FILED 10/15/2019 DOCUMENT NO. 09417-2019

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 County by HC Waterworks, Inc	 Application for increase in interim and final was c. 	nter rates in H	ighland	ls	
Dear Commission Clerk,				T.	-if.
Please find enclosed, HC Water	rworks, Inc.'s:	lorigin	a) 5	150	opies
 2) Volume I – Financial, F copies) 3) Volume II – Additional 4) Detailed Maps – Wate 	Rates, and Engineering Information - Rule 25-436 & Rates, and Engineering Information - Rule 25-30.43 Engineering Information - Rule 25-30.440, F.A.C. or Systems – Rule 25-30.440, F.A.C (1 copy) Water) – Rule 25-30.020, F.A.C.	.437. F.A.C. (21 6 & .437, F.A.	б соріе С. (16	s)	
Should you have any question Respectfully Submitted,	s, please contact me at (727) 848-8292, ext. 245.	COMMISSION	2019 OCT 15 PM 3: 12	RECEIVED-FPSC	F
Troy Rendell Vice President Investor Owned Utilities // for HC Waterworks, Inc.	COM	1 Volum	æ 2	and	4 мар

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

Docket No. 20190166-WU

Inc.

are:

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

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.

WHERFORE, 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

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.
- 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.

Yame Gary Deremer

Title: President

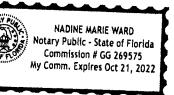
HC Waterworks, Inc.

STATE OF FLORIDA: COUNTY OF PASCO:

Subscribed and sworn to before me this 9^{th} 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	THE PERSON NAMED IN
6	Engineering	11 15 15 15 15 15 15 15 15 15 15 15 15 1
7	Interim	
8		STATE OF STATE OF



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	PAGE
SCHEDULE TITLE	NUMBER	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)
			torical Test Ye		
		Average		Adjusted	
Line		Balance		Average	Supporting
No.	Description	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)	, o	(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: Preparer:

1 of 3 W T Rendell

a detailed description of all ad		

	(1)	(2)	(3)	(4)
Line		Water	Sewer	Supporting
No.	Description			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.

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

Florida Public Service Commission

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

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 s	show non-use	d and useful	i amounts b	v account.

Line	(1) Acct	count. Also show non-used and useful amounts by a (2)	(3)	(4) Test Year Enc	(5) Average	(6) Non-Use	(7) d & Useful	(8) Pro Forma	(9) Pro Forma	(10) Non-U&U
No.	No.	Account Name	06/30/18	06/30/19	Balance	%	Balance	Plant	YE	Proforma
110.	140.		00,00,10							
1	INTANG	IBLE 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						0	-	-
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		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		MISSION & DISTRIBUTION PLANT	•					0	-	
24	304.4	Structures & Improvements	0	0	0	0.00%	0	l 0	-	
25	311.4	Pumping Equipment	ő	ō	ō	0.00%	0	۱ ٥	-	
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	Trailism, & Distribution Mains	516,589	516,589	516,589	0.00%	0	ĺ	516,589	-
29	333.4	Services	102,993	108,005	105,499	4.70%	4,958	i	105,499	
30	334.4	Meters & Meter Installations	255,297	259,749	257,523	0.00%	,,,,,	l ŏ	257,523	_
31	335.4	Hydrants	17,585	17,585	17,585	4.70%	826	ŏ	17,585	
32	336.4	Backflow Prevention	548	548	548	4.70%	26	ا ŏ	548	
33	339.4	Other Plant & Misc. Equipment	2,647	2,647	2,647	4.70%	124	l ŏ	2,647	_
		AL PLANT	2,047	2,047	2,047	4.70%	124	١ ٥	2,0-11	
	304.5	Structures & Improvements	0	0	0	0.00%	0	ا ة	_	-
35			0	0	0	0.00%	ő	١ ٥	_	_
36	340.5	Office Furniture & Equipment	0	0	0	0.00%	0	0	_	_
37	340.51	Computer Equipment	0	0	0	0.00%	0	1 6	_	_
38	341.5	Transportation Equipment	0	0	0	0.00%	0	1 6		_
39	342.5	Stores Equipment	-	_	•	0.00%	0	1 6	3,031	
40	343.5	Tools, Shop & Garage Equipment	3,031	3,031	3,031		0	1 6	13,624	
41	344.5	Laboratory Equipment	13,624	13,624	13,624	0.00%	0	0	13,024	-
42	345.5	Power Operated Equipment	0	0	0	0.00%	0	0	-	-
43	346.5	Communication Equipment	0	0	0	0.00%			4 074	-
44	347.5	Miscellaneous Equipment	4,871	4,871	4,871	0.00%	0	0	4,871	-
	348.5	Other Tangible Plant	0	0	0	0.00%	U	0	-	-
45	340.3	The state of the s						1		

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 1 of 1 Page:

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.

	Provide additional support schedule (1)	(2)	(3)	(4)	(5)
Line No.	- Description	Average Amount per Books	Utility Adjustments	Adjusted Balance	Supporting 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.

	(1)	(2)	(3)
		Water	Sewer
Line		Year End	Year End
No.	Description	Balance	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)			
									Pro	Forma Adju			
Line	Acct		Prior Year	Test Year End	Average	Non-Use	ed & Useful			_	Non-Used	& Useful D	Jepr Rates
								Pro Forma	1	_			
								Plant	ŀ				
No.	No.	Account Name	06/30/18	06/30/19	Balance	%	Balance	Adjustment	Depreciation	Amount	%	Amount	(FYI)
_110,	110.	Account Hamo	00.00.10		<u> </u>			,				1.1111	
1	INTAN	GIBLE PLANT						1					
			1,243	1,407	1,325	0.00%	0	1		1,325	0.00%	0	2.50%
2	301.1					0.00%	0			1,323	0.00%	ŏ	2.50%
3	302.1	Franchises	0	0	0		0			0	0.00%	0	5.56%
4	339.1	Other Plant & Misc. Equipment	0	0	0	0.00%	U			•	0.0076	U	3.3076
5		CE OF SUPPLY & PUMPING PLANT			_					0		_	
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	2.86%
13	310.2	Power Generation Equipment	77,639	84,262	80,951	0.00%	ō	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	17,000	,,200	89,819	10.10%	9.072	5.00%
			03,070	33,808	05,019	0.00%	0,072			00,010	0.00%	0,0,2	5.56%
15	339.2	Other Plant & Misc. Equipment	U	U	U	0.00 %	·			ő	0.0070	·	3.30 %
16		R TREATMENT PLANT	_	_	_			l		-	0.000	0	0.00%
17	303.3	Land & Land Rights	0	0	0	0.00%	0	l		0	0.00%		
18	304.3	Structures & Improvements	0	0	0	10.10%	0	Į.		0	10.10%	0	3.13%
19	311.3	Pumping Equipment	0	0	0	10.10%	0	l		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 Acration	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	l		0	0.00%	0	5.56%
23		SMISSION & DISTRIBUTION PLANT								0			
24	303.4	Land & Land Rights	0	0	0	0.00%	0			0	0.00%	0	0.00%
25	304.4	Structures & Improvements	ō	ō	ō	0.00%	ō			Ō	0.00%	Ó	3.13%
26	311.4	Pumping Equipment	ň	ő	ň	0.00%	ō			ō	0.00%	ō	5.00%
27	330.4	Distr. Reservoirs & Standpipes	67,376	73,224	70,300	0.00%	ŏ	72,863	1,042	71,342	0.00%	ŏ	2.86%
				132,854	119,625	4.70%	5,622	, 2,000	1,042	119,625	4.70%	5.622	2.33%
28	331.4	Transm. & Distribution Mains	106,395				3,022			13,679	0.00%	0,022	2.33%
29	331.4	Calculation (devices Commission) and their or County	7,672	19,686	13,679	0.00%						-	
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	GENE	RAL PLANT								0			
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	ō	Ō	0	0.00%	0			0	0.00%	0	6.67%
39	340.51		ō	ŏ	ō	0.00%	0			0	0.00%	0	16.67%
40	341.5	Transportation Equipment	6,946	6,335	7,640	0.00%	ŏ			7.840	0.00%	ō	16,67%
	342.5		0,040	0,555	1,040	0.00%	Ö	1		0	0.00%	ŏ	5.56%
41		Stores Equipment	-	•	-	0.00%	0	1		3,159	0.00%	0	6.25%
42	343.5	Tools, Shop & Garage Equipment	3,288	3,031	3,159		0				0.00%	ő	6.67%
43	344.5	Laboratory Equipment	10,411	11,319	10,865	0.00%	-	1		10,865		•	
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	1		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	TO:	TAL	1,274,455	1,442,099	1,358,277		58,510	525,970	11,449	1,369,726		58,510	
	. •					•		-					
49	Total	Land and Land Rights	0				0	1		0		0	
	iola	Leane and Care ragine		•				4					

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.Schedule: A-11Docket No. 20190166-WSPage: 1 of 2Historical Test Year Ending June 30, 2019Preparer: 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 spe-	cifically identify	ing those	amounts
		1114 111030	amounts.

ai iu/u	r retirements specifically identifying those arm		
	(1)	(2)	(3)
		Water	Sewer
Line		Year End	Year End
No.	Description	Balance	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:

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		Prior Year	Test Year End	Average	Non-Use	ed & Useful
No.	No.	Description	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		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	00	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		Cash from Order No. PSC-14-0314			0	0.00%	0
22	271.2	Plant Capacity Fees			0	0.00%	0
23		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		Collection Sewers- Force	0	0	0	#REF!	#REF!
30		Collection Sewers- Gravity	0	0	0	#REF!	#REF!
31		Services to Customers	0	0	0	#REF!	#REF!
32		Lift Stations	0	0	0	#REF!	#REF!
33		Pumping Equipment	0	0	0	#REF!	#REF!
34		Reuse Services	0	0	0	0.00%	0
35		Reuse Transmission & Dist Mains	0	0	0	0.00%	0
36	389	· ·	0	0	0	0.00%	<u> </u>
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.Schedule: A-13Docket No. 20190166-WSPage: 1 of 2Historical Test Year Ending June 30, 2019Preparer: 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 specifical	ly identifying those amounts.

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

Preparer: WT Rendell

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

(1) (2) (3) (4) (5)

	(1)	(2)	(3)			(4)	(5)
Line	Acct	· -	Prior Year	Test Year End	Average	Non-Used	& Useful
No.	No.	Description	06/30/18	06/30/19	Balance	%	Balance
1		WATER	00.00.10				
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	00	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		<u>_</u>	0	0	0	0.00%	0
21		Total Cash _	0	0	0		0
22							ļ
23		Property		_	_		
24		Structures & Improvements	0	0	0	0.00%	0
25		Collection Sewers- Force	0	0	0		0
26		Collection Sewers- Gravity	0	0	0		0
27		Services to Customers	0	0	0		0
28		Lift Stations	0	0	0		0
29		Pumping Equipment	0	0	0	0.000/	0
30		Reuse Services	0	0	0	0.00%	0
31		Reuse Transmission & Dist Mains	0	0	0	0.00% 0.00%	0
32	389	Other Plant Misc Equip	0	<u> </u>	<u>0</u>	0.00%	0
33		Total Property _	0	<u> </u>	<u> </u>	_	
34 35		Total Sewer	0	0	0		0
Ş		i utai Sewei	U	U U		_	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.

	Year	Water Rate	Sewer Rate
No AFUDC rate has be	een set for this utilit	ty.	

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 Cc

HC Waterworks, Inc. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: Page:

A-17

Preparer:

1 of 1 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.

	(1)	(2)	(3)	(4)
Line No.		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.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

TOTAL ASSETS

37

Historical [X] Projected []

Schedule:

A-18 1 of 1

Page: Preparer:

W T Rendell

	anation: Provide a balance sheet for ye (1)	(2)	(3)	(4)
Line	` '	Prior Year	Test Year	Simple
No.	ASSETS	6/30/2018	6/30/2019	Average
1	Utility Plant	4,824,889	5,327,079	5,075,984
2	Utility Plant Acquisition Adjstmnt	(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
	Accounts Receivable Customer	49,858	54,338	52,098
17	Allowance for Bad Debts	(4,166)	(5,208)	(4,687)
	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		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	-	-	-
	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	· · · · · · · · · · · · · · · · · · ·	_	-	-
34		_		
35	TOTAL DEFERRED DEBITS	1,125	-	563
36				
27	TOTAL ASSETS	3 474 563	4 193 940	3 834 252

4,193,940

3,474,563

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 1 of 1

Page: Preparer:

W T Rendell

Expla	nation: Provide a balance sheet for years requ			cal base or inte	rmediate, if not already sho
	(1)	(2)	(3)	(4)	
Line		Prior Year	Test Year	Simple	
No.	Liabilities	6/30/2018	7/31/2018	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	Other Equity Capital				
7	TOTAL EQUITY CAPITAL	1,564,850	1,592,499	1,578,675	
8	TOTAL EQUIT GALTIAL	1,004,000	1,002,100	1,010,0	
9	TOTAL LONG TERM DEBT	1,123,348	2,060,987	1,592,168	
10	TOTAL LONG TERM DEDT	1,120,040	_,000,001	.,002,100	
	Accounts Payable	274,900	22,676	148,788	
	Accts & Int. Payable-Assoc Cos	274,300	22,070	1-10,7-00	
	Customer Deposits	34,122	37,946	36,034	
	Accrued Taxes	12,592	24,271	18,432	
	Accrued Interest	12,592	27,271	10,402	
		_	_	_	
	Note Payable	-	-	_	
	Misc. Accrued Liabilities - Accounting	-		_	
	Misc. Accrued Liabilities - Legal	15.020	2,109	8,565	
	Misc. Accrued Liabilities - RAFs			76,200	
20 21	Misc. Accrued Liabilities - Officer Salaries	69,600	82,800	70,200	
22	TOTAL CURRENT & ACC LIABILITIES	406,235	169,802	288,018	
23	101/12 00/11/2/11 0/100 2//2/2/11/20	,			
24	OTH, DEF, CREDITS & OPER, RESERVES				
25	5 <u>5</u>				
	Contributions in Aid of Construction	1,256,783	1,289,327	1,273,055	
	Less: Accum Amort of CIAC	(876,654)	(918,675)	(897,665)	
	Accumulated Deferred Income Taxes-FIT	(5.5,551)	-	-	
	Accumulated Deferred Income Taxes-SIT	_	_	_	
23	OPED Reserve-Non-Current	_	_	_	
	Pension Reserve-Non-Current	_	_	-	
30	Other Non-Current Liabilities	_	-	-	
31	Other Mon-Current Liabilities	_	_		
	TOTAL CIAC & DEF. TAXES	380,130	370,652	375,391	
32	TOTAL CIAC & DEF. TAXES	300,130	370,032	373,331	
33 34	TOTAL EQUITY CAPITAL & LIABILITIES	3,474,563	4,193,940	3,834,252	

HC Waterworks, Inc. NET OPERATING INCOME

	SCHEDULE	PAGE
SCHEDULE TITLE	<u>NUMBER</u>	NUMBER
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 W T Rendell Preparer:

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.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)
		Per	Utility		Requested	Requested	
Line		Books	Test Year	Adjusted	Revenue	Annual	Supporting
No.	Description	Test Year	Adjustment	Test Year	Adjustment	Revenues	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 [X] Projected [X]

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.

	(1)	(2)	(3)		(4)	(5)	(6)	(7)
Line					Total	Test Year	Test Year	Supporting
No.	Acct	Description			Base	Water	Sewer	Schedules
1	UTILITY	TEST YEAR ADJUSTMENTS						
2	Α	REVENUES						
3		Adjustment to Calculated Revenues				(4,454)		E-2w / E-2s
4								_
5		TOTAL REVENUE ADJUSTMENTS				(4,454)		-
6								D 5 D 6
7	В	OPERATIONS & MAINTENANCE						B-5, B-6
8						(2.000)		
9	675	Miscellaneous Expense - Political Contribution				(2,000)		
10	618	Chemicals - Erroneous Invoice paid - LP Waterwo		_		(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.					_	
18		Reg. Comm. Exp Rate Case Amort.	Details on Schedule B-10			1,486	0	
19		Total Adjustments				9,770	0	_
20								_
21		TOTAL O&M ADJUSTMENTS				9,770	0	_

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	(1)	(2)	(3)	(4) Base	(5) Test Year	(6) Test Year	(7) Supporting
No.		Description		Total	Water	Sewer	Schedules
1 2	UTILITY TES	ST YEAR ADJUSTMENTS, continued					
3	С	DEPRECIATION NET OF AMORTIZATION OF CIAC	(Used & Useful)				B-13, B-14
4	·	Reduction for NU&U (on B-13, B-14)	(5005 - 5000-7)		(6,614)		B-13, B-14
•		Pro Forma Depreciation - net of non used and useful			11,448		·
		Amortization - adjust to TY actual - remove previous n	nonths 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			U&U % of Tangible Plant		3.78%		A-5, A-6
24			U&U Portion of Property Taxes		9,011		_
25		Test Year Taxes on U&U Portion			9,011		-
26		Proceeds Toy Adhiestment			9,011		-
26 27		Property Tax Adjustment			9,011		-
28		TOTAL TAXES OTHER THAN INCOME ADJUSTME	мте		8,810	 .	-
29		TOTAL TAXES OTHER THAN INCOME ADSOCTAL	NIO		0,010		
30					0		
31		TOTAL TEST YEAR EXPENSE ADJUSTMENTS			23,415		-
01		TO THE TEST TEST ENGLADOSTINENTO					-

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.

