25 - 35 ☐ 36 - 45 ☐ 46 - 55 ☒ Over 55
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2008 JAN 10 AM 9:30
JAN 10 2008

COMPLAINT SHEET

Date:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission. There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Carol Miller 1/8/18
179 Woodside Dr FL 32852
Covered Bridge Lake Placid

Date:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

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Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Elliot A. Miller
179 Woodside Dr.
Lake Placid FL 33852



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

1801-01595/JR

Please return completed complain.

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toll-free from
850-410-3800 - Calling from FL
www.800helpfla.com

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forms CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:

☐ Ms. / Mrs. / Mr.

Last Name, First Name, Middle Initial
MILLER ELLIOTT A.

Mailing Address

174 WOODSIDE DR
LAKE PLACID FL 33852
City, State, Zip Code and Country

863-699-1307
Home and Business Phone, including Area Code

Complaint is Against:

U.S. WATER WORKS
Name of Business

P.O. Box - 151245

Mailing Address

CAPE CORAL FL 33915
City, State, Zip Code

1-888-228-2134
Business Phone, including Area Code

2018 JAN 10 AM 9:30

Email Address

Business Email and/or Web Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly con-
and information and is distributed by email.

Product or Service Involved: WATER

Amount Paid: \$

Date of Transaction:

I was contacted by: ☐ Telephone ☐ Mail ☐ Other

**What would satisfy your complaint? Better water 40% increase is off
the wall. Have to drink bottle water & for pets too.

**The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refund.
The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to s
remedy through the court system.

Have you retained an attorney? ☒ Yes ☐ No COVERED BRIDGE
If yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☒ Yes ☐ No

Please check your age group (Optional): ☐ Under 25 ☐ 25 - 35 ☐ 36 - 45 ☐ 46 - 55 ☒ Over 55
Enhanced penalties may be available based upon your age.

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837.06, F.S.



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 23, 2018

Refer To: 1801-03125 / JR

HC WATERWORKS, INC.
8625 SEAPOINTE CT
PORT RICHEY, FL 34668-6177

Subject: COVERED BRIDGE ASSOCIATION, INC

The Division of Consumer Services, Bureau of Mediation and Enforcement, has received a complaint involving your business.

It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints. After reviewing the enclosed complaint, you have 30 days from the date of this letter to respond to the Department stating your position and the action you will take to resolve the complaint. We have enclosed a Business Reply form for your use and convenience. You may fax, email, or send your reply via US mail. In order to eliminate duplication we encourage you to choose only one of these options. The Bureau of Mediation and Enforcement will review your response and provide a copy of it to the consumer with a recommended course of action the consumer may wish to pursue.

Failure to respond to this complaint will result in a final case disposition of "Closed No Response". Please be aware that case disposition is a matter of public record and will be provided to consumers, news agencies, other state agencies, and any other interested parties.

We appreciate your cooperation in this matter and look forward to your response within the next 30 days. If additional information is needed from this office to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

Sincerely,

Jacquelyn Rush

Jacquelyn Rush
Regulatory Specialist III
850-410-3842
Fax: 850-410-3801
E-mail: jacquelyn.rush@freshfromflorida.com

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
BUSINESS REPLY FORM

Complaint Of: _____
COVERED BRIDGE ASSOCIATION, INC

Reference No: 1801-03125 / JR

Corporate/Legal Name: _____

Fictitious/DBA Name: _____

Principal Address: _____

Mailing Address: _____

Registration/License Number (if applicable): _____

Email Address: _____ Web Site: _____

Telephone: _____ Fax: _____

Name of Owner: _____

Name, title, telephone number, email address of person to contact for additional information, if necessary:

Please state your position relative to the complaint. (Continue on back if needed)

Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500

(Signature)

(Title)

(Date)



550
JR

Covered Bridge Association, Inc.

101 Parkview Circle
Lake Placid, FL 33852
863-465-3858

December 19, 2017

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

✓ Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attention Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

2018 JAN 18 AM 11:15

RE: Homeowners of Covered Bridge, Lake Placid, Florida
Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

① Ernest Hall 17 Venetian
② Richard DePina
28 VENETIAN PKWY
LAKE PLACID

③ DONNA PALMATIER
1166 Parkview Circle
LP

④ John GSIOR
44 VENETIAN PKWY

⑤ Edward Adams
8 Pinetree Ct

⑥ JUDY CLYMER
131 Parkview Circle

⑦ DOROTHY NICHOLS
70 VENETIAN PKWY.

⑧ Gordon Rogers
413 VENETIAN

⑨ Walter Logan
154 Woodside Dr.

⑩ Ed Dr
105 Edgewater Dr S

⑪ Marie L. Barrett
135 Parkview Cir

⑫ Susan Davidson
63 Pinecrest

⑬ Donna Clark
13 Pinecrest St
Lake Placid, FL 33852

⑭ Beverly MacCarthy
32 Venetian Hwy
Lake Placid, FL 33852

⑮ John Butler
31 Venetian PKWY
Lake Placid, FL 33852

⑯ Phil & Judy O'Boyle
34 Venetian PKWY
Lake Placid, FL 33852

⑰ Andrew & Marilyn Ponicki
34 Jerome St
Lake Placid FL 33852

⑱ Debbie & Billy Blankenship
119 Oak Grove St
Lake Placid FL 33852

⑲ John MacJannet

⑳ James & Kelly House
⑳ Daisy M Emerson

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

22
Goya Swartz
103 HILLCREST ST

23 Respectfully submitted,
John Mann
109 Edgewater Dr. S.

24 Joyce Skiba
8 VENETIAN PKWY

25 Verna & Mary Lauer
54 JASMINE ST.
LAKE PLACID, FL 33852

26 Jo Ellen Pollock
45 Venetian Blvd
Lake Placid, FL

27 Sharon Bleiman
114 Edgewater Dr.
Lake Placid FL 33852

28 Tim & Karen Hertel
11 JASMINE ST.

cc: Mr. Gary Deremer, President & Director
HC Waterworks, Inc.
4939 Cross Bayou Boulevard
New Port Richey, FL 34652

cc: Mr. Ryan Snyder, Environmental Manager
South District Assurance Program
2295 Victoria Avenue, Suite 364
Fort Myers, FL 33901

29 Juan Preuss
32 Pinecrest St.
Lake Placid FL 33852

30 Annie C. Preuss
32 Pinecrest
Lake Placid FL 33852

③ Tom + MARGARET SCHULTZ
172 PARKVIEW CIR

③③ RANDY THAYER
183 WOODSIDE DR

③③ Joyce RYAN
53 JASMINE ST.

③④ PAT SMITHYMAN
124 PARKVIEW CR.

③⑤ J. Williams
103 Parkview Cr.

③⑥ Betty H. Crocker
116 Hillcrest St.

③⑦ Willard Plank
35 Venetian Pkwy

③⑧ RONALD N. COBERT
108 OAK GROVE ST.
LAKE PLACID, FL 33852

③⑨ SUSAN PATES
68 VENETIAN PKWY
LAKE PLACID, FL 33852

④① Rich + Seenie Lester
30 Jasmine St
Lake Placid

④① CARLA + Tony Prieboy
17 JASMINE ST

DON + NANCY LEAVER
9 Hillcrest St.

G.

④② DON HAVERKAMP
162 WOODSIDE DR.
LAKE PLACID, FL

④③ ARLENE JORDAN
158 PARKVIEW CIR
LAKE PLACID, FL 33852

④④ Donald Jackson
38 Venetian Pkwy.
Lake Placid 33852

④⑤ Kathleen Melia
41 Jasmine St
Lake Placid FL 33852

④⑥ Sharon + Robert Lawler
154 Parkview Cr.
Lake Placid, FL 33852

④⑦ Sue Schmidt
39 Pinecrest St
Lake Placid FL 33852

(48) GENE MAC DOWELL
10 VENETIAN PKG.

(49) FRANK ALCORN
102 JASMINE ST.
L.P. FL. 33852

(50) SALLY ALCORN
102 JASMINE ST.
L.P. FL. 33852

(51) Larry Ingell
62 JASMINE ST
LAKE PLACID, FL 33852

(52) Ronald Colwell
9 Jasmine St
Lake Placid FL 33852

(53) Julianne Cori
122 Parkview Circle
Lake Placid FL 33852

(54) Harold 51 Jasmine St.

(55) Barbara Haak
102 Edgewater Drive South.
Lake Placid, FLORIDA 33852

(56) Barbara Haak

Jim Cori (57)
122 Parkview Circle
Lake Placid FL 33852

(58) PATTY Grubb
44 ~~Edgewater~~ Pinecrest St
LAKE PLACID FL 33852

(59) Maurie Karsing
19 Pinecrest St.
LP FL 33852

(60) Maria Olson
185 Woodside Trail
LP FL 33852

(61) Rihel Wollacott
168 Parkview Circle
Lake Placid FL 33852

(62) E Ray Elfers
19 Venetian Parkway
Lake Placid FL 33852

(63) Edward Cunningham
105 Edgewater Dr. S
Lake Placid, FL 33852

(64) Jean M. Westerfield
108 Edgewater Dr.
Lake Placid, FL. 33852

(65) DAVID BERNARDINI
34 PINECROFT ST.
LAKE PLACID, FL 338

(66) CLIFF HANGLEY
150 PARKVIEW CIR L.P. 3

(67) DOROTHY WARRINGTON
118 PARKVIEW CIRCLE
LAKE PLACID, FL 338
D & Warrington

(68) Bobbie Snow

- (69) Patti May
24 Venetian Pkwy
Lake Placid Fl
- (70) Wanda May
60 Venetian Pkwy
L.P. Fl
- (71) Billie Lyon
- (72) Cindy Hubbel
110 OAK GROVE
Lake Placid, Fl.
- (73) Sandra Drake
6 Hillcrest St
Lake Placid, FL
- (74) Randal Thayer
183 Woodside dr.
Lake Placid FL.
- (75) Mr & Mrs Ethel W. Oni
113 OAK GROVE ST
Lake Placid Fl 33852
- (76) George Steigelman
43A Jasmine St
Lake Placid, Fl 33852
- (77) Helga Schenk
438 Jasmine St.
Lake Placid, Fl. 33852

- (78) Violet Shelton
113 Edgewater Dr. S.
Lake Placid Fl.
- (79) John Butler
31 Venetian Pkwy
Lake Placid Fl
~~John Butler~~
- (80) Kate Jones
10 Hillcrest St
Olivia Jackson
22 Jasmine St.
- (81) Richard & Mildred
38 Jasmine St
LAKE PLACID FL
- (82) Barbara Briganti
2 Hillcrest St
Lake Placid, Fla
- (83) Ronald H. Colant
108 OAK GROVE ST.
LAKE PLACID, FL 33852
- (84) Ellen Welz
118 HILLCREST ST
LAKE PLACID FL 33
- (85) Leigh Russ
116 Parkview Circle
Lake Placid, FL 33852
- (86) Cathy Weber
8 Hillcrest St. 22

DONNA PALMATIER
(87) 166 PARKVIEW CIRCLE
LAKE PLACID FL
33852

(88) Claire Leffler
46 Jasmine St.
Lake Placid, FL 33852
Claire Leffler

(89) Judith A. Veroux
60 Jasmine St.
Lake Placid, FL 33852

(90) Phyllis Jung
10442 High Grove Ave.
Lake Placid, FL 33852

(91) Bob Lung
10442 HIGH GROVE AVE.
LAKE PLACID FL 33852

(92) John & Virginia Wiederholt
33 Pinecrest St.
Lake Placid, FL 33852

(93) David Donovan
63 Pine Crest St
Lake Placid FL

(94) Dave & Donna Clark
13 Pinecrest St
Lake Placid, FL 33852

(95) Randy & Jackie Bennett
2 Venetian Park
Lake Placid FL 33852

(96) Joan Tiekert
139 PARKVIEW CIRCLE
LAKE PLACID, FL 33852

(97) John Howarth
137 PARKVIEW CIR
L. P., FL 33852

(98) Tim Cook
54 PINECREST ST.
LAKE PLACID FL 33852

(99) Kathy Haase
10432 High Grove Av
Lake Placid FL 33852

(100) Ber Modloff
64 Pinecrest St.
Lake Placid, FL
33852

(101) MARK WOLF
16 HILLCREST ST.

(102) Coretta Sharp
3 JASMINE ST.
LAKE PLACID, FL
33852

(103) Scott Sharp
(104) Jan & Ray
6 Venetian Parkway

KAREN + ...

(105) ~~5~~ PINECREST ST
LAKE PLACID, FL 33852

(106) Richard Loomis
2 Pine Tree Ct
33852

(107) Robert Ann

(108) Doug Sarman
160 Woodside Dr.

(109) John/Mary Blovsky
170 Woodside Dr

(110) RICHARD NORR
35 PINECREST

(111) Betty & Bill Burse
104 Jasmine St

(112) CHARLES + MARILYN MILITELLO
36 PINECREST ST

(113) Arnold Stettin
104 Edgewater Dr.

(114) ~~Barbara A. Saunders~~
39 Jasmine

(115) Betty Turner
11 Pinecrest

(116) Wayne Howard
184 Woodside

(117) Dan + Lisa Hughes
18 Pinecrest Str.

(118) Emily Myers
112 Hillcrest St

Steve Spencer (119)
30 Pine Crest
Lake Placid FL 33852

Ray Elden (120)
19 Venetian Parkway
Val + Lee Maule (121)
10429 High Grove Ave.

David Horner (122)
108 Parkview CR.

Nancy E. Jonathan Windsor (123)
10 Pinecrest St.

John Phil (124)
74 Jasmine St

John Mann (125)
109 Edgewater Dr

Elsie Bolack (126)
40 Jasmine St.

RUTH BROWN (127)
36 Venetian Parkway

William R. Fowler (128)
119 Edgewater Dr
Bernard J. Leffler
46 Jasmine St

Jewell Kadlec (129)
42 Pinecrest

(130) Nancy McKen

112 Parkview Circle

(131) JOHN + DOLORES JANSOM
58 JASMINE ST.

(132) Lou Paulson
58 VENETIAN PKWY

(133) Vin + Charlene Crawford
128 Hillcrest St

(134) Carolann + Beebe
164 Parkview

(135) Richard Wallaert
168 Parkview Circle

(136) Patty Hynes
1st Jasmine

(137) Russ Wink.

(138) Kathy + Randy Hofmeyer
17 Pinecrest

(139) MIKE KRATT
42 JASMINE ST

(140) Jack Thomas
10436 Highgrove ave.

(141) Bonnie Guadini
34 Pinecrest St.
1st. Placed. Fla.

(142) Pat + Tony D'Angelo
103 Jasmine St.
Low Place FL 33852

(143) KERRY C. JONES
117 OAK GROVE STR.
CAROL MILLER
179 WOODSIDE

(144) Jackie Babyak
162 Parkview Cir
LP FL.

(145) Bob + Carol Eldred
111 Edgewater Dr. S.
L.P. FL.

(146) GENE + DOROTHY GENSINGER
110 PARKVIEW CIRCLE
LP, FL

(147) John Ellison
28 Jasmine St.
Lake Placid FL.

(148) John Caldwell
16 Venetian PKWY -

(149) Martin + Judy Sipe
45 Jasmine St + FL 33
Lake Placid, FL

(150) ~~Red~~ Bears 75 JASMINE

Request No. 1267819C Name WEEKS ,ROBERTO & DORIS MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>WEEKS ,ROBERTO & DORIS MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1267819C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>117 EDGEWATER DR. S</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>10:50</u> Date <u>01/17/2018</u>
	Consumer's Telephone # <u>(863)-699-0807</u>	Type <u>GI-16</u> Phone <u>E-MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____ Date <u>01/17/2018</u>
	Public Official <u>N</u>	

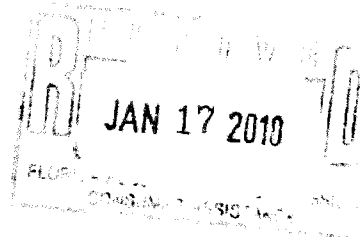
01/17/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc. and DEP. Customer correspondence was forwarded to the PSC via email attachment from DOACS. DHood

Date: Jan. 9, 2018

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000



RE: Complaint of proposed 40% Increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

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Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission. There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Don Weeks



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

550
VP

Please return completed complaint

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toll-free from w
850-410-3800 - Calling from ou:
www.800helpfla.com

This information **MUST** be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incon
forms **CANNOT** be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:

☐ Ms. ☒ Mrs. ☒ Mr. Reed, Robert Louis
Last Name, First Name, Middle Initial

Complaint is Against:

H.C. Waterworks, Inc. & U.S. Water
Name of Business Services, Inc.

Mailing Address 117 Elgewater Dr. S.

Lake Placid, FL 33852 USA
City, State, Zip Code and Country

863-699-0807
Home and Business Phone, including Area Code

Email Address

Mailing Address P.O. Box 151245

Cape Coral, FL 33915 USA
City, State, Zip Code

1-888-228-2134
Business Phone, including Area Code

Business Email and/or Web Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly cons
and information and is distributed by email.

Product or Service Involved: _____ Amount Paid: \$ _____

Date of Transaction: _____ I was contacted by: ☐ Telephone ☐ Mail ☐ Other

**What would satisfy your complaint? clean, healthy, inexpensive water

**The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding
The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to s
remedy through the court system.

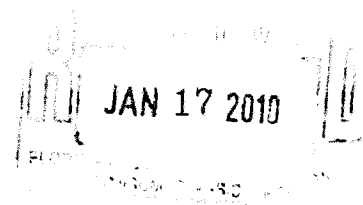
Have you retained an attorney? ☐ Yes ☒ No
If yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☒ No

Please check your age group (Optional): ☐ Under 25 ☐ 25 - 35 ☐ 36 - 45 ☐ 46 - 55 ☒ Over 55
Enhanced penalties may be available based upon your age.

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS.

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance
official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775.0
837.06, F.S.





FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 17, 2018

Refer To: 1801-01908 / VP

PUBLIC SERVICE COMMISSION
ATTN: RHONDA HICKS
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL
Business: HC WATERWORKS INC
Consumer: ROBERTO AND DORIS WEEKS

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

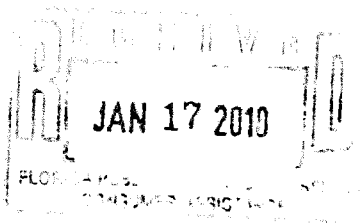
We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Victoria Phillips

Victoria Phillips
Senior Consumer Service Analyst
850-410-3663
Fax: 850-410-3801
E-mail: victoria.phillips@freshfromflorida.com



Please explain your complaint. Attach additional sheets if necessary.

JAN 17 2010

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for purposes of mediation, investigation or enforcement. I understand that the Department does not give legal advice, and cannot take legal action for me. I am filing this complaint to notify the Department of the activities of this business/ individual and to seek any assistance available. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON/ BUSINESS WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.

Signature: _____

Date: _____

Diane Hood

From: Phillips, Victoria <Victoria.Phillips@freshfromflorida.com>
Sent: Wednesday, January 17, 2018 10:43 AM
To: Consumer Contact
Subject: HC Waterworks, Inc Case#1801-01908
Attachments: getjobid3800876.pdf; Complaint.pdf

Good Morning,

Please see the attached letter regarding a complaint. If you have any further questions, please feel free to contact me.

Regards,

Victoria Phillips
Senior Consumer Services Analyst
Bureau of Mediation & Enforcement
Division of Consumer Services
Florida Department of Agriculture and Consumer Services

(850) 410-3663
Victoria.Phillips@FreshFromFlorida.com
Terry Rhodes Building
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500

www.FreshFromFlorida.com

Please note that Florida has a broad public records law (Chapter 119, Florida Statutes). Most written communications to or from state employees are public records obtainable by the public upon request. Emails sent to me at this email address may be considered public and will only be withheld from disclosure if deemed confidential pursuant to the laws of the State of Florida.

Request No. 1268453C Name COOK ,TIMOTHY & JACQU MR. Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>COOK ,TIMOTHY & JACQU MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1268453C</u>
Business Name _____	Company Code <u>WS968</u>	By <u>DH</u> Time <u>08:59</u> Date <u>01/24/2018</u>
Address <u>54 PINECREST ST</u>	County <u>Highlands</u>	Consumer's Telephone # _____
_____	Can be Reached _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>LAKE PLACID</u> <u>33852-8</u>	Account Number _____	E-Mail Address _____
_____	Outreach _____	Date <u>01/24/2018</u>
_____	Public Official <u>N</u>	_____

1/24/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP. DHood

Date: JANUARY 19, 2018

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

RECEIVED FPSC
2018 JAN 24 AM 8:19
COMMISSION
CLERK

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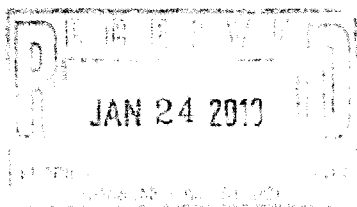
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Respectfully submitted,

Timothy & Jacqueline Cook
54 PINECREST ST

Request No. 1268451C Name CROCKER ,WAYNE MR. Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>CROCKER ,WAYNE MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1268451C</u>
Business Name _____	Company Code <u>WS968</u>	By <u>DH</u> Time <u>08:53</u> Date <u>01/24/2018</u>
Address <u>116 HILLCREST ST</u>	County <u>Highlands</u>	Consumer's Telephone # <u>(863)-464-0183</u>
City/Zip <u>Lake Placid 33852-</u>	Can be Reached _____	Type <u>GI-16</u> Phone <u>MAIL</u>
Account Number _____	E-Mail Address <u>umbagogme@comcast.net</u>	Outreach _____ Date <u>01/24/2018</u>
	Public Official <u>N</u>	

1/24/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP. DHood



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

Please return completed complaint

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toll-free from
850-410-3800 - Calling from FL
www.800helpfla.com

550
TG

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Person Making Complaint:

☐ Ms. ☐ Mrs. ☒ Mr.

Last Name, First Name, Middle Initial

CROCKER, Wayne H.

Mailing Address

116 Hillcrest St.

City, State, Zip Code and Country

Lake Placid, FL 33852

cell 863-464-0183

Home and Business Phone, including Area Code

Email Address Umbagogame@comcast.net

Complaint is Against:

HC WORKWORKS
Name of Business

PO Box 151245
Mailing Address

Cape Coral, FL 33915

City, State, Zip Code

727-84828292

1-888-228-2134
Business Phone, including Area Code

Don't know
Business Email and/or Web Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly news and information and is distributed by email.

Product or Service involved: Water + sewer

Amount Paid: \$ 64.41 approx monthly

Date of Transaction:

I was contacted by: ☐ Telephone ☐ Mail ☐ Other

**What would satisfy your complaint? Better water quality and lower rates as our income is very fixed. Also when not

**The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refund. The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to remedy through the court system.

Have you retained an attorney? ☐ Yes ☒ No
If yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☒ No

Please check your age group (Optional): ☐ Under 25 ☐ 25 - 35 ☐ 36 - 45 ☐ 46 - 55 ☒ Over 55
Enhanced penalties may be available based upon your age.

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS.

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775.083, 775.084, 775.085, 775.086, 775.087, 775.088, 775.089, 775.090, 775.091, 775.092, 775.093, 775.094, 775.095, 775.096, 775.097, 775.098, 775.099, 775.100, 775.101, 775.102, 775.103, 775.104, 775.105, 775.106, 775.107, 775.108, 775.109, 775.110, 775.111, 775.112, 775.113, 775.114, 775.115, 775.116, 775.117, 775.118, 775.119, 775.120, 775.121, 775.122, 775.123, 775.124, 775.125, 775.126, 775.127, 775.128, 775.129, 775.130, 775.131, 775.132, 775.133, 775.134, 775.135, 775.136, 775.137, 775.138, 775.139, 775.140, 775.141, 775.142, 775.143, 775.144, 775.145, 775.146, 775.147, 775.148, 775.149, 775.150, 775.151, 775.152, 775.153, 775.154, 775.155, 775.156, 775.157, 775.158, 775.159, 775.160, 775.161, 775.162, 775.163, 775.164, 775.165, 775.166, 775.167, 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775.834, 775.835, 775.836, 775.837, 775.838, 775.839, 775.840, 775.841, 775.842, 775.843, 775.844, 775.845, 775.846, 775.847, 775.848, 775.849, 775.850, 775.851, 775.852, 775.853, 775.854, 775.855, 775.856, 775.857, 775.858, 775.859, 775.860, 775.861, 775.862, 775.863, 775.864, 775.865, 775.866, 775.867, 775.868, 775.869, 775.870, 775.871, 775.872, 775.873, 775.874, 775.875, 775.876, 775.877, 775.878, 775.879, 775.880, 775.881, 775.882, 775.883, 775.884, 775.885, 775.886, 775.887, 775.888, 775.889, 775.890, 775.891, 775.892, 775.893, 775.894, 775.895, 775.896, 775.897, 775.898, 775.899, 775.900, 775.901, 775.902, 775.903, 775.904, 775.905, 775.906, 775.907, 775.908, 775.909, 775.910, 775.911, 775.912, 775.913, 775.914, 775.915, 775.916, 775.917, 775.918, 775.919, 775.920, 775.921, 775.922, 775.923, 775.924, 775.925, 775.926, 775.927, 775.928, 775.929, 775.930, 775.931, 775.932, 775.933, 775.934, 775.935, 775.936, 775.937, 775.938, 775.939, 775.940, 775.941, 775.942, 775.943, 775.944, 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776.167, 776.168, 776.169, 776.170, 776.171, 776.172, 776.173, 776.174, 776.175, 776.176, 776.177, 776.178, 776.179, 776.180, 776.181, 776.182, 776.183, 776.184, 776.185, 776.186, 776.187, 776.188, 776.189, 776.190, 776.191, 776.192, 776.193, 776.194, 776.195, 776.196, 776.197, 776.198, 776.199, 776.200, 776.201, 776.202, 776.203, 776.204, 776.205, 77

Please explain your complaint. Attach additional sheets if necessary.

Brown water at times and a stench.
Other times chlorine so very strong.
it has stripped color from clothing.

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for the purposes of mediation, investigation or enforcement. I understand that the Department does not give legal advice and cannot take legal action for me. I am filing this complaint to notify the Department of the activities of this business and to seek any assistance available. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON/ BUSINESS TO WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.

Signature: Wayne H. Crocker

Date: June 8, 2018

1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 19, 2018

Refer To: 1801-02212 / TG

PUBLIC SERVICE COMMISSION
ATTN: RHONDA HICKS
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL
Business: HC WATERWORKS INC
Consumer: WAYNE H CROCKER

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

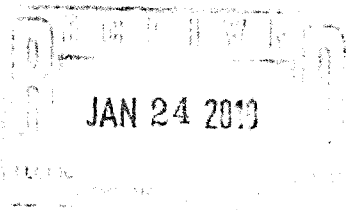
We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Tarah Grantham

Tarah Grantham
Regulatory Specialist III
850-410-3814
Fax: 850-410-3801
E-mail: tarah.grantham@freshfromflorida.com



Request No. 1268356C Name SANSOM ,JOHN & DELORES MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>SANSOM ,JOHN & DELORES MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1268356C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>58 JASMINE ST</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>11:12</u> Date <u>01/23/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>E-MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>01/23/2018</u>

1/23/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP. Customer correspondence was forwarded to the PSC via email attachement from DOACS. DHood

Date:

1-14-18 550

VP

2018 JAN 18 11:14

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

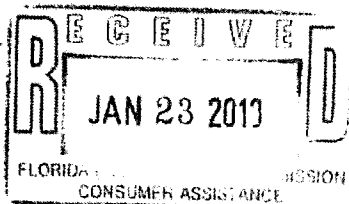
Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.



Respectfully submitted,

John & Dolores Sansom
58 Jasmine St
Lake Placid FL 33852

1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 23, 2018

Refer To: 1801-03114 / VP

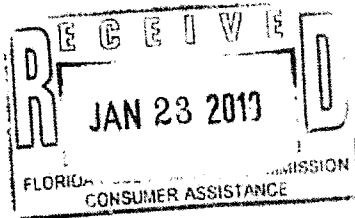
PUBLIC SERVICE COMMISSION
ATTN: RHONDA HICKS
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL
Business: HC WATERWORKS INC
Consumer: PUBLIC SERVICE COMMISSION

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.