	(1)	(2)	(3)		(4)	(5)	(6)	(7)
Line					Total	Pro Forma	Pro Forma	Supporting
No.	Acct	Description			Base	Water	Sewer	Schedules
1	UTILITY PR	RO 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

Historical [X] Projected []

Schedule: B-4 Page: 1 of 1

Preparer: W T Rendell

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.

(1)
(2)
(3)
(4)
WATER

Line
No. Account No. and Description Revenues Account No. and Description Revenues

	WAILN			
Line		Bayanyaa	Account No. and Description	Revenues
No.	Account No. and Description	Revenues	SEWER SALES	1 (CVC) IUC3
1	WATER SALES		521.1 Flat Rate - Residential	
2	460.1 Unmetered Water Revenue	400.040		
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	558,123	TOTAL SEWER SALES	0
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	16,042	TOTAL OTHER SEWER REVENUES	0
28				
29	TOTAL WATER OPERATING REVENUES	574,165	TOTAL SEWER OPERATING REVENUES	0

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

TOTAL WATER O & M EXPENSES

29

Florida Public Service Commission

HC Waterworks, Inc. Docket No. 20190166-WS Schedule: Page:

B-5 1 of 2

Historical Test Year Ending June 30, 2019

Preparer: W T Rendell

Historical [X] Projected []

Explanation: Provide a schedule of operation and maintenance expenses by primary account for the Test Year (2) (3)Line Acct Test Year **Test Year** Test Year Pro Forma Per Books Adjustments Adjustments Pro Forma No. No. Account Name Adjusted 1 601 Salaries & Wages - Employees 0 10,000 10,000 0 10,000 603 Salaries & Wages - Officers 0 2 604 Employee Pensions & Benefits 0 0 3 0 0 0 0 0 4 610 Purchased Water 39,975 47,237 5 615 Purchased Power 39,975 0 7,262 6 616 Fuel for Purchased Power 0 0 7 618 Chemicals 35,604 (452)35,152 3,473 38,625 8 620 Materials & Supplies 0 0 0 0 200 200 q 630 Contractual Services - Other 200 5,179 631 Contractual Services - Engineering 5,179 5,179 0 10 632 Contractual Services - Accounting 0 0 0 11 150 150 0 150 633 Contractual Services - Legal 12 0 0 634 Contractual Services - Mgmt. Fees 0 0 13 31 31 0 31 635 Contractual Services - Testing 14 263,131 636 Contractual Services - Ops/Cust Serv 263,131 263,131 0 15 16 641 Rental of Building/Real Prop. 0 0 0 0 0 17 642 Rental of Equipment 0 0 0 0 0 18 650 Transportation Expenses 0 0 0 19 656 Insurance - Vehicle 0 0 657 Insurance - General Liability 1,800 1,800 0 1,800 20 658 Insurance - Workman's Comp. 0 0 0 0 21 0 0 0 0 22 659 Insurance - Other 23 660 Advertising Expense 0 0 0 0 1,486 24 666 Reg. Comm. Exp. - Rate Case Amort. 1,125 0 1,125 2.611 25 667 Reg. Comm. Exp. - Rate Case Other 0 0 0 0 0 3,432 11,583 26 670 Bad Debt Expense 8,151 8.151 9,273 27 675 Miscellaneous Expense 11,273 (2,000)9,273 0 28 374,167 15,653 389,820

376,618

(2,452)

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

Florida Public Service Commission

Schedule: B-5 2 of 2 Page:

Preparer: W T Rendell

HC Waterworks, Inc. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Historical [X] Projected []

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
Line	Acct														Per Books
No.	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	Annual
1	601	Salaries & Wages - Employees	-	-	-							-	-	-	40.000
2	603	Salaries & Wages - Officers	833	833	833	833	833	833	833	833	833	833	833	833	10,000
3	604	Employee Pensions & Benefits	-	-	-	-	-	-	-	-	-	-	-	-	U
4	610	Purchased Water	-	-		-			-				0.544		00.075
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	-	-	-						-		4 000	0.504	05.604
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	-	-	-	-	-	-	-	-	-	-	-	-	200
9	630	Contractual Services - Other		-	-	-	-	-	-	200	-	-	-	-	200 5,179
10	631	Contractual Services - Engineering	5,179	-	-	-	-	-	-	-	-	-	-	-	5,179
11	632	Contractual Services - Accounting									150				150
12	633	Contractual Services - Legal	-	-	-	-	-	-	-	-	150	-	-	-	130
13	634	Contractual Services - Mgmt. Fees	-	-	-	-	-	-	-	-	-	-	-	-	31
14	635	Contractual Services - Testing			-		31	-	-	-		00.750	00.750	20.756	• .
15	636		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		-	-	-	-	-	-	-	-	-	-	-	-	0
18	650	Transportation Expenses	-	-	-	-	-	-	-	-	-	-	-	-	U
19	656	Insurance - Vehicle	-					-		450	450	450	450	450	1,800
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.	-	-	-	-	-	-	-	-	-	-	-	-	Ü
22	659	Insurance - Other	-	-	-	-	-	-	-	-	-	-	-	-	Ů,
23	660						_	-	-	-	-	-	-		4 405
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	===.				404	4 4 4 0	-	697	678	69	4 403	116	8,151
26	670		(1,793)	901	1,425	(475)	431	1,148	551				4,403 184	561	11,273
27	675	Miscellaneous Expense	1,701	212	2,201	189	198	198	198	1,438	5,267	(1,075)	184	901	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
29		IOINE MAIEL O & M EVLENDES	31,112	20,700	01,240	20,107	00,001	00,077	0.,000	02,001	20,210				

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)
			Prior Test			
Line	Acct		Year	Test Year		
No.	No.	Account Name	2014	Adjusted	Difference	% Difference
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.	Ó	. 0	O	
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	`o ´	
22	659	Insurance - Other	0	0	Ō	
23	660	Advertising Expense	0	0	Ō	
24	666	Reg. Comm. Exp Rate Case Amort.	1,523	1,125	(398)	-26%
25	667	Reg. Comm. Exp Other	•	. 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		1	.,	-,	.,. ••	
29						
30	TOTAL	WATER O & M EXPENSES	300,396	374,167	73,771	24.56%
31						
32		Total SFR Customers	QKK "	949	(6)	0.00%
33		Consumer Price Index - U		orachietara a a a a a a a a a a a a a a a a a a	(0)	7.77%
34		Growth Plus Inflation				7.77%
•		C.C Ido Illiadioli				1.1170

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	(1) Acct	(2)	(3)	
No.	No.	Account Name	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.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: Page: B-9

Preparer: W T Rendell

1

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.

	(1)	(2)	(3)	(4)
Line			, ,	· · ·
No.	Service Provider	Type of Service	Amount	Description of Work Performed
Nater				
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

25 Note: Allocation is by # of customers of the systems.

 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.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)
Line	Firm or	Counsel, Consultant	Hourly	Total Est of	Type of Service	Comments	Hours
No.	Vendor Name	or Witness	Rate	Firm's Charges	Rendered		
1	<u>Legal</u>						
2	N/A			0	Legal		#DIV/0
3	Sub-Total Legal			0			
4							
5							
6	<u>Other</u>						
	Customer Notice -	Rendell		\$ 997.50	Notices - printing	PSC Rule - past	
7	Customer Meeting				& maililng	Commission practice	
	Customer Notice - Final	Rendell		\$ 997.50	Notices - printing		
8	Rates				& maililng	Commission practice	
	Travel - Customer	Rendell / Purviance		\$ 225.00		Customer Meeting -	
9	Meeting				Meeting	Lodging, Mileage & Meals	
10	Filing Fee	Rendell		\$ 3,500.00	Filing Fee	PSC Rule	
	Travel - PAA Agenda	Rendell / Deremer		\$ 225.00	Attend PAA	PAA Agenda - Lodging,	
11	_		_		Agenda	Mileage & Meals	
12	Sub-Total Other			5,945			
13	Total Estimate Through P	'AA [X] or Commission He	earing[] .	5,945			
14	Allocation to this Rate Gro	oup:	•		-		
15		Water	Water	Sewer	Sewer	_	
16		Allocation %	Amount	Allocation %	Amount		
17	Allocated Total	100.00%	5,945	0.00%	C		
18	Amortization of Rate Case	e Expense:					
19	Amortization Period in Y	'ears: _	4		4	-	
20	Amortization Amount per	year _	1,486		0	-	
21	Deferred Rate Case Expe	ense (for CWC on A-3)				-	
22	=(Allocated Total less firs	t year amortization)/2	2,229		0	_	
23							
24	Method of Allocation Betv	veen Systems (Provide Ca	lculation):				

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.

	(1)	(2)	(3)	(4)
Line			Total	How often
No.		Description	Cost	to Repeat
1	WATER:			
2		None		
3				
4				
5				
6				
7				
8				
9				
10	TOTAL WATER PROJECTS		0	
11				
12	SEWER:			
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 [X] 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	(1) Acct	(2) . No.	(3)	(4)	(5) Allocation P	(6) ercentage	(7) s	(8) Allocation	(9)	(10) Amounts Al	(11) llocated	(12)	(13) Gross
No.	Water	Sewer	Description	Water	Sewer	Other	Total	Method	Water	Sewer	Other	Total	Amounts
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		-	
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)	(2)	(3)	(4) His	(5) torical Test Ye	(6) ear	(7)	(8) Pro Forma Ad	(9) Ijustments
Line		-		Utility	Adjusted	Non-Used	& Useful		N-U & U
No.		Account No. and Name	Expense	Adjustments	Expense	%	Expense	Expense	Expense
1	INTANG	BLE 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	
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		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	TRANSM	MISSION & DISTRIBUTION PLANT					0		
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 Nevis: Weln's remained 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	GENER/	AL 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	0.00%	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)		(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 1 of 1

Page: 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.	Description	Regulatory Assessment	Payroll	RE & Personal Property Tax		
	Description		Pavroll			
INU.	Description		-		045	+
		Fees (RAFs) 4.50%	Taxes	on U&U	Other	Total
Water	•	,,,,,,				
	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 Boo	oks (200)				(200)
5	Property Tax NU&U Adj			(354)		(354)
	Pass through Property Tax Incre			4,474		, ,
	Property Tax on Pro Forma Plant			4,891		
	Total Test Year Adjustments	(200)	0	9,011	0	(554)
7 /	Adjusted Test Year	25,637	- 0	38,732	0	55,004
8						
9						
	RAFs Assoc. with Revenue Increa	se 7,883				7,883
11						
12	Total Adjusted	33,520	0	38,732	0	62,887
Sewer		· · · · · · · · · · · · · · · · · · ·				
	Test Year Per Books				0	0
14					١	ŭ
15 /	Adjustments to Test Year (Explain)					
16	RAF on Adj'd Rev - RAF Per Boo					0
17	Property Tax Reclass & NU&U A	dj			I	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 F	RAFs Assoc. with Revenue Increas	se 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

	SCHEDULE	PAGE
SCHEDULE TITLE	<u>NUMBER</u>	NUMBER
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)	•
Line		Year End	Utility	Year End	Pro Forma		Supporting
No.	Description	Per Books	Adjustments	Adjusted	Adjustments	Pro Forma	Schedules
Wate	er						•
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 Florid	da Corporation	- there are no	income taxes	S. I		ı
Sew	er						
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 Scheds: B-1, B-2

State and Federal Income Tax Calculation - Current

Fiorida 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.

	(1)	(2)	(3)	(4) Water	(5)	(6)	(7)	(8)	(9) Sewer	(10)	(11)	(12)
Line		Year End	Utility	Year End	Pro Forma	Pro Forma	Year End	Utility	Year End	Pro Forma	Pro Forma	Supporting
No.			Adjustments		Adjustments	Adjusted	Per Books	Adjustments	Adjusted	Adjustments	Adjusted	Schedules
	HC Waterworks is a Sub S Florida Corporation	n - there are	no income tax	es,						I		
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	C-3
3	·									Ī		
4	Taxable Income	. 0	0	0	0	0	0	0	0	0	0	-
5	•											-
6	Schedule M Adjustments				ļ							
7	Permanent Differences	-	0	0	1 0	0	-	0	0	0	0	C-4
8	Timing Differences	_	00	. 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	l o	0	0	0	0	٥ ا	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%	1
14	State Income Taxes	0	0	0		0	0	0	0	1 0	0	
15										1		
16	Federal Taxable Income	0	0	0	0	0	0	0	0	0	0	
17										i		
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	1 0	0	
20										l .		
21	Less: Investment Tax Credit Realized This Year	0	0	0	0	0	0	0	0		0	C-7
22					l					i		
23	Current Federal Income Taxes	0	0	0	0	0	0	0	0	0	0	-
24	•											-
25	Summary:				l							
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	
26					l					1		
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

Fiorida Public Service Commission

HC Waterworks, Inc.
Docket No. 20190166-WS
Historical Test Year Ending June 30, 2019
Historical [X] 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) Water	(5)	(6)	(7)	(8) Sewer	(9)	(10)
Line		Test Yr	Test Yr	Test Yr		Test Yr	Test Yr	Test Yr	Supporting
No.	Description	Per Books	Adjustments	A d justed		Per Books	Adjustments	Adjusted	Schedules
	HC Waterworks is a Sub S Flor	ida Corporatio	n - there are	no income	axes.				
1	Interest on Long-Term Debt	0	0	0		0	0	0	Note*
2	Amortization of Debt Premium,	0	0	0		0	0	0	
	Discount and Expense Net								
3	Interest on Short-Term Debt	0	0	0		0	0	0	Note*
4	Other Interest Expense	0	0	0		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	0	0		0	0	0	-

ONL	Y for Option 2 Companies ((see Sch. C	-7)	Water				Sewer			
					Total	Debt Only				Total	Debt Only
					Weighted	Weighted				Weighted	Weighted
	Balances From Sch. D-1	Amount	Ratio	Cost	Cost	Cost	Amount	Ratio	Cost	Cost	Cost
8	Long-Term Debt										
9	Short-Term Debt			Not Applica	able				Not Appli	cable	
10	Preferred Stock									042.0	
11	Common Equity										
12	Total		-	ı							
13	ITC (from D-1, Line 7)										
14	Weighted Debt Cost (Fron	n Line 12)									
15	Interest Adjustment (To Li	пе 6)					_		-		

* Note: Calculations for utility adjusted interest	t:		
• •	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% 0
Adjusted Interest on Debt	_	78,757	#REF!

Schedule of Interest in Tax Expense Calculation

Florida Public Service Commission

HC Waterworks, Inc. Docket No. 20190166-WS

Pro Forma

Historical [] Projected [X]

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.

	(1)	(2)	(3) Water	(4)		(5)	(6) Sewer	(7)	(8)
Line No.	Description	Test Yr Adjusted	Pro Forma Adjustments	Pro Forma	•	Test Yr Adjusted	Pro Forma Adjustments		
110.	Description	Aujusteu	Aujustinents	Aujusteu		Adjusted	Adjustinents	Adjusted	Scriedules
1	Interest on Long-Term Debt	0	78,757	78,757	Note*	0	#REF!	#REF!	Note*
2	Amortization of Debt Premium,	0	0	0		0	0	0	
	Discount and Expense Net								
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	<u>.</u>	0	#REF!	#REF!	-

	ulation of ITC Interest Synch Y for Option 2 Companies (t Water				Sewer			
	Balances From Sch. D-1	Amount	Ratio	Cost	Total Weighted	Debt Only Weighted	A	Datio	04	Total Weighted	Debt Only Weighted
ŀ	Dalatices Flori Scil. D-1	Amount	Rallo	Cost	Cost	Cost	Amount	Ratio	Cost	Cost	Cost
8 9 10 11	Long-Term Debt Short-Term Debt Preferred Stock Common Equity			Not Applica	able				Not Appli	cable	
12	Total			:					=		
13 14 15	ITC (from D-1, Line 7) Weighted Debt Cost (From Interest Adjustment (To Lin	n Line 12) _ ne 6) =					-		- =		:

* Note: Calculations for utility adjusted interest	t:		
	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 78,757 0.00% _ #REF! Adjusted Interest on Debt #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
WA.	TER	
1		
2	None	
3		
4	Total	0
	HC Waterworks is a Sub S Florida Corporation - there are no income taxes.	
SEV	VER	
5		
6	None	
7		
8	Total	0
	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 [X] 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) Water	(4)	(5)	(6) Sewer	(7)	(8)
Line	•							Supporting
No.	Description	Per Books	Adjustments	Adjusted	Per Books	Adjustments	Adjusted	Schedules
	HC Waterworks is a Sub S Florida	Corporatio	n - there are n	o income tax	es.			
1	Timing Differences (Tax Expense							
2	Higher (Lower) than Book Expense	e):						
3	Tax Depreciation & Amortization	0	0	0	0	0	0	
4 5	Book Depreciation & Amortization	0	0	0	0	0	0	B-13,14
6 7	Depreciation Difference	0	0	0	0	0	0	•
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	<u>-</u>							
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.

	(1)	(2)	(3)	(4)
			ccount No. 283	
Line		Def	erred Tax Liabili	ty
No.	Year	State	Federal	Total
WATE	ER			
1	2013	0	0	0
2	Test Yr	0	0	0
SEWE	≣R			
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. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: C-6 Page: 2 of 2

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)		(3) ount No. 283 d State Tax		(1)		(3) count No. 28 Federal Ta	
			Current		•		Current	
Line		Beginning	Year	Ending		Beginning	Year	Ending
No.	Year	Balance	Change	Balance	Year	Balance	Change	3alance
WATE	ER .				WATER			
1	2013	0	0	0	2013	0	0	0
2	Test Yr	0	0	0	Test Yr	0	0	0
SEWE	ER .				SEWER			
3	2013	0	0	0	2013	0	0	0
4	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 Rendeli

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)
					3% ITC						4% ITC		
			Amount	Realized	Amor	tization			Amount	Realized	Amor	tization	
Line		Beginning	Current	Prior Year	Current	Prior Year	Ending	Beginning	Current	Prior Year	Current	Prior Year	Ending
No.	Year	Balance	Year	Adjust.	Year	Adjust.	Balance	Balance	Year	Adjust.	Year	Adjust.	Balance
						· <u>-</u>							
1		NONE						NONE					

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: 2 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)
					8% ITC						10% ITC		, .
			Amount	Realized	Amor	tization			Amount	Realized	Amor	tization	
Line		Beginning	Current	Prior Year	Current	Prior Year	Ending	Beginning	Current	Prior Year	Current	Prior Year	Ending
No.	Year	Balance	Year	Adjust.	Year	Adjust.	Balance	Balance	Year	Adjust.	Year	Adjust.	Balance
1		NONE						NONE					

Investment Tax Credits - Company Policies

Florida Public Service Commission

HC Waterworks, inc. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: C-7 Page: 3 of 4

Preparer: WTRendell

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

Schedule: C-7
Page: 4 of 4
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

14 Parent Debt Adjustment (to C-1)

(to C-1) Allocation to subsidiary at

Schedule: Page: C-8 1 of 1

Preparer: W T Rendell

0

0

A-17

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**.

	(1)	(2)	(3)	(4)	(5)	(6)
Line		Average	% of	Cost	Weighted	Supporting
No.	Description	Amount	Total	Rate	Cost	Schedules
1	Long Torm Dobt					
2	Long-Term Debt Short-Term Debt					
3	Preferred Stock					
4						
4	Common Equity (State Retained Earnings Separately - Parent Only)					
5	Deferred Income Tax					
6	Other-Retained Earnings					
Ū	Other-Retained Lamings					
7	Total	0			0	
	HC Waterworks is a Sub S Florida Corpo	oration - there	are no inco	me 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

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.

	HC Waterworks is a Sub S Florida Corporation - there are no income ta	xes.
(4)	Is the treatment of unbilled revenue at issue with the IRS?	N/A
(3)	Is the treatment of contributions in aid of construction at issue with the IRS?	N/A
(2)	Is the treatment of customer deposits at issue with the IRS?	N/A
(1)	What tax years are open with the Internal Revenue Service?	N/A

HC Waterworks, Inc. CAPITAL SCHEDULES

	SCHEDULE	PAGE
SCHEDULE TITLE	<u>NUMBER</u>	NUMBER
D	D.4	50
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: Preparer: 1 of 2 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)
		Reconciled			Weighted		
Line		To Test Yr		Cost	Cost		Supporting
No.	Class of Capital	Rate Base	Ratio	Rate	Rate	Cost	Schedules
CON	IPOSITE 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	1,487,4 1 4	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 [X] Projected []

Florida Public Service Commission

Schedule:

Page: Preparer: 1 of 1 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) Reconciliation	(4) Reconciled	(5)
Line	Prior Year	Test Year	Test Year	Adjustments	To Test Yr	Supporting
No. Class of Capital	6/30/2018	6/30/2019	Average†	Pro rata	Rate Base	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	Ó	, 0	(_,,	0	C-6
7				•	_	0.0
8 Total	2,722,321	3,691,432	3,206,877	(185,385)	3,021,492	A-1

Preferred Stock Outstanding

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

Utility [X] or Parent [X]

1

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.

There is no Preferred Stock

Florida Public Service Commission

Schedule:

D-3 Page: 1 of 1

W T Rendell Preparer:

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

54

Cost of Short-Term Debt

Florida Public Service Commission

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

Schedule: D-4 Page: 1 of 1

Preparer:

W T Rendeil

Utility [X] or Parent [X]

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.

		(1) Total	(2)	(3)	(4) Effective	(5)
Line		Interest	Maturity	Average Amt	Cost	Supporting
No.	Lender	Expense	Date	Outstanding	Rate	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

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.

Florida Public Service Commission

Schedule:

D-5

Page:

Preparer: W

W T Rendell	
-------------	--

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

Cost of Variable Rate Long-Term Debt

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

Utility [X] 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.

Florida Public Service Commission

Schedule:

D-6

Page:

Preparer: W T Rendell

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

There is no Variable Rate Long term debt

57

Schedule of Customer Deposits

Florida Public Service Commission

HC Waterworks, Inc. Docket No. 20190166-WS

Schedule: Page:

D-7 1 of 1

Historical Test Year Ending June 30, 2019

Preparer:

W T Rendell

Utility [X] or Parent []

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

	(1)	(2)	(3)	(4)	(5) Ending
Line		Beginning	Deposits	Deposits	Balance
No.	Month & Year	Balance	Received	Refunded	(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 15	Average	2.,		-	30,720

HC Waterworks, Inc. RATES SCHEDULES

	SCHEDULE	PAGE
SCHEDULE TITLE	NUMBER	<u>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
Private Fire Protection Service	E-7	66
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
Billing Analysis	E-14	72
E- Rate Design - Water		78

Rate Schedule - Water

Florida Public Service Commission

HC Waterworks, Inc. Docket No. 20190166-WS Schedule: E-1w 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		Prior	Proposed
No.	Class/Meter Size	to Filing	Rates
1	Residential	20.00	24.00
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	Gallonage Charge, per 1,000	0 gallons	
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		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	Gallonage Charge	8.66	12.38
29	Sull'orlage Orlange	0.00	12.00
30	General Service (GS2)		
31	Lake Josephine RV Resort	1,574.49	2,376.00
32	Gallonage Charge	8.66	12.38
33	Gallonage Charge	0.00	12.30
	Drivete Fire Bretestier		
34	Private Fire Protection 2"	14.00	21.12
35	—		
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

E-2w 1 of 1 W T Rendell

HC Waterworks, Inc.

Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Water [X] or Sewer []

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.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
Line		Test Year Bills		Test Voor Boto	Test Year	Adjusted Bills	Adjusted Cons		Revenue at		Repressed	Proposed	Revenue at
<u>No.</u>	Class/Meter Size Residential	Bills	in 1,000 gal.	rear Rate	Revenue	Bills	Cons	to Filing	Rate Prior	Block Cons	Block Cons	RateW/Rprsn	Rpsn Rates
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 9	4"	0		524.83	0	٥.		524.83	0			791.98	0
10	Gallonage Charge, per 0 - 3,000 gal.	i,ooo gallo	19,349	8.07	156,146	(49)	19,300	8.07	155,751	0	19,300	11.28	217,704
11	Over 3,000 gar.		8,894	10.10	89,829	(43)	8,890	10.10	89,789	(1,379)	7,511	16.92	127,084
12			-,	-	0	(' '	0	-	0	(,,,,,,,	0	-	0
13	Total Residential	11,251	28,243	•	482,827	11,251	28,190		482,391	(1,379)	26,611	•	702,265
14	Average Bill			•	42.91		2.506		42.88			•	62.42
15													
16	General Service	70		00.00	4 5 4 4				4 544				
17 18	5/8" X 3/4" 3/4"	72 0		20.99 31.49	1,511 0	72 0		20.99 31.49	1,511			31.68 47.52	2,281 0
19	1"	12		52.48	630	12		52.48	630			47.52 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"	٥.		1,679.46	0	٥.		1,679.46	0			2,534.34	0
26 27	Gallonage Total General Serv	108	1,474 1,474	8.66	12,765 18,181	108	1,474 1,474	8.66	12,765 18,181	1,474 1,474	1,474 1,474	12.38	18,248
28	Average Bill	100	1,474	-	168.34	100	1,474		168.34	1,474	1,474		26,421 244.64
29	Average biii				700.04				700.54				244.04
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	Gallonage Charge												
33	per 1,000 gallons		3,778	8.66	32,717		0	8.66	0	0	0	12.38	46,772
34 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	- 6		18,894		0		75,284
38	Average Bill		0,.,0	-	4,300.95	<u>'-</u> _			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 44	4" 6"	0 12	NA NA	43.74 87.47	0 1,050	0 12		43.74 87.47	0 1,050			66.00 132.00	0 1,584
45	8"	0	NA NA	139.95	1,050	0		139.95	1,050			211.19	1,584
46	10"	ŏ	NA NA	201.19	Ö	ő		201.19	ő			303.59	ő
47	Total Fire Protect	12	NA 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		E 005				E 005				-
52 53	Guaranteed Revenues Misc. Service Charge				5,805 10,237				5,805 10,237				5,805 10,237
54	Adjustments to Custome	ers			10,237				10,237				10,237
55	Tot Billed Rev			-	569,711				536,558			-	821,596
56	Booked Revenue per Gl	L		=	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.

۷	V.	Δ	T	F	R

WAIE	`							
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Line	Month/		General	Multi-Family		Private Fire	Other	
<u>No.</u>	Year	Residential	Service	Dwelling	Trailer	Protection	(Irrigation)	Total
1	Jul-18	941	8	0	0	1	0	950
2	Aug-18		9	0	0	1	0	943
3	Sep-18	944	9	Ō	Ō	1	ō	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

OLITE	· ·							
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Line	Month/		General	Multi-Family		Sprinkler		
No.	Year	Residential	Service	Dwelling	Trailer	Heads	Reuse	Total
			_		_			_
14	Jul-18		0	0	0	0	Ü	O
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:

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.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)
Line			Present	Present		Proposed	Proposed
No.	Type Charge		Bus. Hrs.	After Hrs.		Bus. Hrs.	After Hrs.
1	WATER						
2	Initial Connection		22.36	33.54		22.36	33.54
3	M. IB		00.00	00.54		20.00	00.54
4	Normal Reconnect		22.36	33.54		22.36	33.54
5 6	Violation Reconnect		35.57	55.90		35.57	55.90
7	Violation Reconnect		33.37	55.90		35.57	55.90
8	Premises Visit		22.36	33.54		22.36	33.54
9	TOTAL TOTAL		22.00	00.04		22.00	00.04
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	Mistalia Barrasa		<u>.</u> .			A -41 O	A -41 O4
18	Violation Reconnect		Actual Cost	Actual Cost		Actual Cos	Actual Cost
19 20	Premises Visit		22.36	33.54		22.36	33.54
21	Fremises visit		22.30	33.54		22.50	33.54
22	Late Payment Fees		5.08			5.08	
23	auto i ujilloni i ooo		0.00			2.00	
24	There are no changes proposed in	the above cha	rges for H	C.			
25			_				
26	ENGINEERING & INSPECTION FEI	ES - WATER A	ND 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	CUSTOMED DEDOSITS (DECINO	ADLE)					
3 4 35	CUSTOMER DEPOSITS (REFUNDA	ADLE)		Water			Sewer
36	Class	Meter Size	Present	Proposed		Present	Proposed
37	Residential	5/8 X 3/4"	-	\$ 125.00		-	· ropecou
				Two x			
				Est'd			
				Monthly			Two x Est'd
38	Residential	Other sizes	-	Bill		-	Monthly Bill
39				_			
	General Service	All sizes		Two x			
				Est'd			-
				Monthly			Two x Est'd
40			-	Bill		-	Monthly Bill

Miscellaneous Service Charge Revenue

Florida Public Service Commission

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

32 33 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.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Line		Initial	Normal	After-Hours	Violation	After-Hours	Premises	Returned	Late	
No.	Year	Connection	Reconnect	Reconnect	Reconnect	ViolRecnct	Visit	Check	Fees	Total
WAT									705	
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	Арг-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	10,237
15										
SEW	/ER									
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	0

Public Fire Hydrants Schedule

Florida Public Service Commission

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

Schedule: Page: E-6 1 of 1

Preparer:

W T Rendell

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

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

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)	(2)	(3)
	Size	Type	Quantity
1 6"	•	Private Fire Protection - Dollar General	1

Contracts and Agreements Schedule

Florida Public Service Commission

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

Schedule: E-8 Page: 1 of 1

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

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 1 of 1

Page: 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	(1)	(2) Size	(3) Present	(4)
No.	Type Charge	Unit	Charges	Proposed Charges
	No Changes Proposed	Ont	Charges	Charges
WAT	•			
1 2	Main Extension Charge	ERC	446.00	446.00
3	Meter Installation Fee	5/8" x 3/4"	210.00	210.00
4 5	(Meter Size)	All other sizes	Actual Cost	Actual Cost
6 7	Meter with built-in Back Flow Preventor	All sizes	Actual Cost	Actual Cost
8 9	Plant Capacity Charge	ERC	700.00	700.00
10	Service Installation Charge	5/8" x 3/4"	1,000.00	1,000.00
11 12	(Per Connection)	All other sizes	Actual Cost	Actual Cost
13		•••		
14	Stand-alone Back Flow Preventor	All types	Actual Cost	Actual Cost
SEW	FR			
15 16	Main Extension Charge	ERC	480.00	480.00
17 18	Plant Capacity Charge	ERC	1,300.00	1,300.00
19 20 21	Service Installation Charge	4" or less Greater than 4"	2,000.00 Actual Cost	2,000.00 Actual Cost

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: Preparer: 1 of 1 W T Rendeil

Water [X] or Sewer [X]

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

Dy Clas	(1)	(2)	(3)	(4)	(5)
Line	Month/	(-/	General	` ,	
No.	Year	Residential	Service	Other	Total
1					
2					
3			None		
4					
5					
6					
7					
8					
9					
10					
11					
12					
Т	Гotal	0	C) (0

Class A Utility Cost of Service Study

Schedule: E-12 HC Waterworks, Inc. Page: Docket No. 20190166-WS Preparer: W T Rendell Historical Test Year Ending June 30, 2019

Water[X] or Sewer[X]

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 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.

Florida Public Service Commission

1 of 1

Line	
No.	

Not applicable; no industrial customers.