Sincerely,

Victoria Phillips

Victoria Phillips
Senior Consumer Service Analyst
850-410-3663
Fax: 850-410-3801
E-mail: victoria.phillips@freshfromflorida.com

Diane Hood

From: Phillips, Victoria <Victoria.Phillips@freshfromflorida.com>
Sent: Tuesday, January 23, 2018 11:01 AM
To: Consumer Contact
Subject: HC Waterworks Case#1801-03114
Attachments: getjobid3820361.pdf; Complaint.pdf

Good Morning,

Please see the attached letter regarding a complaint. If you have any further questions, please feel free to contact me.

Regards,

Victoria Phillips
Senior Consumer Services Analyst
Bureau of Mediation & Enforcement
Division of Consumer Services
Florida Department of Agriculture and Consumer Services

(850) 410-3663
Victoria.Phillips@FreshFromFlorida.com
Terry Rhodes Building
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500

www.FreshFromFlorida.com

Please note that Florida has a broad public records law (Chapter 119, Florida Statutes). Most written communications to or from state employees are public records obtainable by the public upon request. Emails sent to me at this email address may be considered public and will only be withheld from disclosure if deemed confidential pursuant to the laws of the State of Florida.

Request No. 1268659C

Name CALDWELL ,JOHN MR.

Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name CALDWELL ,JOHN MR.

Company HC WATERWORKS, INC.

Request No. 1268659C

Business Name _____

Company Code WS968

Address 16 VENETIAN PKWY

County Highlands

By DH Time 13:02 Date 01/25/2018

Consumer's
Telephone # (863)-465-2084

Type GI-16 Phone E-MAIL

City/Zip Lake Placid 33852-

Can be
Reached _____

Account Number _____ E-Mail Address _____

Outreach _____ Date 01/25/2018

Public Official N

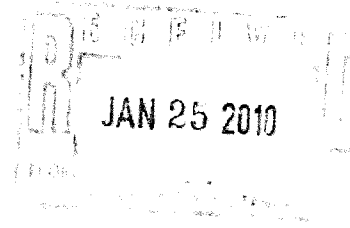
1/25/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP. DHood

Date:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000



RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission. There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,



ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

550
VP

Please return completed complaint:

Florida Department of Agriculture &
Consumer Services
Division of Consumer Services
2006 Apalachee Parkway
Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toll-free from
850-410-3800 - Calling from
www.800helpfla.com

2018 JAN 19

This information MUST be provided for the Department to mediate your complaint, as we correspond via U.S. Mail. Information CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:

☐ Ms. ☐ Mrs. ☒ Mr. CALDWELL, JOHN L.
Last Name, First Name, Middle Initial

Complaint is Against:

H.C. WATERWORKS / US WATER SERVICES INC.
Name of Business

Mailing Address

16 VENETIAN PKWY, LAKE PLACID, FL.
City, State, Zip Code and Country 33852 USA

863-465-2084
Home and Business Phone, including Area Code

Mailing Address

P.O. BOX 151245, CAPE CORAL, FL
City, State, Zip Code 33915 USA

888-338-2134
Business Phone, including Area Code

Email Address

WWW.MYWATERSERVICE.COM
Business Email and/or Web Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly consumer news and information and is distributed by email.

Product or Service Involved: WATER/SEWAGE AT RESIDENCE
Amount Paid: up to \$2000.00 each year

Date of Transaction: monthly I was contacted by: ☐ Telephone ☒ Mail ☐ Other

"What would satisfy your complaint? OUR WATER IS HORRIBLE AS STATED IN LETTER,

& A RATE INCREASE IS UNTHINKABLE. WE NEED BETTER WATER WITHOUT PAYING MORE.
The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding. The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to seek remedy through the court system.

Have you retained an attorney? ☒ Yes ☐ No
If yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☒ No

Please check your age group (Optional): ☐ Under 25 ☐ 25 - 35 ☐ 36 - 45 ☐ 46 - 55 ☒ Over 55
Enhanced penalties may be available based upon your age.

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS.

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 11, F.S.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775.083, F.S.

JAN 25 2010

NOTED
OTHERS
PAY THEIR
FAIR
SHARE
WATER WAS
PURCHASED
AT A
BARGAIN
THEY WANT
US TO PAY
FOR THEIR
UPGRADE

Please explain your complaint. Attach additional sheets if necessary.

JAN 25 2010

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for purposes of mediation, investigation or enforcement. I understand that the Department does not give legal advice. I cannot take legal action for me. I am filing this complaint to notify the Department of the activities of this business individual and to seek any assistance available. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON/ BUSINESS WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.

Signature: _____

Date: _____



**FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM**

January 25, 2018

Refer To: 1801-03442 / VP

PUBLIC SERVICE COMMISSION
ATTN: RHONDA HICKS
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL
Business: HC WATERWORKS INC
Consumer: JOHN L CALDWELL

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

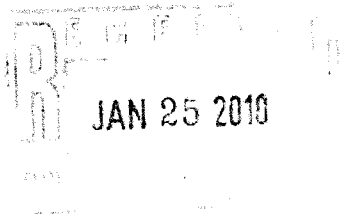
We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Victoria Phillips

Victoria Phillips
Senior Consumer Service Analyst
850-410-3663
Fax: 850-410-3801
E-mail: victoria.phillips@freshfromflorida.com



Diane Hood

From: Phillips, Victoria <Victoria.Phillips@freshfromflorida.com>
Sent: Thursday, January 25, 2018 12:42 PM
To: Consumer Contact
Subject: HC Waterworks Case#1801-03442
Attachments: getjobid3830576.pdf; Complaint.pdf

Good Afternoon,

Please see the attached letter regarding a complaint. If you have any further questions, please feel free to contact me.

Regards,

Victoria Phillips
Senior Consumer Services Analyst
Bureau of Mediation & Enforcement
Division of Consumer Services
Florida Department of Agriculture and Consumer Services

(850) 410-3663
Victoria.Phillips@FreshFromFlorida.com
Terry Rhodes Building
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500

www.FreshFromFlorida.com

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HC WATERWORKS, INC.

January 23, 2018

Jacquelyn Rush
Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy.
Tallahassee, FL 32399-6500

RE: Reference No. 1801-03125/JR – Covered Bridge Association, Inc.

Dear Ms. Rush,

HC Waterworks, Inc. (HC Waterworks or “utility”) has received the above referenced consumer complaint from both the Department of Agriculture & Consumer Services, as well as from the Florida Public Service Commission. HC Waterworks is a private investor owned water utility which is regulated by the Florida Public Service Commission (FPSC) pursuant to Section 367, Florida Statutes. The FPSC rules and regulations concerning regulated private water and wastewater utilities is codified in Chapter 25-30, Florida Administrative Code. This utility is also regulated by the Florida Department of Environmental Protection (FDEP).

HC Waterworks has been working closely with both the FDEP, as well as with the Covered Bridge Association. HC Waterworks has personally met and attended the Association’s meetings five (5) different times to explain the existing water quality issues, as well as the necessary treatment system. It was explained the existing water treatment system is comprised of AdEdge filters to remove elemental sulfur from the well water. This was the filtration installed by the previous utility owner. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. This was also previously explained to the Association in at least two letters – See Attached Letter dated June 23, 2016 and Letter dated June 8, 2017.

HC Waterworks, recently received a permit from the FDEP to construct modifications to the existing 72,000 GPD water treatment plant by the addition of a packed tower aeration system for removal of hydrogen Sulfide with associated acid and caustic feed systems for pH adjustment.

This proposed construction includes:

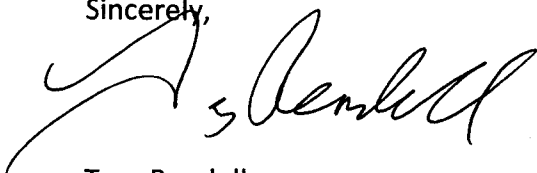
1. Installation of a DeLoach packed tower aeration system/forced draft degasification tower sized for a flow of 200 gpm for the removal of hydrogen sulfide.

2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500-gallon double wall containment storage tank and a 35-gallon vertical translucent day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200- gallon double wall storage tank and a 22-gallon vertical translucent day tank.
4. Installation of 4,000-gallon hydropneumatics (pressure) tank.
5. All associated piping and injection points.

In the most recent Association meeting, HC Waterworks explained that it was required to replace its water main on Lake Josephine Drive due to a Highlands County Road Project. This road project was required by the County and is now complete. In addition, HC Waterworks is also required to install a similar force draft aeration water treatment system at its Lake Josephine water treatment plant as directed by the FDEP. This project is currently under construction and will be operational within the next few months.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read 'Troy Rendell', written in a cursive style.

Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 23, 2018

Refer To: 1801-03125 / JR

HC WATERWORKS, INC.
8625 SEAPointe CT
PORT RICHEY, FL 34668-6177

Subject: COVERED BRIDGE ASSOCIATION, INC

The Division of Consumer Services, Bureau of Mediation and Enforcement, has received a complaint involving your business.

It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints. After reviewing the enclosed complaint, you have 30 days from the date of this letter to respond to the Department stating your position and the action you will take to resolve the complaint. We have enclosed a Business Reply form for your use and convenience. You may fax, email, or send your reply via US mail. In order to eliminate duplication we encourage you to choose only one of these options. The Bureau of Mediation and Enforcement will review your response and provide a copy of it to the consumer with a recommended course of action the consumer may wish to pursue.

Failure to respond to this complaint will result in a final case disposition of "Closed No Response". Please be aware that case disposition is a matter of public record and will be provided to consumers, news agencies, other state agencies, and any other interested parties.

We appreciate your cooperation in this matter and look forward to your response within the next 30 days. If additional information is needed from this office to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

Sincerely,

Jacquelyn Rush

Jacquelyn Rush
Regulatory Specialist III
850-410-3842
Fax: 850-410-3801
E-mail: jacquelyn.rush@freshfromflorida.com

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
BUSINESS REPLY FORM

Complaint Of:
COVERED BRIDGE ASSOCIATION, INC

Reference No: 1801-03125 / JR

Corporate/Legal Name: HC Waterworks, Inc.

Fictitious/DBA Name: N/A

Principal Address: 4939 Cross Bayou Blvd, New Port Richey, FL 34652

Mailing Address: Same

Registration/License Number (if applicable): _____

Email Address: trendelle@uswatercorp.net Web Site: www.mywater-service.com

Telephone: (727) 848-8292 Fax: (727) 848-7701

Name of Owner: Gary Perener, President

Name, title, telephone number, email address of person to contact for additional information, if necessary:

Troy Rendell, Vice President - See above contact

Please state your position relative to the complaint. (Continue on back if needed)

SEE ATTACHED

Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500

Trendelle
Vice President
1/23/18
(Signature)
(Title)
(Date)

HC WATERWORKS, INC.

June 23, 2016

Anthony D'Angelo, President
Covered Bridge Association, Inc.
101 Parkview Circle
Lake Placid, FL 33852

RE: PSC Request 1214834C – Covered Bridge Association, Inc. – June 10, 2016 Letter to FPSC

Dear Mr. D'Angelo,

HC Waterworks, Inc. (HC Waterworks) is providing a response to your June 10, 2016 letter from the Covered Bridge Association, Inc. and the Florida Public Service Commission's Request No. 1412834C. I have attempted several times to contact you at the number listed on your letter. I have left messages for you to call me back.

You stated in your letter that "To date no one from HC Waterworks, Inc. has responded to several of our requests for a major officer of the company to meet with the Board of Directors of Covered Bridge to sit down with them to discuss all of the water concerns." This statement is simply incorrect.

At the request of the Covered Bridge Association, HC Waterworks representatives previously traveled down to the Covered Bridge Association meeting on September 15, 2016. Both Mr. Troy Rendell (Manager of Regulated Utilities) and Mr. Chris Saliba (Regional Manager) attended the HOA meeting and explained the water quality situation with the entire HOA and the Board members. It was explained that the current filtration system that was installed by the previous utility owner is not designed for sufficient removal of the sulfides in the source ground water. This will be addressed later in this letter.

At this meeting, it was explained that the water issues being experienced is due to several factors. The raw water source for HC Waterworks' water systems contains naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. HC Waterworks' water treatment plants (WTP) use an Adedge filter to remove elemental sulfur from the well water. This was the filtration installed by the previous utility owner. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed to remove the sulfur build-up in the filter media. In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, HC Waterworks utilizes flushing of the distribution systems to maintain water quality. Due to the naturally occurring high sulfide content in the wells, the water must be circulated in the distribution system to maintain the

proper chlorine residual as required by FDEP. If the water is allowed to sit stagnant for any length of time, the hydrogen sulfide starts reforming and it exhibits a chlorine demand causing the residual to be reduced and ending with “rotten egg” smelly water and chlorine residuals lower than state requirements placing the utility in violation of Rule 62-555, Florida Administrative Code (F.A.C.).

Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the Florida Department of Protection (FDEP) as a common utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, HC Waterworks may institute some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scours the build-up of naturally occurring minerals in the distribution system and does not provide a solution to the source of supply.

The residual hydrogen sulfides in the water distribution lines cause bacteria to begin feeding on the residuals. This interaction of the bacteria with the residual hydrogen sulfides increases the chlorine demand in the water. In order to address both the rotten egg smell and the reduction in chlorine in the lines, the utility is forced to increase its flushing. This situation is exacerbated by the seasonality of the customer base. During the summer months, the HC Waterworks utility experiences a low customer population and low usage throughout the distribution system.

HC Waterworks historically used both automatic blow offs, as well as manual flushing at various points throughout the distribution system to address customer concerns on water quality. HC Waterworks has recently changed this protocol to utilize just the automatic blow offs and reduce manual flushing. The utility has recently switched the chlorination process from disinfecting with Free Chlorine to disinfecting with Monochloramines, which is a weaker disinfectant that is still strong enough to disinfect, but does not produce DBP's like free chlorine does.

As stated previously, at the September 2015 HOA meeting, HC Waterworks representatives explained to the members in attendance that the appropriate treatment method would be aeration. This is consistent with the recommended treatment in FDEP Rule 62-555.315(5)(a), Florida Administrative Codes. (See Attached Documents) At the meeting, HC Waterworks representatives handed out documents to the association members that went over the current water treatment system and a proposed treatment system for sulfide removal. The handout also demonstrated the potential costs of the new treatment system. (Attached) These costs included both the capital costs for the equipment installation and the expected costs in

expenses related to the new additional treatment. In addition, the handout also demonstrated the potential impact on the customers in their water rates. The handout showed that the addition of this treatment potentially would have an impact of a 15.46% increase in water rates. All of the handout sheets were fully explained to the Association at its meeting. The Association board indicated that they would discuss at their next meeting and get back with the utility if they wanted the utility to proceed with the improvements.

Also during the meeting HC Waterworks met with several customers at the back of the meeting room to further discuss their specific concerns. The HC Waterworks representatives addressed each customer's concerns related to both water quality and billing. Billing concerns were further addressed with the specific customers after the meeting.

Subsequent to the meeting, HC Waterworks investigated the AdEdge filters. It was discovered that the filter media used for sulfide removal had become impacted. Due to the level of sulfides in the ground water, the media filter had to be prematurely replaced. Typically the filter media has a longer useful life than what was actually experienced in the Leisure Lakes (Covered Bridge) system. HC Waterworks replaced the filter media in December 2015 and adjusted the backwash protocol and procedures. After the filter media was replaced and the distribution system adequately flushed, the customer calls and complaints subsided. There have been little to no calls from customers concerning water quality since that time.

In the utility's last rate case (Docket No. 140158-WS) the FPSC Order No. PSC-15-0282-PAA-WS, issued July 8, 2015, the Commission stated:

All of the comments addressed the bad taste and/or smell of the water. This is due primarily to the high sulfur content of the raw groundwater. While not a primary contaminant or a health hazard, it does make the water unpleasant. The previous owner of the Utility had attempted to improve the aesthetics of the water by filtering out as much sulfur as it could with the AdEdge filters.

When HC took over operations after the transfer from Aqua, it found that the maintenance protocol instituted by the previous owner for the AdEdge filters was incorrect. The previous owner used recycled water (from previous backwashes) to backwash the filters in an attempt to clean them, which resulted in clogging the filter media, insufficient removal of the sulfur, as well as causing discoloration of the water. After researching the situation, HC determined and instituted the proper protocol for backwashing and maintaining the AdEdge filters by using clean water.

The FPSC Order continues by stating:

As noted previously, the most recent tests for all primary contaminants and chlorine residuals show that the water meets DEP standards and it is safe to drink. Additionally, the Utility has been diligent in its efforts to reduce the unpleasant odor and taste of the water given the naturally-occurring high sulfur content and the seasonal customer base.

DEP and FRWA involvement

HC Waterworks also informed the Florida Department of Environmental Protection (FDEP) of the steps taken by the utility to address customer concerns. HC Waterworks has been working closely with both the Florida Department of Environmental Protection (FDEP) and the Florida Rural Water Association (FRWA) to address these customer concerns.

Both outside agencies have been pleased with the taken by HC Waterworks. They are aware of the issues in the ground source water throughout Highlands County and have beneficial in cooperating with HC Waterworks.

The water quality is within the acceptable state limits. Many of the issues arise inside customer's homes. It has been explained to customers that they need to flush the inside lines throughout the house to get the chlorine into the house. Further, it is explained that hot water heaters can exacerbate this issue and they should flush their water heaters once a year, at a minimum.

Customer Complaints

You stated in your letter that the customers (residents) are unaware of who to contact concerning complaints on either water quality or billing issues. HC Waterworks has a toll free number that customers should utilize. HC Waterworks, in conjunction with the expertise of the utility operating company known as U.S. Water Services Corporation (USWSC), is responsible for operating, and maintaining the utilities; as well as providing billing, collection and customer service.

The number for customers to call is **888-228-2134**. This number will cover all aspects of providing normal and emergency services plus any issues regarding your billings and questions you might have regarding your water service. To view further information concerning their existing water service, customers can visit www.mywaterservice.com.

The owners of HC Waterworks are Water and Wastewater Industry Professionals. They have over 30 years of experience in providing water and wastewater services to customers throughout the State of Florida. USWSC is a Florida based contract operating company providing services to more than 1,000 systems statewide, with customers such as; McDill AFB,

the FGUA, City of North Lauderdale, Hillsborough County, and a host of other systems. The company is staffed with professionals that live and work throughout the State providing a full complement of water and waste water operating services to both private and public entities within Florida. For more information please visit the website at – www.uswatercorp.com.

The prior President of Covered Bridge Association had a very good working professional relationship with the Utility Manager directly reporting to me. Mr. Ron DeRossett discussed water quality issues with the past President numerous times and kept her informed of any ongoing issues in the system. Mr. DeRossett was in constant contact with the past President, and will also be available to discuss any ongoing or current issues with you, as the new President. He can be reached at (727) 848-8292.

You also requested that HC Waterworks give prompt attention to customers' complaints pursuant to Rule 25-22.032, F.A.C. HC Waterworks has responded to each FPSC request in a timely manner pursuant to the above rule. There have been no violations issued by the FPSC for failure to comply with its rules. The utility will continue to address each customer complaint and request issued by the FPSC in a timely manner, just as it has done in the past. In FPSC Order No. PSC-15-0282-PAA-WS, issued July 8, 2015, the Commission stated:

Our analysis indicates the condition of the water and wastewater treatment facilities are satisfactory and the water provided by HC is meeting applicable water quality standards, including primary and secondary standards, as prescribed in the DEP rules. It also appears that the Utility has attempted to address the customers' concerns. Therefore, we find the overall quality of service for the HC water and wastewater systems in Highlands County satisfactory.

HC Waterworks, Inc. is extending an offer to again come meet with its customers and the homeowners association. Both the owner and representatives have previously met with the Association at least 2-3 times previously. If the residents wish to accept this offer again, please contact me at the number below to make arrangements for the next association meeting.

System Maps

You also expressed concerns as to whether HC Waterworks has maps in its possession consistent with the FPSC rules. The answer is yes – HC Waterworks does have system maps. These maps have previously been provided to the FPSC on at least two occasions. The last time they were supplied to the FPSC was in the recent rate case, Docket No. 140158-WS. HC Waterworks has confirmed with the FPSC that it is in compliance with the rules. In addition, maps were brought down to the previous Association meeting. However, HC Waterworks is unable to provide a copy due to security reasons. After the events of 9/11, the Office of Homeland Security has recommended public water systems maps confidential due to terrorism security issues.

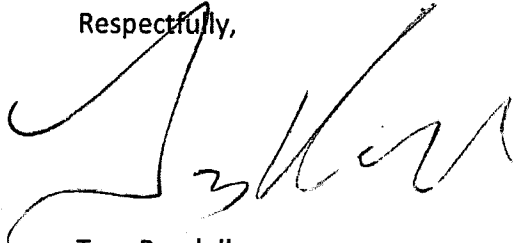
You, or any customer, is able to contact the utility to review maps at the utility's office during normal business hours at:

4939 Cross Bayou Ct.
New Port Richey, FL 34652

If HC Waterworks comes to a future Association meeting, we can also bring a copy of the maps for review during or after the meeting. As stated previously, we will not be able to leave a map with the Association after the meeting.

If you have any additional questions or concerns please contact me at (727) 848-8292 ext. 245.

Respectfully,

A handwritten signature in black ink, appearing to read 'Trendell', with a stylized flourish at the end.

Troy Rendell
Manager of Regulated Utilities
/// For HC Waterworks, Inc.

Cc: Ellen Plendl, Florida Public Service Commission
Laura King, Florida Public Service Commission
Ron DeRossett, Util Mngr USW

Table 1. FDEP Chapter 62-555.315(5)(a) Total Sulfide Treatment Recommendations

Potential for Impacts without Total Sulfide Removal	Source Water Sulfide Level	Potential Water Treatment Technique
Low	Total Sulfide (TS) < 0.3 mg/L; or Dissolved Iron (DI) < 0.1 mg/L ¹	Direct chlorination ²
Moderate	0.3 mg/L ≤ TS ≤ 0.6 mg/L @ pH ≤ 7.2	Conventional aeration ³ (maximum removal efficiency ≈ 40% to 50%)
	0.3 mg/L ≤ TS ≤ 0.6 mg/L @ pH > 7.2	Conventional aeration with pH adjustment (maximum removal efficiency ≈ 40% to 50%)
Significant	0.6 mg/L ≤ TS ≤ 3.0 mg/L @ pH ≤ 7.2	Forced Draft Aeration ³ (maximum removal efficiency ≈ 90%)
	0.6 mg/L ≤ TS ≤ 3.0 mg/L @ pH > 7.2	Forced Draft Aeration with pH adjustment ^{4,5} (maximum removal efficiency ≈ 90%)
Very Significant	TS > 3.0 mg/L	Packed Tower Aeration with pH adjustment ^{4,5} (maximum removal efficiency ≈ 90%)

1. High iron content raises concern if chlorination alone is used and significant dissolved oxygen exists in the source water. Filtration may be required to remove particulate iron prior to water distribution.
2. Direct chlorination of sulfide in water in the pH range normally found in potable sources produces S⁰_(s) and increased turbidity. Finished-water turbidity should not be more than two nephelometric turbidity units (NTU) greater than raw-water turbidity.
3. Increased dissolved oxygen entrained during aeration may increase corrosivity.
4. Reduction of alkalinity during pH adjustment and high dissolved oxygen entrained during aeration may increase corrosivity. Corrosion control treatment such as pH adjustment, alkalinity recovery, or use of inhibitors may be required.
5. High alkalinity will make pH adjustment more costly, and use of other treatment may be in order. Treatment that preserves the natural alkalinity of the source water may enhance the stability of finished water.

* Note – These recommendations are to be used as guidance and not as a requirement.

Continued from page 6

the water supplier's drinking water distribution system or in water customers' potable water systems.

- iii) Odor compliance shall continue to comply with FDEP Chapter 62-296.320(2).

Hydrogen Sulfide Off-Gas Standards

Off-gas standards have not been set for hydrogen sulfide. FDEP Chapter 62-555 references FDEP Chapter 62-296 and FDEP Chapter 62-210 for objectionable odor guidelines. FDEP Chapter 62-210 defines objectionable odor as "any odor present in the outdoor atmosphere which by itself or in combination with other odors, is or may be harmful or injurious to human health or welfare, which unreasonably interferes with the comfortable use

and enjoyment of life or property, or which creates a nuisance."

The Occupational Safety and Health Administration (OSHA) recommends 20 parts per million by volume (ppmv) threshold for hydrogen sulfide off-gas concentrations on-site for operators. While other sources cite 7.3 ppmv at the property boundary to avoid odor complaints, hydrogen sulfide can be discharged into the air untreated, or the air can be discharged following sulfide removal on-site.

Treatment Alternatives for Sulfide in Water

There are many methods available to remove sulfide contaminants from drinking water supplies. A desk-top evaluation was con-

ducted to eliminate alternatives that would not achieve county goals. It included:

- ◆ Aeration (cascade tray aeration; forced-draft aeration; fine bubble aeration; volatilization)
- ◆ Oxidation (oxygen, chlorine, ozone, potassium permanganate, hydrogen peroxide, ferrate)
- ◆ Microbiological filtration
- ◆ Oxidation followed by membrane filtration, electromedia filtration or manganese greensand filtration
- ◆ Anion exchange (adsorption to media)

Sulfide removal technologies typically are based on sulfide equilibria, and include either: (1) a pH-dependent partitioning of hydrogen sulfide, (2) conversion to the thermodynamically stable state of sulfate, or (3) the controlled formation of elemental sulfur. The use of pH-dependent processes include cascade aeration, volatilization, forced-draft aeration, and fine-bubble aeration where the treatment is based on mass transfer of a gaseous form of sulfur from a water stream to an air stream.

Those processes based on the formation of sulfate involve electron transfer mechanisms and include oxidation and microbiological filtration. Membrane filtration applies to the removal of elemental sulfur. An overview of the basic advantages and disadvantages are provided for each identified method in Table 2.

Aeration

Aeration is a historical, common method of treatment for sulfides (Roe 1933; Flentje 1937; 1948). Since the type of sulfide species in water is dependent upon the pH, only that portion of the total sulfide that is present as hydrogen sulfide gas can be removed from water by aeration (tray, packed-tower, diffused air, or spray-nozzle methods). Beneficial effects of hydrogen sulfide treatment using aeration include:

1. The elimination of taste and odors.
2. A decrease in the corrosive effects of hydrogen sulfide on metals and concrete.
3. A reduction in the demand of chlorination disinfection.

For groundwater facilities not utilizing softening and filtration, sulfide removal typically is accomplished by cascade or tray aeration and volatilization in ground storage facilities; however, cascade tray aeration and volatilization are only partially effective in removing sulfide (approximately 15 to 25 percent total sulfide removal) and depend on pH and atmospheric conditions (more sulfide is removed on windy, warm days). Under high-flow conditions, tray aerators do not provide adequate sulfide removals for most groundwaters.

Packed towers utilize tower arrangements

Continued on page 10

Treatment Method	Advantage	Disadvantage
1. Aeration		
-Cascade or Tray	Inexpensive	Insufficient removals; not effective; turbidity formation.
-Volatilization	Inexpensive	Control is difficult; not effective; sulfide bacteria regrowth.
- Forced-Draft	Effective treatment method and simple operation is attractive; documented experience	Increased capital costs; acid pretreatments must be employed; odor generation requires use of expensive scrubber systems; scrubber impact to POTW operations; aerated water can contain undesired microbiological constituents (thiothrix, pseudomonas aeruginosa).
-Fine Bubble	Moderate costs and amenable to GST retrofits	Insufficient removals at neutral pH levels; odor generator not easily treated; not typical in drinking water treatment
2. Oxidation		
-Oxygen	Minimal capital costs; simple process	Incomplete oxidation can create colloidal sulfur and polysulfides; design and control difficult; turbidity
-Chlorine	Minimal capital costs; controllable process	Incomplete oxidation; may increase DBPs; high dosages required, safety concerns, turbidity formation.
-Ozone	Controllable process; produces high quality finished water	Reaction chambers required; high operating and capital costs; may not be cost effective for small systems having greater than 2 mg/L total sulfide in raw water, turbidity formation
-Potassium Permanganate	Controllable process; inexpensive capital	Requires filters for residual MnO_2 ; requires large chemical dose; expensive chemical; turbidity formation
-Hydrogen Peroxide	Controllable process; inexpensive capital	Requires optimum mixing and long detention/contact times; incomplete oxidation; large dosages needed; turbidity
-Ferrate	Powerful oxidant; inexpensive capital	Process has not been demonstrated at a large scale for drinking water treatment
3. Oxidation Filtration	Controllable process; effective; affordable	Typically used for iron and manganese control; sulfide is secondary benefit; discharge of waste streams; discoloration of basin equipment, breakthrough of permanganate if used can cause discoloration (pink)
4. Membrane Filtration	Controllable process; effective if controlled at optimum conditions	Expensive; requires colloidal sulfur formation to be complete prior to filtration step; irreversible fouling of membranes may occur
5. Microbiological Filtration	Natural process; chemical-free method; safe to operate	Detachment and clogging are issues; design and control difficult; not proven process for drinking water
6. Anion Exchange	Controllable; moderate cost compared to others	Biological fouling can foul resin; salt regeneration impacts discharge permits.

Table 2. Summary of Advantages-Disadvantages of Alternatives of Sulfide Removal from Water

Continued from page 8

with plastic packing materials to increase the water/air effectiveness for stripping gaseous sulfide from the water. Packed towers rely on either structured or random-loosed packing materials, and are counter-current water air processes (hydrogen sulfide-laden water is introduced at the top of the tower and clean air is introduced at the bottom of tower, with clean water exiting the bottom of the tower and hydrogen sulfide-laden air exiting the top of the tower).

Packed towers have higher stripping efficiencies than tray aerators and are an effective method for sulfide removal; however, the use of

packed towers has been shown to impact finished water negatively because of microbiological growth in the packing and release into the distribution system (Duranceau et. al. 2003).

Carbon dioxide is a smaller molecule than hydrogen sulfide and will be released at a faster rate than hydrogen sulfide (Garrels 1958). As the dissolved carbon dioxide and hydrogen sulfide gases are removed, the pH of the water flowing down over the packing increases, causing the ionization of hydrogen sulfide and carbonic acid and decreasing the removal efficiency of the tower; however, if carbon dioxide is present in concentrations of about 10 per-

cent (whether present initially or is added as a packed tower pretreatment method), the hydrogen ion concentration is raised to favor the release of hydrogen sulfide gas (Roe 1935). The use of carbonic acid for pH adjustment prior to packed tower aeration processes has been demonstrated to be an effective pretreatment method and can assist in corrosion control (Duranceau, Anderson and Teegarden 1999).

Fine bubble aeration is a limited process for sulfide removal and has not been utilized effectively for this specific contaminant primarily because of design limitations and cost. Volatilization would be relied on in place of fine bubble aeration, but volatilization is an unpredictable process and is limited by tank geometries and atmospheric conditions.

Oxidation

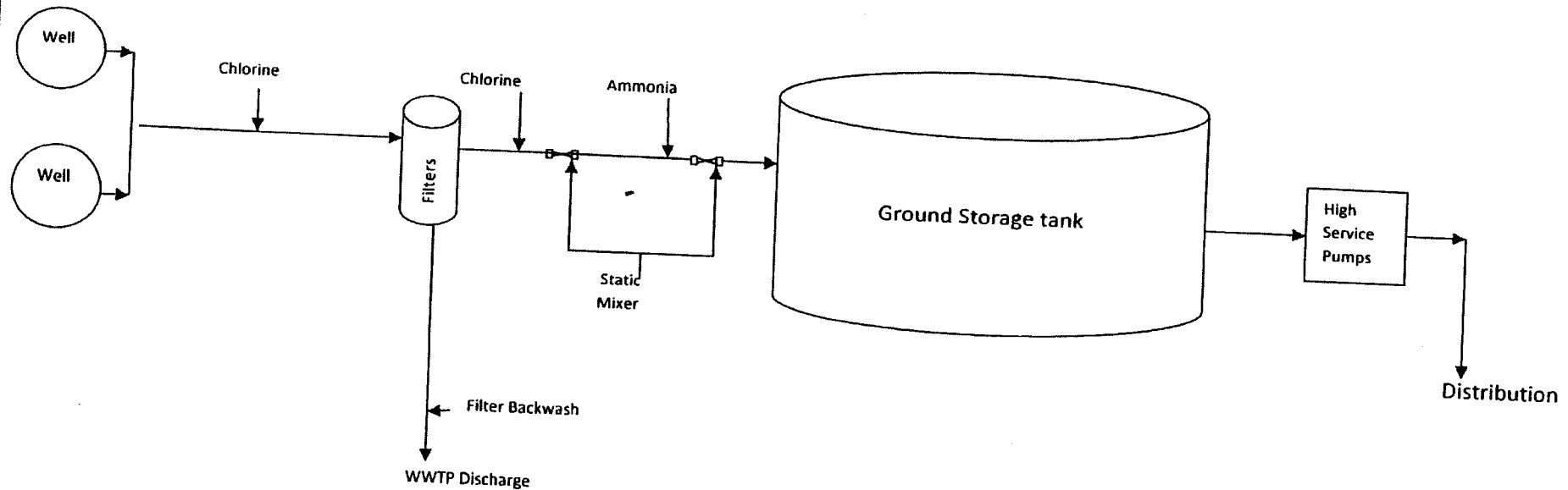
Oxidation of sulfides can be accomplished with oxygen, chlorine, hydrogen peroxide, ozone, potassium permanganate, hydrogen peroxide, and dipotassium ferrate. Historically, chlorine has been used to remove residual sulfides after tray aeration and/or volatilization, but chlorine oxidation results in the formation of colloidal sulfide turbidity (Lyn 1992). Stoichiometrically, 8.34 mg/L of chlorine is required to oxidize 1 mg/L of hydrogen sulfide to sulfate, but incomplete oxidation typically occurs under actual operating conditions.

Ozone oxidation is a beneficial process and has been demonstrated to be an effective, practical method for sulfide treatment of groundwater having nominal sulfide content. An ozone-to-hydrogen sulfide weight ratio of 5.65 mg/L to 1 mg/L is required for conversion from hydrogen sulfide to sulfate. Ozone oxidation for hydrogen sulfide is not cost-effective for groundwaters having total sulfide concentrations of 2.0 mg/L or greater.

Although this method has been implemented successfully by the Orlando Utilities Commission, the county was concerned about small-system applications, electrical costs, and

U.S. Water[®] Services Corporation

Water and Wastewater Utility Operations, Maintenance, Engineering, Management, Construction



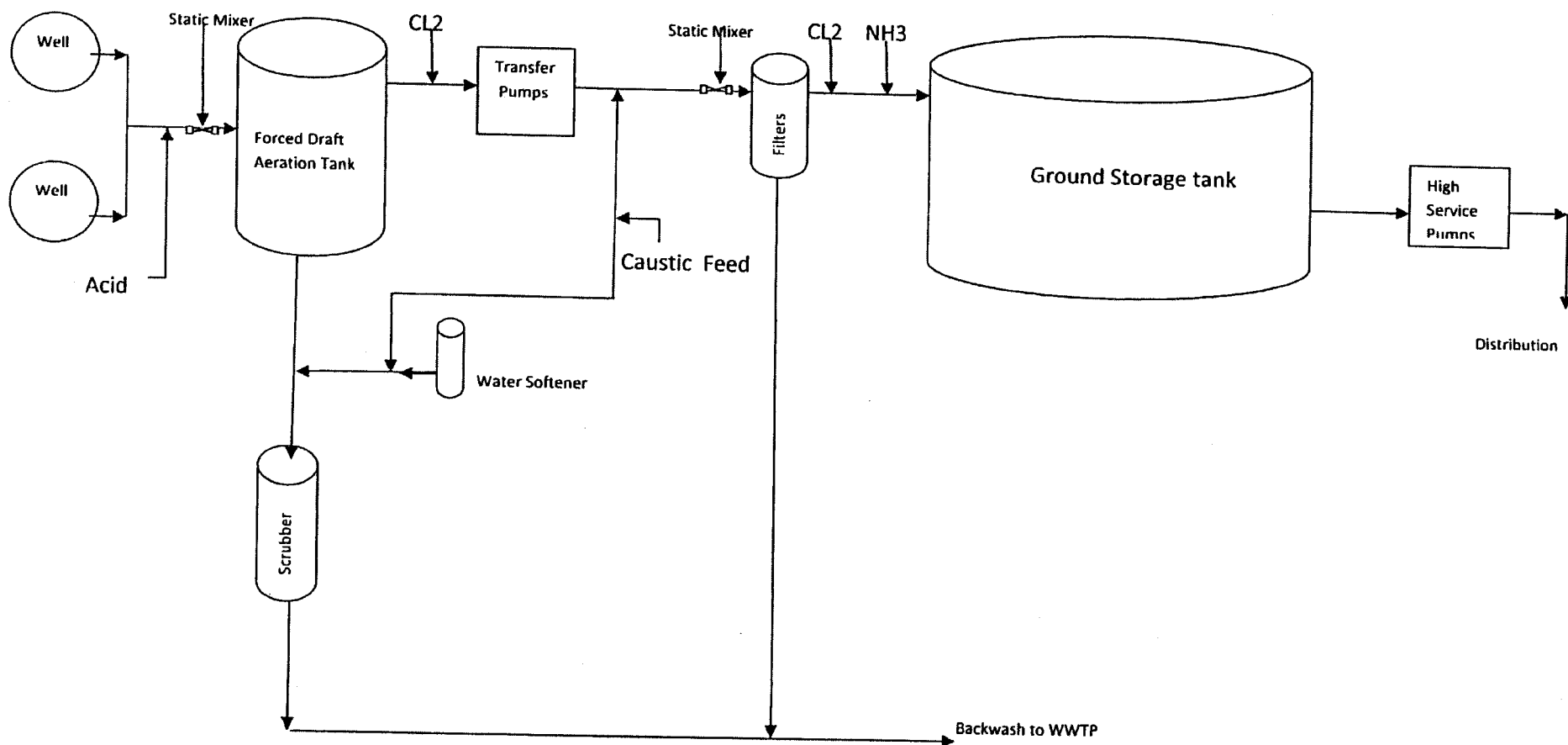
Covered Bridge Existing Schematic of WTP

Hydrogen Sulfide removal System Existing

U.S. Water Services Corporation

U.S. Water[®]

Services Corporation



HC Waterworks, Inc.

Addition of Forced Aeration; Scrubber; etc.

Analysis:

Preliminary Cost Estimates (Subject to change):

Acid Feed System / Tank / Storage / Containment	\$	45,000
Static Mixer	\$	6,000
Forced Draft Aerator	\$	100,000
Scrubber	\$	75,000
Caustic Addition / Feed system	\$	15,000
Water Softner for Caustic water supply to scrubber	\$	800
Transfer Pump Station (Tanks/pumps/control panel/piping)	\$	60,000
Static Mixer	\$	6,000
Two (2) new high service pumps	\$	25,000
Misc site Work	\$	10,000
Misc electrical upgrades	\$	15,000
Misc Yard Piping	\$	20,000
Green Sand Media	\$	7,000
Engineering / Design (10% of total install)	\$	38,480
Contingency (10% of total)	\$	42,328
Total Capital Costs	\$	<u>414,608.00</u>

Depreciation

Water Treatment Plant 5.88%

Assume 1/2 year convention for Accum. Depreciation \$ 12,194.35

Net Plant Increase for Replacement \$ 402,413.65

Rate of Return - Order No. PSC-15-0282-PAA-WU 7.99%

Return \$ 32,152.85

Expenses Changes:

Additional Caustic Expense	\$	2,514.29
Additional Acid Expense	\$	10,266.67
Reduction in Chlorine Expense	\$	(3,306.48)
Additional Electrical Expense	\$	2,690.46
Aerator / Scrubber Cleaning / Maintenance	\$	1,200.00
Testing increase / sulfur	\$	960.00
Rate Case Expense Amortization -Order No. PSC-15-0282	\$	1,522.00
Depreciation	\$	24,388.71
Tangible Tax	\$	4,668.00
Increase in Expenses	\$	<u>44,903.63</u>

Total Estimated Increase in Revenue Requirement \$ 77,056.48

RAF gross up 0.955

Total increase to Revenue Requirement \$ 80,687.42

Revenue Requirement - Order No. PSC-15-0282-PAA-WU \$ 522,070.00

Percentage (%) Increase

15.46%

**HC Waterworks, Inc.
Water Monthly Service Rates**

Rate Schedule

	Commission Approved PAA Rates	Percentage Increase	Preliminary Rate Increase Rates
<u>Residential, Irrigation and General Service</u>			
Base Facility Charge by Meter Size:			
5/8" x 3/4"	\$20.87	15.46%	\$24.10
3/4"	\$31.31	15.46%	\$36.15
1"	\$52.18	15.46%	\$60.24
1-1/2"	\$104.35	15.46%	\$120.48
2"	\$166.96	15.46%	\$192.76
3"	\$333.92	15.46%	\$385.53
4"	\$521.75	15.46%	\$602.39
6"	\$1,043.50	15.46%	\$1,204.78
8"	\$1,669.60	15.46%	\$1,927.64
10"	\$2,400.05	15.46%	\$2,770.98
Gallonge Charge, per 1,000 Gallons			
Charge per 1,000 gallons - Residential and Irrigation			
0 - 3,000 gal	\$8.03	15.46%	\$9.27
Over 3,000 gal	\$10.04	15.46%	\$11.59
Charge per 1,000 gallons - General Service			
	\$8.61	15.46%	\$9.94
<u>Typical Residential Bills 5/8" x 3/4" Meter</u>			
4,000 Gallons	\$55.00		\$63.50
6,000 Gallons	\$75.08		\$86.68
10,000 Gallons	\$115.24		\$133.05

HC WATERWORKS, INC.

June 8, 2017

Anthony D'Angelo, President
Covered Bridge Association, Inc.
101 Parkview Circle
Lake Placid, FL 33852

RE: Water Quality Issues and Proposed Solution – Covered Bridge (Leisure Lakes)

Dear Mr. D'Angelo,

It's been a year since I last wrote your Association concerning water quality issues in the subdivision. At several requests of the Covered Bridge Association, HC Waterworks representatives previously traveled down to several Covered Bridge Association meetings and explained the water quality situation with the entire HOA and the Board members. This has occurred at least four (4) times. At these past meetings, it was explained that the current filtration system that was installed by the previous utility owner is not designed for sufficient removal of the sulfides in the source ground water.

At these previous meetings, it was also explained that the water quality issues being experienced is due to several factors. The primary cause of these water quality issues is the water source for the drinking water. The raw groundwater source for HC Waterworks' water systems contain naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. HC Waterworks' current water treatment plants (WTP) use an Adedge filter to remove elemental sulfur from the well water. This was the filtration installed by the previous utility owner. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed to remove the sulfur build-up in the filter media.

At least three (3) times, HC Waterworks representatives have explained to the Association members in attendance that the appropriate treatment method would be force draft aeration. This is consistent with the recommended treatment in FDEP Rule 62-555.315(5)(a), Florida Administrative Codes. At these previous meetings, HC Waterworks representatives handed out documents to the association members that explained the current water treatment system and the proposed treatment system for sulfide removal. This handout also demonstrated the potential costs of the new water treatment system. These costs included both the capital costs for the equipment installation and the expected costs in expenses related to the new additional treatment. In addition, the handout also demonstrated the potential impact on the customers in their water rates.

In the utility's most recent rate case (Docket No. 140158-WS) the FPSC Order No. PSC-15-0282-PAA-WS, issued July 8, 2015, the Commission stated:

All of the comments addressed the bad taste and/or smell of the water. This is due primarily to the high sulfur content of the raw groundwater. While not a primary contaminant or a health hazard, it does make the water unpleasant. The previous owner of the Utility had attempted to improve the aesthetics of the water by filtering out as much sulfur as it could with the AdEdge filters.

When HC took over operations after the transfer from Aqua, it found that the maintenance protocol instituted by the previous owner for the AdEdge filters was incorrect. The previous owner used recycled water (from previous backwashes) to backwash the filters in an attempt to clean them, which resulted in clogging the filter media, insufficient removal of the sulfur, as well as causing discoloration of the water. After researching the situation, HC determined and instituted the proper protocol for backwashing and maintaining the AdEdge filters by using clean water.

The FPSC Order continues by stating:

As noted previously, the most recent tests for all primary contaminants and chlorine residuals show that the water meets DEP standards and it is safe to drink. Additionally, the Utility has been diligent in its efforts to reduce the unpleasant odor and taste of the water given the naturally-occurring high sulfur content and the seasonal customer base.

Previous DEP and FRWA involvement

HC Waterworks also informed the Florida Department of Environmental Protection (FDEP) of the steps taken by the utility to address customer concerns. HC Waterworks has been working closely with both the Florida Department of Environmental Protection (FDEP) and the Florida Rural Water Association (FRWA) to address these customer concerns.

Both outside agencies have been pleased with the taken by HC Waterworks. They are aware of the issues in the ground source water throughout Highlands County and have beneficial in cooperating with HC Waterworks. The water quality is within the acceptable state limits.

Proposed Solution to Address Concerns

At the last Association meeting held May 9, 2017, HC Waterworks explained the current County Road Widening Project on Lake Josephine Drive. HC Waterworks is being required to replace

approximately ??? miles of water mains located in the right of way of Lake Josephine Drive. This is a project not contemplated by the utility, but is required by both State Statute and County Resolution. HC Waterworks is working closely with the County and its contractor on this project. HC Waterworks designed and permitted the project and solicited bids from outside contractors. HC Waterworks has signed a contract on the appropriately selected contractor (bidder) on the project and is currently moving forward with the County project.

Also discussed at this meeting was HC Waterworks' ongoing water quality treatment project at its Lake Josephine water treatment plant. Originally, HC Waterworks intended to install forced draft aeration at its Sebring Lakes water treatment plant, but due to the replacement of the water main at Lake Josephine, HC Waterworks is moving this treatment to the Lake Josephine water treatment plant. This will be more efficient due to the water main replacement. This water quality project will rectify and solve the water quality concerns being experienced at this system by its customers. This project is moving forward to address these concerns.

We acknowledge that these two projects do not directly benefit the Covered Bridge subdivision, but as was explained at the May 2017 meeting, this will directly affect the water rates charged due to the fact that these rates are uniform over all customers of HC Waterworks.

HC Waterworks is proposing to install the same treatment technology at the Covered Bridge (Leisure Lakes) facility to address the ongoing water quality concerns of the residents. We believe this will solve and rectify these water quality issues which have been ongoing for years, prior to the acquisition of the utility. As was explained at this meeting, we are completing a similar project for another one of our utilities, Country Walk Utilities, also located in Highlands County. Due to the water sources in Highlands County, we have worked with the Country Walk Homeowners' Association and have gained their full support to proceed with their project to address their similar water quality issues. We would like to do the same with Covered Bridge.

Also discussed at the May 2017 meeting, it will be necessary for HC Waterworks to file for a rate case or limited proceeding at the Florida Public Service Commission to recover the costs of these projects. HC Waterworks believes it is prudent and necessary to move forward with the forced draft aeration project within your community at Covered Bridge. As you are aware, the water quality issues continue and the customer complaints have been repeatedly high in this area.

The utility would like the full support of your community and the Covered Bridge Association. HC Waterworks believes the rate impact of including this water quality project will be minimal, given the impact of the other two projects. Since the utility will be filing for rate relief of the other two projects, we believe it only makes sense to also include this project in your community to finally resolve these customer related issues which have been ongoing for years.

We are open to once again meet with the Association or the directors to explain further. This would be the fifth time we would meet and discuss this needed project. Once again, HC Waterworks would like to proceed forward with this project to install the necessary treatment technology to address your residents' ongoing concerns. We believe this is in the best interest of both the utility as well as the customers who are directly impacted by these ongoing issues. We will be able to expeditiously move forward with the design, permitting, and installation of this project with our contractor, U.S. Water Services Corporation to minimize the costs and install as soon as possible.

If you have any additional questions or concerns please contact me at (727) 848-8292 ext. 245.

Respectfully,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and a stylized "R".

Troy Rendell
Manager of Regulated Utilities
/// For HC Waterworks, Inc.

Cc: Arlene Jordan, Covered Bridge Association
Andrew Maurey, Florida Public Service Commission
J.R. Kelly, Office of Public Counsel

Request No. 1268186C

Name ELDRED ,ROBERT MR.

Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>ELDRED ,ROBERT MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1268186C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>111 EDGEWATER DR S</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>08:59</u> Date <u>01/22/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>01/22/2018</u>

1/22/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc. and DEP. DHood

Date: 1-12-18

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

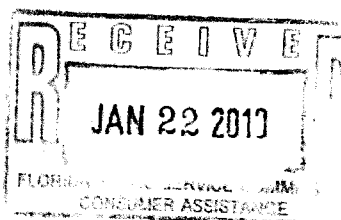
HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

RECEIVED
2018 JAN 22 AM 8:16
COMMISSION
CLERK



Respectfully submitted,



Florida American Legion

Robert A Eldred
111 Edgewater Dr S
Lake Placid, FL 33852

Letter to FL Public Service Commission

Request No. 1268073C

Name MANN ,JOHN MR.

Business: COVERED BRIDGE ASSOC., INC

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name MANN ,JOHN MR.

Company HC WATERWORKS, INC.

Request No. 1268073C

Business Name COVERED BRIDGE ASSOC., INC

Company Code WS968

Address 101 PARKVIEW CIR

County Highlands

By DH Time 09:43 Date 01/19/2018

Consumer's
Telephone # (863)-465-3858

Type GI-16 Phone MAIL

City/Zip Lake Placid 33852-

Can be
Reached

Account Number

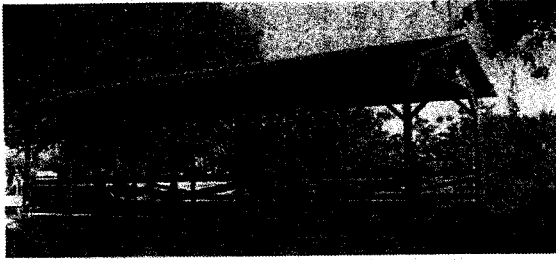
E-Mail Address

Outreach

Date 01/19/2018

Public Official N

1/19/2018 Filed for water quality. Please contact customers. Forwarded to HC Waterworks, Inc. and DEP. DHood



Covered Bridge Association, Inc.

101 Parkview Circle
Lake Placid, FL 33852
863-465-3858

December 19, 2017

✓ Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attention Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

RECEIVED FPSC
2018 JAN 18 AM 8:16
COMMISSION
CLERK

RE: Homeowners of Covered Bridge, Lake Placid, Florida
Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

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HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Ernest Hall 17 Venetian
Richard Defolun
28 VENETIAN PKWY
LAKE PLACID

DONNA PALMATIER
1166 Parkview Circle
LP

John GASIOR
44 VENETIAN PKWY

Edward Adams
8 Pinetree Ct

JUDY CLYMER
1311 Parkview Circle

DOROTHY NICHOLS
70 VENETIAN PKWY.

Robert Roga
413 VENETIAN

William Logan
154 Woodside Dr.

Edwin
105 Edgewater Dr S

Marie L. Barrett
135 Parkview Cir

Susan Davidson
63 Pinecrest

13) Donna Clark
13 Pinecrest St
Lake Placid, FL 33852

14) Beverly MacCarthy
32 Venetian Hwy
Lake Placid, FL 33852

15) John Butler
31 Venetian PKWY
Lake Placid, FL 33852

16) Phil & Judy O'Boyle
34 Venetian PKWY
Lake Placid, FL 33852

17) Andrew & Marilyn Ponaki
34 Jasmine St
Lake Placid FL 33852

18) Debbie & Billy Blankenship
119 Oak Grove St
Lake Placid FL 33852

19) John & Mary MacFarland

20) Homer & Kelly House
Daisy M Emerson

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

② Goya Swartz
103 HILLCREST ST

②③ Respectfully submitted,
John Mann
109 Edgewater Dr. S.

②④ Joyce Skiba
8 VENETIAN PKWY

②⑤ Vanna & Mary Brown
54 JASMINE ST.
LAKE PLACID, FL 33852

②⑥ Jo Ellen Pollack
45 Venetian Blvd
Lake Placid, FL

②⑦ Sharon Bleiman
114 Edgewater Dr.
Lake Placid FL 33852

②⑧ Tim & Karen Hertel
11 JASMINE ST.

cc: Mr. Gary Deremer, President & Director
HC Waterworks, Inc.
4939 Cross Bayou Boulevard
New Port Richey, FL 34652

cc: Mr. Ryan Snyder, Environmental Manager
South District Assurance Program
2295 Victoria Avenue, Suite 364
Fort Myers, FL 33901

②⑨ Susan Preuss
32 Pinecrest St.
Lake Placid FL 33852

③⑩ Ann C. Preuss
32 Pinecrest
Lake Placid Florida 33852

- (31) Tom + MARGARET SCHULTZ
172 PARK VIEW CIR
- (32) BARRY THAYER
183 WOODSIDE DR
- (33) Joyce RYAN
53 JASMINE ST.
- (34) PAT SMITHYMAN
124 PARKVIEW CR.
- (35) Jo Williams
103 Parkview Cr.
- (36) Betty H. Crocker
116 Hillcrest St.
- (37) Willard Plank
35 Venetian Pkwy
- (38) RONALD N. COBERT
108 OAK GROVE ST.
LAKE PLACID, FL 33852
- (39) SUSAN FATES
68 VENETIAN PKWY
LAKE PLACID, FL 33852
- (40) Rich + Jeanine Lester
30 Jasmine St
Lake Placid
- (41) CARLA + Tony Priebay
17 JASMINE ST
DOW + NANCY LEAVER
9 Hillcrest St.
R.
- (42) DON HAVERKAMP
162 WOODSIDE DR.
LAKE PLACID, FL
- (43) Arlene JORDAN
158 PARKVIEW CIR
LAKE PLACID FL 33852
- (44) Donald Jackson
38 Venetian Pkwy.
Lake Placid 33852
- (45) Kathleen Melia
41 Jasmine St
Lake Placid FL 33852
- (46) Sharon + Robert Lawlor
154 Parkview Cr.
Lake Placid, FL 33852
- (47) Sue Schmidt
39 Pinecrest St.
Lake Placid FL 33852

(48) Gene Mac Dowell
10 Venetian Pkwy.

(49) Frank Alcorn
102 Jasmine St.
L.P. FL. 33852

(50) Sally Alcorn
102 Jasmine St.
L.P. FL. 33852

(51) Larry Angell
62 JASMINE ST
LAKE PLACID, FL 33852

(52) Ronald Colwell
9 Jasmine St
Lake Placid FL 33852

(53) Julianne Orr
122 Parkview Circle
Lake Placid FL 33852

(54) Brad 51 Jasmine St.

(55) Barbara Haak
102 Edgewater Drive South
Lake Placid, FLORIDA 33852

(56) Barbara Haak

Jim Corr (57)
122 Parkview Circle
Lake Placid FL 33852

Bill & PATTY Grubb (58)
44 ~~East Pine~~ Pinecrest St
LAKE PLACID FL 33852

(59) Maurie Harding
19 Pinecrest St.
AP FL 33852

(60) Maria Olson
185 Woodside Dr
LP FL 33852

(61) Ruth Woolacott
168 Parkview Circle
Lake Placid FL 33852

(62) E Ray Elden
19 Venetian Parkway
Lake Placid FL 33852

(63) Edward Cunningham
105 Edgewater Dr. S
Lake Placid, FL 33852

(64) Jean M. Westerfield
108 Edgewater Dr. S.
Lake Placid, FL. 33852

(65) DAVID BERNARDINI
34 PINECROFT ST.
LAKE PLACID, FL. 33852

(66) Cliff HANGLEY
150 PARKVIEW CIR L.P. FL
33852

(67) DOROTHY WARRINGTON
~~118~~ 118 PARKVIEW CIRCLE
LAKE PLACID, FL 33852
Dor Warrington

(68) John Warrington
Bobbe Snow

- (69) Patti May
24 Venetian Pkwy
Lake Placid Fl
- (70) Winifred May
60 Venetian Pkwy
L.P. FL
- (71) ~~Walter~~ Logan
- (72) Cindy Hubbel
110 OAK GROVE
Lake Placid, Fl.
- (73) Andrea Drake
6 Hillcrest St
Lake Placid, FL
- (74) Randal Thayer
183 Woodside dr.
Lake Placid FL.
- (75) Mr & Mrs Ethel W. Oni
113 OAK GROVE ST
Lake Placid FL 33852
- (76) George Steigelman
43 A JASMINE ST
LAKE PLACID, FL 33852
- (77) Helga Schenk
438 Jasmine St.
Lake Placid, Fl. 33852

- (78) Violet Shelton
118 Edgewater Dr. S.
Lake Placid Fl.
- (79) John Butler
31 Venetian Pkwy
Lake Placid FL
~~John Butler~~
- (80) Pat Jones
10 Hillcrest St
Oliver Jackson
22 Jasmine St.
- (81) Richard J. Hill
38 Jasmine St
LAKE PLACID FL
- (82) Barbara Brigante
2 Hillcrest St
Lake Placid, Fla
- (83) Ronald H. Colant
108 OAK GROVE ST.
LAKE PLACID, FL 33852
- (84) Ellen Welz
118 HILLCREST ST
LAKE PLACID FL 33852
- (85) Leigh Russ
116 Parkview Circle
Lake Placid, FL 33852
- (86) Cathie Weber
8 Hillcrest St.
Lake Placid, FL 33852

Donna Palmatier
(87) 166 PARKVIEW Circle
LAKE PLACID FL
33852

(88) Claire Leffler
46 Jasmine St.
Lake Placid, FL 33852
Claire Leffler

(89) Judith L. Veroux
60 Jasmine St.
Lake Placid, FL 33852

(90) Phyllis Jung
10442 High Grove Ave.
Lake Placid, FL 33852

(91) Bob Lung
10442 HIGH GROVE AVE
LAKE PLACID FL 33852

(92) John & Virginia Wiederhake
33 Pinecrest St.
Lake Placid, FL 33852

(93) David Anderson
63 Pine Crest St
Lake Placid FL

(94) Dave & Donna Clark
13 Pinecrest St
Lake Placid, FL 33852

(95) Randy & Jackie Bennett
2 Venetian Pkwy
Lake Placid FL 33852

(96) Joan Terrell
139 PARKVIEW Circle
LAKE PLACID, FL 33852

(97) John Howarth
137 PARKVIEW CIR
L. P., FL 33852

(98) Tim Cook
54 PINECREST ST.
LAKE PLACID FL 33852

(99) Kathy Haase
10432 High Grove Ave
Lake Placid FL 33852

(100) Bev Modloff
64 Pinecrest St.
LAKE PLACID, FL.
33852

(101) MARK WOLF
16 HILLCREST ST.