Florida Public Service Commission

HC Waterworks, Inc. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Water [X] or Sewer []

Customer Class: Residential Meter Size:

5/8" X 3/4"

Schedule: E-14 Page: 1 of 6 Preparer: W T Rendell

Number Cumulative Cumulat		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
No. Level of Bills Bills (1) X (2) Gallons Bills [(1)X(6)]+(5) of Total 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 24,477 82 25,187 78.34% 9 8 128 11,164 1,024 22,865 350 25,665 82.02% <td< td=""><td></td><td></td><td></td><td></td><td>Gallons</td><td></td><td></td><td>Consolidated</td><td></td></td<>					Gallons			Consolidated	
(1) (2) (3) (4) (5) (6) (7) (8) 1 0 2857 2,857 - 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 1,690 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 11,164 1,024 22,865 350 25,665 82.02% 10 9 68 11,232 612 23,477 282 26,015									
1 0 2857 2,867 - - 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 24,999 4 3 1550 8,984 4,650 11,616 2,530 19,206 41,679 5 4 880 9,864 3,520 15,136 1,650 21,736 54,299 6 5 560 10,424 2,800 17,936 1,090 23,336 64,349% 7 6 379 10,803 2,274 20,210 711 24,476 72.499 8 7 233 11,036 1,631 21,841 478 25,187 78.34% 9 8 128 11,132 612 23,477 282 26,015 84.21% 10 9 68 11,232	No.								
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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	12	11		11,327		24,461			87.74%
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<	13								
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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 11,498 56 27,112 16 27,560 97.25% 27 28 2	15	14	21	11,420	294	25,648	94	26,964	92.00%
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% 29 30 1 <	16	15		11,435		25,873		27,058	92.81%
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 <t< td=""><td>17</td><td>16</td><td>12</td><td>11,447</td><td>192</td><td>26,065</td><td>67</td><td>27,137</td><td>93.50%</td></t<>	17	16	12	11,447	192	26,065	67	27,137	93.50%
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 27,411 15 27,576 97.36% 29 30 1 11,500 30 27,171 14 27,591 97.46% 30 32 2 <t< td=""><td>18</td><td>17</td><td>9</td><td>11,456</td><td>153</td><td>26,218</td><td>58</td><td>27,204</td><td>94.05%</td></t<>	18	17	9	11,456	153	26,218	58	27,204	94.05%
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 <td< td=""><td>19</td><td>18</td><td>5</td><td>11,461</td><td>90</td><td>26,308</td><td>53</td><td>27,262</td><td>94.37%</td></td<>	19	18	5	11,461	90	26,308	53	27,262	94.37%
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 11,504 35 27,304 10 27,654 97.94% 32 35 1	20	19	7	11,468	133	26,441	46	27,315	94.85%
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	21	20	5	11,473	100	26,541	41	27,361	95.20%
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 11,506 37 27,377 8 27,673 98.20% 35 44 1 11,	22	21	10	11,483	210	26,751	31	27,402	95.96%
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 11,506 37 27,377 8 27,673 98.20% 35 44 1 11,	23	22	4	11,487	88	26,839	27	27,433	96.27%
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 11,5	24	23	3		69	26,908	24	27,460	96.52%
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%	25	24	4		96	27,004	20	27,484	96.86%
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%	26	26	2	11,496	52	27,056	18	27,524	97.05%
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%	27	28		11,498	56	27,112	16	27,560	97.25%
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%					29		15	27,576	97.36%
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%			1		30		14		97.46%
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%									
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%									
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%			1				10		97.94%
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%			1						98.07%
35 44 1 11,507 44 27,421 7 27,729 98.36%									
			1	,					

Florida Public Service Commission

HC Waterworks, Inc. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Water [X] or Sewer []

Customer Class: Residential

Meter Size: 1'

Schedule: E-14
Page: 2 of 6
Preparer: W T Rendell

	(1)	(2)	(3)	(4) Gallons	(5)	(6)	(7) Consolidated	(8)
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%

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: 5/8" X 3/4" Schedule: E-14
Page: 3 of 6
Preparer: W T Rendell

	(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	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%

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: 1"

Schedule: E-14
Page: 4 of 6
Preparer: W T Rendell

	(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	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%

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

	(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	_	-	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%

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

	(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	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		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		1	12	414	3,294	1	3,708	87.19%
13		1	13	484	3,778	-	3,778	100.00%

E Rate Design - Water - Page 1 of 2

0 & M		Test Year Adjusted	Source	BFC %	Usage %	BFC Amt	Usage Amt
601	Salaries & Wages - Employees	7.030000	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	· <u>-</u>	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.	· <u>-</u>	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 403	n & Amort Depreciation (Used & Useful)	166,813	B-13	100%	0%	166,813	<u>-</u>
	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	<u> </u>			_		
	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	, <u>.</u>	B-15	100%	0%	-	-
	Total Taxes Other than	72,252				58,263	13,989
income Tax	Fed, State		B-1	58%	42%		
	reu, State		D-1	30%	4270	-	-
Return On Ir	vestment	223,200	D-1 B-1	58% 1	42%	130,051	93,149
Total Reven	ue Requirement	744,689	744,882		_	438,177	306,512
Conservatio	n Adjustment Revenue	- (10,237)	E-2w	0% 100%	100% 0%	- (10,237)	-
	ue for Rate Setting, Calc'd erride %BFC from Cover Sheet>	734,451	1	58% 50%	42%	427,940	306,512
	ue for Rate Setting Used Below	734,451	!	50%	50%	-367,226	

E Rate Design - Wate

Page 2 of 2

	s/Meter Size	Units	Factor	WghtdUnts	Chg/WgtUn	BFC	Expected
Total (Res, Gen	Srvc, Irr)						
5/8" X 3/4"		11,301	1.00	11,301		31.68	358,01
3/4"		-	1.50	0		47.52	-
1"		34	2.50	85		79.20	2,69
1-1/2"		12	5.00			158.40	1,90
2"		12	8.00			253.43	3,04
3"		-	16.00			506.87	
4"		-	25.00			791.98	_
6"		_	50.00	_		1,583.96	
8"		-	80.00	-		2,534.34	_
10"		-	115.00	_		3,643.11	-
Fire Protection	(= 1/12 of Commercial)		0.0833			0,040.11	-
2"	, or - criminar cr u .,	_	0.67	0		21.12	
3"		_	1.33	0		42.24	-
4"		_	2.08	0		66.00	-
6"		12	4.17	50		132.00	4.50
8"		_ '-	6.67	0		211,19	1,584
10"			9.58	0			-
	Total BFC	11,371	3.50	11,592	31.679	303.59	_
OF STANDALONE F	ates w/o Repression, using		Danta blast		= 31.079		367,23
Gallonage charg	ates w/o (vepression, usini	g PROPUSE	D rate block	amounts			
Total Usage	•	29,664				Usage Chg	
Total Osage			4 00	00.004	40.000		Expected
Gon'l Care only		•	1.00	29,664	12.380	12.38	367,240
Gen'l Srvc only	en any sense of five weather the	1,474	1.00 1.00	29,664	12.380		367,240 18,248
	recovered from Residentia	1,474		29,664	12.380	12.38	367,240 18,248 348,978
Remainder to be	recovered from Residentia	1,474		29,664	12.380	12.38 12.38	367,240 18,248 348,978
Remainder to be a		1,474 I	1.00	ŕ	12.380	12.38 12.38 Usage Chg	367,240 18,248 348,978 Expected
Remainder to be a Residential Only E	Block 1	1,474 I 19,300	1.00	19,300	12.380	12.38 12.38 Usage Chg 10.69	367,240 18,248 348,978 Expected 206,317
Remainder to be a Residential Only E B	Block 1 Block 2	1,474 I	1.00 1.00 1.50	19,300 13,335	12.380	12.38 12.38 Usage Chg 10.69 16.04	367,240 18,248 348,978
Remainder to be a Residential Only E B B	Block 1	1,474 I 19,300	1.00	19,300	12.380	12.38 12.38 Usage Chg 10.69	367,240 18,248 348,978 Expected 206,317
Remainder to be a Residential Only E B Irrigation	Block 1 Block 2 Block 3	1,474 I 19,300	1.00 1.50 2.00	19,300 13,335 0	12.380	12.38 12.38 Usage Chg 10.69 16.04 21.39	367,240 18,248 348,978 Expected 206,317
Remainder to be of Residential Only E B Irrigation	Block 1 Block 2 Block 3 Block 1	1,474 I 19,300	1.00 1.50 2.00	19,300 13,335 0	12.380	12.38 12.38 Usage Chg 10.69 16.04	367,240 18,248 348,978 Expected 206,317
Remainder to be of Residential Only EBBERRESIDENTIAL RESIDENTIAL R	Block 1 Block 2 Block 3 Block 1 Block 2	1,474 I 19,300	1.00 1.50 2.00 1.50 1.00	19,300 13,335 0	12.380	12.38 12.38 Usage Chg 10.69 16.04 21.39	367,240 18,248 348,978 Expected 206,317
Remainder to be a Residential Only E B Irrigation B B B B B	Block 1 Block 2 Block 3 Block 1 Block 2 Block 3	1,474 I 19,300	1.00 1.50 2.00 1.50 2.00	19,300 13,335 0	12.380	12.38 12.38 Usage Chg 10.69 16.04 21.39	367,240 18,248 348,978 Expected 206,317
Remainder to be a Residential Only E B Irrigation B B B B B	Block 1 Block 2 Block 3 Block 1 Block 2 Block 3 Block 4	1,474 I 19,300 8,890 - - - -	1.00 1.50 2.00 1.50 1.00	19,300 13,335 0 0	12.380	12.38 12.38 Usage Chg 10.69 16.04 21.39 10.69 16.04	367,240 18,248 348,978 Expected 206,317
Remainder to be of Residential Only EBBERRESSERIES Irrigation BBERRESSERIES BBERRESSER	Block 1 Block 2 Block 3 Block 1 Block 2 Block 3	1,474 I 19,300	1.00 1.50 2.00 1.50 2.00	19,300 13,335 0 0 0 0	12.380	12.38 12.38 Usage Chg 10.69 16.04 21.39	367,24(18,24(348,97) Expected 206,311 142,596
Remainder to be of Residential Only EBBERRESSERIES Irrigation BBERRESSERIES BBERRESSER	Block 1 Block 2 Block 3 Block 1 Block 2 Block 3 Block 4	1,474 I 19,300 8,890 - - - -	1.00 1.50 2.00 1.50 2.00	19,300 13,335 0 0 0 0 0		12.38 12.38 Usage Chg 10.69 16.04 21.39	367,24 18,24 348,97 Expected 206,31 142,59
Remainder to be of Residential Only EBBERRESSERIES Irrigation BBERRESSERIES BBERRESSER	Block 1 Block 2 Block 3 Block 1 Block 2 Block 3 Block 4	1,474 I 19,300 8,890 - - - -	1.00 1.50 2.00 1.50 2.00	19,300 13,335 0 0 0 0 0		12.38 12.38 Usage Chg 10.69 16.04 21.39	367,24(18,24t 348,970 Expected 206,317 142,596
Remainder to be of Residential Only EBBERRESSERIES Irrigation BBERRESSERIES BBERRESSER	Block 1 Block 2 Block 3 Block 1 Block 2 Block 3 Block 4	1,474 I 19,300 8,890 - - - -	1.00 1.50 2.00 1.50 2.00	19,300 13,335 0 0 0 0 0		12.38 12.38 Usage Chg 10.69 16.04 21.39	367,240 18,248 348,978 Expected 206,317

10,237 744,633

HC Waterworks, Inc. ENGINEERING SCHEDULES

SCHEDULE TITLE	SCHEDULE <u>NUMBER</u>	PAGE NUMBER
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

Schedule: Page: F-1 1 of 3

Docket No. 20190166-WS

HC Waterworks, Inc.

Preparer: W T Rendell

Historical Test Year Ending June 30, 2019

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.

		(1)	(2)	(3)	(4)	(5)	(6)
						Unaccounted	%
Line		Gallons	Gallons	Gallons	Other	For Water	Unaccounted
No.	Month	Pumped	Purchased	Sold	Uses	(1)+(2)-(3)-(4)	For Water
Lake	Josephine a	ind Sebring Lak	es (interconnec	ted)			
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

Schedule:

F-1 2 of 3

Page: Preparer:

W T Rendell

HC Waterworks, Inc.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

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.

		(1)	(2)	(3)	(4)	(5)	(6)
						Unaccounted	%
Line		Gallons	Gallons	Gallons	Other	For Water	Unaccounted
No.	Month	Pumped	Purchased	Sold	Uses	(1)+(2)-(3)-(4)	For Water
Leisu	re Lakes						
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

Schedule: Page:

F-1 3 of 3

Preparer:

W T Rendell

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

		(1)	(2)	(3)	(4)	(5)	(6)
						Unaccounted	%
Line		Gallons	Gallons	Gallons	Other	For Water	Unaccounted
No.	Month	Pumped	Purchased	Sold	Uses	(1)+(2)-(3)-(4)	For Water
Comb	ined Total						
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) per Rule 25-30.4325(6)(b), F.A.C.			336,000
3	LJ - Well #2 - (350 gpm X 16 hrs X 60 min) per Rule 25-30.4325(6)(b), F.A.C.			336,000
4	SL - Well # 1 - (225 gpm X 16 hrs X 60 min) per Rule 25-30.4325(6)(b), F.A.C.			216,000
5	SL - Well # 2 - (225 gpm X 16 hrs X 60 min) per Rule 25-30.4325(6)(b), F.A.C.			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 Admistrative Code)			580,000
8	Maximum Day:		09/18/18	326,000
9 10	The single day with the highest pumpage rate for the test year. Explain, on a separate page, 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	2	09/07/18	192,000
	the flows on these days.	3	09/13/18	201,000
		4	09/18/18	326,000
		5	09/28/18	192,000
				219,600
14	Average Daily Flow			123,975
15	Required Fire Flow			750
16 17	The standards will be those as set by the Insurance Service Organization or by a 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: Page: Preparer:

2 of 2 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
140.	Description		Date	<u> </u>
1	Plant Capacity (Leisure Lakes):			
2	Well #1 - (200 gpm X 16 hrs X 60 min) per Rule 25-30.4325(6)(b), F.A.C.			192,000
3	Well # 2 - (50 gpm X 16 hrs X 60 min) per Rule 25-30.4325(6)(b), F.A.C.			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 Admistrative Code)			192,000
6	Maximum Day:		09/01/19	87,500
7 8	The single day with the highest pumpage rate for the test year. Explain, on a separate page, if fire flow, line-breaks or other unusual occurrences affected the flow this day.	(6	also 09/02/2019)	
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	2	01/06/19	43,700
	the flows on these days.	3	01/11/19	38,100
		4	01/12/19	38,700
		5	01/13/19	38,700
				40,560
4	Average Daily Flow			58,229
5	Required Fire Flow			750
	The standards will be there as not by the Incomes Comics Occanization as by a			

Florida Public Service Commission **Used and Useful Calculations** Water Treatment Plant Schedule: F-5 HC Waterworks, Inc. Page: 1 of 1 Docket No. 20190166-WS Preparer: W T Rendell Historical Test Year Ending June 30, 2019 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). (4) (5) (6) (7) (8) (9) (10) (11) (12)(1) (2) (3) WELLS - water treatment system Firm Reliable Peak Demand Capacity for Excess for Systems Maximum Systems Permanent Unaccounted for with Storage Supply Well Storage Wells U&U Well U&U Storage Multiple Wells Max Day (GPD) Growth Factor Water (GPM) Fire Flow (GPD) (GPD) (GPD) Total Well Capacity (GPD) (GPM) Calculated Used 2 Yes Yes 413,500 0.98 9,817.60 180,000 576,224 772,000 960,000 772,000 74.64% 89.90% 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 Peak Day Permanent Permanent

Excess Unaccounted for

Water (GPD)

9,818

Fire Flow

(GPD)

180,000

Demand

(GPD)

490,303

Usable Storage (Gal.)

450,000

Margin Reserve

Ratio

0.98

Max Day

Demand

10 11 219,600

Reliable

Storage

450,000

Bottom Drain

Yes

Max Day (GPD)

Storage previously found 100% used and useful by Order No. PSC-15-0282-PAA-WU.

326,000

Storage U&U

Calculated

108.96%

Storage

U&U Used

100.00%

86

Used and Useful Calculations Water Distribution and Sewer Collection Systems

Florida Public Service Commission

Schedule:

F-7

Page: Preparer: 1 of 1 W T Rendell

HC Waterworks, Inc. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

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.

	-			-			
	(1)	(2)	(3)	(4)	(5)	FPSC	
Line	Test Year	Growth	Trended	Lots Fronting	U&Ù as	Approved	
No.	Connections	Factor	2018 Cust	Mains	Calculated	Last Rate Case	
Vate	r						
	Lake Josephine/Se	ebring Lakes:					
1	634.0	0.98	<u>637.6</u>	678	94.04%	94.80%	
2							
3	Lake Josephine/Se	ebring Lakes w	ater distributio	n was found to	be 94.8% in Orde	er NO. PSC-15-0282-	PAA-W
4							
5	Leisure Lakes						
6	316.0	0.98	<u>319.2</u>	335	95.28%	95.30%	
7							
8	Leisure Lakes wat	er distribution	was found to b	e 96.4% in Orde	er NO. PSC-15-02	82-PAA-WS	
9							
10	Weighted Distribut	tion U&U					
11		Connections	Pro Rata	Percentage	Weighted		
12		637.6	66.64%	94.04%	62.67%		
		040.0	33.36%	95.30%	31.79%		
13		319.2	33.30%	33.3070			
		319.2 956.8	100.00%	95.50 76	94,46%		

Margin Reserve Calculations - Water & Sewer

HC Waterworks, Inc.
Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule:

F-8 1 of 1

Page: 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).