(102) ~~Corey~~ ~~Shane~~
3 JAMES ST.
LAKE PLACID, FL 33852

(103) Scott Sharpe

(104) Jan Taylor
6 Venetian Parkway

- KAREN + JIM STANTON
 (105) ~~5~~ PINECREST ST
 LAKE PLACID, FL 33852
- (106) Richard Loomis
 2 Pine Tree Ct
 33852
- (107) Robert Ann
- (108) Doug Sarman
 160 Woodside Dr.
- (109) John/Mary Blowsky
 176 Woodside Dr
- (110) RICHARD NORD
 35 PINECREST
- (111) Betty & Bill Burse
 104 Jasmine St
- (112) CHARLES + MARILYN MILITELLO
 36 PINECREST ST
- (113) Arnold Stetter
 104 Edgewater Dr.
- (114) ~~David A. Kowalski~~
 39 Jasmine
- (115) Betty Turner
 11 Pinecrest
- (116) Wayne Howard
 134 Woodside
- (117) Dan + Lisa Hughes
 18 Pinecrest Str.
- (118) Emily Myers
 112 Hillcrest St

- Steve Spencer (119)
 30 Pine Crest
 Lake Placid FL 33852
- Ray Elden (120)
 19 Venetian Parkway
- Val & Lee Maule (121)
 10429 High Grove Ave.
- David Horner (122)
 108 Parkview CR.
- Nancy E. Jonathan Winters (123)
 10 Pinecrest St.
- John Giel (124)
 74 Jasmine St
- John Mover (125)
 109 Edgewater Ave
- Elsie Bofack (126)
 40 Jasmine St.
- RUTH BROWN (127)
 36 Venetian Parkway
- William R. Fowler (128)
 119 Edgewater Dr
 Bernard J. Leffler
 46 Jasmine St
- Jewell Kadlec (129)
 42 Pinecrest

(130) Nancy McKern

112 Parkview Circle

(131) JOHN + DOLORES JANSOM
58 JASMINE ST.

(132) Doris Paulson
58 VENETIAN AVE.

(133) Linda + Charlene Crawford
108 Hillcrest Pt

Carolann Ed. Beebe
164 Parkview

Richard Wallacott
168 Parkview Circle

Patty Hynes
64 Jasmine

(137) Russ Wicks.

(138) Kathy + Randy Hofmeyer
14 Pinecrest

(139) MIKE KRATT
42 JASMINE ST

(140) Jack Thomas
10436 High Grove Ave.

(141) Bonnie Guadalupe
34 Pinecrest St.
1st. Placed. Fla.

(142) Pat + Tony D'Angelo
103 Jasmine St.
John Plouff FL 33852

(143) KERRY C. JONES
117 OAK GROVE STR.
CAROL MILLER
179 WOODSIDE

(144) Jackie Babrak
162 Parkview Cir
L.P. FL.

(145) Bob + Carol Eldred
111 Edgewater Dr. S.
L.P. FL.

(146) GENE + DOROTHY GENSINGER
110 PARKVIEW CIRCLE
L.P., FL

(147) John Ellison
28 Jasmine St.
Lake Placid FL

(148) John Caldwell
16 Venetian Pkwy.

(149) Margaret John Sipe
45 Jasmine St. + FL 3385.
New Placed.

Request No. 1268074C Name HAVERKAMP ,DONALD MR. Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>HAVERKAMP ,DONALD MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1268074C</u>
Business Name _____	Company Code <u>WS968</u>	By <u>DH</u> Time <u>09:47</u> Date <u>01/19/2018</u>
Address <u>162 WOODSIDE DR</u>	County <u>Highlands</u>	Consumer's Telephone # _____
_____	Can be Reached _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-3</u>	Outreach _____	Date <u>01/19/2018</u>
Account Number _____	E-Mail Address _____	Public Official <u>N</u>

01/19/2018 Filed for water quality. Please contact customer. Forwarded to HC Waterworks, Inc. and DEP. DHood

162 Woodside Drive
Lake Placid FL 33852-3103
January 16, 2018

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

RECEIVED-FSC
2018 JAN 18 AM 8:16
COMMISSION
CLERK

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks discoloration (black-and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission. There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,


Donald Haverkamp



Covered Bridge Association, Inc.

**101 Parkview Circle
Lake Placid, FL 33852
863-465-3858**

December 19, 2017

**Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850**

**Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500**

**Department of Environmental Protection
Attention Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000**

**RE: Homeowners of Covered Bridge, Lake Placid, Florida
Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.**

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② Jody Swartz
103 HILLCREST ST

② Respectfully submitted,
John Mann
109 Edgewater Dr. S.

② Jaye Skiba
8 VENETIAN PKWY

② Vanna & Mary Lauer
54 JASMINE ST.
LAKE PLACID, FL 33852

② Jo Ellen Pollak
45 Venetian Blvd
Lake Placid, FL

② Sharon Pleiman
114 Edgewater Dr.
Lake Placid FL 33852

② Tim & Karen Hertel
11 JASMINE ST.

✓ cc: Mr. Gary Deremer, President & Director
HC Waterworks, Inc.
4939 Cross Bayou Boulevard
New Port Richey, FL 34652

cc: Mr. Ryan Snyder, Environmental Manager
South District Assurance Program
2295 Victoria Avenue, Suite 364
Fort Myers, FL 33901

② Juan Preuss
32 Pinecrest St.
Lake Placid FL 33852

③0 Ann C. Preuss
32 Pinecrest
Lake Placid FL 33852

① Ernest Hall 17 Venetian

② Richard Defehr
28 VENETIAN PKWY
LAKE PLACID

③ DONNA PALMATIER
1166 Parkview Circle
LP

④ John GHSIOR
44 VENETIAN PKWY

⑤ Edward Adams
8 Pinetree Ct

⑥ JUDY CLYMER
131 Parkview Circle

⑦ DOROTHY NICHOLS
70 VENETIAN PKWY.

⑧ Gordon Roga
413 VENETIAN

⑨ William Logan
154 Woodside Wk.

⑩ Ed Dr
105 Edgewater Dr S

⑪ Marie L. Barrett
135 Parkview Cir

⑫ Susan Davidson
63 Pinecrest

⑬ Donna Clark
13 Pinecrest St
Lake Placid, FL 33852

⑭ Beverly MacCarthy
32 Venetian Hwy
Lake Placid, FL 33852

⑮ John Butler
31 Venetian PKWY
Lake Placid, FL 33852

⑯ Phil & Judy O'Boyle
34 Venetian PKWY
Lake Placid, FL 33852

⑰ Andrew & Marilyn Peraki
34 Jasmine St
Lake Placid FL 33852

⑱ Debbie & Billy Blankenship
119 Oak Grove St
Lake Placid FL 33852

⑲ Clara MacSadd

⑳ James & Kelly House

㉑ Daisy Emerson

31 Tom + MARGARET SCHULTZ
172 PARK VIEW CIR

32 RANDY THAYER
183 WOODSIDE DR

33 Joyce RYAN
53 JASMINE ST.

34 PAT SMITHYMAN
124 PARKVIEW CR.

35 J Williams
103 Parkview Cr.

36 Betty H Crocker
116 Hillcrest St.

37 Willard Plank
35 Venetian Pkwy

38 RONALD N. COBERT
108 OAK GROVE ST.
LAKE PLACID, FL 33852

39 SUSAN FATES
68 VENETIAN PKWY
LAKE PLACID, FL 33852

40 Rich + Jeanine Leste
30 Jasmine St
Lake Placid

41 CARLA + Tony Priebay
17 JASMINE ST

DON + NANCY LEAVER
9 Hillcrest St.
B.

42 DON HAUSERKAMP
162 WOODSIDE DR.
LAKE PLACID, FL

43 ARLENE JORDAN
158 PARKVIEW CIR
LAKE PLACID FL 33852

44 Donald Jackson
38 Venetian Pkwy.
Lake Placid 33852

45 Kathleen Melia
41 Jasmine St
Lake Placid FL 338

46 Sharon + Robert Lawler
154 Parkview Cr.
Lake Placid, FL 33852

47 Sue Schmidt
39 Pinecrest St
Lake Placid FL 33852

(48) GENE MAC DOWELL
10 VENETIAN PKW.

(49) FRANK ALCORN
102 JASMINE ST.
L.P. FL. 33852

(50) SALLY ALCORN
102 JASMINE ST.
L.P. FL. 33852

(51) Larry Ingell
62 JASMINE ST
LAKE PLACID, FL 33852

(52) Ronald Colwell
9 Jasmine St
Lake Placid FL 33852

(53) Julianne Corri
122 Parkview Circle
Lake Placid FL 33852

(54) Broad 51 Jasmine St.

(55) Barbara Haak
102 Edgewater Drive South.
Lake Placid, FLORIDA 33852

(56) Barbara Haak

Jim Corri (57)
122 Parkview Circle
Lake Placid FL 33852

Bill & Patty Grubb (58)
44 ~~Edgewater~~ Pinecrest St
LAKE PLACID FL 33852

(59) Maurer Harding
19 Pinecrest Dr.
LP FL 33852

(60) Maria Olson
185 Woodside Drive
LP FL 33852

(61) Rihl Woodlacott
168 Parkview Circle
Lake Placid FL 33852

(62) E Ray Elders
19 Venetian Parkway
Lake Placid FL 33852

(63) Edward Cunningham
105 Edgewater Dr. S
Lake Placid, FL 33852

(64) Jean M. Westingford
108 Edgewater Dr
Lake Placid, FL 33852

(65) DAVID BERNARDINI
34 PINECREST ST.
LAKE PLACID, FL 33852

(66) CLIFF HANGLEY
150 PARKVIEW CIR L.P. 33852

(67) DOROTHY WARRINGTON
118 PARKVIEW CIRCLE
LAKE PLACID, FL 33852
D & Warrington

(68) Bobbie Snow

- (69) Patti May
24 Venetian Pkwy
Lake Placid Fl
- (70) Winifred May
60 Venetian Pkwy
L.P. FL
- (71) William Logan
- (72) Cindy Hubbel
110 OAK GROVE
Lake Placid, Fl.
- (73) Sandra Drake
6 Hillcrest St
Lake Placid, FL
- (74) Randall Thayer
183 Woodside dr.
Lake Placid FL.
- (75) Mr & Mrs Ethel W. Orr
113 OAK GROVE ST
Lake Placid FL 33852
- (76) George Steigelman
43A Jasmine ST
LAKE PLACID, FL 33852
- (77) Helga Schenk
438 Jasmine St.
Lake Placid, Fl. 33852

- (78) Violet Shelton
118 Edgewater Dr. S.
Lake Placid Fl.
- (79) John Butter
31 Venetian Pkwy
Lake Placid FL
~~John Butter~~
- (80) Pat Jones
10 Hillcrest St
Aline Jackson
22 Jasmine St.
- (81) Richard J. Hill
38 Jasmine St
LAKE PLACID FL
- (82) Barbara Brigan
2 Hillcrest St
Lake Placid, Fla
- (83) Ronald H. Colant
108 OAK GROVE ST.
LAKE PLACID, FL 33852
- (84) Ellen Welz
118 HILLCREST ST
LAKE PLACID FL 33
- (85) Leigh Russ
116 Parkview Circle
Lake Placid, FL 33852
- (86) Cathie Weber
8 Hillcrest St.
LAKE PLACID FL 33

Donna + Almarick
116 Parkview Circle
Lake Placid, FL
33852

88) Claire Leffler
46 Jasmine St.
Lake Placid, FL 33852
Claire Leffler

89) Judith A. Heroux
60 Jasmine St.
Lake Placid, FL 33852

90) Phyllis Jung
10442 High Grove Ave.
Lake Placid, FL 33852

91) Bob Lung
10442 High Grove Ave.
Lake Placid, FL 33852

92) John + Virginia Wiederhake
33 Pinecrest St.
Lake Placid, FL 33852

93) David Rhodes
63 Pine Crest St
Lake Placid, FL

94) Dave + Donna Clark
13 Pinecrest St.
Lake Placid, FL 33852

95) Randy + Jackie Bennett
2 Venetian Pkwy
Lake Placid, FL 33852

96) Joan + Kenneth
139 Parkview Circle
Lake Placid, FL 33852

97) John Howarth
137 Parkview Cir
L. P., FL 33852

98) Tim Cook
54 Pinecrest St.
Lake Placid, FL 33852

99) Kathy Haase
10432 High Grove Ave
Lake Placid, FL 33852

100) Ber Modloff
64 Pinecrest St.
Lake Placid, FL
33852

101) MARK WOLF
16 HILLCREST ST.

102) Coren Stange
3 VAMPIRE ST.
Lake Placid, FL 33852

103) Scott Sharpe
104) Jan + Ray
6 Venetian Parkway

MARKEN

(106) ~~2~~ 5 PINECREST ST
LAKE PLACID, FL 33852

(106) Richard Loomis
2 Pine Tree Ct
33852

(107) Robert Ann

(108) Doug Sarman
160 Woodside Dr.

(109) John/Mary Blovsky
170 Woodside Dr

(110) RICHARD NORD
35 PINECREST

(111) Betty & Bill Burse
104 Jasmine St

(112) CHARLES & MARILYN MILITELLO
36 PINECREST ST

(113) Arnold Stetter
104 Edgewater Dr.

(114) Paul & Ann
39 Jasmine

(115) Betty Turner
11 Pinecrest

(116) Wayne Howard
184 Woodside

(117) Dan & Lisa Hughes
18 Pinecrest Str.

(118) Emily Myers
112 Hillcrest St

Steve Spencer (117)
30 Pine Crest
Lake Placid FL 33852

Ray Elden (121)
19 Venetian Parkway
Val & Lee Maule (122)
10429 High Grove Ave.

David Horner (23)
108 Parkview CR.

Nancy E. Jonathan Winters (123)
10 Pinecrest St.

John Peel (124)
74 Jasmine St

John Mann (125)
109 Edgewater Dr

Elsie Bolack (126)
40 Jasmine St.

RUTH BROWN (127)
36 Venetian Parkway

William R. Fowler (128)
119 Edgewater Dr
Bernard J. Leffler
46 Jasmine St

Jewell Kadlec (129)
42 Pinecrest

(130) Nancy McKen

112 Parkview Circle

(131) JOHN + DOLORES SANSON
58 JASMINE ST.

(132) Doris Paulsen
58 VENETIAN

(133) Jim + Charlene Conford
108 Hillcrest St

(134) Carolann W. Beebe
164 Parkview

(135) Richard Wallcott
168 Parkview Circle

(136) Patty Hynes
64 Jasmine

(137) Ruth Wills.

(138) Kathy + Randy Hofmeyer
14 Pinecrest

(139) MIKE KRATT
42 JASMINE ST

(140) Jack Thomas
10436 Highgrove ave.

(141) Bonnie Braden
34 Pinecrest St.
Lake Placid, Fla.

(142) Pat + Tony D'Angelo
103 Jasmine St.
John Placid FL 33852

(143) KERRY C. JONES
117 OAK GROVE STR.
CAROL MILLER
179 WOODSIDE

(144) Jackie Babyak
162 PARKVIEW CIR
L.P. FL.

(145) Bob + Carol Eldred
111 Edgewater Dr. S.
L.P. FL.

(146) GENE + DOROTHY GENSINGER
110 PARKVIEW CIRCLE
L.P., FL

(147) John Ellison
28 Jasmine St.
Lake Placid FL.

(148) John Caldwell
16 Venetian PKWY -

(149) Martin John Sney
45 Jasmine St +
Lake Placid, FL 33852

(150) ~~Hand~~ Burs 75 JASMANE

Request No. 1266280C

Name PLEIMAN ,DAVE & SHARON MR.

Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name PLEIMAN ,DAVE & SHARON MR.

Company HC WATERWORKS, INC.

Request No. 1266280C

Business Name _____

Company Code WS968

By DH Time 10:18 Date 01/02/2018

Address 114 EDGEWATER DR. S

County Highlands

Consumer's

Telephone # _____

Type GI-16

Phone MAIL

City/Zip Lake Placid

33852-

Can be
Reached _____

Account Number _____

E-Mail Address _____

Outreach _____

Date 01/02/2018

Public Official N

01/02/2018 Filed for water quality. DHood

12-28-2017

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Subject: Water rate hike for Covered Bridge over 55 Retirement Community, Lake Placid FL.
by HC Waterworks, Inc. and US Water Services, Inc.

Commission:

For years there have been quality, taste and clarity problems with our water. It seems that past practice has been to raise a lot of hell when the water turns brown or gets a really bad sulfur taste. The water company comes out and makes adjustments and the water improves. Are these people really "Up to Speed" on running their own system?

To address this problem our water company intends to put in a new system and pass the costs along to us.

In other states a utility has to complete and implement a system/project before they can start recouping there investment by rate hikes. Is this true in Florida?

What effort will the commission make to assure us that this rate hike is an actual and true costing and not an inflated one to recoup cost quicker and generate above due profits?

Water company officials informed us that there will be a 40% rate hike for Covered Bridge. Out of this 40% rate hike we must pay, 31% is for improvements in an area totally independent from us and 9% for our improvements. We are already paying the highest water rates in Highlands County.

For a retirement community with fixed income this can cause extra hardships. I feel that this new improvement and rate increase are very questionable. Is this a permanent rate hike? If so, after recouping project expenses they could have a windfall of profits. Shouldn't there be a time frame for payback with a rate reduction at the completion of this time.

We are asking for the Commission to intercede to the point of verifying need, costing and implementing of rate hikes on this project.

Sharon and Dave Pleiman, land owners in Covered Bridge

Sharon Pleiman
Dave Pleiman

114 Edgewater Dr. S.
Lake Placid, FL 33852

COMMISSION
CLERK

2017 DEC 29 AM 8:36

RECEIVED-FPSC

Request No. 1266604C Name DI ORIO ,ETTORE MR. Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>DI ORIO ,ETTORE MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1266604C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>113 OAK GROVE ST</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>08:49</u> Date <u>01/04/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>01/04/2018</u>

01/04/2018 Filed for water quality. DHood

Mr & Mrs Ettore Di Orio
113 Oak Grove St
Lake Placid Fl 33852

Date 12/27/17

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850

RECEIVED-FPSC
2018 JAN -2 AM 8:50
COMMISSION
CLERK

Re: Complaint of proposed 40% increase by HC Waterworks, Inc. and US wear Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are current paying the highest water rates in Highlands County.

Major complaints of residents have included horrible taste, odor coming out of faucets, toilets, showers, bathrooms sinks, discoloration [black and/ or brown] from the faucets and toilets, sulfur smell, laundry problems. We have received notices with our water bill indicating long term use cause cancer.

HC Waterworks in our HOA meetings several times over the years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40% of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what option were available to our community. One option determined was to appeal to the Florida Public Service commission. There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of the water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted, Ettore Di Orio



Request No. 1266603C Name BRIGINTE ,BARBARA MS Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>BRIGINTE ,BARBARA MS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1266603C</u>
Business Name _____	Company Code <u>WS968</u>	By <u>DH</u> Time <u>08:48</u> Date <u>01/04/2018</u>
Address <u>2 HILLCREST ST</u>	County <u>Highlands</u>	Consumer's Telephone # _____
_____	Can be Reached _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid 33852-</u>	Account Number _____	E-Mail Address _____
_____	Outreach _____	Date <u>01/04/2018</u>
_____	Public Official <u>N</u>	_____

01/04/2018 Filed for water quality. DHood

Date:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000

RECEIVED-FPSC
2018 JAN -2 AM 8:50
COMMISSION
CLERK

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Barbara A. Brigante



Ms Barbara Brigante
2 Hillcrest St
Lake Placid, FL 33852

Request No. 1266602C Name JONES ,PATRICIA MS Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>JONES ,PATRICIA MS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1266602C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>10 HILLCREST ST</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>08:46</u> Date <u>01/04/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>01/04/2018</u>

01/04/2018 Filed for water quality. DHood

SAMPLE LETTER FOR RESIDENTS

Date: 12-29-17

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Patricia Jones

RECEIVED-PPSC
2018 JAN -2 AM 8:51
COMMISSION
CLERK

Letter to FL Public Service Commission



Patricia M. Jones
10 Hillcrest St.
Lake Placid, FL 33852

DISTRIBUTION CENTER

2018 JAN -2 AM 7:43

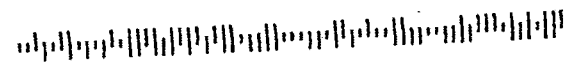
TAMPA FL 335
SAINT PETERSBURG FL
20 DEC 2017 444 9 2

Happy
Anniversary



Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-085099



Request No. 1266601C Name STEIGELMAN ,GEORGE MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>STEIGELMAN ,GEORGE MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1266601C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>43 JASMINE ST</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>08:43</u> Date <u>01/04/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>01/04/2018</u>

01/04/2018 Filed for water quality. DHood

Florida Dept of Agriculture & Consumer Service

2005 Appalachia Parkway

Tallahassee, FL 32399

Dear: Sir

RECEIVED-FPSC
2018 JAN -2 AM 8:51
COMMISSION
CLERK

I am writing this letter to complain about the 40% raise in my water services, by HC Waterworks & Water Services. I have enclosed a letter written by Cover Bridge to you explaining what is happening here in Cover Bridge

I have had trouble with my water turning Brown an smelling, I have called the water company up an complained and they sent out to check on it. To fix it they ran the water over 12 minutes each time and that would fix it. I had to ask for them to give me credit for the water run.

I have bought all my drinking water and have put in a outside water filter system at a cost of \$300.00 The water system has claimed in the news article with are bill that are water may have cancer in it. I am asking you to look into this.

**George Steigelman
43 Jasmine st Lake
Placid, FL 33852**

**CC: Florida Public Service Commission, 2540 Shumard Oak
Boulevard, Tallahassee, FL 32399**

**CC: Dept of Environmental protection, Atta Patty Baron, 3900
Commonwealth Boulevard, Tallahassee, FL 32399**

**Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850**

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Request No. 1267627C Name FOWLER ,WILLIAM MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>FOWLER ,WILLIAM MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1267627C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>119 EDGEWATER DR. S.</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>09:48</u> Date <u>01/16/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>01/16/2018</u>

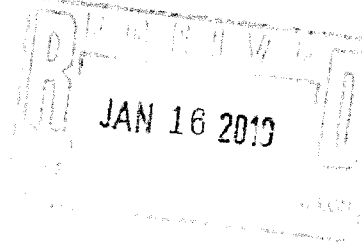
1/16/2018 Filed for water quality. Forwarded to HC Waterworks, Inc and DEP. DHood

Date: Jan 11, 2018

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

Department of Environmental Protection
Attn: Patty Baron
3900 Commonwealth Boulevard
Tallahassee, FL 32399-3000



RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

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Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

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There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

William R Fowler

119 Edgewater Dr S
P.O. Box 111, FL 32852

Request No. 1267705C Name SONG ,ROBERT & PATRIC MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>SONG ,ROBERT & PATRIC MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1267705C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>10442 HIGH GROVE AVE</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>13:32</u> Date <u>01/16/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>01/16/2018</u>

01/16/2018 Filed for water quality. Forwarded to HC Waterworks, Inc. and DEP. DHood

Date: 01/09/2018

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

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Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

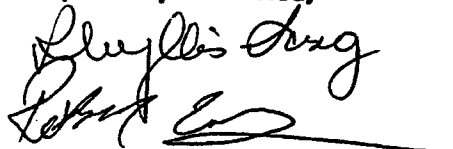
There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

RECEIVED-FPSC

2018 JAN 12 AM 8:11

COMMISSION
CLERK

Respectfully submitted,



Request No. 1267699C Name BOOR ,MARTIN MR. Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>BOOR ,MARTIN MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1267699C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>112 EDGEWATER DR, S.</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>13:22</u> Date <u>01/16/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Date <u>01/16/2018</u>
		Public Official <u>N</u>

1/16/2018 Filed for water quality. Forwarded to HC Waterworks, Inc and DEP. DHood

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

December 30, 2017

RE: Complaint of proposed 40% increase by H C Waterworks, Inc. and U S Water Services, Inc

Water Commissioners:

I live in Covered Bridge of Lake Placid and was told we are paying the highest water rates in Highlands County and also was told we will be getting an increase of approximately 40% and only 9% would be for our community's proposed new filtration system. We have experienced bad odor colored water and have lost some nice white clothes do to the quality of water. Since we have moved into Covered Bridge the quality of water has been getting worse. Most people I talk to say they do not drink or cook with the water. Bottled water is expensive and I do not feel we should have to purchase water when we pay the highest rates in Highland County to a company that is suppose to supply us with good water. This is a retirement community on a fixed income and cannot afford that kind of increase.

Sincerely Yours,



112 Edgewater Drive So.
Lake Placid, Fl. 33852

RECEIVED-FPSC
2018 JAN 12 AM 8:15
COMMISSION
CLERK

Request No. 1267697C Name WIEDERHOLD ,JOHN & VIRGINIA Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>WIEDERHOLD ,JOHN & VIRGINIA</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1267697C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>33 PINECREST ST</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>13:16</u> Date <u>01/16/2018</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>01/16/2018</u>

1/16/2018 Filed for water quality. Forwarded to HC Waterworks, Inc and DEP. DHood

John and Virginia Wiederhold
33 Pinecrest Street
Lake Placid, FL 33852

January 5, 2018

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC
2018 JAN 12 AM 8:17
COMMISSION
CLERK

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. The residents of Covered Bridge are currently paying the highest water rates in Highlands County.

Major complaints residents include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. In addition, we have received notices, with our water bill, indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

We understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Please
help
us

Respectfully submitted,

John Wiederhold

Request No. 1267690C

Name SPENCER ,STEVE MR.

Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name SPENCER ,STEVE MR.

Company HC WATERWORKS, INC.

Request No. 1267690C

Business Name _____

Company Code WS968

Address 30 PINECREST ST

County Highlands

By DH Time 13:10 Date 01/16/2018

Consumer's

Telephone # _____

Type GI-16

Phone MAIL

City/Zip Lake Placid

33852-

Can be
Reached _____

Account Number _____

E-Mail Address _____

Outreach _____

Date 01/16/2018

Public Official N

1/16/2018 Filed for water quality. Forwarded to HC Waterworks, Inc. and DEP. DHood

SAMPLE LETTER FOR RESIDENTS

Date: 1/8/18

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

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Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Steve Spencer

RECEIVED FPSC

2018 JAN 12 AM 8:17

COMMISSIONER
CLERK

Request No. 1266050C Name PATTEN ,KAREN MS Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Name <u>PATTEN ,KAREN MS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1266050C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>107 EDGEWATER DR. S.</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>10:50</u> Date <u>12/28/2017</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
	Public Official <u>N</u>	Date <u>12/28/2017</u>

12/28/2017 Filed for water quality. DHood



Karen Patten
107 Edgewater Dr. S.
Lake Placid, FL 33852

December 22, 2017

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Complaint against the proposed 40% increase by HC Waterworks, Inc. and US
Water Services, Inc.