	(1)	(2)	(3)	(4)	(5)	
Line		Average	Average			
No.	Year	Connections	SFRs	Trend	Increase	
WATER	₹ - Lake Jos	ephine/Sebrin	g 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%	5 yrs beyond 2018
			X Coefficient(s)	-2.3000		
Water -	Sebring La	kes				
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%	5 yrs beyond 20011

3.9000

Equivalent Residential Connections - Water

Florida Public Service Commission

HC Waterworks, Inc. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Schedule: F-9 Page: 1 of 1

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.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
		SFI	R Custom	ners	SFR	Gallons/	Total	Total	Annual
Line					Gallons	SFR	Gallons	ERCs	% Incr.
No.	Year	Beginning	Ending	Average	Sold	(5)/(4)	Sold	(7)/(6)	in ERCs
					(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	r 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

	Revision 1	
	SCHEDULE	PAGE
SCHEDULE TITLE	NUMBER	NUMBER
	_	
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 Cc

HC Waterworks, Inc. Docket No. 20190166-WS

Historical Test Year Ending June 30, 2019

Water [X] Sewer [X]

Explanation: Provide a schedule of present and proposed interim rates

•	 	•	40110	~~	****	~

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

	(1)	(2)	(3)	(4)	(5)	(6)
Line		Present	Proposed		Present	Proposed
No.	Class/Meter Size	Rates	Interim Rates	Class/Meter Size	Rates	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	Gallonage 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	Gallonage charge	8.66	2,096.19			
28						
29	General Service (GS2)					
30	Lake Josephine RV Resort	20.99	26.20			
31	Gallonage Charge	31.49	39.30			
32						
33	Fire Protection					
34	2"	12.62	<u>.</u>			
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)
		Adjusted	Adjustments	Adjustments	Interim	
Line		Average	for	Last	Rate	Supporting
No.	Description	Balance	Non-U&U	Rate Case	Base	Schedule(s)
WAT						
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	
SEW	ER					
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		

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 [X] Projected [] Water[X] Sewer [X]

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		Interim	Interim
No.	Description	Water	Sewer
1	USED & USEFUL ADJUSTMENTS TO TEST YEAR RATE BASE FO	OR INTERIM RATE PURPO	SES
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 1 of 1

Page: Preparer:

W T Rendell

	(1)	(2)	(3)	(4)	(5)	(6) Requested	(7)	(8)
Line		Utility Adjusted	Utility Interim	Adjusted Interim	Interim	Interim		Supporting
No.	Description	Test Year	Adjustments	Test Year	Increase	Revenues	% Increase	Schedules
Wate		7.11.4	1			1.01011400	70 morease	Ochedules
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	_ 1.0.70	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		2,
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%		,,,
Sewe	er							
13	Sewer Sales Revenues	#REF!	0	#REF!	#REF!	#REF!	#REF!	E-2s
14	Other Revenues	#REF!	0	#REF!	#REF!	#REF!	#IXLI:	E-2s
15	OPERATING REVENUES	#REF!	0	#REF!	#REF!	#REF!		L-23
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]

G-5 Schedule: 1 of 1 Page: Preparer:

W T Rendell

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

	(1)		(2)	(3)
Line			Interim	Interim
No.	Description		Water	Sewer
	USED & USEFUL AD.	JUSTMENT TO TEST YEA	AR .	
4	Depreciation Expense for Interim Rate	nurnoses	0	0
1 2	Depreciation Expense for interim Nate	; pui poses	v	Ū
3	Property Taxes for Interim Rate purpor	ses	0	0
4				
5				
6	UTILITY PROJECTED	REVENUE REQUIREME	NT ADJUSTMENTS	
7				
8	NET OPERATING REVENUE		137,384	#REF!
9	Required Revenue Adjustment		137,304	#RLF!
10 11	OPERATIONS & MAINTENANCE			
12	Impact of Revenue Increase on Bad D	eht Evnense	0	#REF!
13	impact of Neveride increase on Bad b	CDI Expense		
14	TAXES OTHER THAN INCOME TAX			
15	RAF on Revenue Adjustment @	4.50%	6,182	#REF!
16	,			
17	INCOME TAX ADJUSTMENT			
18	Rate Year Revenue at Present Rates		569,711	#REF!
19	Plus Required Revenue Adjustment		137,384	#REF!
20	Rate Year Revenue at Proposed Rate	S	707,094	#REF!
21		T	(E4G EE7\	#REF!
22	Less Operating Expenses Before Inco	me laxes	(516,557) (67,437)	#KEr!
23	Less Interest Expense		123,101	#REF!
24 25	Taxable Income Income Tax at Composite Rate of	0.00%	0	#REF!
26	Less Income Tax at Present Rates	0.0070	0 .	#REF!
27	Less moonie Tax at Tresent Nates			
28	Income Tax Adjustment		0	#REF!
	•			#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 [X] Sewer [X]

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

	(1)	(2) Reconciled	(3)	(4)	(5) Weighted	(6)	(7)
Line		To Requested		Cost	Cost		Supporting
No.	Class of Capital	Rate Base	Ratio	Rate	Rate	(6) Cost	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	7/12/201
		Sodium Hypochlorite	.015 gpm	\$ 210.00	200	\$ 1.05	9/12/201
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140	\$ 1.05	9/24/201
		Sodium Hypochlorite	.015 gpm	\$ 168.00	160	\$ 1.05	10/4/201
		Sodium Hypochlorite	.015 gpm	\$ 157.50	150	\$ 1.05	10/18/201
		Sodium Hypochlorite	.015 gpm	\$ 189.00	180	\$ 1.05	11/1/201
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140	\$ 1.05	11/15/201
		Sodium Hypochlorite	.015 gpm	\$ 105.00	100	\$ 1.05	11/29/201
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140	\$ 1.05	12/13/201
		Sodium Hypochlorite	.015 gpm	\$ 273.00	260	\$ 1.05	1/11/201
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140	\$ 1.05	1/24/20:
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140	\$ 1.05	2/7/20:
		Sodium Hypochlorite	.015 gpm	\$ 136.50	130	\$ 1.05	2/21/201
		Sodium Hypochlorite	.015 gpm	\$ 126.00	120	\$ 1.05	3/21/201
		Sodium Hypochlorite	.015 gpm	\$ 129.15	123	\$ 1.05	4/4/201
		Sodium Hypochlorite	.015 gpm	\$ 147.00	140	\$ 1.05	4/18/201
		Sodium Hypochlorite	.015 gpm	\$ 157.50	150	\$ 1.05	5/2/201
		Sodium Hypochlorite	.015 gpm	\$ 126.00	120	\$ 1.05	5/16/201
		Sodium Hypochlorite	.015 gpm	\$ 195.00	150	\$ 1.30	5/30/201
		Sodium Hypochlorite	.015 gpm	\$ 143.00	110	\$ 1.30	6/13/201
		Sodium Hypochlorite	.015 gpm	\$ 162.50	125		6/27/201

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
	5ulfuric Acid 93%	.016 gpm \$	1,237.50	330 \$	3.75	9/12/2018
	5ulfuric 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 S0%	.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 \$	3S4.75	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
	5ulfuric 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%	O16 grown ¢	477 TC	40F #		

.016 gpm \$

.016 gpm \$

.016 gpm \$

477.75

372.40

269.50

195 \$

152 \$

110 \$

6/20/2019

6/27/2019

7/4/2019

2.45

2.45

2.45

Sulfuric Acid 50%

Sulfuric Acid 50%

Sulfuric Acid 50%

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

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 Hypochiorite	.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 1/24/2019
		Ammonium Sulfate	.02 gpm	87.90 102.55	30 \$	2.93	4/18/2019
		Ammonium Sulfate	.02 gpm	102.55	35 \$	2.93	4/18/20

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:

Total Pages:

10809 Lake Josephine RV

Quarterly Disinfection By-Products

Sample Date:

08/02/2018

Sample Numbers:

F1803864

This report package incl	udes the following contents a	nd attachments:	Commonly used Qualifiers with explanations:			
Contents	<u>Item</u>	Pages	<u>Qualifie</u> r	Explanation		
Cover Page:		Í	U	Compound was analyzed for but not detected.		
Report of Analysis:	Original	4	ī	Result is between the MDL and the PQL.		
Attachments:			Q	Sample was analyzed out of holding time.		
			J	Estimated value; may not be accurate.		

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.

5

Respectfully Submitted,

Chad Harmon Project Manager Aug 21 2018 12:09 PM

Docu Sign

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

PUBLIC WATER SYSTEM INFORMATION (to be	completed by sampler - Please type or print legibly)	
System Name: Lake Josephine / Sebring	lakes	PWS I.D. #: 628 0167
System Type (check one): (K) Communi	ity () NonTransient Noncommunity	() Transient NonCommunity
Address: 1949 anary Way		
City: Sehring	State: Florida ZIP Code:	
Phone#: 72.7 -848 - 829 2	Fax #:	E-Mail Address: DKi bitlewski@ USUAttr
SAMPLE INFORMATION (to be completed b	y sampler)	
Sample Number:	Sample Date: $8-2-(8)$ Sample Time:	1115
Sample Location (be specific) 10809 VS Hwy 2	7 RV Park (Hosebib)	
Disinfectant Residual (Required when reporting results for	r trihalomethanes and haloacetic acids):	2.8 mg/L Field pH: 7-3
Sample Type (Check Only One)	Reason(s) for Sample (Check all the	1. The state of th
Distribution [Routine Compliance (with 62-550)	Quarterly (Which One?) THM - HAA 5
Entry Point (to Distribution)	Confirmantion of MCL Exceedance*	Special (not for compliance with 62-550.)
Plant Tap (not for compliance with 62.550)	Composite Multiple Sites**	Violation Resolution
Raw (at well intake)	Clearance (permitting)	Replacement (of invalidated Sample)
Max. Residence Time	Other:	in in
Ave. Residence Time	Sampling Procedure Used or other Comments:	
Near First Customer	JBP '5	
*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 require	ments and attach a results page for each site.
	SAMPLER CERTIFICATION	
I, Andrew Borremans	pperator	, do HEREBY CERTIFY
(Print Name)	(Print Tit	le)
that the above public water system and sample collection is	miormation is complete and correct.	4 3 16
Signature: (130000)		Date: 8-2-18
Certified Operator #: CZZ604	Phone #: 863 -581-3596	Sampler's FAX #:
Sampler's E-mail: alongeman & US W	vatricorp. Net	
Reporting Format 62-550.730		
Effective January 1995, Revised February 2010	1 of l	

LABORATORY CERTIFICATION INFORMATION	(to be completed by lab – Please type or	print legibly)							
Lab Name: Advanced Environmental Laboratories, I	nc Florida DOH Certification #:	E84492	Certification Expiration Date: 06/30/2019						
		ATTACH CURRE	NT DOH ANALYTE *						
Address: 13100 Westlinks Terrace, Unit 10 Ft. Mye	rs FL Payments: P.O. Box	Phone #: <u>(239</u>) 674-8130						
Were any analyses subcontracted? X Yes No	o If yes, please provide DOH certifi	cation numbers:	E84589 E82535						
	TA	TACH DOH ANAL	YTE 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	ce with Chapter 62-550, F.A.C. (Che	eck all that apply):							
Inorganics Synthetic Organics	Volatile Organics Disinfection	Byproducts	Radionuclides Secondaries						
All Except Asbestos All 30	All 21 X Trihalome	ethanes	Single Sample All 14						
Partial All Except Dioxin	Partial X Haloaceti	c Acids	Qtrly Composite** Partial						
Nitrate Partial	Chlorite	÷							
☐ Nitrite ☐ Dioxin Only	☐ Bromate								
Asbestos Only									
	LAB CERTIFICA	TION							
I, Joseph J. Vondrick	, Project Mana	ger	do HEREBY CERTIFY						
(Print Name)		(Print Title)							
that all attached analytical data are correct and unle	ss noted meet all requirements of the	e National Enviro	nmental Laboratory Accreditation Conference						
Signature: July Vondrik	Date:	08/17/2018							
* Failure to provide a valid and current Florida DOH lab or report, possible enforcement against the public water s ** Please provide radiological sample dates & locations for the sample dates are considered.	ystem for failure to sample, and may res	e Sheet for the atta ult in notification of	ched analysis results will result in rejection of the the DOH Bureau of Laboratory Services.						
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	Sample Collection & Analysis Satisfactory: Yes No Replacement Sample or Report Requested: Yes No (circle or highlight group(s) above)								
Person Notified:	Date Notified:	DEP/D	OH Reviewing Official:						

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	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	Ü	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	EX GARLES APPLIES	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	Ü	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.

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

Page 3 of 3

^{*}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.

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 CI							
				1	1				

						<u></u>								
SAMPLER'S NAME	andrew Parlemans	CLIENT NAME:	Wanter	r	57	8	_	:						
SAMPLERS SIGNA		PROJECT:	OBP			LOCATION	309 Lake Joseph	hie RV	:					
FIELD ID#	SAMPLE ID	DATE	TIME	SAMP TYPE	GRAB	WELL	LABORATORY ID#	# OF CONT	тнм	НАА		CL2	pН	
MEDD 10#	10809 Lake Josephin		1115	DW	x			6	3	3		28	7.3	0
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	Sampler's certification must	ha submitted with	. His form	L	1	_1			- بــــنـــــــــــاب	<u> </u>		4	YES	
COMMENTS:	SOME CONTAINERS MAY BE PRESERVE		i inis joini.					S	AMPLES	ICED TO		;		I
	PLEASE READ ALL CONTAINER LABEL		Š.				זטא	RIENT CON	TAINERS	PRESERV	ÆD H2SO4	}		1
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								OTHER		т-		7	L	
Container Qty:	RELINQUISHED BY:	ACCEPTED BY:					DATE:	TIME:		4				Т
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Ψ	7	1 Jun	DALL -		<u></u>		12/2/10	101	15	1		DEPART		I
-			W				42/18	100	, 0			ARRIVE	LAB	\perp

PUBLIC WATER SYSTEM INFORMATION (to be comp System Name: Lake Josephine	pleted by sampler – please type or print legibly) PWS I.D. #: 6 2 8 0 1	6 2
System Type (check one): Community	☐Nontransient Noncommunity ☐Transient Noncommunity	
Address: 1949 Cowary Way	ZIP Code: 3387	2
City: Selection Fax Phone # 727-848-8292 Fax		
SAMPLE INFORMATION (to be completed by sampler) Sample Number: T1816969001	Sample Date: 10/3/18 Sample Time: 1	•
Sample Location (be specific) : POE	Holocalic acids): 4.0 mg/L Field pH: 7.7	
Disinfectant Residual (Required when reporting results for trin Sample Type (Check Only One) Distribution Entry Point (to Distribution) Plant Tap (not for compliance with 62-550) Raw (at well or intake)	Reason(s) for Sample (Check all that apply) Replacement (of Invalidation of MCL Exceedance* Composite of Multiple Sites** Cother:	
Max Residence Time	Sampling Procedure Used or Other Comments:	
☐Ave Residence Time	2018 Triennials	
☐Near First Customer	ee 62-550.500(6) for requirements and restrictions. "See 62-550.550(4) for requirements and restrictions attach a results page for each significant and second sec	ents and te
	SAMPLER CERTIFICATION	
I, Andrew Borremans (Print Name)	Operator(Print Title)	, do HEREBY CERTIFY
that the above public water system and sample collection	information is complete and correct.	
	Date: 10/3/18	
	Phone #:863-581-3596Sampler's Fax #:727-849-4219_	
Sampler's E-mail: aborremans@uswatercorp.net		ANALY ()
Reporting Format 52-550.730 Effective January 1995, Revised February 2010		

LABORATORY CERTIFICATION INFORMATION (t	to be completed by lab - Please type o		
Lab Name: Advanced Environmental Laboratories, Inc	C Florida DOH Certification #:		Expiration Date: 06/30/2019
		ATTACH CURRENT DOH ANALY	/TE *
Address: 9610 Princess Palm Ave Tampa, FL 3361	9 Payments: P.O. Box	Phone #: <u>(813)630-9616</u>	
Were any analyses subcontracted? X Yes No	the state of the s	ication numbers: E82574 E8	2001
were any analyses subcontracted:	IT you, ploaded provided and and and and and and and and and an	TACH DOH ANALYTE SHEET FO	R 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): T18	16969001 Lab Assigne	d Report # or Job <u>T1816969</u>
Group(s) Analyzed & Results attached for compliance	e with Chapter 62-550, F.A.C. (Ch	eck all that apply):	
Inorganics Synthetic Organics	Volatile Organics Disinfection	Byproducts Radion	uclides <u>Secondaries</u>
X All Except Asbestos All 30	X All 21 Trihalom		le Sample X All 14
Partial X All Except Dioxin	Partial Haloace	ic Acids Qtrl	Composite** Partial
X Nitrate Partial	☐ Chlorite		
X Nitrite ☐ Dioxin Only	☐ Bromate	£	
Asbestos Only			
	LAB CERTIFICA	ATION	
L. Jacob I Vandrick	. Project Man		, do HEREBY CERTIFY
I, Joseph J. Vondrick	,	(Print Title)	
(Print Name)		•	ratory Accreditation Conference
that all attached analytical data are correct and unles	ss noted meet all requirements or u		ratory / toologicalists
Signature: John Vonduit	Date:	10/31/2018	
* Failure to provide a valid and current Florida DOH lab c report, possible enforcement against the public water sy ** Please provide radiological sample dates & locations for	ystem for failure to sample, and may re or each quarter.	Suit III Houndays I of Go 2 5 1 2 2 3	
CONFIRMATION & NOTIFIED NON-DETECTS ARE TO BE REPORTED AS THE M	CATION IS REQUIRED WITHIN 24 HI IDL WITH A "U" QUALIFIER. (No	RS FOR NITRATE OR NITRITE MO n-detects reported as "BDL" or v	L EXCEEDANCES with a "<" are not acceptable.)
COMPLIANCE DETERMINATION (to be completed by	y DEP or DOH attach notes as necessary)	
Sample Collection & Analysis Satisfactory: Yes	☐ No Replacement Sample or F	Report Requested: Yes	No (circle or highlight group(s) above)
	Date Notified:	DEP/DOH Reviewir	ng Official:
Person Notified:	Date Housea.		