COMMISSIONER
CLERK

2017 DEC 27 AM 8:50

RECEIVED FPC

Water Commissioners:

We are a retirement community of approximately 325 homes in Covered Bridge of Lake Placid, FL. Most of us are on limited incomes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option was to appeal to you, the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is a formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Karen D. Patten

Request No. 1266049C Name SKIBA ,JOYCE MS. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>SKIBA ,JOYCE MS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1266049C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>8 VENETIAN PKWY</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>10:47</u> Date <u>12/28/2017</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Public Official <u>N</u>
		Date <u>12/28/2017</u>

12/28/2017 Filed for water quality. DHood

SAMPLE LETTER FOR RESIDENTS

Date: 12/27/17

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

RECEIVED-PPSC

2017 DEC 27 AM

COMMISSION
CLERK

Respectfully submitted,

Joyce Skiba
COVERED BRIDGE

Letter to FL Public Service Commission

Request No. 1265867C Name MANN , JOHN & JANET MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>MANN , JOHN & JANET MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1265867C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>109 EDGEWATER DR. S</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>14:22</u> Date <u>12/26/2017</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
	Public Official <u>N</u>	Date <u>12/26/2017</u>

12/26/2017 Filed for water quality. DHood

SAMPLE LETTER FOR RESIDENTS

Date: 12/20/2017

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

Respectfully submitted,

Janet & John Mann
109 Edge Water Dr. S.
Lake Placid, FL.
33852

RECEIVED-PPSC

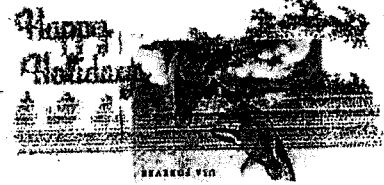
2017 DEC 26 AM 8:39

COMMISSION
CLERK

Letter to FL Public Service Commission



TAMPA FL 335
SAINT PETERSBURG FL
26 DEC 2017 PM 7



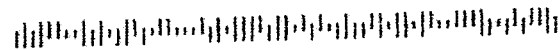
DISTRIBUTION CENTER

2017 DEC 26 AM 7:32

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee,
Fl.

32399-0850

32399-085099



Request No. 1265864C Name HERTEL ,TIM & KAREN MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>HERTEL ,TIM & KAREN MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1265864C</u>
Business Name _____	Company Code <u>WS968</u>	By <u>DH</u> Time <u>14:18</u> Date <u>12/26/2017</u>
Address <u>11 JASMINE ST</u>	County <u>Highlands</u>	Consumer's Telephone # _____
_____	Can be Reached _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Account Number _____	E-Mail Address _____
_____	Outreach _____	Date <u>12/26/2017</u>
_____	Public Official <u>N</u>	_____

12/26/2017 Filed for water quality. DHood

SAMPLE LETTER FOR RESIDENTS

Date: 12/21/2017

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Florida. Covered Bridge presently consists of approximately 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints residents have include horrible taste, odor coming out of faucets, toilets, showers and bathroom sinks, discoloration (black and/or brown) from the faucets and toilets, sulfur smell, and laundry problems. We have received notices with our water bill indicating long term use can cause cancer.

HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase is approximately 40%, of which approximately 31% benefits one other community; not Covered Bridge, and 9% for our community's proposed new filtration system.

Clearly, we understand the water is bad and needs to be improved, but we cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

Covered Bridge reached out to an attorney to determine what options were available to our community. One option determined was to appeal to the Florida Public Service Commission.

There are residents who are strongly considering moving out of Covered Bridge due to the poor quality of water, and the potential of a 40% increase in their bill. This petition is our formal request to ask that you keep the increase substantially lower than 40%.

We are part time residents in Covered Bridge, FL. This 40% percent increase is very concerning and will affect our retirement budget. Would you please review the increase to make it fair?

Letter to FL Public Service Commission

Respectfully submitted,

Tim & Karen Hextel
11 JASMINE ST.
LAKE PLACID, FL

33852

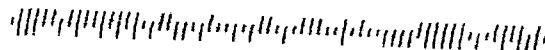
DISTRIBUTION CENTER

2017 DEC 26 AM 7:30

Tim Hertel
11 Jasmine St
Lake Placid, FL 33852

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-085039



TAMPA, FL 335
SAINT PETERSBURG, FL
21 DEC 2017 PM 4:00

Request No. 1265862C Name ALCORN ,FRANK & SALLY MR. Business: _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DIANE HOOD

Public Service Commission

Name <u>ALCORN ,FRANK & SALLY MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1265862C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>102 JASMINE ST</u>	County <u>Highlands</u>	By <u>DH</u> Time <u>14:10</u> Date <u>12/26/2017</u>
_____	Consumer's Telephone # _____	Type <u>GI-16</u> Phone <u>MAIL</u>
City/Zip <u>Lake Placid</u> <u>33852-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Date <u>12/26/2017</u>
		Public Official <u>N</u>

12/26/2017 Filed for water quality. DHood

12/20/17

RE. Complaint of proposed 40% increase by
HC Waterworks, Inc. and H&B Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in
Covered Bridge of Lake Placid, Il. and consist of about 325
homes. We are currently paying the highest water rates in
Highlands County.

Major complaints include taste, odor, discoloration, sulfur
smells and laundry problems. We have received notices
with our bills indicating long term use can cause cancer.

HC Waterworks solution is to update the filtration system
and pass along the rate increase on our bills. We understand
the increase is about 40% of which 31% benefits one other
community and 9% for our new filter system. We cannot
afford a 40% increase. We also question why we need to
pay for all of the equipment to improve the water quality.
If the 40% increase is temporary, when will it be
eliminated from our bill if it is approved?

One option determined is to appeal to the Il. Public
Service Commission. This petition is our formal request
to ask that you keep the increase substantially lower
than 40%

Respectfully submitted,
Sally Alcorn

COMMISSION
CLERK

2017 DEC 26 AM 8:37

RECEIVED-FPSC

102 Jasmine St
L.P. FL 33852

TAMPA FL 335
SAINT PETERSBURG FL
22 DEC 2017 PM 9 L



DISTRIBUTION CENTER

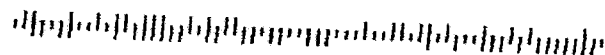
2017 DEC 26 AM 7:40

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee,

FL.

32399-0850

32399-085099



12/20/17

RE: Complaint of proposed 40% increase by HC Waterworks, Inc and U.S. Water Services, Inc.

Water Commissioners:

We are a retirement community on a fixed income in Covered Bridge of Lake Placid, Il. and consist of about 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints include taste, odor, discoloration, sulfur smells and laundry problems. We have received notices with our bills indicating long term use can cause cancer.

HC Waterworks solution is to update the filtration system and pass along the rate increase on our bills. We understand the increase is about 40% of which 31% benefits one other community and 9% for our new filter system. We cannot afford a 40% increase. We also question why we need to pay for all of the equipment to improve the water quality. If the 40% increase is temporary, when will it be eliminated from our bill if it is approved?

One option determined is to appeal to the Il. Public Service Commission. This petition is our formal request to ask that you keep the increase substantially lower than 40%

Respectfully submitted,
Mark Alcorn

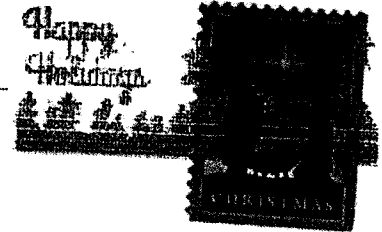
COMMISSION
CLERK

2017 DEC 26 AM 8:37

RECEIVED FPSC

102 Jasmine St
L.P. FL 33853

TAMPA FL 335
SAINT PETERSBURG FL
22 DEC 2017 PM 9 L



DISTRIBUTION CENTER

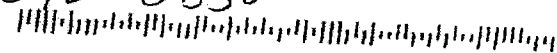
2017 DEC 26 AM 7:39

Florida Public Service Commission
2540 Shupard Oak Blvd.
Tallahassee,

FL.

32399-085099

32390-0850



Troy Rendell

From: Dustin Williams
Sent: Tuesday, November 21, 2017 2:59 PM
To: Rita Varona
Cc: Linda Johnson; Maria Brannan; Ron Derossett; Troy Rendell
Subject: Re: Lake Josephine

Hey Rita, I was the one who spoke with the customer last week. And that is not what I told her. I explained that the pre-chlorination pump had gone out and they had temporarily sent out a flash of brown water and that was what she was experiencing. I told her it would only be temporary and that I already fixed the pump and was flushing. She said OK thank you. Then, because she is the only person on the street besides the water plant, she asked me why there were so many trucks going back-and-forth to the plant. I told her construction was going on and we were installing a new system. Then she asked if that was going to get rid of the water problems, and I told her yes. That is what was said. Thank you

On Tue, Nov 21, 2017 at 2:51 PM Rita Varona <rvarona@uswatercorp.net> wrote:

Troy,

Apparently Linda spoke with this customer today as well. She has sent out a service order for tomorrow.

Maria attempted to contact this customer prior to her statement being mailed out.

USWmjbrannan 11/13/2017: I CALLED 863-655-0501 AND THE PHONE WOULD NOT EVEN RING HIGH BILL WE DID REREAD METER ON 10-4-17 AND AGAIN ON 11-01-2017. COULD NOT LEAVE A MESSAGE

When Linda spoke with the customer today she informed Linda she walked over to the plant and was told "nothing would be done about her poor water quality until March when a new system would be put in."

I am not sure if this is 100% correct, however; this is the take away from the customer. Dustin can you please review this with your staff to ensure they are careful with what is told to the customer to avoid these situations. Anyway... customers will interpret their understanding which is not always the case.

Linda will follow up with this customer tomorrow after the service order is completed.

Troy if you need anything done at this time please let me know.

Rita Varona

Billing Supervisor

From: Troy Rendell [mailto:trendell@uswatercorp.net]
Sent: Tuesday, November 21, 2017 1:48 PM
To: Rita Varona; Maria Brannan
Subject: Fwd: Lake Josephine

see below

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

From: "Todd Shetterly" <tshetterly@uswatercorp.net>
Date: Nov 21, 2017 8:47 AM
Subject: Lake Josephine
To: "Ron Derossett" <rderossett@uswatercorp.net>, "Troy Rendell" <trendell@uswatercorp.net>
Cc:

Lady called in screaming about \$357.00 water bill...

1934 Canary Way

SHE WAS TOLD TO FLUSH AND NOW HER BILL IS OUT THERE...

WATER STINKS, BROWN, LEAVES SAND IN BOTTOM OF SINK, TUBS AND TOILET...

She said someone needs to come by and check out before she gets home and put a door tag on her door

That someone was there...8 on her side is next...she's tired of dealing with the water situation there.

Troy Rendell

To: Arlene Jordan; "Anthony D'Angelo" <tonynpatd@gmail.com>
Cc: Ron Derossett; Rita Varona
Subject: RE: Complaints from Covered Bridge residents regarding water bills

Good morning Arlene,

I just talked to Ron and he gave me additional information from Dustin our operator. We are issuing a 1,000 gallon credit to the following address. This is based on US Water flushing at these residences. The total credit will be for \$15.89 (\$8.03/water & \$7.86/sewer).

- 23 Venetian
- 22 Venetian
- 35 Venetian
- 45 Venetian
- 50 Venetian
- 54 Venetian
- 56 Venetian
- 64 Venetian
- 68 Venetian
- 8 Jasmine
- 13 Jasmine
- 15 Jasmine
- 17 Jasmine
- 20 Jasmine
- 22 Jasmine
- 14 Hillcrest
- 47 Jasmine

In addition, I heard back from Rita. For 116 Oak Grove, this billing was incorrect and the customer is receiving a credit today and will be contacted.

For 176 Woodside – we did get the meter re-read and it was correct. The customer is being contacted today.

From: Arlene Jordan [mailto:legalgram@centurylink.net]
Sent: Wednesday, October 18, 2017 1:38 PM
To: Troy Rendell; Gary Deremer; Ron Derossett
Subject: Re: Complaints from Covered Bridge residents regarding water bills

Good afternoon Troy:

I am in receipt of your latest email and am very disappointed and upset by your response. Covered Bridge residents suffered devastating damage from Hurricane Irma, which will take months before most of the damaged mobile homes and villas are repaired and/or replaced. Some of the residents had total loss of their mobile homes, some residents are moving back north, some residents have placed their homes up for sale, and some residents are taking one day at a time like myself, who

also suffered damage to my villa. Covered Bridge cannot even get the County to clean up the debris left by this horrendous hurricane.

I am not crying wolf on your shoulders nor looking for sympathy, but after the storm I had to call Ron or Dustin at least once daily as the Covered Bridge residents had severe water problems as the generator kept shutting down, there was no water pressure, no fuel for the generator, etc. The lift station filled to capacity as it was not working properly, which I had previously requested a generator be installed, and the like. Once the residents received their electric back (8 days after the hurricane), the filtration system at the water treatment plant kept breaking down and the residents were experiencing foul odor and black water. Ron informed me to have the residents who were experiencing this problem to run their outside water hose for about hour, which I did.

I think it is unfair of U.S. Water to now take a stand and not reduce the residents' bills as they were only following my instructions per Ron's request. I don't care what each resident's consumption was, but I feel that Gary Deremer, as President of HC Waterworks and U.S. Water Services should give the residents of Covered Bridge a break and adjust their bills.

See you on the 26th!

Arlene

Good morning Arlene,

I took several hours last night and this morning looking at your requests. The vast majority of these account have no irregularities on the accounts and are in line with the past historical usage. There are only two that we need to do some follow up work on. For the remaining accounts – I may consider an adjustment for 1,000 gallons. Please keep in mind that an outside spigot produces about 7 gallons per minute (GPM) – for an hour 60 minutes – this equates to **420 gallons**. So a 1,000 gallon adjustment is more than reasonable. But you and the residence should know that equates to \$8.20. Over the past several months, I have looked at numerous accounts who claim billing irregularities at your request and have not found any wide-spread systemic issue in billing. The majority of the requested reviews have confirmed that the billings have been correct. I believe there is a misunderstanding on the part of the residents on how the water is billed and used. I've explained this several times at your homeowner association meetings in the past.

Here are the summaries of my review:

28 Venetian Pkwy. Mr. DeJohn was billed for 1,000 gallons. I've attached his billing history for the past three (3) years. His average usage is around 1,000 gallons/month. There is nothing unusual with his consumption. I'm sorry to hear about his loss during the hurricane.

23 Venetian Pky. – Ms. Stremme was billed for 1,000 gallons. I've attached her billing history for the past three (3) years. Her average usage is around 500 gallons/month. There is nothing unusual with her consumption. As I've explained several times – the customer is not billed until the meter rolls over to the next 1,000 gallon increment. So there may be a month or two with no billed consumption if the customer's consumption level is low.

11 Pinecrest – Ms. Turner was billed for 2,000 gallons. I've attached her billing history. Her average usage is around 1,667 gallons/month. There is nothing unusual with her consumption.

45 Venetian Pkwy. – Ms. Pollock was billed for 3,000 gallons. I've attached her billing history for the past three (3) years. Her average usage is around 2,324 gallons/month. There is nothing unusual with her consumption.

116 Oak Grove – Mr. & Ms. Bellotte was billed for 10,000 gallons. There were several months with zero usage. The meter was replaced in August 2017. Ms. Bellotte called customer service on October 11, 2017. She was informed that a service order had been issued for a re-read of the meter. I'm having Rita follow up on this account.

176 Woodside. Ms. Downer was billed for 2,000 gallons. I've attached her billing history. Her average usage is around 1,250 gallons/month. There is nothing unusual with her consumption. Ms. Downer called customer service on October 16, 2017. She was informed that a service order was issued to obtain a re-read. I'm having Rita follow up on this as well.

20 Jasmine – Mr. Ellery was billed for 5,000 gallons. I've attached his billing history. His average usage is around 3,810 gallons/month. There is nothing unusual with his consumption.

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]

Sent: Monday, October 16, 2017 6:13 PM

To: Troy Rendell; "Anthony D'Angelo" <tonynpatd@gmail.com>

Subject: Complaints from Covered Bridge residents regarding water bills

Good evening Troy - hope this email finds you and your family well.

The following residents called me regarding their high water bill this month due to the fact that your employees had to run their outside hose to clear the lines of the black water and odor. I am sure I will be receiving additional telephone calls within the next few days. Please make adjustments on the following water bills and advise:

28 Venetian Parkway - was out-of-town for approximately three weeks before Hurricane Irma, and his mobile home was completely destroyed by Hurricane Irma - why such a high water bill?

23 Venetian Parkway - trouble with black water and odor - Ron told them to run the outside water hose for over an hour. Please adjust this bill per Ron.

11 Pinecrest - high water bill due to running outside water hose as trouble with odor and black water.

45 Venetian Parkway - Ron and Dustin told them to run the outside water hose for over an hour.

116 Oak Grove - was informed to run outside water hose for a few hours.

176 Woodside - left home day Hurricane Irma was to hit and was gone for over eight days. Why such an increase?

20 Jasmine Street - trouble with black water and odor - informed by Ron and Dustin to run outside water hose for several hours.

Arlene

Troy Rendell

From: Arlene Jordan
Sent: Wednesday, September 20, 2017 5:32 PM
To: Troy Rendell
Subject: Re: 28 Jasmine Street, Covered Bridge

Troy - I think you got the wrong impression from my email. Dustin, Andrew and the other guys who worked at Covered Bridge after the storm did an exceptional job. I just didn't understand why the generator kept shutting down and having issues. The day after the hurricane one of your employees was driving around the park asking some residents if they had some extra fuel as the gas stations hadn't reopened. At times there was no water and other times low pressure. I spoke to Dustin almost daily regarding these issues. Also, I was most appreciative that a septic truck was brought in to empty out the lift. Your men did an outstanding job and I commend them for a job well done.

My concern is the generator at the water treatment plant is old, and wonder if it will ever be replaced so we would have such water problems after a storm.

As for Mr. Ellison, please have Rita call him.

Sorry for the misunderstanding. I have been under tremendous stress as I had both water and roof damage to my villa, plus all the full time residents kept calling me complaining about the water problems.

Thanks again for a job well done.

Arlene

On 9/20/2017 2:01 PM, Troy Rendell wrote:

Concerning Mr. Ellison's bill. Mr. Ellison was not billed for any consumption for an 8 month period – zero consumption. The ERT was replaced in June and he was backbilled for the consumption – 30,000 gallons or 3,750/month. His average historical consumption has been around 3,300 per month. Customer service called Mr. Ellison on June 13th and left a message concerning this bill. Mr. Ellison was called again on June 27th and the bill was explained and a payment plan offered.

Customer service also returned Mr. Ellison's calls on August 3rd and August 4th and left messages since he was not home. I can have Rita reach out to him one more time.

Concerning the hurricane response. I believe that HC Waterworks through U.S. Water Services had an exemplary response to the hurricane. The generator provided water throughout the entire recovery. The power was out the entire week and our employees were out in full force responding to the recovery efforts. There was an issue towards the end of last week and that issue was resolved with no loss of service. Our employees worked day and night keeping

the system up and running and having the generator re-fueled during a extremely difficult week. They successfully kept watch on the lift stations to ensure they were pumped out and did not overflow. As previously indicated, the generator is tested regularly and the employees ensured that the fuel was full prior to the hurricane.

When the power returned, there was an issue with a clogged chlorine tubing – which was replaced. The employees began flushing the system after the chlorine tubing was replaced. I believe Mr. Ron DeRossett spoke with you yesterday, Sept. 19th concerning this issue and informed you that we were working on it and had replaced the tubing. There is no “serious” problem at the water treatment plant. Again, I commend the hard work that the U.S. Water employees did at not only at your community but the other four utilities in Highlands County. There were numerous customers without water service several days in communities surrounding your area. The employees were out early the next morning after the hurricane – September 11, 2017, even when the hurricane was still over the State of Florida.

It is unfortunate that you do not feel the same way and failed to recognize the hard work, long hours and dedication of the employees.

From: Arlene Jordan [mailto:legalgram@centurylink.net]

Sent: Wednesday, September 20, 2017 11:46 AM

To: Troy Rendell; "Anthony D'Angelo" <tonynpatd@gmail.com>; Clifford Hangley; Troy Rendell

Subject: 28 Jasmine Street, Covered Bridge

Good morning Troy - I don't know if you are aware of all the water problems that had and are occurring in Covered Bridge. I am receiving numerous phone calls regarding an horrific odor coming from the faucets. Andrew was here yesterday attempting to correct the problem, but again this morning I am receiving complaint calls from the residents. Also, during Hurricane Irma, Covered Bridge residents were experiencing either low water pressure or no water at all. There were numerous problems with the water treatment plant generator, and I definitely believe that U.S. Water should update the generator at no cost to the residents. I know there were issues with the lift station, but U.S. Water did have a septic tanker come in to empty out the waste. The generator at the water treatment plant is part of the equipment owned by HC Waterworks/U.S. Water and should be continuously updated as we are a 55 plus community with many elderly individuals who tolerated the heat but cannot tolerate being without water, especially to cool down. People can survive without a/c but not without water.

Several of the residents with the odor problem called your Customer Service and was informed that there is a serious problem at the plant in Covered Bridge. Is this true????????

I also received a telephone call from John Ellison of the above address inquiring about his water bill. Can you please review his records.

Hope you have electric at your home and that your family is okay.

Arlene

HC WATERWORKS, INC.

August 25, 2017

Anthony D'Angelo, President
Covered Bridge Association, Inc.
101 Parkview Circle
Lake Placid, FL 33852

RE: Utility Purchase / Water Quality

Dear Mr. D'Angelo,

I have received both your June 22, 2017 and August 18, 2017 letters concerning the water system (Leisure Lakes) providing water and wastewater service to Covered Bridge Association.

Concerning the water quality and billing concerns. Arlene Jordan has worked closely with Troy Rendell at our office to research and respond to each customer concern. As you are fully aware – we have investigated and reviewed each concern brought forward by the HOA. As you are also aware, by far the *vast majority* of these concerns were unfounded and no irregularities and/or abnormalities were discovered. As for the few that were discovered, these were resolved. As far as the zero reads and previous backbilling, the utility company did a full examination of all zero read meters throughout the entire HC Waterworks service territory. This took place over several weeks and weekends and investigated over 415 account/addresses. Of the 415 meters – 19 were replaced and 39 ERTs were replaced. This was a complete investigation of all the zero read meters throughout the entire service territory. These will continue to be worked in a timely manner.

Concerning the water quality, we have met with the HOA four (4) separate times in the past concerning “water quality” issues. At each meeting it was fully explained about the current situation with treatment, how the utility is running the current system, and what the appropriate solution should be, as well as the potential impact on rates. Each time we have been met with opposition from the residents and HOA to implement the proposed solution. Recently in June 2017, we also wrote you a letter stating our desire to move forward and proposing that we begin with the permitting, engineer, and installation of the forced draft aeration solution to address the customers’ concerns once and for all. This was followed up with a letter from you once again opposing the utility moving forward with this action.

Let me state once again for the record, HC Waterworks Inc. would like to proceed forward as soon as possible in the installation of the required treatment for the water in Covered Bridge. However, as previously stated numerous times, we need the support of the community and customers to move forward with this. This capital expenditure cannot be placed at risk if the

August 25, 2017

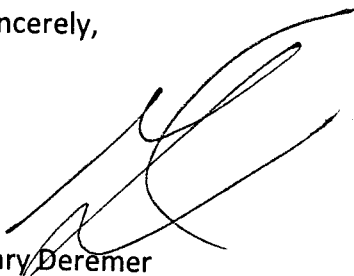
customers oppose this necessary treatment. As previously stated, we are not opposed to meeting a fifth (5th) time with the HOA to once again discuss this solution and potential impact. We are currently working with the FDEP in installing a similar treatment system on the Lake Josephine water treatment plant. We stand behind our desire to move forward with the same treatment at Covered Bridge in an expeditious manner.

Finally, concerning your offer to purchase the system from the utility. First, your amount of our purchase is incorrect. HC Waterworks paid \$1,363,189 for the water and wastewater systems. In addition, there have been large amounts of capital investments made to the systems since the acquisition. The appropriate way to approach a sale would be to utilize comparable sales to governmental agencies, such as cities and counties. Based upon comparable sales throughout Florida, governmental agencies pay approximately \$1,922 per water connection and \$3,062 per wastewater connection. The Leisure Lakes System has 307 water connections and 304 wastewater connections. Therefore, based on the market based comparable sales methodology, the appropriate sales price that would be entertained would be \$1,520,767.19 calculated as follows:

Market Based	<u>Connections</u>	<u>Comparable Sales</u>	<u>Purchase Price</u>
Water	307	\$ 1,921.89	\$ 590,019.44
Wastewater	304	\$ 3,061.67	\$ 930,747.75
			<u>\$1,520,767.19</u>

If the Association is interested in moving forward with a purchase considering the market based approach above, please contact either myself, or Troy Rendell at (727) 848-8292.

Sincerely,



Gary Deremer
President
HC Waterworks, Inc.

COVERED BRIDGE ASSOCIATION, INC.
101 PARKVIEW CIRCLE
LAKE PLACID, FL 33852
863-465-3858
coverbridge@centurylink.net

August, 18, 2017

Gary Deremer, President
U. S. Water Services Corporation
4939 Cross Bayou Road
New Port Richey, FL 34652

Dear Mr. Doremer:

On June 20, 2017, I wrote to you about the increased rates for Leisure Lakes (Covered Bridge) because of the widening of Lake Josephine Drive and the changes to the Lake Josephine water treatment plant. Our residents will assume their portion of the rate increase since there is nothing we can do.

Even with the increased rates, many residents continue to have problems with the water quality and the water bills.

In my June 20th letter, I proposed a possible solution that might be mutually beneficial. I proposed in my letter of that date that H.C. Waterworks sell the water and sewer systems to the homeowners of Covered Bridge. This will mean that H.C. Water will no longer have to deal with resident complaints. Our records show that you paid about \$200,000 for the water and sewage systems in Covered Bridge. We would be willing to pay a fair price.

I want you to know that our offer to buy the system still stands. I would appreciate a response to this proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony D'Angelo", with a long, sweeping horizontal line extending to the right.

Anthony D'Angelo, President
Covered Bridge Assn., Inc.

COVERED BRIDGE ASSOCIATION, INC.
101 PARKVIEW CIRCLE
LAKE PLACID, FL 33852
863-465-3858
coveredbridge@centurylink.com

June 22, 2017

Gary Deremer, President
U. S. Water Corporation
4939 Cross Bayou Blvd.
New Port Richey, Fl. 34652

Proposed Solution to the Leisure Lakes Water Quality Issues

Dear Mr. Deremer:


I am writing in reference to Troy Rendell's letter of June 8, 2017. Apparently you intend to raise our rates because of the widening of Lake Josephine Drive and the changes to the Lake Josephine water treatment plant. Our residents will oppose that increase.

You also recommend the installation of a water treatment plant in our system. You claim that will increase our cost too. Our residents cannot afford the increases you propose.

Your staff has been to Covered Bridge almost daily to attempt to deal with resident's complaints about the quality, color, and taste of the drinking water. While we appreciate your efforts, the water quality, color, and odor have not changed.

A possible solution may be for HC Waterworks, Inc. to sell the water and sewer systems to the homeowners of Covered Bridge. Please let us know if you are interested. The records we have show that you paid about \$200,000 for the water and sewer systems.

I look forward to your response.


Anthony D'Angelo, President
Covered Bridge Association, Inc.

Troy Rendell

To: Arlene Jordan; Tony D'Angelo; Gailyerty@aol.com
Cc: Rita Varona
Subject: RE: 142 Woodside Drive, Covered Bridge

I looked at both accounts. The first account with the statement attached was for Barb Sheasley – Account 54799612. This account was paid in full and was “moved out” in December when Ms. Yerty called in for a “move in.” That account is inactive. I’m not aware of the specific circumstances, but a builder should never utilize another customer’s water meter/service without the express permission of both that customer and the utility.

I then looked at Ms. Yerty’s account – Act. No. 54799779. I cannot explain why there was a \$16.00 reconnect fee applied to her account. This was clearly an error. As shown on the invoice – this was actually a charge related to a totally different utility company and has nothing to do with HC Waterworks. I’m having Rita remove this immediately and contact Ms. Yerty.