INORGANIC CONTAMINANTS

Report Number / Job ID: T1816969001

62-550.310(1)

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)	4 Jan 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	υ	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	υ	EPA 200.8	0.000064	10/14/2018	15:54	E82574
1020	Chromium	0.1	mg/L	0.0020	υ	EPA 200.7	0.0020	10/11/2018	19:39	E84589
1024	Cyanide	0.2	mg/L	0.0048	Ü	SM 4500-CN-E	0.0048	10/08/2018	12:35	E84589
1025	Fluoride	4.0	mg/L	0.20	υ	EPA 300.0	0,20	10/11/2018	17:00	E84589
1023	Lead	0.015	mg/L	0.00024	υ	EPA 200.8	0.00024	10/14/2018	15:54	E82574
	Mercury	0.002	mg/L	0.000050	U	EPA 245.1	0.000050	10/11/2018	13:08	E84589
1035	Nickel	0.1	mg/L	0.0044	υ	EPA 200.7	0.0044	10/11/2018	19:39	E84589
1036	Selenium	0.05	mg/L	0.00058	U	EPA 200.8	0.00058	10/14/2018	15:54	E82574
1045		160	mg/L	19		EPA 200.7	0.17	10/11/2018	19:39	E84589
1052	Sodium	AND CHESTON	mg/L	0.00011	U	EPA 200.8	0.00011	10/14/2018	15:54	E82574
1074	Antimony	0.006	mg/L	0.00018	U	EPA 200.7	0.00018	10/11/2018	19:39	E84589
1075 1085	Beryllium Thallium	0.004	mg/L	0.00018	- U	EPA 200.8	0.000057	10/14/2018	15:54	E82574

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

Page 3 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.

SECONDARY CONTAMINANTS

Report Number / Job ID: T1816969001

62-550.320

PWS ID (From Page 1): 6280162

32-550.32		e- light again		Analysis	0.12	Analytical	Lab	Analysis	Analysis	DOH Lab
Contam	Contam Name	MCL	Units	Result	Qualifier*	Method	MDL	Date	Time	Certification #
_ ID		0.2	mg/L	0.029	ı	EPA 200.7	0.025	10/11/2018	19:39	E84589
1002	Aluminum	200		16		EPA 300.0	2.0	10/11/2018	17:00	E84589
1017	Chloride	250	mg/L		<u> </u>	EPA 200.8	0.00035	10/14/2018	15:54	E82574
1022	Copper		mg/L	0.00035	U	EFA 200.8				E84589
1025	Fluoride	2.0	mg/L	0.20	U	EPA 300.0	0.20	10/11/2018	17:00	E84589
	THE PROPERTY OF THE PROPERTY O	0.3	mg/L	0.027	ı	EPA 200.7	0.021	10/11/2018	19:39	4, 1 - 4 - 4
1028	Iron			0.0081	<u> </u>	EPA 200.8	0.00055	10/14/2018	15:54	E82574
1032	Manganese Manganese	0.05	rng/L		<u> </u>	EDA 200 B	0.000068	10/14/2018	15:54	E82574
1050	Silver	0.1	mg/L	0.00010	<u> </u>	EPA 200.8	0.000000			E84589
1055	Sulfate	250	mg/L	180		EPA 300.0	2.0	10/11/2018	17:00	
	The state of the s	5	mg/L	0.010		EPA 200.8	0.0052	10/14/2018	15:54	E82574
1095	Zinc	B S	W. S. SERBET CHEMICAL SERVICE CONTROL OF THE SERVICE CONTROL OF THE		 	SM 2120 B	2.7	10/04/2018	13:48	E84589
1905	Color	15	PCU	2.7				40/02/2010	16:05	E84589
1920	Odor	10 B 3	TON @ 40°C	1.0	Ü	SM 2150 B	1.0	10/03/2018		E84589
	HC	6.5 - 8.5	su	7.2	Q	SM 4500H+B		10/05/2018	11:45	
1925		PART COMPANY TO A SECTION OF THE SEC	and the	340		SM 2540 C	10	10/09/2018	15:21	E84589
1930	Total Dissolved Solids	500	mg/L		 	SM 5540 C	0.040	10/04/2018	10:04	E82001
2905	Foaming Agents	0.5	mg/L	0.040	U	3M 3340 C	0.070	10.03.20.0		

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

Page 4 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.

RADIONUCLIDES 62-550.310(6)

Report Number / Job

T1816969001

PWS ID (From Page 1): 6280162

Contam Contam Name MCL Units	Analysis Result	Qualifier*	Analytical Method	Lab RDL Analysis MDL Error	Analysis Date	Analysis Time	DOH Lab Certification #
ID 4008 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.

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

Page 5 of 7

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.

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-Dichloroberizene	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	Name of the state	ug/L	0,13	U	EPA 524.2	0.13	0.5 0.7	10/08/2018	16:49	E82574
2977	1,1-Dichloroethylene	1 2 T 1 1	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 me	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		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	D.17	U	EPA 524.2	0.17	0.5	10/08/2018	16:49	E82574
2990	Benzene	Held 1 3	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 µg/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, Ö, 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.

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 #
- 51 - 22 - 12 - 12 - 12 - 12 - 12 - 12	± 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2	ug/L	0.0069	Ü	EPA 508	0.0069	0.01	10/04/2018	10/04/2018	17:42	E82574
2005	Endrin	0.2	ug/L	0.0071	Ū	EPA 508	0.0071	0.02	10/04/2018	10/04/2018	17:42	E82574
2010	gamma-BHC (Lindane)	THE PARTY OF THE P	ug/L ug/L	0.0068	U	EPA 508	0.0068	0.1	10/04/2018	10/04/2018	17:42	E82574
2015	Methoxychlor	40	ug/L	0.12	Ū	EPA 508	0.12	1	10/04/2018	10/04/2018	17:42	E82574
2020	Toxaphene	200	ug/L	0.90	Ü	EPA 515.3	0.90	100	10/10/2018	10/11/2018	11:51	E82574
2031	Dalapon		ug/L	7.6	U	EPA 549.2	7.6	0.4	10/04/2018	10/10/2018	13:36	E82574
2032	Diquat	20		1.8	U	EPA 548.1	1.8	9	10/04/2018	10/12/2018	01:52	E82574
2033	Endothall	100	ug/L	5.5	 	EPA 547	5.5	6	10/12/2018	10/12/2018	18:49	E82574
2034	Glyphosate	700	ug/L	0.50	 	EPA 525.2	0.50	0.6	10/15/2018	10/16/2018	12:47	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.50	1 0	EPA 531.1	0.57	2	10/09/2018	10/09/2018	06:59	E82574
2036	Oxamyl	200	ug/L	0.060	U	EPA 525.2	0.060	0.07	10/15/2018	10/16/2018	12:47	E82574
2037	Simazine	4	ug/L	0.000	1 0	EPA 525.2	0,50	0.6	10/15/2018	10/16/2018	12:47	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L		 U	EPA 515.3	0.23	0.1	10/10/2018	10/11/2018	11:51	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.18	0.2	10/10/2018	10/11/2018	11:51	E82574
2041	Dinoseb	7	ug/L	0.18	U	EPA 508	0.012	0.14	10/04/2018	10/04/2018	17:42	E82574
2042	Hexachlorocyclopentadiene	50	ug/L_	0.012		EPA 531.1	0.012	0.9	10/09/2018	10/09/2018	06:59	E82574
2046	Carbofuran	40	ug/L	0.28	U		0.090	0.1	10/15/2018	10/16/2018	12:47	E82574
2050	Atrazine	3.	ug/L	0.090	Ü	EPA 525.2	0.090	0.1	10/15/2018	10/16/2018	12:47	E82574
2051	Alachior	3 2 a	ug/L	0.15	<u>u</u>	EPA 525.2		C 10:00048088	10/04/2018	10/04/2018	17:42	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	10/10/2018	10/04/2018	11:51	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		10/11/2018	17:42	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0,1	10/04/2018	10/16/2018	12:47	E82574
2306	Benzo[á]pyrene	0,2	ug/L	0.015	U	EPA 525.2	0.015	0.02	10/15/2018		11:51	E82574
2326	Pentachlorophenol		ug/L	0.038	υ	EPA 515.3	0.038	0.04	10/10/2018	10/11/2018	17:42	E82574
2383	PCBs	0.5	ug/L	0.093	U	EPA 508	0.093	0.1	10/04/2018			E82574
2931	1,2-Dibrome-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	10/16/2018	10/16/2018		E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	Ų	EPA 504.1	0.0062	0.01	10/16/2018	10/16/2018		E82574
2959	Chlordane (technical)	2	ug/L	0.053	U	EPA 508	0.053	0,2	10/04/2018	10/04/2018	17:42	LUESTA

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.

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 XNo 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): 496-016 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): Radionuclides Secondaries Inorganics Synthetic Organics **Volatile Organics** Disinfection Byproducts Trihalomethanes Single Sample **□**All 14 □All 21 All Except Asbestos All 30 All Except Dioxin ☐ Partial THaloacetic Acids ☐ Qtrly Composite** □ Partial ☐ Partial □Nitrate Partial ☐ Chlorite □Nitrite ☐Dioxin Only □ Bromate ☐ Asbestos LAB CERTIFICATION Laboratory Director James W. Haves (Print Title) (Print Name) that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC). 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: _____

Page 2 of 4

Reporting Format 62-550.730

Effective January 1995, Revised December 2012

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): 428-0162

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] 3	pCi/L	0.8	Ü	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 1D 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.

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. Haves Laboratory Director

James W. Hages

Res: 4939 Cross Bayou Blvd W Port Richey, FL 34652 Prescribble (284-9162) Res: 727-848-8292 Res: 727-849-4219 Res: 1 of: 1 RMPLE ID SAMPLE DESCRIPTION Grab Combined William Cook: Will a westered on loc Press authors water GW = ground water OW = drinking-sender Or = all = SO = sol SL = studgo Preservation Code: 1 = ica Herico) S = PRESCO, N = (NO.) 1 = (Soldam Thou Cook: WW = westered on loc Press W = surface water GW = ground water OW = drinking-verter O = col A = all SO = sol SL = studgo Preservation Code: 1 = ica Herico) S = PRESCO, N = (NO.) 1 = (Soldam Thou Code: WW = westered on loc Press W = surface water GW = ground water OW = drinking-verter O = col A = all SO = sol SL = studgo Preservation Code: 1 = ica Herico) S = PRESCO, N = (NO.) 1 = (Soldam Thou Code: WW = westered on loc Press W = surface water GW = ground water OW = drinking-verter O = col A = all SO = sol SL = studgo Preservation Code: 1 = ica Herico) S = PRESCO, N = (NO.) 1 = (Soldam Thou Code: WW = westered on loc Press W = surface water GW = ground water OW = drinking-verter O = col A = all SO = sol SL = studgo Preservation Code: 1 = ica Herico) S = PRESCO, N = (NO.) 1 = (Soldam Thou Code: WW = westered on loc Press W = surface water GW = ground water OW = drinking-verter O = col A = all SO = sol SL = studgo Preservation Code: 1 = ica Herico) S = PRESCO, N = (NO.) 1 = (Soldam Thou Code: WW = westered on loc Press W = surface water GW = ground water OW = drinking-verter OW = col A = all SO = sol SL = studgo Preservation Code: 1 = ica Herico) S = PRESCO, N = (NO.) 1 = (Soldam Thou Code: WW = westered on loc Press W = surface water GW = ground water OW = drinking-verter OW = col A = all SO = sol SL = studgo Press W = ica Herico) S = PRESCO, N = (NO.) 1 = (Soldam Thou Code: WW = westered on loc Press W = surface water GW = ground water OW = drinking-verter OW = col A = all SO = sol SL = studgo Press W = ica Herico) S = ica		Environmental Laborator	163, MG.	9 0 1.22 000	junicus, se uu		acksonv Airamar: 'allahass 'ampa: 9	iee: 128 610 Princi	Cedar C ess Palm								1,02/3			
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PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - Please type or print legibly)
System Name:
System Type (mediand). [VCommunity Office of the control of the co
Address: 5313 Knight We
City: Servino
Phone #:
SAMPLE INFORMATION (to be completed by sampler)
Sample Number: T1820174001 Sample Date: 11/27 / 2015
Location Code of known
Distinfectant Residual (Required when reporting results for Irihalomethanes and haloacetic acids): 172 mg/L Field pH: 7.5
Odline Type (Chart Out, Out
Distribution Constitution (Check all that apply)
Routine Compliance with 62-550 Replacement (of invalidated Sample)
Plant Tap (and for compliance with 62-550)
Democratic (beiniffed)
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Ave Residence Time Sampling Procedure Used or Other Comments:
Near First Customer See 62-350.500(6) for requirements and restrictions. "See 62-550.550(4) for requirements and
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
(Print The above public meters and printing) (Print The)
that the above public water system and sample collection information is complete and correct.
Signature: Date: 1/27/2018
Certified Operator # C132LS Phone # 727-848-834 Sampler's Fax #
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LABORATORY CERTI	FICATION INFORMATION	(to be completed by lab	– Please type o	print legibly)	
Lab Name; Advanced E	Environmental Laboratories, I	nc Florida DOH Ce	ertification #:	E84589	Certification Expiration Date: 06/30/2019
				ATTACH CURRE	ENT DOH ANALYTE *
Address: 9610 Princes	ss Palm Ave Tampa, FL 336	19 Payments:	P.O. Box	Phone #: <u>(813</u>	3)630-9616
Were any analyses sub	contracted? Yes N	o If ves. please provi	ide DOH certif	ication numbers:	E82574 E82001
A CONTRACTOR OF THE CONTRACTOR OF THE					YTE SHEET FOR EACH SUBCONTRACTED .
ANALYSIS INFORMA	TION (to be completed by lab) Date Sampl	e(s) Received	11/27/2018	
PWS ID (From Page 1):	6280162	Sample Number (Fro	m Page 1): <u>T182</u>	20174001	_ Lab Assigned Report # or Job
Group(s) Analyzed & R	tesults attached for complian	ce with Chapter 62-550	0, F.A.C. (Ch	eck all that apply):	
Inorganics X All Except Asbestos Partial	Synthetic Organics All 30 All Except Dioxin	Volatile Organics X All 21 Partial	Disinfection Trihalome Haloacet	ethanes	Radionuclides Secondaries X Single Sample Qtrly Composite** Partial
X Nitrate	Partial		Chlorite		
X Nitrite ☐ Asbestos Only	Dioxin Only		☐ Bromate		
_		LAB	CERTIFICA	ATION	
I, Joseph J. Vonde	rick	<u>P</u>	roject Mana	iger	, do HEREBY CERTIFY
	(Print Name)			(Print Title)	
that all attached analyti	ical data are correct and unle	ess noted meet all requ	irements of th	e National Enviro	onmental Laboratory Accreditation Conference
Signature:	Jal & Vondick		Date:	12/17/2018	
* Failure to provide a val	lid and current Florida DOH lab ement against the public water s gical sample dates & locations f	system for failure to samp	a current Analyt ble, and may res	e Sheet for the atta sult in notification o	ached analysis results will result in rejection of the fifth the DOH Bureau of Laboratory Services.
NON-DETECTS ARE	CONFIRMATION & NOTIFE TO BE REPORTED AS THE			S FOR NITRATE (n-detects reported	OR NITRITE MCL EXCEEDANCES If as "BDL" or with a "<" are not acceptable.)
COMPLIANCE DETER	RMINATION (to be completed b	y DEP or DOH – attach not	es as necessary)		
Sample Collection & Ar	nalysis Satisfactory: Yes	☐ No Replacemen	t Sample or R	eport Requested	: Yes No (circle or highlight group(s) above)
Person Notified:		Date Notified:			OH Reviewing Official:
·		 :			

INORGANIC CONTAMINANTS

Report Number / Job ID: T1820174001

62-550.310(1)

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	Ü	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	1	EPA 200.8	0.00024	11/29/2018	13:25	E82574
1035	Mercury	0.002	mg/L	0.000050	Ü	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	Ü	EPA 200.8	0.000057	11/29/2018	13:25	E82574

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

Page 3 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.

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	4	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	licon	0.3	mg/L	0.080	1	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	Ü	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	a	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

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

RADIONUCLIDES 62-550.310(6)

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T1820174001

PWS ID (From Page 1): 6280162

Contam Name MCL Units	Analysis	Qualifier*	Analytical	Lab	RDL	Analysis	Analysis	Analysis	DOH Lab
	Result		Method	MDL		Error	Date	Time	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.

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

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.

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	cls-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	10.00 E	ug/L	0.20	υ	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	111	ug/L	0.32	ט	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) A	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		ug/L	0.15	Ú	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 µg/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.

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	Endin	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		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	4.4	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	Dinaseb	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	Ü	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		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.