As far as meeting with the HOA again. First, we have met with the HOA four separate times in the past concerning “water quality” issues. At each meeting it was fully explained that the current situation is, how the utility is running the system, and what the appropriate solution would be, as well as the potential impact on rates. Each time we have been met with opposition from the residents and HOA to implement the proposed solution. Recently in June 2017, we also wrote a letter to the President – Mr. D’Angelo stating our desire to move forward and proposing that we begin with the permitting, engineer, and installation of the forced draft aeration solution to address the customers’ concerns once and for all. This was followed up with a letter from Mr. D’Angelo once again opposing the utility moving forward with this action.

Let me state once again for the record, HC Waterworks Inc. would like to proceed forward as soon as possible in the installation of the required treatment for the water in Covered Bridge. However, as previously stated numerous times, we need the support of the community and customers to move forward with this. This capital expenditure cannot be placed at risk if the customer oppose this necessary treatment. As previously stated, we are not opposed to meeting a fifth (5th) time with the HOA to once again discuss this solution and potential impact. We are currently working with the FDEP in installing a similar treatment system on the Lake Josephine water treatment plant. We stand behind our desire to move forward with the same treatment at Covered Bridge in an expeditious manner.

As far as the billing concerns, as you are fully aware – we have investigated and reviewed each concern brought forward by the HOA. As you are also aware, by far the vast majority of these concerns were unfounded and no irregularities and/or abnormalities were discovered. As for the few that were discovered, these were resolved. As far as the zero reads and previous backbilling, the utility company did a full examination of all zero read meters throughout the entire HC Waterworks service territory. This took place over several weeks and weekends and investigated over 415 account/addresses. Of the 415 meters – 19 were replaced and 39 ERTs were replaced. This was a complete investigation of all the zero read meters throughout the entire service territory. These will continue to be worked on a monthly and/or bimonthly basis.

From: Arlene Jordan [mailto:legalgram@centurylink.net]
Sent: Sunday, August 20, 2017 1:44 PM
To: Troy Rendell; Tony D'Angelo; Gailyerty@aol.com
Subject: 142 Woodside Drive, Covered Bridge

Hi Troy - hope you had an enjoyable weekend. Well, it looks like the U.S. Water bills have been received by the residents of Covered Bridge.

I received the attached images from Ms. Yerty who advised me that The Cottage Company used her water at 142 Woodside Drive while constructing her home during the month of February 2017 which was due on March 17, 2017 in the amount of \$382.56. Ms. Yerty advised me that she had forwarded this bill to The Cottage Company and assumed that Ken LaBlanc paid the bill, which he has not to date.

Ms. Yerty further advised me that she paid the \$32.63 water bill due 8/1/2017. Ms. Yerty just received the latest water bill from U.S. Water in the amount of \$34.62 which is now due on 8/31/2017. In the latest bill Ms. Yerty received, it showed a \$16.00 shut off fee and water usage for only ten days.

I would appreciate a precise breakdown of the water bills pertaining to 142 Woodside Drive, and hope that Ms. Yerty's water has **not been turned off**. Ms. Yerty is not expected to return to the above address until mid-September. I surely hope we can resolve this issue immediately as The Cottage Company should have been billed the \$382.56; and Ms. Yerty should have been advised that her water was going to be turned off before U.S. Water actually shut it off.

I sincerely think that you, Gary Deremer, Tony D'Angelo, Ken LaBlanc and myself need to sit down and further discuss all the billing issues and water complaints Covered Bridge residents are continuously having and come to some type of resolution, as the above incident should have definitely been avoided.

Awaiting to hear from you.

Arlene

HC WATERWORKS, INC.

June 30, 2017

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1245752W – Mr. Jeff Bronsing – Account 1195201

Dear Mr. Castillo:

Request: Mr. Bronsing was concerning with recent outages and boil water notices.

Response: A company representative spoke with Mr. Bronsing on June 28, 2017. The customer was concerned with notices not being delivered timely. It was explained that HC Waterworks issues precautionary boil water notices via manual distribution of door hangers.

The majority of boil water notices are precautionary advisories issued as a result of main breaks or system failure. If the main breaks or failure results in a loss of pressure to the system below 20 psi, Florida regulators (FDEP) require issuance of a precautionary boil water notice (PBWN) to the affected customers because of a remote possibility that depressurization of the system could result in contamination. Lifting the advisory usually requires collection of two sets of bacteria samples on two consecutive days once system pressure is restored. The laboratory test requires at least 24 hours to complete the process. Therefore, these advisories are normally in effect for three days, and sometimes longer if the laboratory is not open, for instance over a weekend or holiday.

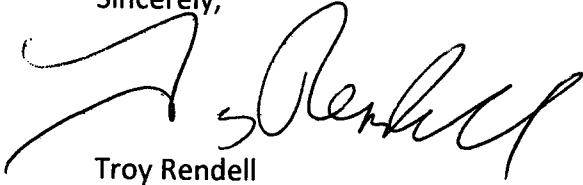
Most water systems in Florida predominantly use hand delivery of notices to reach customers, particularly if the number of affected customers is fewer than a couple hundred. This process can take time and is labor intensive depending on the size and make-up of the system. However, the process is generally effective and meets the requirements of the regulations. The “door hanger” notices also include a service number for the customers to call.

There is no fail-safe process to ensure that every customer receives timely notification of a triggering event. Wind and rain can cause hand delivered notices to be lost or damaged. Notices might not be seen by residents until they enter or exit their home by the door on which the notice is posted. Phone calls might not reach every resident, might not be answered, or might go to a voice message and/or answering machine and not be played back immediately. If a radio or television advisory is given, customers may not have radios or TVs tuned to the station carrying the notice at the time it is broadcasted. Further, newspaper notices cannot be expected to provide timely notification.

Page 2 of 2
Mr. Bronsing
PSC - 06/30/16

If you have any questions or concerns please contact me at (727)848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read 'Trendell', with a stylized, flowing script.

Troy Rendell
Manager of Regulated Utilities
/// For HC Waterworks, Inc.

Request No. 1245752W

Name BRONSING, JEFF MR.

Business Name

Consumer Information Name: JEFF BRONSING Business Name: Svc Address: 2137 SULLIVAN ST County: Highlands Phone: (305)-522-0335 City/Zip: Sebring / 33875- Account Number: 1195201 Caller's Name: JEFF BRONSING Mailing Address: 2137 SULLIVAN ST City/Zip: SEBRING, FL 33875- Can Be Reached: E-Tracking Number: 123152	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: REY CASTILLO Entered By: DH Date: 06/22/2017 Time: 13:20 Via: E-FORM Prelim Type: OUTAGES PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N
Utility Information Company: HC WATERWORKS, INC. Attn. Ron DeRossett1245752W Response Needed From Company? Y Date Due: 07/14/2017 Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, June 22, 2017 10:47 AM

To: Consumer Contact

Subject: E-Form Service Outage TRACKING NUMBER: 123152

CUSTOMER INFORMATION

Name: Jeff Bronsing

Telephone: (305) 522-0335

*Called 6/28/17
10:40 AM
Voice Mail.*

Request No. 1245752W

Name BRONSING, JEFF MR.

Business Name

PAGE NO: 1

*6/28/17 Returned Call 11:00
Discussed issue with Customer
He was concerned about notices Not*

Email: jabfishin@gmail.com
Address: 2137 Sullivan St Sebring FL 33875

BUSINESS INFORMATION

Business Account Name: Jeff Bronsing
Account Number: 1195201
Address: 2137 Sullivan St Sebring FL 33875

Water County Selected: Highlands

COMPLAINT INFORMATION

Complaint: Service Outage against HC Waterworks, Inc.

Details:

during the last few weeks, there has been intermittent water pressure, and now a supposedly scheduled outage...with no prior notification. However, one of my neighbors got a boil water notice today on her mailbox. I have none! ...I have also recently heard of other residences in the area wanting to know if anyone besides themselves got a boil water notice. There have been similar issues since I moved in the area 4 years ago... Lack of notification or untimely notification of events such as boil water notices.... Poor service and the water still has odors from time to time....

this to me is poor customer service and needs to be addressed. When you call you either get a recording want your info to return a call later that never comes, or a lady in the office who is very curt and her implied attitude is one of not caring about customer service.

thank you "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

Request No.	1245752W	Name	BRONSING ,JEFF MR.	Business Name	
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PAGE NO: 2

To: Ron DeRossett1245752W

From: REY CASTILLO

6-22-17 1:25pm p. 3 of 4

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No.	1245752W	Name	BRONSING ,JEFF MR.	Business Name	
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PAGE NO: 3

Troy Rendell

From: Troy Rendell
Sent: Wednesday, June 28, 2017 8:43 AM
To: 'Polly'
Cc: 'Arlene Jordan'
Subject: RE: Water Bill 40 Jasmine St.

Good morning. The credit was applied this morning.

From: Polly [<mailto:pbolack@htn.net>]
Sent: Tuesday, June 27, 2017 11:13 AM
To: trendell@uswatercorp.net
Cc: 'Arlene Jordan'
Subject: Water Bill 40 Jasmine St.

Mr. Rendell,

Thank you for your offer.

My complaint was that I had to waste several gallons of water onto the ground in order to clear the putrid odor from my shower.

Actually I did contact your office a few weeks ago and never received a response.

Elsie Bolack

----- Forwarded Message -----

Subject: RE: 40 Jasmine Street - Covered Bridge
Date: Mon, 26 Jun 2017 11:22:53 -0400
From: Troy Rendell <trendell@uswatercorp.net>
To: Arlene Jordan <legalgram@centurylink.net>, tonynpatd@gmail.com
CC: Rita Varona <rvarona@uswatercorp.net>, Linda Johnson <linda.johnson@opus21ms.com>

I reviewed Ms. Bolack's account. I'm not sure why she was outraged as her account is fairly consistent. Over the past 3 years, her average consumption is just under 2,000 gallons. It is true that her last bill was for 3,000 gallons, however there were three previous months back in 2015 where she also used 3,000 gallons.

I can authorize a credit for 1,000 gallons for last months' bill. Total credits would be: Water - \$8.03 Wastewater \$7.86 = total credit of (\$15.89). this would be a credit for 1,000 gallons of water reflected for both water and sewer consumption.

Please let me know if this is acceptable and I'll have the credit applied.

This customer hasn't contacted the utility since January 2016.

HC WATERWORKS, INC.

June 26, 2017

Angie Calhoun
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1245980C – Ms. Janine Jones – Account 1189935

Dear Ms. Calhoun,

Request: Ms. Jones contacted the FPSC concerning the water quality and her bills. The FPSC requested 12 months billing information.

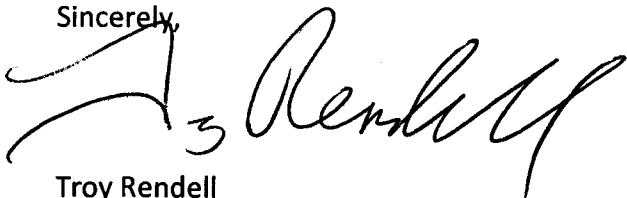
Response: Attached please find Ms. Jones Billing History Report from June 2014 through June 2017. Also find attached the most recent 12 months billing statements from May 2016 through June 2017. The bills show that Ms. Jones has been billed correctly under the FPSC approved Residential rate tariffs in effect. The customer's consumption is consistent over this period.

In regards to the water quality, HC Waterworks is aware of the ongoing issues with the water quality which have been ongoing for several years. In response, HC Waterworks is currently in permitting with the Florida Department of Environmental Protection to install a forced draft aerations treatment process for the removal of sulfides from the ground water source. Originally, HC Waterworks proposed installing this treatment at its Sebring Lakes water treatment plant; however, due to the Lake Josephine road improvement project that Highlands County is in the middle of constructing, HC Waterworks is being required to replace its water main along Lake Josephine Drive. Due to this project, HC Waterworks is now proceeding with the installation at its Lake Josephine water treatment plant. Please find attached letters and notices sent out to its customers concerning this project.

A copy of this response is also being e-mailed to the customer at janinejones@embarrmail.com as requested.

If you have any questions or concerns please contact me at (727)848-8292 ext. 245. Thank you

Sincerely,



Troy Rendell
Manager of Regulated Utilities
/// For HC Waterworks, Inc.

4939 Cross Bayou Boulevard, New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

Billing History Report

Name BARRY JONES
 Account# 1189935
 Service Type Water at Service Location 105 SHARON AVE
 From: 06/02/2014
 To: 06/26/2017

Bill Date	Bill Days	Consumption	Total Charges
06/05/2014	32	7.0000	67.39
07/07/2014	29	5.0000	51.22
08/06/2014	31	5.0000	51.22
09/05/2014	32	5.0000	51.22
10/09/2014	29	4.0000	44.76
11/07/2014	33	4.0000	44.76
12/05/2014	28	4.0000	44.76
01/07/2015	32	5.0000	51.22
02/06/2015	31	4.0000	44.76
03/06/2015	28	4.0000	44.76
04/07/2015	30	5.0000	51.22
05/05/2015	29	4.0000	44.76
06/08/2015	32	5.0000	51.22
07/08/2015	30	4.0000	44.76
08/10/2015	33	7.0000	67.39
09/08/2015	29	6.0000	57.68
10/08/2015	30	6.0000	75.08
11/06/2015	32	5.0000	65.04
12/09/2015	30	6.0000	75.08
01/11/2016	33	4.0000	55.00
02/09/2016	28	5.0000	65.04
03/09/2016	29	5.0000	65.04
04/11/2016	31	5.0000	65.04
05/06/2016	31	6.0000	75.08
06/08/2016	30	5.0000	65.04
07/08/2016	30	5.0000	65.04
08/09/2016	31	6.0000	75.08
09/09/2016	31	7.0000	85.12
10/11/2016	32	7.0000	85.12
11/10/2016	29	5.0000	65.04
12/13/2016	30	5.0000	65.04
01/13/2017	33	5.0000	65.04
02/10/2017	29	4.0000	55.00
03/10/2017	28	5.0000	65.04
04/10/2017	33	5.0000	65.04
05/10/2017	28	5.0000	65.04
06/12/2017	31	6.0000	75.08
Totals	1,127	190.0000	2,249.22
Averages		5.1351	60.79

HC Waterworks Inc

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

Account Number 1189935
Bill Date 06/12/2017
Due Date 07/02/2017
Total Amount Due \$75.08

For Service To:
105 SHARON AVE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	05/01/2017	31	688 Actual	688	TGAL
	06/01/2017		694 Actual	694	
	Total Days:	31		Total Usage: 6	TGAL

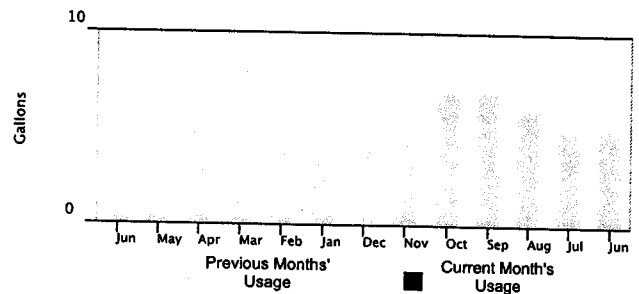
\$ Billing Detail

Amount Owed From Last Bill \$65.04
Adjustments \$0.00
Total Payments Received \$65.04
Prior Balance \$0.00

New Charges
Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Water 3 @ 10.040000 \$30.12
Total Water 6 TGAL Charges \$75.08
Total Current Charges \$75.08

Total Amount Due 07/02/2017 \$75.08

Water Use History



Message Center

- View the Lake Josephine/Sebring 2016 Water Quality Report at: mywaterservice.com/lakejosephine2016 The report contains important information about the source and quality of your drinking water. We detected 13 contaminants, none 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 7, 2017. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0007508

Make Checks Payable To:

HC Waterworks 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.
Acct#: 1189935 105 SHARON AVE

Amount Due by 07/02/2017	\$75.08
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 1189935
Bill Date 05/10/2017
Due Date 05/30/2017
Total Amount Due \$65.04

For Service To:
105 SHARON AVE



Usage Data

Billing Period	Days	Meter Readings	Usage	Units
04/03/2017	28	683 Actual	683	TGAL
05/01/2017		688 Actual	688	

Total Days: 28

Total Usage: 5 TGAL



Billing Detail

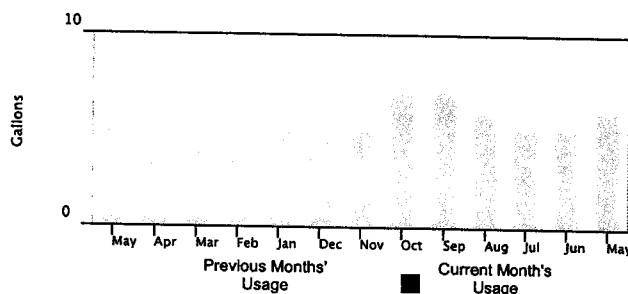
Amount Owed From Last Bill \$67.64
Adjustments \$0.00
Total Payments Received \$67.64
Prior Balance \$0.00

New Charges
Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Water 2 @ 10.040000 \$20.08
Total Water 5 TGAL Charges \$65.04
Total Current Charges \$65.04

Total Amount Due 05/30/2017 \$65.04



Water Use History



Message Center

- Your statement reflects all payments received and posted through May 9, 2017. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0006504

Make Checks Payable To:

HC Waterworks Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

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Acct#: 1189935 105 SHARON AVE

Amount Due by 05/30/2017	\$65.04
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 1189935
Bill Date 04/10/2017
Due Date 04/30/2017
Total Amount Due \$67.64

For Service To:
105 SHARON AVE

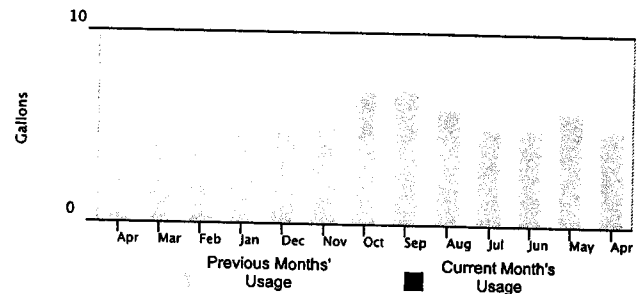
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	03/01/2017	33	678 Actual	678	TGAL
	04/03/2017		683 Actual	683	
	Total Days:	33		Total Usage: 5	TGAL

\$ Billing Detail

Amount Owed From Last Bill \$12.64
Adjustments \$0.00
Total Payments Received \$12.64
Prior Balance \$0.00

New Charges
Base Charge..... \$20.87
Water 3 @ 8.030000..... \$24.09
Water 2 @ 10.040000..... \$20.08
Total Water 5 TGAL Charges \$65.04
HCWW CC Processing Fee..... \$2.60
Total Other Charges and Services \$2.60
Total Current Charges \$67.64
Total Amount Due 04/30/2017..... \$67.64

Water Use History



Message Center

- Your statement reflects all payments received and posted through March 28, 2017. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0006764

Make Checks Payable To:

HC Waterworks Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

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print on reverse side.
Acct#: 1189935 105 SHARON AVE

Amount Due by 04/30/2017	\$67.64
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 1189935
Bill Date 03/10/2017
Due Date 03/30/2017
Total Amount Due \$12.64

For Service To:
105 SHARON AVE

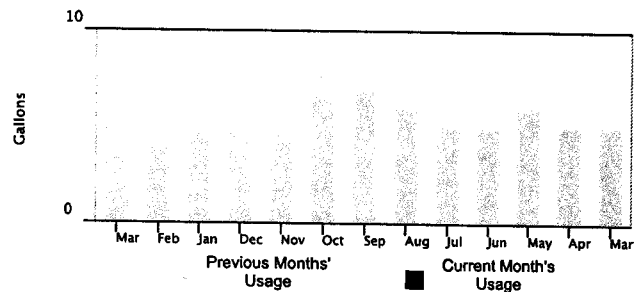
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	02/01/2017	28	673 Actual	673	TGAL
	03/01/2017		678 Actual	678	
	Total Days:	28	Total Usage:	5	TGAL

\$ Billing Detail

Amount Owed From Last Bill \$57.60
Adjustments \$0.00
Total Payments Received \$115.20
Prior Balance \$57.60

New Charges
Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Water 2 @ 10.040000 \$20.08
Total Water 5 TGAL Charges \$65.04
HCWW CC Processing Fee \$2.60
HCWW CC Processing Fee \$2.60
Total Other Charges and Services \$5.20
Total Current Charges \$70.24
Total Amount Due 03/30/2017 \$12.64

Water Use History



Message Center

- Your statement reflects all payments received and posted through March 6, 2017. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0001264

Make Checks Payable To:

HC Waterworks Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

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print on reverse side.
Acct#: 1189935 105 SHARON AVE

Amount Due by 03/30/2017	\$12.64
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 1189935
Bill Date 02/10/2017
Due Date 03/02/2017
Total Amount Due \$57.60

For Service To:
105 SHARON AVE

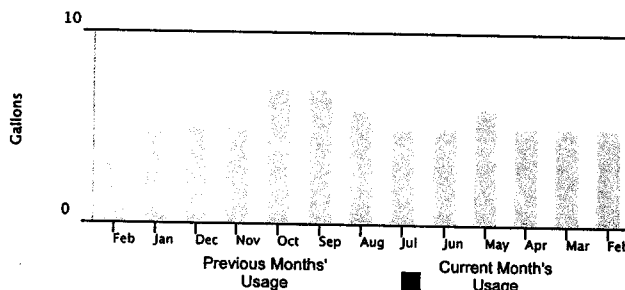
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	01/03/2017	29	669 Actual	669	TGAL
	02/01/2017		673 Actual	673	
	Total Days:	29	Total Usage:	4	TGAL

Billing Detail

Amount Owed From Last Bill \$67.64
Adjustments \$0.00
Total Payments Received \$67.64
Prior Balance \$0.00

New Charges
Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Water 1 @ 10.040000 \$10.04
Total Water 4 TGAL Charges \$55.00
HCWW CC Processing Fee \$2.60
Total Other Charges and Services \$2.60
Total Current Charges \$57.60
Total Amount Due 03/02/2017 \$57.60

Water Use History



Message Center

- Your statement reflects all payments received and posted through February 5, 2017. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0005760

Make Checks Payable To:
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Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

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print on reverse side.
Acct#: 1189935 105 SHARON AVE

Amount Due by 03/02/2017	\$57.60
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



HC Waterworks Inc

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

Account Number 1189935
Bill Date 01/13/2017
Due Date 02/02/2017
Total Amount Due \$67.64

For Service To:
105 SHARON AVE



Usage Data

Billing Period	Days	Meter Readings	Usage	Units
12/01/2016	33	664 Actual	664	TGAL
01/03/2017		669 Actual	669	

Total Days: 33

Total Usage: 5 TGAL



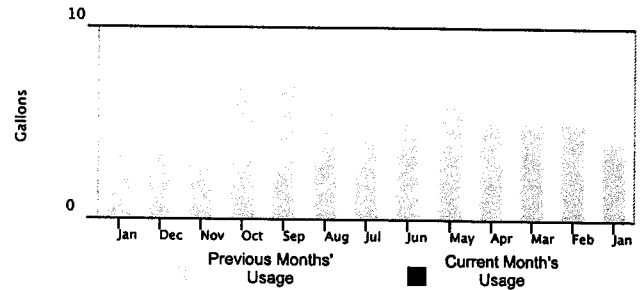
Billing Detail

Amount Owed From Last Bill \$67.64
Adjustments \$0.00
Total Payments Received \$67.64
Prior Balance \$0.00

New Charges
Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Water 2 @ 10.040000 \$20.08
Total Water 5 TGAL Charges \$65.04
HCWW CC Processing Fee \$2.60
Total Other Charges and Services \$2.60
Total Current Charges \$67.64
Total Amount Due 02/02/2017 \$67.64



Water Use History



Message Center

- Your statement reflects all payments received and posted through January 11, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0006764

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P.O. Box 151245
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Acct#: 1189935 105 SHARON AVE

Amount Due by 02/02/2017	\$67.64
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 1189935
Bill Date 12/13/2016
Due Date 01/02/2017
Total Amount Due \$67.64

For Service To:
105 SHARON AVE



Usage Data

Billing Period	Days	Meter Readings	Usage	Units
11/01/2016	30	659 Actual	659	TGAL
12/01/2016		664 Actual	664	
Total Days:	30	Total Usage:	5	TGAL

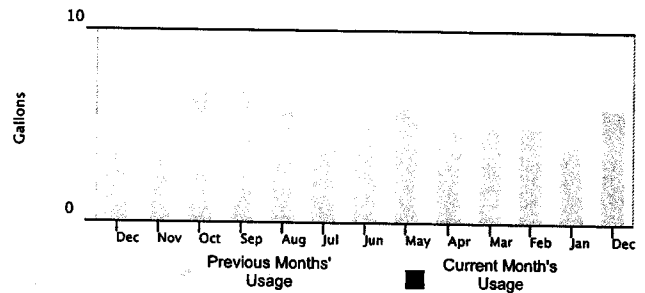


Billing Detail

Amount Owed From Last Bill	\$67.64
Adjustments	\$0.00
Total Payments Received	\$67.64
Prior Balance	\$0.00
New Charges	
Base Charge.....	\$20.87
Water 3 @ 8.030000.....	\$24.09
Water 2 @ 10.040000.....	\$20.08
Total Water 5 TGAL Charges	\$65.04
HCWW CC Processing Fee.....	\$2.60
Total Other Charges and Services	\$2.60
Total Current Charges	\$67.64
Total Amount Due 01/02/2017.....	\$67.64



Water Use History



Message Center

- Your statement reflects all payments received and posted through December 8, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0006764

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Billing & Payment Processing Center
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Cape Coral, FL 33915-1245

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Acct#: 1189935 105 SHARON AVE

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



Amount Due by 01/02/2017 **\$67.64**

Amount Enclosed: \$

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 1189935
Bill Date 11/10/2016
Due Date 11/30/2016
Total Amount Due \$67.64

For Service To:
105 SHARON AVE

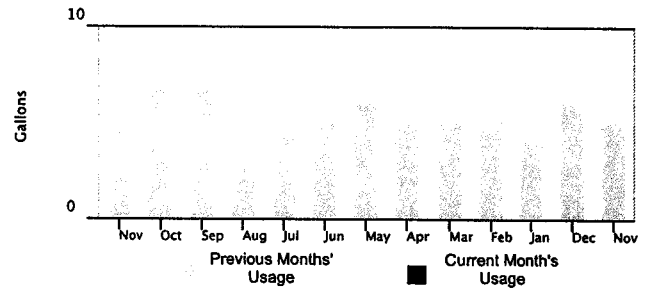
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	10/03/2016	29	654 Actual	654	TGAL
	11/01/2016		659 Actual	659	
	Total Days:	29	Total Usage:	5	TGAL

\$ Billing Detail

Amount Owed From Last Bill \$87.72
Adjustments \$0.00
Total Payments Received \$87.72
Prior Balance \$0.00

New Charges
Base Charge..... \$20.87
Water 3 @ 8.030000..... \$24.09
Water 2 @ 10.040000..... \$20.08
Total Water 5 TGAL Charges \$65.04
HCWW CC Processing Fee..... \$2.60
Total Other Charges and Services \$2.60
Total Current Charges \$67.64
Total Amount Due 11/30/2016..... \$67.64

Water Use History



Message Center

- Your statement reflects all payments received and posted through November 7, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0006764

Make Checks Payable To:

HC Waterworks Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

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print on reverse side.
Acct#: 1189935 105 SHARON AVE

Amount Due by 11/30/2016	\$67.64
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 1189935
Bill Date 10/11/2016
Due Date 10/31/2016
Total Amount Due \$87.72

For Service To:
105 SHARON AVE

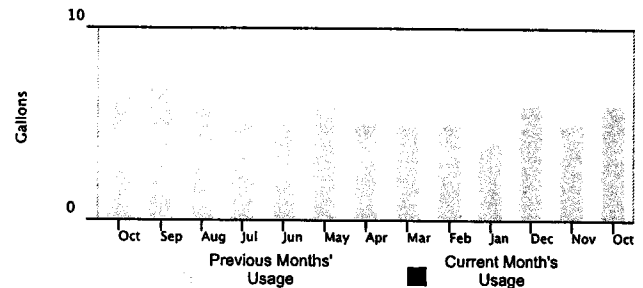
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	09/01/2016	32	647 Actual	647	TGAL
	10/03/2016		654 Actual	654	
	Total Days:	32		Total Usage: 7	TGAL