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-(8 PWS ID (From Pg 1): 6280162 Sample # (From Pg 1): 1820174001 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): Synthetic Organics Volatile Organics Disinfection Byproducts Radionuclides Secondaries Inorganics Single Sample ☐AJI 21 ☐ Trihalomethanes **DAII 14** All Except Asbestos **□**All 30 ☐ Qtrly Composite** ☐ Partial ☐All Except Dioxin □ Partial ☐ Haloacetic Acids Partial ☐Chlorite | Partial □Nitrate ☐Bromate ☐Dioxin Only □Nitrite ☐ Asbestos LAB CERTIFICATION Laboratory Director , do HEREBY CERTIFY James W. Haves (Print Title) (Print Name) that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC). Date: 12-12-(8 Signature: * 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: Reporting Format 62-550,730 Page 2 of

Effective January 1995. Revised December 2012

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	1	EPA 900.0	2.0	3	1,4	12-4-18	1202	E84025
4020	Radium-226		pCi/L	1.6	1	EPA 903.0	0.4	1	0.4	12-10-18	1316	E84025
4030	Radium-228	ָנ	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.

Oualifier 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 1D 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

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. Haves Laboratory Director

James W. Hages

Chain of Custody

Document 69765 - HBN 58779	Workorder		ebring La	kes			Resu	ılts F	Requ						Same a		47	i e	77,000	reserves.	
Project Manager Tampa Advanced Environmental Laboratories, Inc. 9610 Princess Palm Ave Tampa, FL 33619 Payments: P.O. Box 551580 Jacksonville, FL 32255-1580 Phone (813)630-9616	KNL-FL KNL Laboratory 2742 North Flori Tampa, FL 3360 Phone Fax	Camiasa Ing		レ13 -17			EPA9031	EPA Red 5		(RELI			3).S:								
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PUBLIC WATER SYSTEM INFORMATION (to be	e completed by sampler – please type or print leg	bly)	autorio superiorio de establica establica en
System Name: Leisure Lakes	PWS I.t	0.#: 6 2 8 0 0 6	5 4
System Type (check one): *** Address: 140 wood3:d & Do:	□Nontransient Noncommunity	☐Transient Noncommunity	-
city: Lake Placid	ritementalista in the state of	ZIP Code: 33853	·
Phone # 727-848-8292	Fax #: 727-849-4219 E-Mail Add	ress:	
SAMPLE INFORMATION (to be completed by same	pler)		
and the second s	Sample Date: 10/3/18	Sample Time: ((30)	AM PM (Circle One)
Sample Location (be specific) : POE		Location Code:	
Disinfectant Residual (Required when reporting results (or trihalomethanes and haloacetic acids): 3.9 m	g/L Field pH: 7.9	
Sample Type (Check Only One)	_Reason(s) for Sar	nple (Check all that apply)	
⊠Distribution	⊠Routine Compliance with 62-550	Replacement (of Invalidated Sam	nple)
☐Entry Point (to Distribution)	☐Confirmation of MCL Exceedance*	☐Special (not for compliance with €	32-550)
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 Comm	ents;	
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□Near First Customer	2010 11	iennias	- Mary Mary Mary Mary Mary Mary Mary Mary
	"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 CERTIFICAT	TON	
I, Andrew Borremans	Operator		, do HEREBY CERTIFY
(Print Name)		t Title)	# *
that the above public water system and sample collect	ion information is complete and correct.		
Signature: G Build	Date	10/3/18	delitricity in modern code in the control of the co
Certified Operator #:_ C	Phone #: 863-581-3596	Sampler's Fax #:727-849-4219	
Sampler's E-mail: aborremans@uswatercorp.net			
	v v v*		

Reporting Format 62-550,730 Effective January 1995. Revised February 2010

LABORATORY CERTIFIC	ATION INFORMATION (o be completed by lab	 Please type or 	print legibly)	
Lab Name: Advanced Envi	ronmental Laboratories, In-	C Florida DOH Co	ertification #:	E84589	Certification Expiration Date: 06/30/2019
				ATTACH CURRE	NT DOH ANALYTE *
Address: 9610 Princess F	Palm Ave Tampa, FL 3361	9 Payments:	P.O. Box	Phone #: _(813)630-9616
Were any analyses subcor			ide DOH certifi	cation numbers:	E82574 E82001
vveie any analyses subcor	iliacted: M les Mo	ii yes, picase piov			YTE SHEET FOR EACH SUBCONTRACTED *
ANALYSIS INFORMATIO	N (to be completed by lab)	Date Samp	le(s) Received:	10/03/2018	
PWS ID (From Page 1): 62		Sample Number (Fro	m Page 1): <u>T18</u> 1	6970001	Lab Assigned Report # or Job T1816970
Group(s) Analyzed & Resu	alts attached for compliance	e with Chapter 62-55	0, F.A.C. (Che	eck all that apply):	
Inorganics	Synthetic Organics_	Volatile Organics	Disinfection	Byproducts	Radionuclides Secondaries
X All Except Asbestos	All 30	X All 21	Trihalome	ethanes	☐ Single Sample XI All 14
☐ Partial	X All Except Dioxin	Partial	Haloacet	c Acids	Qtrly Composite** Partial
X Nitrate	Partial		Chlorite		
X Nitrite	Dioxin Only		☐ Bromate		
Asbestos Only					
		LAB	CERTIFICA	TION	
I, Joseph J. Vondrick	(Project Mar	ager	, do HEREBY CERTIFY
	(Print Name)			(Print Title)	
that all attached analytical	data are correct and unles	s noted meet all req	uirements of th	e National Enviro	nmental Laboratory Accreditation Conference
Signature:	Jalo Vondrick		Date:	10/31/2018	
* Failure to provide a valid a report, possible enforcement	and current Florida DOH lab co ent against the public water sy al sample dates & locations fo	stem for failure to sam	a current Analyt ple, and may res	e Sheet for the atta sult in notification of	iched analysis results will result in rejection of the the DOH Bureau of Laboratory Services.
NON-DETECTS ARE TO	CONFIRMATION & NOTIFIC D BE REPORTED AS THE M			S FOR NITRATE C n-detects reported	OR NITRITE MCL EXCEEDANCES as "BDL" or with a "<" are not acceptable.)
COMPLIANCE DETERMI		DEP or DOH attach no			
Sample Collection & Analy	ysis Satisfactory: Tyes	No Replacemen	nt Sample or R	eport Requested:	Yes No (circle or highlight group(s) above)
Person Notified:		Date Notified:			OH Reviewing Official:

INORGANIC CONTAMINANTS

Report Number / Job ID: T1816970001

62-550.310(1)

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)		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	υ	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	υ	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

SECONDARY CONTAMINANTS

Report Number / Job ID: T1816970001

62-550.320

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	8,3 8,3 88 PM (1995) 3 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	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	7 (1997) 1 (1997) 1 (1997)	mg/L	0.011		EPA 200.8	0.00035	10/14/2018	16:02	E82574
1022	Fluoride	2.0	mg/L	0.20	U	EPA 300.0	0.20	10/11/2018	17:16	E84589
	Iron Carlotte	0.3	mg/L	0.021	ΰ	EPA 200.7	0.021	10/11/2018	19:52	E84589
1028		0.05	mg/L	0.0013	1	EPA 200.8	0.00055	10/14/2018	16:02	E82574
1032	Manganese	0.1	mg/L	0.000068	U	EPA 200.8	0.000068	10/14/2018	16:02	E82574
1050	Silver	250	mg/L	51		EPA 300.0	2.0	10/11/2018	17:16	E84589
1055	Sulfate		12.00	0.014		EPA 200.8	0.0052	10/14/2018	16:02	E82574
1095	Zinc	5	mg/L	2.7	U	SM 2120 B	2.7	10/04/2018	13:48	E84589
1905	Color	15	PCU			SM 2150 B	1.0	10/03/2018	16:05	E84589
1920	Odor	3	TON @ 40°C	1.0	<u> </u>		1:0		11:45	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	E04305
2905	Foaming Agents	0.5	mg/L	0.040	U	SM 5540 C	0.040	10/04/2018	10:04	E82001

RADIONUCLIDES 62-550.310(6)

Report	Number	1	Job
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T1816970001	
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PWS ID (From Page 1):	6280064
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Contam 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.

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

Page 5 of 7

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.

VOLATILE ORGANICS 62-550.310(4)(a)

Report Number / Job ID:	T1816970001
PWS ID (From Page 1):	6280064

Contam ID	Contam Name	MGL	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-Dichloroethylerie	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	grijani <mark>projektorije d</mark>	ua/L	0.25	Ū	EPA 524.2	0.25	0.5	10/08/2018	15:49	E82574
2968	g-Dichlorobenzene	600	ug/L	0,24	Ü	EPA 524.2	0,24	0.5	10/08/2018	15:49	E82574
2969	para-Dichlorobenzene	75	ug/L	0.23	υ	EPA 524.2	0.23	0.5	10/08/2018	15:49	E82574
2976	Vinyl Chloride	a composition del production del production del production del pr	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		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	Ü	EPA 524.2	0.21	0.5	10/08/2018	15:49	E82574
2982	Carbon tetrachloride	Charles and Services	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	#####################################	ug/L	0.31	U	EPA 524.2	0.31	0.5	10/08/2018	15:49	E82574
2985	1.1.2-Trichloroethane	a la consecución de la consec	ug/L	0.35	u	EPA 524.2	0.35	0.5	10/08/2018	15:49	E82574
en gelenger			ug/L	0.30	u	EPA 524.2	0.30	0.5	10/08/2018	15:49	E82574
2987	Tetrachloroethylene Chlorobenzene	100	ug/L	0.17	U	EPA 524.2	0,17	0.5	10/08/2018	15:49	E82574
2989			ug/L	0.15	Ü	EPA 524.2	0.15	0.5	10/08/2018	15:49	E82574
2990	Benzene	1,000	ua/L	0.20	U	EPA 524.2	0.20	0.5	10/08/2018	15:49	E82574
2991	Toluene	700		0.20	U	EPA 524.2	0.21	0.5	10/08/2018	15:49	E82574
2992 2996	Ethylbenzene Styrene	100	ug/L	0.14	Ü	EPA 524.2	0.14	0.5	10/08/2018	15:49	E82574

NOTE: Results indicating non-detection with a reported lab MDL > .5 µg/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

PW

NS ID	(From Page 1):	6280064
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Contam				Analysis		Analytical	Lab	RDL	Extraction	Analysis	Analysis	DOH Lab
ID-	Contam Name	MCL	Units	Result	Qualifier*	Method	MDL	יב	Date	Date	Time	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 11	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	Oxemyl	200	ug/L	0.57	U	EPA 531.1	0.57	2.40	10/09/2018	10/09/2018	07:36	E82574
2037	Simaziné	4.9	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	Ü	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 00	ug/L	0.18	U	EPA 515.3	0.18	0.2	10/10/2018	10/11/2018	12:24	E82574
2041	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0,1	10/04/2018	10/04/2018	18:03	E82574
2042	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	10/09/2018	10/09/2018	07:36	E82574
7.00	Atrazine	3	ug/L	0.090	1 0	EPA 525.2	0.090	0.1	10/15/2018	10/16/2018	13:12	E82574
2050	Alachior	2	ug/L	0.15	U	EPA 525.2	0.15	0.2	10/15/2018	10/16/2018	13:12	E82574
2051	I TOWN TO THE REAL PROPERTY OF THE PERSON OF	0.4	ug/L	0.0060	 	EPA 508	0.0060	0.04	10/04/2018	10/04/2018	18:03	E82574
2065	Heptachlor	0.2	ug/L	0.0052	ا قا	EPA 508	0.0052	0.02	10/04/2018	10/04/2018	18:03	E82574
2067	Heptachlor Epoxide	70	ug/L	0.095	1 0	EPA 515.3	0.095	0.1	10/10/2018	10/11/2018	12:24	E82574
2105	2,4-D	50	ug/L	0.090	T U	EPA 515.3	0.090	0.2	10/10/2018	10/11/2018	12:24	E82574
2110	Silvex (2,4,5-TP)	30	ug/L	0.0063	 	EPA 508	0.0063	0.1	10/04/2018	10/04/2018	18:03	E82574
2274	Hexachlorobenzene	0.2	ug/L	0.015	 	EPA 525.2	0.015	0.02	10/15/2018	10/16/2018	13:12	E82574
2306	Benzo[a]pyrene	1	ug/L	0.038	U	EPA 515.3	0.038	0.04	10/10/2018	10/11/2018	12:24	E82574
2326	Pentachiorophenol	0.5	ug/L	0.036	U	EPA 508	0.093	0,1	10/04/2018	10/04/2018	18:03	E82574
2383	PCBs	0.5	ug/L	0.0060	T U	EPA 504.1	0.0060	0.02	10/16/2018	10/16/2018	19:38	E82574
2931	1,2-Dibromo-3-Chloropropane	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	10/16/2018	10/16/2018	19:38	E82574
2946	Ethylene Dibromide (EDB)	2	ug/L	0.0002	1 0	EPA 508	0.053	0.2	10/04/2018	10/04/2018	18:03	E82574
2959	Chlordane (technical)	4.4 4 4.4	l nair	0.033	1	1	1 0.000	Later Territoria	· · · · · · · · · · · · · · · · · · ·			

NOTE: Results indicating non-detection with a reported lab MOL >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: 10-4-18 PWS ID (From Pg 1): 428-0044 Sample # (From Pg 1): 1/8/6970001 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): Radionuclides Secondaries Synthetic Organics Volatile Organics Disinfection Byproducts Inorganics Single Sample **□All 14 □**All 21 Tribalomethanes **TAII 30** ☐All Except Asbestos ☐ Qtrly Composite** **Partial** ☐All Except Dioxin Partial ☐Haloacetic Acids □Partial Chlorite ☐Partial ☐Nitrate ☐Bromate Dioxin Only Nitrite ☐ Asbestos LAB CERTIFICATION Laboratory Director , do HEREBY CERTIFY James W. Haves (Print Title) (Print Name) that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC). Signature: * 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: _____ Reporting Format 62-550.730 Page 2 of 4

Effective January 1995, Revised December 2012

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 - 00064

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		pCi/L	0.8	I	EPA 903.0	0.3	1	0.3	10-10-18	1323	E84025
4030	Radium-228	7)	pCi/L	0.6	U	EPA Ra-05	0.6	Ï	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

James W. Hages



P.O. Number/Project 628-0064

P#= 7.9

Grab

Comp

Project Location:

Client Name: U.S. Water Services

Address: 4939 Cross Bayou Blvd New Port Richey, FL 34652

> 727-848-8292 727-849-4219

M Rotteveel

Turn Around Time: STANDARD RUSH 1 of:

Andrew Borremens

SAMPLE DESCRIPTION

WTP POE

FAX:

Contact:

Sampled By:

Page:

SAMPLE ID

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	arkbispeci 3.9	AL INSTRUC	TIONS:		ANALYSIS REQUIRED	Primary Inorganics	Secondary Contaminents	voc	Gross Alpha	Uranium	RA226 / RA228	200				ABORATORY I.D. NUMBER
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Matrix Code: WW = wastewater SW = surface v	water GW = ground wa	ster DW = drinking water O	zoil A≕air SC) = soil SL = slud			(H2SO4) N = (HNO3) T = (S e when received 2.)	odium Thiosulfate in degrees celciu
Received on Ice . Yes No Temp to	aken from sample	Temp from blank Device	used for measurin		Ownere required, pH checked dentifier (circle IR temp gun used	J: 9A G: LT-1	LT-2 T-QA A:3A M: When PWS Information not other	A S: 1V
Relinquished by: Date	Time	Received by:	Date	Time	PWS ID:	MAIER USE (
2 Armores 3	\$ 154K		10/3) 15		Contact Person: Supplier of Water		Phone:	
4)	•	Sile-Arthore:			