\$ Billing Detail

Amount Owed From Last Bill \$87.72
Adjustments \$0.00
Total Payments Received \$87.72
Prior Balance \$0.00

New Charges
Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Water 4 @ 10.040000 \$40.16
Total Water 7 TGAL Charges \$85.12
HCWW CC Processing Fee \$2.60
Total Other Charges and Services \$2.60
Total Current Charges \$87.72
Total Amount Due 10/31/2016 \$87.72

Water Use History



Message Center

- Your statement reflects all payments received and posted through October 4, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0008772

Make Checks Payable To:

HC Waterworks Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

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print on reverse side.
Acct#: 1189935 105 SHARON AVE

Amount Due by 10/31/2016	\$87.72
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



HC Waterworks Inc

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

Account Number 1189935
Bill Date 09/09/2016
Due Date 09/29/2016
Total Amount Due \$87.72

For Service To:
105 SHARON AVE

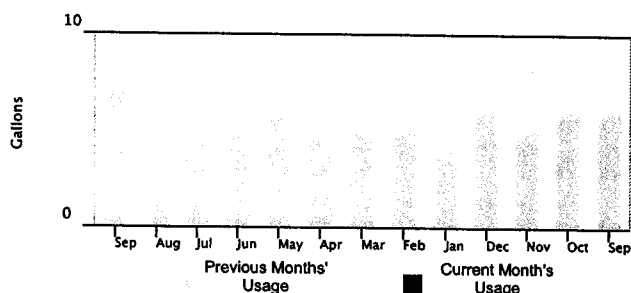
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	08/01/2016	31	640 Actual	640	TGAL
	09/01/2016		647 Actual	647	
	Total Days:	31	Total Usage:	7	TGAL

\$ Billing Detail

Amount Owed From Last Bill \$77.68
Adjustments \$0.00
Total Payments Received \$77.68
Prior Balance \$0.00

New Charges
Base Charge..... \$20.87
Water 3 @ 8.030000..... \$24.09
Water 4 @ 10.040000..... \$40.16
Total Water 7 TGAL Charges \$85.12
HCWW CC Processing Fee..... \$2.60
Total Other Charges and Services \$2.60
Total Current Charges \$87.72
Total Amount Due 09/29/2016..... \$87.72

Water Use History



Message Center

- Your statement reflects all payments received and posted through September 6, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0008772

Make Checks Payable To:

HC Waterworks Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

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print on reverse side.
Acct#: 1189935 105 SHARON AVE

Amount Due by 09/29/2016	\$87.72
Amount Enclosed: \$	

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



HC Waterworks Inc

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

Account Number 1189935
Bill Date 08/09/2016
Due Date 08/29/2016
Total Amount Due \$77.68

For Service To:
105 SHARON AVE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	07/01/2016	31	634 Actual	634	TGAL
	08/01/2016		640 Actual	640	
<hr/>					
	Total Days:	31	Total Usage:	6	TGAL

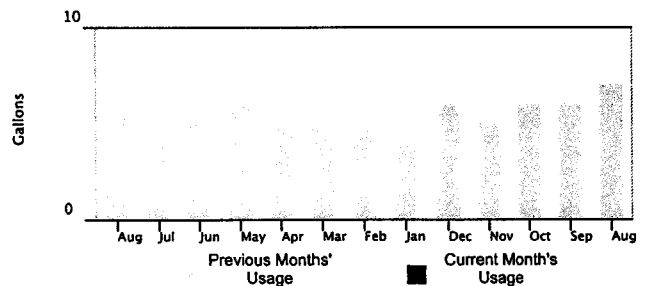
Billing Detail

Amount Owed From Last Bill \$67.64
Adjustments \$0.00
Total Payments Received \$67.64
Prior Balance \$0.00

New Charges

Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Water 3 @ 10.040000 \$30.12
Total Water 6 TGAL Charges \$75.08
HCWW CC Processing Fee \$2.60
Total Other Charges and Services \$2.60
Total Current Charges \$77.68
Total Amount Due 08/29/2016 \$77.68

Water Use History



Message Center

- View the Lake Josephine/Sebring 2015 Water Quality Report at: mywaterservice.com/lakejosephine2015 The report contains important information about the source and quality of your drinking water. We detected 13 contaminants, none 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 August 4, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0007768

Make Checks Payable To:

HC Waterworks Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

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correction or message. Please
print on reverse side.
Acct#: 1189935 105 SHARON AVE

Amount Due by 08/29/2016 **\$77.68**

Amount Enclosed: \$

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



HC Waterworks Inc

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

Account Number 1189935
Bill Date 07/08/2016
Due Date 07/28/2016
Total Amount Due \$67.64

For Service To:
105 SHARON AVE

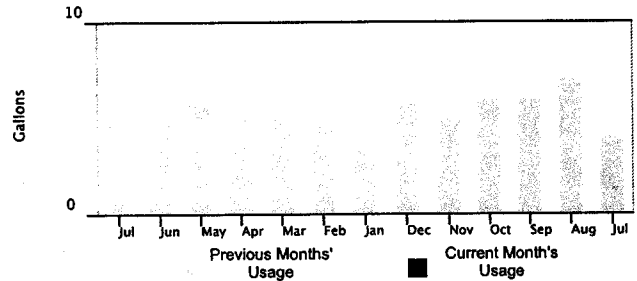
Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	06/01/2016	30	629 Actual	629	TGAL
	07/01/2016		634 Actual	634	
Total Days:		30	Total Usage:		5 TGAL

Billing Detail

Amount Owed From Last Bill \$67.64
Adjustments \$0.00
Total Payments Received \$67.64
Prior Balance \$0.00

New Charges
Base Charge..... \$20.87
Water 3 @ 8.030000..... \$24.09
Water 2 @ 10.040000..... \$20.08
Total Water 5 TGAL Charges \$65.04
HCWW CC Processing Fee..... \$2.60
Total Other Charges and Services \$2.60
Total Current Charges \$67.64
Total Amount Due 07/28/2016..... \$67.64

Water Use History



Message Center

- View the Lake Josephine/Sebring 2015 Water Quality Report at: mywaterservice.com/lakejosephine2015 The report contains important information about the source and quality of your drinking water. We detected 13 contaminants, none 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 July 4, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0006764

Make Checks Payable To:

HC Waterworks 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.
Acct#: 1189935 105 SHARON AVE

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



Amount Due by 07/28/2016	\$67.64
Amount Enclosed: \$	

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC Waterworks Inc

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

Account Number 1189935
Bill Date 05/06/2016
Due Date 05/26/2016
Total Amount Due \$80.28

For Service To:
105 SHARON AVE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	04/01/2016	31	618 Actual	618	TGAL
	05/02/2016		624 Actual	624	
	Total Days:	31	Total Usage:	6	TGAL

Billing Detail

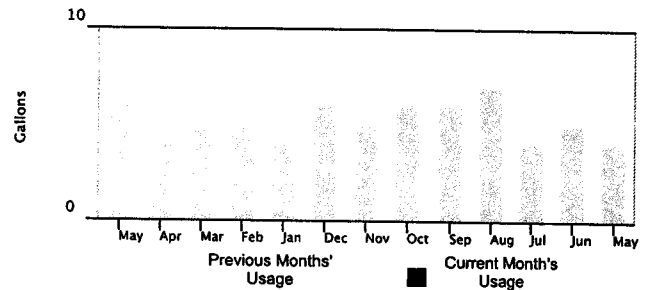
Amount Owed From Last Bill \$197.37
Adjustments \$0.00
Total Payments Received \$197.37
Prior Balance \$0.00

New Charges

Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Water 3 @ 10.040000 \$30.12
Total Water 6 TGAL Charges \$75.08
HCWW CC Processing Fee \$2.60
HCWW CC Processing Fee \$2.60
Total Other Charges and Services \$5.20
Total Current Charges \$80.28

Total Amount Due 05/26/2016 \$80.28

Water Use History



Message Center

- Your statement reflects all payments received and posted through May 4, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001189935 0008028

Make Checks Payable To:

HC Waterworks 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.
Acct#: 1189935 105 SHARON AVE

BARRY JONES
105 SHARON AVE
SEBRING FL 33875-6514



Amount Due by 05/26/2016	\$80.28
Amount Enclosed: \$	

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC WATERWORKS, INC.

IMPORTANT NOTICE TO OUR CUSTOMERS **CONCERNING WATER QUALITY AT SEBRING LAKES** **AND LAKE JOSEPHINE**

Dear Customers:

This is an important notice to our customers in the Sebring Lakes and Lake Josephine service area of HC Waterworks, Inc.

We are very aware and equally concerned with the increasing customer complaints concerning the water quality issues observed throughout the communities. These water quality issues date back to the 1990's and are the result of several factors. The raw water source for HC Waterworks' water system contains naturally occurring constituents, such as iron and sulfur, which can cause undesirable color, taste, and odor (rotten egg smell). The sulfur levels present in the supply wells are higher than typical values, but is not listed as a primary contaminant or a health hazard defined by the Florida Department of Environmental Protection (FDEP). However, it does make the water unpleasant.

Prior to the purchase of the utility by HC Waterworks, the previous utility owner attempted to address the issue by installing Adedge filters to remove elemental sulfur from the well water. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed regularly to remove the sulfur build-up in the filter media. This treatment method has proven to be ineffective for the level of sulfides in the water source and is not the prescribed method of removal by the FDEP.

In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, HC Waterworks must perform extensive and regular flushing of the distribution system. This extensive flushing plan is not a permanent fix and does not remove naturally occurring high sulfur. However, it does provide the best water possible with the current treatment process in place at the water treatment plant.

HC Waterworks has been working closely with both the FDEP and the Florida Rural Water Association (FRWA) to address these customer concerns. The recommended method of water treatment for the level of sulfides in the water is contained in Rule 62-555.315(5), Florida Administrative Codes.

As a result of the ineffective treatment system previously installed, HC Waterworks is moving forward with treatment upgrades. A forced draft aeration treatment system for sulfide removal will be installed as soon as possible at the Sebring Lakes Water Treatment Plant. This is a proven treatment method and is utilized throughout the state of Florida. HC Waterworks' contract operator, U.S. Water Services Corporation has extensive and successful experience

NOTICE TO CUSTOMERS
NOVEMBER 14, 2016

installing and operating forced draft aerators. Beneficial effects of hydrogen sulfide treatment using forced draft aeration include:

- 1) The elimination of taste and odors.
- 2) A decrease in the corrosive effects of hydrogen sulfides on metals and concrete.
- 3) A reduction in the demand of chlorination disinfection.

HC Waterworks is currently designing the treatment upgrades and will be submitting a permit application to the FDEP. It will take several months for the permitting process, equipment delivery, and construction

We understand and share in our customers concerns. HC Waterworks is equally concerned and has been working internally with U.S. Water Services to design the appropriate removal treatment. We will continue to work with FDEP to ensure this process moves as expeditiously as possible. HC Waterworks is committed to resolve these issues and is currently moving forward with the required design and permitting process. We ask for your patience while we move forward to address the water quality issues you have been experiencing.

If you have any further questions or concerns, please do not hesitate to contact either Troy Rendell or Ron DeRossett at (727) 848-8292.

Sincerely,
HC Waterworks, Inc.

HC WATERWORKS, INC.

June 8, 2017

Anthony D'Angelo, President
Covered Bridge Association, Inc.
101 Parkview Circle
Lake Placid, FL 33852

RE: Water Quality Issues and Proposed Solution – Covered Bridge (Leisure Lakes)

Dear Mr. D'Angelo,

It's been a year since I last wrote your Association concerning water quality issues in the subdivision. At several requests of the Covered Bridge Association, HC Waterworks representatives previously traveled down to several Covered Bridge Association meetings and explained the water quality situation with the entire HOA and the Board members. This has occurred at least four (4) times. At these past meetings, it was explained that the current filtration system that was installed by the previous utility owner is not designed for sufficient removal of the sulfides in the source ground water.

At these previous meetings, it was also explained that the water quality issues being experienced is due to several factors. The primary cause of these water quality issues is the water source for the drinking water. The raw groundwater source for HC Waterworks' water systems contain naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. HC Waterworks' current water treatment plants (WTP) use an Adedge filter to remove elemental sulfur from the well water. This was the filtration installed by the previous utility owner. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed to remove the sulfur build-up in the filter media.

At least three (3) times, HC Waterworks representatives have explained to the Association members in attendance that the appropriate treatment method would be force draft aeration. This is consistent with the recommended treatment in FDEP Rule 62-555.315(5)(a), Florida Administrative Codes. At these previous meetings, HC Waterworks representatives handed out documents to the association members that explained the current water treatment system and the proposed treatment system for sulfide removal. This handout also demonstrated the potential costs of the new water treatment system. These costs included both the capital costs for the equipment installation and the expected costs in expenses related to the new additional treatment. In addition, the handout also demonstrated the potential impact on the customers in their water rates.

In the utility's most recent rate case (Docket No. 140158-WS) the FPSC Order No. PSC-15-0282-PAA-WS, issued July 8, 2015, the Commission stated:

All of the comments addressed the bad taste and/or smell of the water. This is due primarily to the high sulfur content of the raw groundwater. While not a primary contaminant or a health hazard, it does make the water unpleasant. The previous owner of the Utility had attempted to improve the aesthetics of the water by filtering out as much sulfur as it could with the AdEdge filters.

When HC took over operations after the transfer from Aqua, it found that the maintenance protocol instituted by the previous owner for the AdEdge filters was incorrect. The previous owner used recycled water (from previous backwashes) to backwash the filters in an attempt to clean them, which resulted in clogging the filter media, insufficient removal of the sulfur, as well as causing discoloration of the water. After researching the situation, HC determined and instituted the proper protocol for backwashing and maintaining the AdEdge filters by using clean water.

The FPSC Order continues by stating:

As noted previously, the most recent tests for all primary contaminants and chlorine residuals show that the water meets DEP standards and it is safe to drink. Additionally, the Utility has been diligent in its efforts to reduce the unpleasant odor and taste of the water given the naturally-occurring high sulfur content and the seasonal customer base.

Previous DEP and FRWA involvement

HC Waterworks also informed the Florida Department of Environmental Protection (FDEP) of the steps taken by the utility to address customer concerns. HC Waterworks has been working closely with both the Florida Department of Environmental Protection (FDEP) and the Florida Rural Water Association (FRWA) to address these customer concerns.

Both outside agencies have been pleased with the taken by HC Waterworks. They are aware of the issues in the ground source water throughout Highlands County and have beneficial in cooperating with HC Waterworks. The water quality is within the acceptable state limits.

Proposed Solution to Address Concerns

At the last Association meeting held May 9, 2017, HC Waterworks explained the current County Road Widening Project on Lake Josephine Drive. HC Waterworks is being required to replace

approximately ??? miles of water mains located in the right of way of Lake Josephine Drive. This is a project not contemplated by the utility, but is required by both State Statute and County Resolution. HC Waterworks is working closely with the County and its contractor on this project. HC Waterworks designed and permitted the project and solicited bids from outside contractors. HC Waterworks has signed a contract on the appropriately selected contractor (bidder) on the project and is currently moving forward with the County project.

Also discussed at this meeting was HC Waterworks' ongoing water quality treatment project at its Lake Josephine water treatment plant. Originally, HC Waterworks intended to install forced draft aeration at its Sebring Lakes water treatment plant, but due to the replacement of the water main at Lake Josephine, HC Waterworks is moving this treatment to the Lake Josephine water treatment plant. This will be more efficient due to the water main replacement. This water quality project will rectify and solve the water quality concerns being experienced at this system by its customers. This project is moving forward to address these concerns.

We acknowledge that these two projects do not directly benefit the Covered Bridge subdivision, but as was explained at the May 2017 meeting, this will directly affect the water rates charged due to the fact that these rates are uniform over all customers of HC Waterworks.

HC Waterworks is proposing to install the same treatment technology at the Covered Bridge (Leisure Lakes) facility to address the ongoing water quality concerns of the residents. We believe this will solve and rectify these water quality issues which have been ongoing for years, prior to the acquisition of the utility. As was explained at this meeting, we are completing a similar project for another one of our utilities, Country Walk Utilities, also located in Highlands County. Due to the water sources in Highlands County, we have worked with the Country Walk Homeowners' Association and have gained their full support to proceed with their project to address their similar water quality issues. We would like to do the same with Covered Bridge.

Also discussed at the May 2017 meeting, it will be necessary for HC Waterworks to file for a rate case or limited proceeding at the Florida Public Service Commission to recover the costs of these projects. HC Waterworks believes it is prudent and necessary to move forward with the forced draft aeration project within your community at Covered Bridge. As you are aware, the water quality issues continue and the customer complaints have been repeatedly high in this area.

The utility would like the full support of your community and the Covered Bridge Association. HC Waterworks believes the rate impact of including this water quality project will be minimal, given the impact of the other two projects. Since the utility will be filing for rate relief of the other two projects, we believe it only makes sense to also include this project in your community to finally resolve these customer related issues which have been ongoing for years.

Page 4 of 4
Covered Bridge Association
June 8, 2017

We are open to once again meet with the Association or the directors to explain further. This would be the fifth time we would meet and discuss this needed project. Once again, HC Waterworks would like to proceed forward with this project to install the necessary treatment technology to address your residents' ongoing concerns. We believe this is in the best interest of both the utility as well as the customers who are directly impacted by these ongoing issues. We will be able to expeditiously move forward with the design, permitting, and installation of this project with our contractor, U.S. Water Services Corporation to minimize the costs and install as soon as possible.

If you have any additional questions or concerns please contact me at (727) 848-8292 ext. 245.

Respectfully,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and "R".

Troy Rendell
Manager of Regulated Utilities
/// For HC Waterworks, Inc.

Cc: Arlene Jordan, Covered Bridge Association
Andrew Maurey, Florida Public Service Commission
J.R. Kelly, Office of Public Counsel

Request No. 1245980C Name JONES ,JANINE MS Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
ANGIE CALEOUN

Name <u>JONES ,JANINE MS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1245980C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>105 SHARON AVE</u>	County <u>Highlands</u>	By <u>AC</u> Time <u>14:33</u> Date <u>06/26/2017</u>
	Consumer's Telephone # <u>(863)-655-3822</u>	Type <u>GI-16</u> Phone <u>E-FORM</u>
City/Zip <u>Sebring</u> <u>33875-</u>	Can be Reached _____	
Account Number _____	E-Mail Address <u>janinejones@embarqmail.com</u>	Outreach _____
	Public Official <u>N</u>	Date <u>06/26/2017</u>

INFORMATION REQUEST - A RESPONSE IS REQUESTED BY 07/17/2017.

Please see customer correspondence below regarding water quality and billing.

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Sunday, June 25, 2017 6:18 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 123165

CUSTOMER INFORMATION

Name: JANINE JONES
Telephone: (863) 655-3822
Email: janinejones@embarqmail.com
Address: 105 Sharon Ave SEBRING FL 33875

BUSINESS INFORMATION

Business Account Name: Barry Jones

PAGE NO: 1

1189935

Account Number:

Address: 105 SHaron Ave Sebring FL 33875

Water County Selected: Highlands

COMPLAINT INFORMATION

Complaint: Other Complaint against EC Waterworks, Inc.

Details:

It has come to our attention that we are paying 4 times the amount for water than those who live elsewhere in the County. Our bill for 3 people is over \$75.00 per month. My Son who lives in the city pays \$26.00 a month with a family of 5. People who live in Country Club of Sebring pay \$45.00 per month. Our water is not suitable to drink causes mildew in a toilet if left for the weekend and has low pressure and smells. We have had to put a filter on our house to use the water! This is outrageous that The State of Florida is allowing this highway robbery to take place!"

In your response, please provide at 12 month billing history, which includes the customer's rate class, usage and billing amount. Verify that the customer has been billed at the proper rate.

A response is requested July 17, 2017.

Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

Troy Rendell

To: Arlene Jordan; "Anthony D'Angelo" <tonynpatd@gmail.com>
Cc: Rita Varona; Linda Johnson
Subject: RE: 40 Jasmine Street - Covered Bridge

I reviewed Ms. Bolack's account. I'm not sure why she was outraged as her account is fairly consistent. Over the past 3 years, her average consumption is just under 2,000 gallons. It is true that her last bill was for 3,000 gallons, however there were three previous months back in 2015 where she also used 3,000 gallons.

I can authorize a credit for 1,000 gallons for last months' bill. Total credits would be: Water - \$8.03 Wastewater \$7.86 = total credit of (\$15.89). this would be a credit for 1,000 gallons of water reflected for both water and sewer consumption.

Please let me know if this is acceptable and I'll have the credit applied.

This customer hasn't contacted the utility since January 2016.

From: Arlene Jordan [<mailto:legalgram@centurylink.net>]
Sent: Thursday, June 22, 2017 7:07 PM
To: Troy Rendell; "Anthony D'Angelo" <tonynpatd@gmail.com>
Subject: 40 Jasmine Street - Covered Bridge

Dear Troy - I received a telephone call this morning from Polly Bolack of the above address in Covered Bridge. Ms. Bolack was outraged over her current water bill. Many of the residents complaining about their current water bills had their homes back flushed when we were having all the problems with the filtration system, odor and color. I think Ms. Bolack's home may be one of those residences back flushed. Please look into this matter and let me know.

Thank you.

Arlene

----- Forwarded Message -----

Subject:FW: Covered Bridge water.

Date:Tue, 30 May 2017 09:45:01 -0400

From:Polly <pbolack@htn.net>

To:'Arlene Jordan' <legalgram@centurylink.net>

Arlene,

Here is the email I sent to Ron.

Polly

From: Polly [<mailto:pbolack@htn.net>]
Sent: Monday, May 22, 2017 8:24 AM
To: 'RDeRossett@uswatercorp.net' <RDeRossett@uswatercorp.net>
Subject: Covered Bridge water.

I returned home Saturday, May 20th from a two-day trip, and the odor of my water was so putrid, I couldn't even take a shower. The odor from the in the kitchen sink actually made me gag. I had to add bleach to my dishwater. The water in the toilet was a dirty grey, and also smelled when I flushed it. I'm afraid to do any laundry.

Realizing that it has sat, I let the water run a bit in all my faucets and it is slightly better, but I can't afford to use the extra water. I'm extremely disappointed with your service. We at Covered Bridge deserve better.

Elsie H. Bolack
40 Jasmine St.
Lake Placid, FL 33852

HC Waterworks Inc

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

Account Number 1190599
Bill Date 06/12/2017
Due Date 07/02/2017
Total Amount Due \$80.30

For Service To:
40 JASMINE ST

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	05/01/2017	31	201 Actual	201	TGAL
	06/01/2017		204 Actual	204	

Total Days: 31 Total Usage: 3 TGAL

Billing Detail

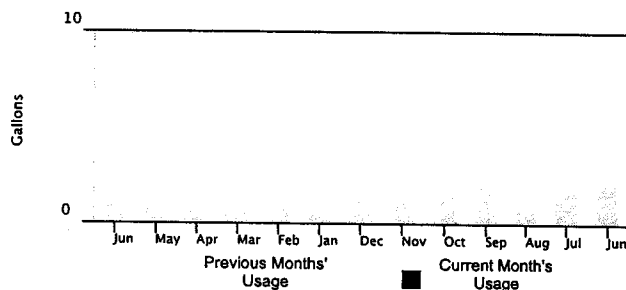
Amount Owed From Last Bill \$64.41
Adjustments \$0.00
Total Payments Received \$64.41
Prior Balance \$0.00

New Charges

Base Charge \$20.87
Water 3 @ 8.030000 \$24.09
Total Water 3 TGAL Charges \$44.96
Base Charge \$11.76
Waste Water 3 @ 7.860000 \$23.58
Total Sewer Charges \$35.34
Total Current Charges \$80.30

Total Amount Due 07/02/2017 \$80.30

Water Use History



1 X 8.03
1 X 7.86

\$15.89

Message Center

- View the Leisure Lakes 2016 Water Quality Report at: mywaterservice.com/leisurelakes2016 The report contains important information about the source and quality of your drinking water. We detected 13 contaminants, none 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 11, 2017. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- 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.

001190599 0008030

Make Checks Payable To:

HC Waterworks 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.
Acct#: 1190599 40 JASMINE ST

DO NOT PAY

DO NOT PAY - account is being drafted for the amount owed.

ELSIE BOLACK
40 JASMINE ST
LAKE PLACID FL 33852-9388

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



Billing History Report

Name ELSIE BOLACK
 Account# 1190599
 Service Type Water at Service Location 40 JASMINE ST
 From: 06/01/2013
 To: 06/26/2017

Bill Date	Bill Days	Consumption	Total Charges
06/06/2013	33	1.0000	25.38
07/05/2013	28	1.0000	25.38
08/06/2013	31	2.0000	31.84
09/09/2013	33	1.0000	25.38
10/04/2013	28	1.0000	25.38
11/08/2013	31	2.0000	31.84
12/06/2013	31	2.0000	31.84
01/08/2014	31	2.0000	31.84
02/06/2014	32	2.0000	31.84
03/06/2014	28	2.0000	31.84
04/04/2014	29	2.0000	31.84
05/07/2014	30	2.0000	31.84
06/05/2014	32	2.0000	31.84
07/07/2014	29	2.0000	31.84
08/06/2014	31	2.0000	31.84
09/05/2014	32	2.0000	31.84
10/09/2014	29	2.0000	31.84
11/07/2014	33	2.0000	31.84
12/05/2014	28	2.0000	31.84
01/07/2015	32	2.0000	31.84
02/06/2015	31	2.0000	31.84
03/06/2015	28	2.0000	31.84
04/07/2015	30	2.0000	31.84
05/05/2015	29	1.0000	25.38
06/08/2015	32	3.0000	38.30
07/08/2015	30	1.0000	25.38
08/10/2015	33	3.0000	38.30
09/08/2015	29	1.0000	25.38
10/08/2015	30	3.0000	44.96
11/06/2015	32	1.0000	28.90
12/09/2015	30	1.0000	28.90
01/11/2016	33	2.0000	36.93
02/09/2016	28	1.0000	28.90
03/09/2016	29	2.0000	36.93
04/11/2016	31	2.0000	36.93
05/06/2016	31	2.0000	36.93
06/08/2016	30	2.0000	36.93
07/08/2016	30	2.0000	36.93
08/09/2016	31	1.0000	28.90
09/09/2016	31	2.0000	36.93
10/11/2016	32	2.0000	36.93
11/10/2016	29	2.0000	36.93
12/13/2016	30	2.0000	36.93
01/13/2017	33	1.0000	28.90
02/10/2017	29	2.0000	36.93
03/10/2017	28	2.0000	36.93
04/10/2017	33	1.0000	28.90
05/10/2017	28	2.0000	36.93
06/12/2017	31	3.0000	44.96
Totals	1,492	89.0000	1,602.63
Averages		1.8163	32.71

Troy Rendell

From: Arlene Jordan
Sent: Thursday, June 22, 2017 7:07 PM
To: Troy Rendell; "Anthony D'Angelo" <tonynpatd@gmail.com>
Subject: 40 Jasmine Street - Covered Bridge

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Red Category

Dear Troy - I received a telephone call this morning from Polly Bolack of the above address in Covered Bridge. Ms. Bolack was outraged over her current water bill. Many of the residents complaining about their current water bills had their homes back flushed when we were having all the problems with the filtration system, odor and color. I think Ms. Bolack's home may be one of those residences back flushed. Please look into this matter and let me know.

Thank you.

Arlene

ACT 1190599

----- Forwarded Message -----

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Date:Tue, 30 May 2017 09:45:01 -0400
From:Polly <pbolack@htn.net>
To:'Arlene Jordan' <legalgram@centurylink.net>

Arlene,

Here is the email I sent to Ron.

Polly

From: Polly [mailto:pbolack@htn.net]
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Elsie H. Bolack
40 Jasmine St.

HC WATERWORKS, INC.

June 8, 2017

Anthony D'Angelo, President
Covered Bridge Association, Inc.
101 Parkview Circle
Lake Placid, FL 33852

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At these previous meetings, it was also explained that the water quality issues being experienced is due to several factors. The primary cause of these water quality issues is the water source for the drinking water. The raw groundwater source for HC Waterworks' water systems contain naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. HC Waterworks' current water treatment plants (WTP) use an Adedge filter to remove elemental sulfur from the well water. This was the filtration installed by the previous utility owner. The filtration requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed to remove the sulfur build-up in the filter media.

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In the utility's most recent rate case (Docket No. 140158-WS) the FPSC Order No. PSC-15-0282-PAA-WS, issued July 8, 2015, the Commission stated:

All of the comments addressed the bad taste and/or smell of the water. This is due primarily to the high sulfur content of the raw groundwater. While not a primary contaminant or a health hazard, it does make the water unpleasant. The previous owner of the Utility had attempted to improve the aesthetics of the water by filtering out as much sulfur as it could with the AdEdge filters.

When HC took over operations after the transfer from Aqua, it found that the maintenance protocol instituted by the previous owner for the AdEdge filters was incorrect. The previous owner used recycled water (from previous backwashes) to backwash the filters in an attempt to clean them, which resulted in clogging the filter media, insufficient removal of the sulfur, as well as causing discoloration of the water. After researching the situation, HC determined and instituted the proper protocol for backwashing and maintaining the AdEdge filters by using clean water.

The FPSC Order continues by stating:

As noted previously, the most recent tests for all primary contaminants and chlorine residuals show that the water meets DEP standards and it is safe to drink. Additionally, the Utility has been diligent in its efforts to reduce the unpleasant odor and taste of the water given the naturally-occurring high sulfur content and the seasonal customer base.

Previous DEP and FRWA involvement

HC Waterworks also informed the Florida Department of Environmental Protection (FDEP) of the steps taken by the utility to address customer concerns. HC Waterworks has been working closely with both the Florida Department of Environmental Protection (FDEP) and the Florida Rural Water Association (FRWA) to address these customer concerns.

Both outside agencies have been pleased with the taken by HC Waterworks. They are aware of the issues in the ground source water throughout Highlands County and have been beneficial in cooperating with HC Waterworks. The water quality is within the acceptable state limits.

Proposed Solution to Address Concerns

At the last Association meeting held May 9, 2017, HC Waterworks explained the current County Road Widening Project on Lake Josephine Drive. HC Waterworks is being required to replace

approximately ??? miles of water mains located in the right of way of Lake Josephine Drive. This is a project not contemplated by the utility, but is required by both State Statute and County Resolution. HC Waterworks is working closely with the County and its contractor on this project. HC Waterworks designed and permitted the project and solicited bids from outside contractors. HC Waterworks has signed a contract on the appropriately selected contractor (bidder) on the project and is currently moving forward with the County project.

Also discussed at this meeting was HC Waterworks' ongoing water quality treatment project at its Lake Josephine water treatment plant. Originally, HC Waterworks intended to install forced draft aeration at its Sebring Lakes water treatment plant, but due to the replacement of the water main at Lake Josephine, HC Waterworks is moving this treatment to the Lake Josephine water treatment plant. This will be more efficient due to the water main replacement. This water quality project will rectify and solve the water quality concerns being experienced at this system by its customers. This project is moving forward to address these concerns.

We acknowledge that these two projects do not directly benefit the Covered Bridge subdivision, but as was explained at the May 2017 meeting, this will directly affect the water rates charged due to the fact that these rates are uniform over all customers of HC Waterworks.

HC Waterworks is proposing to install the same treatment technology at the Covered Bridge (Leisure Lakes) facility to address the ongoing water quality concerns of the residents. We believe this will solve and rectify these water quality issues which have been ongoing for years, prior to the acquisition of the utility. As was explained at this meeting, we are completing a similar project for another one of our utilities, Country Walk Utilities, also located in Highlands County. Due to the water sources in Highlands County, we have worked with the Country Walk Homeowners' Association and have gained their full support to proceed with their project to address their similar water quality issues. We would like to do the same with Covered Bridge.

Also discussed at the May 2017 meeting, it will be necessary for HC Waterworks to file for a rate case or limited proceeding at the Florida Public Service Commission to recover the costs of these projects. HC Waterworks believes it is prudent and necessary to move forward with the forced draft aeration project within your community at Covered Bridge. As you are aware, the water quality issues continue and the customer complaints have been repeatedly high in this area.

The utility would like the full support of your community and the Covered Bridge Association. HC Waterworks believes the rate impact of including this water quality project will be minimal, given the impact of the other two projects. Since the utility will be filing for rate relief of the other two projects, we believe it only makes sense to also include this project in your community to finally resolve these customer related issues which have been ongoing for years.

We are open to once again meet with the Association or the directors to explain further. This would be the fifth time we would meet and discuss this needed project. Once again, HC Waterworks would like to proceed forward with this project to install the necessary treatment technology to address your residents' ongoing concerns. We believe this is in the best interest of both the utility as well as the customers who are directly impacted by these ongoing issues. We will be able to expeditiously move forward with the design, permitting, and installation of this project with our contractor, U.S. Water Services Corporation to minimize the costs and install as soon as possible.

If you have any additional questions or concerns please contact me at (727) 848-8292 ext. 245.

Respectfully,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with the first name "Troy" written in a larger, more prominent script than the last name "Rendell".

Troy Rendell
Manager of Regulated Utilities
/// For HC Waterworks, Inc.

Cc: Arlene Jordan, Covered Bridge Association
Andrew Maurey, Florida Public Service Commission
J.R. Kelly, Office of Public Counsel

HC Waterworks, Inc.

September 10, 2015

Clifford Walters
Blalock Walters
802 11th Street West
Bradenton, FL 34205

Re: Silver Oaks Mobile Home Park and Oak Gardens Mobile Home Park

Dear Mr. Walters,

We are in receipt of your letter dated September 1, 2015 concerning Silver Oaks Mobile Home Park and Oak Gardens Mobile Home Park. First and foremost, we take our customers' concerns very serious and do not "marginalize" any complaints received. Our customer service is our utmost importance. HC Waterworks, Inc. has a strong commitment to customer service and is dedicated to attempting to address customer satisfaction as shown by, among other things, its ongoing efforts to improve the aesthetic quality of water for its customers. HC Waterworks is committed to operating its water and wastewater systems in compliance with all applicable standards of FDEP, the various health departments, and the WMDs.

The utility has worked closely with the Florida Department of Environmental Protection (FDEP) and the Florida Rural Water Association (FRWA) on the water quality at our Lake Josephine water system, which is part of our HC Waterworks, Inc. utility. In addition, the Florida Public Service Commission recently issued Order No. PSC-15-0282-PAA-WS on July 8, 2015 and found the quality of service being provided by HC Waterworks, Inc. to be satisfactory. This Order addressed the quality of the water, the customer complaints, and the utility's efforts to address the customers' concerns.

The water issues currently being experienced is due to several factors. The raw water source for HC Waterworks' water systems contains naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. HC Waterworks' water treatment plants (WTP) utilize Adedge filters to remove elemental sulfur from the well water. This requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed to remove the sulfur build-up in the filter media. In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, HC Waterworks utilizes flushing of the distribution systems to maintain water quality. Due to the naturally occurring high sulfide content in the wells, the water must be circulated in the distribution system to maintain the

Mr. Clifford Walters
September 10, 2015

proper chlorine residual as required by FDEP. If the water is allowed to sit stagnant for a long period of time, the hydrogen sulfide starts reforming and it exhibits a chlorine demand causing the residual to be reduced and ending with "rotten egg" smelly water and chlorine residuals lower than state requirements placing the utility in violation of Rule 62-555, Florida Administrative Code (F.A.C.).

HC Waterworks has significantly increased its flushing activities recently. Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the Florida Department of Protection (FDEP) as a common utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, HC Waterworks may institute some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scours the build-up of naturally occurring minerals in the distribution system and does not provide a solution to the source of supply.

The interaction of the bacteria with the residual hydrogen sulfides in the water distribution lines increases the chlorine demand in the water. In order to address both the rotten egg smell and the reduction in chlorine in the lines, the utility is forced to increase its flushing. This situation is exacerbated by the seasonality of the customer base. During the summer months, the utility experiences a low customer population and low usage throughout the distribution system.

Recent Actions

Increased flushing activities began for the MHP in August when customer calls started coming in for water quality issues and "smelly" water.

On August 4, 2015, HC Waterworks installed Automatic blow-offs with timers set for 1 hour flush twice per day at the end of the MHP. The utility plans to upgrade this blow-off to 2" when the required parts are received.

Also on August 4, 2015, the utility installed a 2" Automatic blow-off on Twitty Road to flush 1 hour per day twice per day because of low usage in the line. The utility has monitored the chlorine residuals twice per day.

Mr. Clifford Walters
September 10, 2015

FDEP and FRWA involvement

As previously stated, HC Waterworks has been working closely with both the Florida Department of Environmental Protection (FDEP) and the Florida Rural Water Association (FRWA) to address these customer concerns.

On August 12, 2015, FDEP visited the MHP area and the Water Treatment Plants with HC Waterworks to observe the operational protocols. Also, on August 14, 2015, Stan Epperly with the FWRA also visited the site and talked to customers in the park.

Both outside agencies are pleased with the recent operational actions taken by HC Waterworks to address the customers' concerns.

Free Chlorine "Burn"

A free chlorine "burn" for this area occurred to help alleviate the issue. This temporary change in disinfection methodology began 8/21/15 through 9/11/2015. The chlorine burn is necessary at least once a year when a utility utilizes chloramines as a means of disinfection. This is an industry accepted preventative maintenance method to address and maintain the quality of water in the distribution system.

At this point the utility is still flushing and explaining to customers the issues concerning their water. The water quality is within the acceptable state limits. Many of the issues arise inside customer's homes. It is explained to customers that they need to flush their inside lines to get the chlorine into the house. Further, it is explained that hot water heaters can exacerbate this issue and they should flush their water heaters once a year, at a minimum.

Water Test

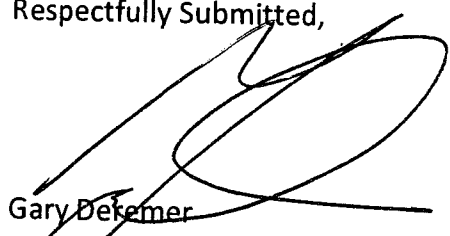
You express concern as to the safety of the water and water test confirming such safety. Let me assure you that the water is safe. The utility is required to test according to FDEP testing requirements and is required to submit such tests to the FDEP for confirmation. These tests are performed by independent state certified laboratories. The water quality in the Lake Josephine water system meets all state and federal drinking water standards.

HC Waterworks is required to regularly monitor for primary and secondary standards. Since acquiring this water system in 2013, the system has provided water meeting all primary and secondary federal and state drinking water standards.

Mr. Clifford Walters
September 10, 2015

Should you have any questions, please contact either Ron DeRossett or Troy Rendell at (727) 848-8292.

Respectfully Submitted,



Gary Dekemer
President
HC Waterworks, Inc.



**BLALOCK
WALTERS**
ATTORNEYS AT LAW

WE MAKE A DIFFERENCE

September 1, 2015

Mark P. Barnebey
Anthony D. Bartirome
Robert G. Blalock
Ann K. Breitingier
Lisbeth P. Bruce
Anne W. Chapman
Janathan D. Fleece
Dana Carlson Gentry
Alexander K. John
Charles F. Johnson, III
Mary Fabre LeVine
Jason H. Levy
Melanie Luten
Michael D. Magidson
Fred E. Moore
Stephen G. Perry
Matthew R. Plummer
Marisa J. Powers
William C. Robinson, Jr.
Scott E. Rudacille
Jennifer S. Schembri
Robert S. Stroud
Amanda C. Tullidge
Clifford L. Walters

US Water Services Corp.
HC Water Works, Inc.
Attention: Gary Deremer
5320 Captain's Court
New Port Richey, FL 34652

US Water Services Corp.
HC Water Works, Inc.
Attention: Gary Deremer
4939 Cross Bayou Boulevard
New Port Richey, FL 34652

Re: Silver Oaks Mobile Home Park and Oak Gardens
Mobile Home Park

Dear Mr. Deremer:

We represent the owner of the above referenced mobile home parks located in Highlands County, Florida. For over a month our residents have expressed concerns and increasing displeasure over the deteriorating water quality as provided by your company that we understand is sourced out of the Lake Josephine Water Treatment Plants.

We have been advised that your company's initial response to these multiple complaints was to marginalize the complaints, instruct residents "to just let more water run", while putting up barriers to communication that has created greater irritation with your constituency.

It is our further understanding that your company only began to react once DEP became involved, but it still appears that little communication has been provided to your customers to give them assurance that the remedial plan will be effective given the unwillingness of your company to even accept that a problem existed until DEP pushed the point.

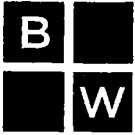
On behalf of the owner of the parks we solicit your immediate attention to resolving the water quality issue. We urge you to have the water promptly and properly tested and provide assurance to the residents that the water is safe and that such safety has been confirmed by independent lab testing.

BRADENTON
802 11th Street West
Bradenton, FL 34205

SARASOTA
2 North Tamiami Trail
Suite 408
Sarasota, FL 34236

ST. PETERSBURG
146 2nd Street North
Suite 101
St. Petersburg, FL 33701

941.748.0100 phone
941.745.2093 fax
www.blalockwalters.com

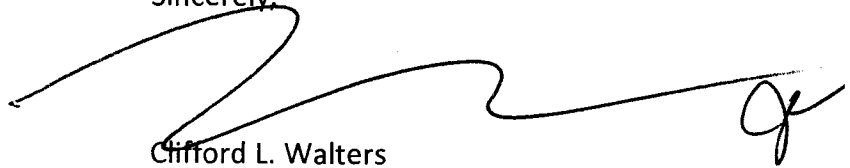


Gary Demerer
Re: Silver Oaks Mobile Home Park and Oak Gardens
Mobile Home Park
September 1, 2015
Page 2 of 2

We trust you will follow the DEP protocols and commence providing healthy, safe and potable water immediately.

Please provide us with assurance as requested above.

Sincerely,



Clifford L. Walters

SIGNED IN MY ABSENCE TO AVOID DELAY

cc: Patty Baron, Environmental Specialist
Department of Environmental Protection
(Via email: patty.baron@dep.state.fl.us)

HC WATERWORKS, INC.

August 18, 2015

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No. 1189093C – Mrs. Cynthia Richardson – Account # 1190311
Request No. 1189098C – Mrs. Kay Gutierrez
Request No. 1189396C – Mr. John McGrath – Account # 1189884

To Whom it May Concern,

HC Waterworks, Inc. hereby submits its response to the above three PSC requests concerning the water concerns.

Response:

The water issues currently being experienced is due to several factors. The raw water source for HC Waterworks' water systems contains naturally occurring constituents, such as iron and sulfides, which at times can cause undesirable color, taste, and odor. HC Waterworks' water treatment plants (WTP) use an Adedge filter to remove elemental sulfur from the well water. This requires oxidation of the hydrogen sulfides by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters must be backwashed to remove the sulfur build-up in the filter media. In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, HC Waterworks utilizes flushing of the distribution systems to maintain water quality. Due to the naturally occurring high sulfide content in the wells, the water must be circulated in the distribution system to maintain the proper chlorine residual as required by FDEP. If the water is allowed to sit stagnant for any length of time, the hydrogen sulfide starts reforming and it exhibits a chlorine demand causing the residual to be reduced and ending with "rotten egg" smelly water and chlorine residuals lower than state requirements placing the utility in violation of Rule 62-555, Florida Administrative Code (F.A.C.).

HC Waterworks has significantly increased its flushing activities. Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the Florida Department of Protection (FDEP) as a common utility practice to address distribution system maintenance.

5320 Captains Court, New Port Richey, FL 34652
Mailing: c/o 4939 Cross Bayou Boulevard, New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, HC Waterworks may institute some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scours the build-up of naturally occurring minerals in the distribution system and does not provide a solution to the source of supply.

The residual hydrogen sulfides in the water distribution lines causes bacteria to begin feeding on the residuals. This interaction of the bacteria with the residual hydrogen sulfides increases the chlorine demand in the water. In order to address both the rotten egg smell and the reduction in chlorine in the lines, the utility is forced to increase its flushing. This situation is exacerbated by the seasonality of the customer base. During the summer months, the HC Waterworks utility experiences a low customer population and low usage throughout the distribution system.

HC Waterworks historically used both automatic blow offs, as well as manual flushing at various points throughout the distribution system to address customer concerns on water quality. HC Waterworks has recently changed this protocol to utilize just the automatic blow offs and reduce manual flushing. The utility has recently switched the chlorination process from disinfecting with Free Chlorine to disinfecting with Monochloramines, which is a weaker disinfectant that is still strong enough to disinfect, but does not produce DBP's like free chlorine does.

Recent Actions

Increased flushing activities began for the MHP on August 28, 2015, when customer calls started coming in for water quality issues, smelly water.

On August 4, 2015, HC Waterworks installed Automatic blow-offs with timers set for 1 hour flush twice per day at the end of the MHP. The utility plans to upgrade this blow-off to 2" when the required parts are received. (expected by August 21, 2015 to complete).

Also on August 4, 2015, the utility installed a 2" Automatic blow-off on Twitty Road to flush 1 hour per day twice per day because of low usage in the line.

The utility has monitored the chlorine residuals twice per day. The lowest chlorine residual reading so far is 0.8mg/l, which is above the required MCL.

DEP and FRWA involvement

HC Waterworks has been working closely with both the Florida Department of Environmental Protection (FDEP) and the Florida Rural Water Association (FRWA) to address these customer concerns.

On August 12, 2015, FDEP visited the MHP area and the Water Treatment Plants with HC Waterworks to observe the operational protocols.

On August 14, 2015, Stan Epperly with the FWRA also visited the site and talked to customers in the park.

Both outside agencies are pleased with the recent actions taken by HC Waterworks.

Planned Free Chlorine “Burn”

A free chlorine “burn” for this area is planned to alleviate the issue. This temporary change in disinfection methodology is scheduled to begin 8/21/15 through 9/11/2015. See Attached Customer Notice mailed out to customers. The chlorine burn is necessary at least once a year when a utility utilizes chloramines as a means of disinfection. This is an industry accepted preventative maintenance method to address and maintain the quality of water in the distribution system.

At this point the utility is still flushing and explaining to customers the issues. The water quality is within the acceptable state limits. Many of the issues arise inside customer’s homes. It is explained to customers that they need to flush their inside lines to get the chlorine into the house. Further, it is explained that hot water heaters can exacerbate this issue and they should flush their water heaters once a year, at a minimum.

Page 4 of 4
HC Waterworks, Inc.
PSC – 08/18/15

If you have any questions or concerns please contact me at (727)848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with the first name "Troy" and last name "Rendell" clearly distinguishable.

Troy Rendell
Manager of Regulated Utilities
/// For HC Waterworks, Inc.

Cc: Ron DeRossett, Util Mngr USW



Water and Wastewater Utility Operations, Maintenance, Engineering, Management, Construction

Notice of water treatment change for Lake Josephine / Sebring Lakes Residents

August 21, 2015 through September 11, 2015

HC Waterworks Inc. will be conducting its annual water system maintenance program. As part of the annual water system maintenance program, HC Waterworks Inc. will change from Chloramines Disinfection to Free Residual Chlorination beginning August 21, 2015 and ending September 11, 2015. The main purpose of the temporary change to free chlorine is to address the water quality complaints we have been receiving (primarily the Hydrogen Sulfide/"rotten eggs" smell). This is also a precautionary measure to ensure that the water quality remains free of bacteria.

As part of this process, HC Waterworks, Inc will flush hydrants. This flushing will cause temporary water in drainage ditches along roadways. Please do not be alarmed by this water as it will dissipate within a few hours.

Customers are asked to wait several days after the switch to free chlorine, then flush fresh water through their homes by opening an outside spigot for 3-5 minutes.

Customers might notice a slight chlorine taste or odor in their tap water during this period; however, these temporary conditions will not cause adverse health effects. Customers who use tap water for kidney dialysis at home should contact their doctor and dialysis equipment provider for more information. To condition tap water for use in an aquarium, hospitals and residents with pools should be aware of the chlorination changes and make adjustments accordingly.

If you have any questions or concerns, please contact Ron Derossett, Utility Manager at 904-540-9765

4939 Cross Bayou Boulevard * New Port Richey * Florida * 34652
Tel: 727-848-8292 Fax: 727-848-7701 Toll Free: 866-753-8292

Chris / Jack 8/17/15

Request No. 1189098C Name GUTIERREZ ,KAY MRS Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
BELKIS JOINER

Name <u>GUTIERREZ ,KAY MRS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1189098C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>211 WHITE POPLAR ST</u>	County <u>Highlands</u>	By <u>BJ</u> Time <u>10:12</u> Date <u>08/14/2015</u>
	Consumer's Telephone # <u>(561)-395-5289</u>	Type <u>GI-16</u> Phone <u>PHONE</u>
City/Zip <u>Sebring</u> <u>33876-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____ Date <u>08/14/2015</u>
	Public Official <u>N</u>	

Customer states that she has had an ongoing issue with her water for three weeks. Customer states that she has contacted HC Waterworks due to a foul odor that the water has. Customer states that no resolution was offered. Customer is requesting that the situation be looked into because she states that she feels that the water is making her ill. Customer is requesting that this matter be resolved as quickly as possible. BJoiner

*Contacted 8/17/15 - Explained what was going & what we are doing
She was very IRRATE & Didn't like the smelly water its
making her sick*

Chris/Jack 8/17/15

Request No. 1189093C Name RICHARDSON ,CYNTHIA MRS Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
BELKIS JOINER

Name <u>RICHARDSON ,CYNTHIA MRS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1189093C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>201 WHITE POPLAR ST</u>	County <u>Highlands</u>	By <u>BJ</u> Time <u>09:23</u> Date <u>08/14/2015</u>
	Consumer's Telephone # <u>(863)-446-0737</u>	Type <u>GI-16</u> Phone <u>PHONE</u>
City/Zip <u>Sebring</u> <u>33876-</u>	Can be Reached _____	
Account Number <u>1190311</u>	E-Mail Address _____	Outreach _____ Date <u>08/14/2015</u>
		Public Official <u>N</u>

Customer states that she has had an ongoing issue with her water for three weeks. Customer states that she has contacted HC Waterworks due to a foul odor that the water has. Customer states that she was advised to increase the temperature of her water heater and that did not resolve the issue. She states she was also advised to let her outside water run for five to ten minutes and that she did so and the matter was still not resolved. Customer is requesting that the situation be looked into because she states that she feels that the water is making her ill. Customer is requesting that this matter be resolved as quickly as possible. BJoiner

Contacted - 8/17/15 Explained what was going on - Very irritated and threatened with law suit & stomped door in face of technician.

Request No. 1189396C Name MCGRATH ,JOHN MR. Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

BELKIS JOINER

Name <u>MCGRATH ,JOHN MR.</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1189396C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>404 DAYLILY ST</u>	County <u>Highlands</u>	By <u>BJ</u> Time <u>10:20</u> Date <u>08/18/2015</u>
_____	Consumer's Telephone # <u>(863)-655-5908</u>	Type <u>GI-16</u> Phone <u>PHONE</u>
City/Zip <u>Sebring</u> <u>33876-</u>	Can be Reached _____	
Account Number <u>1189884</u>	E-Mail Address _____	Outreach _____ Date <u>08/18/2015</u>
	Public Official <u>N</u>	

Customer states that he has had an ongoing issue with HC Waterworks. Customer states that the water has had a "rotten egg" smell since July 27, 2015. Customer states that he has contacted HC Waterworks but that no resolution or explanation was offered. Customer is requesting that the situation be looked into. Customer is requesting that this matter be resolved as quickly as possible. BJoiner

Request No. 1189093C Name RICHARDSON ,CYNTHIA MRS Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
BELKIS JOINER

Name <u>RICHARDSON ,CYNTHIA MRS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1189093C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>201 WHITE POPLAR ST</u>	County <u>Highlands</u>	By <u>BJ</u> Time <u>09:23</u> Date <u>08/14/2015</u>
_____	Consumer's Telephone # <u>(863)-446-0737</u>	Type <u>GI-16</u> Phone <u>PHONE</u>
City/Zip <u>Sebring</u> <u>33876-</u>	Can be Reached _____	
Account Number <u>1190311</u>	E-Mail Address _____	Outreach _____ Date <u>08/14/2015</u>
		Public Official <u>N</u>

Customer states that she has had an ongoing issue with her water for three weeks. Customer states that she has contacted HC Waterworks due to a foul odor that the water has. Customer states that she was advised to increase the temperature of her water heater and that did not resolve the issue. She states she was also advised to let her outside water run for five to ten minutes and that she did so and the matter was still not resolved. Customer is requesting that the situation be looked into because she states that she feels that the water is making her ill. Customer is requesting that this matter be resolved as quickly as possible. BJoiner

Request No. 1189098C Name GUTIERREZ ,KAY MRS Business: _____

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
BELKIS JOINER

Name <u>GUTIERREZ ,KAY MRS</u>	Company <u>HC WATERWORKS, INC.</u>	Request No. <u>1189098C</u>
Business Name _____	Company Code <u>WS968</u>	
Address <u>211 WHITE POPLAR ST</u>	County <u>Highlands</u>	By <u>BJ</u> Time <u>10:12</u> Date <u>08/14/2015</u>
_____	Consumer's Telephone # <u>(561)-395-5289</u>	Type <u>GI-16</u> Phone <u>PHONE</u>
City/Zip <u>Sebring</u> <u>33876-</u>	Can be Reached _____	
Account Number _____	E-Mail Address _____	Outreach _____
		Date <u>08/14/2015</u>
	Public Official <u>N</u>	

Customer states that she has had an ongoing issue with her water for three weeks. Customer states that she has contacted HC Waterworks due to a foul odor that the water has. Customer states that no resolution was offered. Customer is requesting that the situation be looked into because she states that she feels that the water is making her ill. Customer is requesting that this matter be resolved as quickly as possible. BJoiner

Troy Rendell

From: Dustin Williams
Sent: Friday, September 30, 2016 1:09 PM
To: Troy Rendell
Subject: Re: FW: 4403 Briarcliff - HC water quality

The water smells out there because they live on a dead-end and somebody out there keep shutting off the automatic flush valve that recycles the freshwater to their homes. I just finished speaking with all of the residence in that area in the last hour and made them aware of the issue and to keep an eye out for anyone who may be tampering with the flush valve. I also check to make sure they all have good residuals after flushing. I told them if the smell comes back by morning time I would come out tomorrow morning and flush their homes and help them flush their hot water heaters.

On Friday, September 30, 2016, Troy Rendell <trendell@uswatercorp.net> wrote:

See below.. smelly water..

From: Todd Westrick [<mailto:twestrick@uswatercorp.net>]
Sent: Friday, September 30, 2016 12:53 PM
To: Troy Rendell
Subject: FW: 4403 Briarcliff - HC water quality

We're not getting answers on this from Ron or the field. Do you know what is going on out there?

From: vicki.knight@opus21ms.com [<mailto:vicki.knight@opus21ms.com>]
Sent: Friday, September 30, 2016 12:50 PM
To: Ron Derossett; Todd Westrick
Subject: 4403 Briarcliff - HC water quality

Hello,

This customer has called several times in the past few days to report that the water smells like sewage. We have had several of these calls, but this customer would like to know the cause.

Do you know what is happening to make the water smell?

Thank you,

Vicki K.

OPUS21 Management Solutions

680 Commerce Drive, Suite 160

Woodbury, MN 55125

Fax: (651)905-0440

Email: Vicki.knight@opus21ms.com

Troy Rendell

From: Dustin Williams
Sent: Friday, April 01, 2016 4:57 PM
To: Troy Rendell
Subject: Re: Lake Josephine/Sebring Lakes - customer complaint

Yes, I have been to her home many times including yesterday and today. I haven't been able to catch her home but have run her tap for a couple of minutes and produce a great residual. I will call her and find out when I can meet with her. Thanks.

On Friday, April 1, 2016, Troy Rendell <trendell@uswatercorp.net> wrote:

I just received another call from a customer. She called yesterday and this morning. She just bought a new hot water filter and says the water still smells. It still has a rotten egg smell.

She lives on a cul-de-sac so that may have something to do with it. She said she was told to flush her water out to see if it helps. But it hasn't.

Here is her contact information:

Jean Ottoway

204 Nature Lane

Sebring, FL.

From: Diane Kibitlewski [mailto:dkibitlewski@uswatercorp.net]
Sent: Friday, April 01, 2016 11:48 AM
To: Dustin Williams
Cc: Ron Derossett; Troy Rendell
Subject: Lake Josephine/Sebring Lakes - customer complaint
Importance: High

Good Morning,

Just received a call from customer: Charlotte Bauber (863-381-1695), at 1711 Sentinel Point Road stating her water smells bad like rotten eggs. It's been like this for a couple weeks now, also stated the water is being used a lot during the day.

Can you contact her or stop by?

Thank you

Diane M Kibitlewski

HC Waterworks, Inc.

Docket No. 20190166-WU

Additional Engineering Information

Service Maps