HC Waterworks, Inc. Docket No. 20190166-WU

Additional Engineering Information

Water - MORs



WS Name:	stem (PWS) Informa Lake Josephine			-	PWS Identification Number:	6280162
VS Type:	✓ Community	✓ Non-Transient Non-Community	Transient Non-	Community	Consecutive	
	onnections at End of Month			Tota	l Population Served at End of Month:	1,250
/S Owner:	US Water Services					
ntact Person:	Melisa Rotteveel			Con	tact Person's Title: Compli	ance Manager
ntact Person's Mai	ling Address:	4939 Cross Bayou Blvd		City: New Port Ri	ch State: Florida	Zip Code: 34652
ntact Person's Tele		866-753-8292		Con	tact Person's Fax Number: 727-849	14219
ntact Person's E-M	ail Address:	mrotteveel@uswatercorp.net			and the second of the second o	
ater Treatmer	t Plant Information					
int Name:	Lake Josephine Plan	nt #3			Plant Telephone Number:	941-377-9456
nt Address:	1949 Canary Way		- 19 P	City: Sebring	State: Florida	Zíp Code: 33872
pe of Water Treatm	nent by Plant:	✓ Raw Ground Water Pun	chased Finished Water			
mitted Maximum	Day Operating Capacity of	Plant, gallons per day:	300,000			
nt Category (per s	ubsection 62-699.310(4), F.	A.C.): V			t Class (per subsection 62-699.310(4),	
Jeensed Opera	tors	Name	License C	ass License Numbe		hift(s) Worked
ad/Chief Oper	ator: Ron Derossett		Α	3531	Utility Manager Days 1st Shift	
her Operators:	Dustin Williams		C	22520	Operator Days 1st Shift	
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rtification by	Lead/Chief Operator	•				
the and density of	Luctor trantment nles	t operator licensed in Florida, am the	lead/chief operator of	the water freatment o	lant identified in part I of this re	port. I certify that the
ne undersigner	i water neamient bian	ue and accurate to the best of my know	ulades and balisf To	artific that all drinking	water treatment chemicals use	d at this plant conform to b
ormation prov	ided in this report is tr	the and accurate to the best of the know	wieuge and benen. To	tiony was an arminimit	the Callerine additional ages	d at this plant contorn to t
ternational Star	idard 60 or other appli	icable standards referenced in subsecti	ion 62-333.320(3), F.A	A.C. I also certify the	it the following additional opera	mons records for this plant
epared each day	y that a licensed opera	tor staffed or visited this plant during	the month indicated a	bove: (1) records of	amounts of chemicals used and	chemical feed rates; and (2
plicable, appre	priate treatment proce	ss performance records. Furthermore,	, I agree to provide the	se additional operation	ons records to the PWS owner s	o the PWS owner can retain
em, together wi	th cooles of this repor	t, at a convenient location for at least	ten years.			
' ' /		1				
		X Slalin				4.9891
		1/1 / 7// 1	on Derossett			A 3531

PWS II	D :			6280162	Plant Name:	Lake Jos	sephine Plant #	/ 3				-	
III. D	aily Data fe	or the Mon	th/Year of:		July, 2017								
Means	of Achieving	Four-Log V	irus Inactivat	ion/Removal:	Free Chlorine		Chlori	ine Dioxide		Ozone		Combined	I Chlorine (Chloramines)
	aviolet Radia			Other (D							• •		(
			Maintaina	in Distribution Syst		was F	Jesus de la companya	Aleste College	-3A	Пан	orine Dioxid		
1 ype 0	i Distillects	III Kesioua			ulations, or UV Dose,		Combined C	hlorine (Chloram	iines)		onne Dioxio	e	
新 基準	4.带个牙孔							A HOS DIACOVA			Dose	Parties of the lat	
	F-1940					CONTROL BUTCHEST CONTROL OF THE PARTY OF THE	CONCRETE TO THE CONCRETE OF THE PARTY OF THE	はい した希腊を		美国教育	DUSC T		
48.00	Days Plant	10.70	Net Quantity		Digniectan	Lowest Provide					的联系	Godfan e	
Day of		Hours plant in	of Finished Water	Lowes	Residual Contact Tim			No. Tends Paper		lowest		Lowest Residu	
Month	Visited by Operator	Operation	Producted	Peak Flow Distr	ifectant (1) at C		100	pH of Water,			Minimum	 Disinfectant 	"我们的我们的是一个人的。"
	(Place "X")	and the second	gal		tration (C) Measuremen		ier 💮	if Applicable	Aut The	Lowest	JJV Dose	Concentration	at Emergency or Almormal Operating Conditions,
		August (CEC)			or at First Point Durin	g During P	cak Campac		nionum CT		Required.	Remote Point	in Repair or Maintenance West that Involves
					er During Peak Flow, ow, mg/L minutes			Kee	quined, my min/L		mW-	Distribution System; mg/l	
I	X	24.0	169,000	•	1.8	muse	, maio, v			ma-scean	86C/CIII	2.6	At the second of
7.2	^	24.0	170,000							†		2.0	
3.	X	24.0	148,000		1.8					m Taylor		2.4	PBWN
es d eco	X	24.0	151,000		.8	1						2.3	
1 De-1	χ	24.0	163,000		8							2.4	
⊕6	X X	24.0 24.0	142,000 197,000		9						 	2.6 2.5	
348	X	24.0	185,000		.8					1		2.4	
. 9 .		24.0	185,000										
10	Х	24.0	172,000		,5							2.1	
. 11	X	24.0	142,000		.7				<u> </u>			2,3	
* 12 * 13	X X	24.0 24.0	140,000 215,000		.5 .8				ga ny ta ao	1		2.2	
14	X	24.0	96,000		8						ł:	2.3	
15	Х	24.0	204,000		9							3.1	
16		24.0	204,000						V 115				
17	X	24.0	223,000		.9				·		ļ	2,7	
18 19	X X	24.0 24.0	188,000 125,000		9	i i i i i i i i i i i i i i i i i i i		<u> </u>				3.0	BWN
20	X	24.0	158,000		.5				1.5			2.8	PBWN
	X	24.0	156,000		.9							3.1	
22	X	24.0	157,000	4	.9				iri tijit,			3.0	
21		24.0	157,000										
24 # 25	X	24.0 24.0	164,000 144,000		.9 .9	4				_		3.0	
- 26 -	X	24.0	158,000		.8				7.7.	 		2,6	Rescinded
27	X	24,0	183,000		.9							2.7	
28	Х	24,0	141,000		.9							3.0	
29	Х	24.0	147,000	4	.9							3.0	Rescinded
30 31	x	24.0 24.0	147,000 149,000		.9					 	<u> </u>	3.0	-
	A Constraint of		5,080,000	1 	<u> </u>			<u> </u>			J;	3.0	
			163,871										

Maximum 223,000
* Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Instructions.					
. General Information for the Month/Year of	July, 2017				
A. Public Water System (PWS) Information				PWS Identification Number:	6280162
PWS Name: Lake Josephine (Sebring Lak					0260102
	Non-Transient Non-Community	Transient Non-Community		Consecutive Population Served at End of Month:	75
Number of Service Connections at End of Month:	65		1 otal	Population Served at End of Michidis	
PWS Owner: US Water Services Corporati	ion		I Court	act Person's Title:	
Contact Person: Melisa Roteveel		City:	New Port Ric	A CONTRACTOR OF THE CONTRACTOR	Zip Code: 34652
Contact Person's Mailing Address: PO Box		įcity.	4 1 1 1 1 1 1 1	act Person's Fax Number: 941-378	
Contact Costs Company	87-0980		TCOIL	40,10,000	
	eveel@uswatercorp.net				
B. Water Treatment Plant Information				Plant Telephone Number:	941-377-9456
Plant Name: Sebring Lakes Plant #4		City:	Sebring	State: Florida	Zip Code: 33875
Plant Address: 5313 Knight Ave	Durchas	sed Finished Water		2001 2001 2001	
	tori Ground Trans	280,000			
Permitted Maximum Day Operating Capacity of Plant, gal	lions per day:	200,000	Plan	Class (per subsection 62-699.310(4), F	A.C.); C
Plant Category (per subsection 62-699.310(4), F.A.C.):	Name	License Class Lice			nift(s) Worked
	Isanic A. S.	A	3531	Utility Manager	
Lead/Chief Operatorie Ron Derossett		- C	20588	Operator	
Other Operators: Jackie Williams					
April 1987 April 1987					
			······································		
H. Certification by Lead/Chief Operator					
	toe licensed in Florida am the less	d/chief operator of the water	treatment pl	ant identified in part I of this re	port. I certify that the
I, the undersigned water treatment plant opera information provided in this report is true and	lior incersed in Fronta, and the real	doe and belief I certify the	t all drinking	water treatment chemicals used	d at this plant conform to NSF
information provided in this report is true and International Standard 60 or other applicable:	accurate to the best of my knowle	CO 555 320(3) FAC 1 ale	o certify the	it the following additional opera	tions records for this plant were
International Standard 60 or other applicable:	standards referenced in subsection	02-333.320(3), F.A.C. 1 at	mounds of	amounts of chemicals used and	chemical feed rates: and (2) if
prepared each day that a licensed operator state	fied or visited this plant during the	month indicated above. (1	records of	amounts of chemicals asserting	o the PWS owner can retain
applicable, appropriate treatment process perf	ormance records. Furthermore, 1	agree to provide these additi	onai operacio	ons records to the F was owner a	o the 1 wa owner can recain
them, together with copies of this report, at a	convenient location for at least ten	years.			
	vtel.				A 3531
Kullen	0/4/19 Ron	Derossett			1,500
	Print	ed or Typed Name			License Number

,

PWS ID	·		6280162	Plant Name:	Lake Josephi	ne Plant #4				
III. Da	ily Data fo	r the Month/Year	of:	July, 2017						
		Four-Log Virus Inactiv		☑ Free Chlorine		Chlorine Dioxide		Ozone	☐ Combined	Chlorine (Chloramines)
	violet Radiat			r (Describe):						
			ned in Distribution S	`	adas Dic	ombined Chlorine (Chlor	aminec)	Chlorine (Vinvida	
	Disiniecta			alculations, or UV Dose	to Demostale	nunda Chome (Cho	ivation if	Applicable*	NOAGC	The second of th
Day of the Meath # # # # # # # # # # # # # # # # # # #	100 miles		通り ・	attainers, or G4 2030	Calculations			UV Dose	and any see Eth	· 中国中国共和国第二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十
		NAME OF STREET	A 10 10 10 10 10 10 10 10 10 10 10 10 10	United and the second	- Landing	2 Marie 1980	1447	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
	Days Plant	Net Quant	ity Englisher	A.A. S.A. S. P. P. S. P	t Lowen CT	10 (10 (10 (10 (10 (10 (10 (10 (10 (10 (made (Pile)		and the second	
Day of	Staffed or	Hours plant of Finishe	der aus an ausgebater der	Disinfection west Residual Contact Tim		Control Control	2000		imium Dose Lowest Residiu	Emergency or Almormal Operating Conditions:
the	Visited by Operator	Operation Producted	Peak Flow	Disinfectant (T) at C	Before or at	Temp of pH of Water Water, ^O C if Applicable	Minimum C		nired Disinfectalit	Repair or Maintenance Work that involves
Menn	(Place "X")			centration (C) Measuremen	nt First Custome	Water, C if Applicable	Required m	UV Dose, Ken	W. Concentration:	Taking Water System Components On of
4-7-3	15 or 2			fore or at First Point Durin			- Barrier Co.	mW-sec/cm ² sec	/cm ¹ Remote Posts i Distribution	Operation 1
1-2	g attended to	Appropriate Commence		stomer During Peak Flow, ak Flow, mg/L minuter	Flow, mg- min/L	Part of the second seco			System, mg/L	40年度年生基础的主义
	SALE OF THE SALE O	24.0 0	et de la companya de	R Link tilk i at in the state of	All		on only			PLANT #4 OFF LINE
(1) (1)		24.0 0			trans and					
- 3		24.0 0								
4		24.0 0								
1000		24.0 0 24.0 0					 			
200		24.0 0								
- 8		24.0 0								
9		24.0 0								
10		24.0 0 24.0 0					+	1 age 1 5		
12	x	24.0 0								
13		24.0 0								
14		24.0 0								
+45		24.0 0				 				
J6	x	24.0 0 24.0 0			+					
#J18	^	24.0 0								
419	Х	24,0 0								
20 to		24.0 0			- 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		 	+		
40.0		24.0 0 24.0 0				1	+	+ + + + + + + + + + + + + + + + + + + +		
2.1		24.0 0								
24		24.0 0								
44		24,0 0					 			
# 40		24.0 0 24.0 0				 	 			
28		24.0 0								
29		24.0 0								
30		24.0 0					-			
31	5000	24.0 0	0					ــــــــــــــــــــــــــــــــــــــ		
Livial	\$100,000		<u>v.</u>							

Avperage: 0
Maximum: 0

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



tor Quetarn (DIAIS	Identification N	Lake Josephine	6280162	***************************************						
Rei System (FVVS	Dient 2 Name	Plant 3 Name	Plant 4 Name:	Plant & Name	Plant 6 Name	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
Planti Name	rialitz iyerire.	THAIR CHAING	TOTAL TRANSPORT	a de la contraction de la cont	1.02	e de la companya de	79.5			1000年
									1	
Lake Josephine	Lake Josephine									100 miles 120 miles
Plant 3	Plant 4									
AND A STREET	1000	Pe	mitted Maximum	Day Operating C	apacity of Each F	lant, gallons per	day			Total
300,000	280,000									580,0
	4519	400	Net Quantity of	Finished Water	Produced by Eac	Plant, gallons	and the same of	100 miles	44,000	Tota
169,000	0									169,0
170,000	0									170,0
148,000	0									148,0
151,000	0									151,0
163,000	0									163,0
142,000	0									142,0
197,000	0									197,0
185,000	0									185,0
185,000	0									185,0
172,000	0						<u> </u>			172,0
142,000	0			·						142,0
140,000	0									140,0
215,000	0									215,0
96,000	0									96,00
204,000	0									204,0
204,000	0	1			1					204,0
223,000	0				1					223,0
188,000	0									188,0
125,000	0	<u> </u>								125,0
158,000	. 0		1							158,0
156,000	0									156,0
157,000	0	_		•						157,0
157,000	0	l	 							157,0
164,000	0			<u> </u>						164,0
144,000	0					<u> </u>				144,0
158,000	0				†		1			158,0
183,000	0		1		† — — — — — — — — — — — — — — — — — — —					183,0
141,000	ō									141,0
147,000	0				1					147,0
147,000	0	 	 		1	1				147.0
149,000	0.					1				149,0
		ALC: NO.	100	and the same	(1977年)	AND THE STREET	10°	und and the	ar 1 = 12	5,080,
新学 型。2016		ATTION OF		NAME OF TAXABLE PARTY.					10 mm	163,8



PWS Name:	Lake Josephine	그 이 전 그 살이 어디를 보였다.					PWS Identificatio	n Number:	6280162	T
PWS Type:	✓ Community	✓ Non-Transient Non-Cor	mmunity	Transient Non-C	ommunity		Consecutive		······································	
	nections at End of Month:					Tota	l Population Served a	t End of Month:	1,250	
WS Owner:	US Water Services C					ot da la suite			Line of the same of the	TOPATRAL ET
Contact Person:	Melisa Rotteveel					Con	tact Person's Title:	Compliance	Manager	st fatikasets i e
Contact Person's Mailir	ng Address:	4939 Cross Bayou Blvd			City: N	ew Port Ri	ch State: Florida		Zip Code:	34652
Contact Person's Telep	hone Number:	866-753-8292				Con	tact Person's Fax Nun	nber: 727-849-42	19	Dun Kai
Contact Person's E-Ma	l Address:	mrotteveel@uswaterco	rp.net						America (Act 1944)	
Water Treatment	Plant Information					,,				
Plant Name:	Lake Josephine Plan		Kin sisti			er Anna en en en	Plant Telephone N	lumber:	941-377-94	
Plant Address:	1949 Canary Way				City: Se	bring	State: Florida		Zip Code:	33872
Type of Water Treatme		✓ Raw Ground Water	Purchas	ed Finished Water						
	ay Operating Capacity of P			300,000	111111111111111111111111111111111111111	<u> </u>	a de maria pro-			At he ben'
	section 62-699.310(4), F.A		٧					n 62-699.310(4), F.A.	a light the same feet	
Arcensed Operato		Name: =	Constant Constant	License Cla				Day(s)//Shif	(S) Worked	非基本企
ead/Chiel Operati				A		531	Utility Manager	Days 1st Shift		
Other Operators:	Dustin Williams			C	2:	2520	Operator	Days 1st Shift		1
The state of the s										
# 1						2				
国 名中国第二年第二										
科等性学の主ない 。						41.1				
建筑设施工作										Grani last
AND THE PERSON	****									
ACTOR NOT THE										
湖南美洲湖南 湖										
	.ead/Chief Operator			0.1						
		operator licensed in Floric								
		e and accurate to the best								
nternational Stanc	lard 60 or other applic	cable standards referenced	in subsection (62-555.320(3), F.A	.C. I also co	ertify tha	t the following a	dditional operatio	ns records fo	r this plant v
		or staffed or visited this pla								
onlicable approp	riate treatment proces	s performance records. Fu	rthermore. I as	gree to provide thes	e additional	operatio	ons records to the	PWS owner so th	ie PWS own	er can retain
		, at a convenient location f				4				
noni, toggalor gra	Topole of this report	, at a contonion rocation r	or at loads ton	y curu.						
		A allen								
1/										

PWS ID:				6280162		Plant Name:	Lake Josephi	ne Plant #3)					
					·"							<u></u>		
III. Da	ily Data for	the Mont	h/Year of:			August, 2017	····						Combined 5	nlorine (Chloramines)
Maznen	F Δ chieving F	Four-Log Vi	rus Inactivatio	on/Removal:		ee Chlorine		Chlorin	e Dioxide		Ozone		Compined U	nonne (Chloramines)
	violet Radiation				Other (Describe):									
	VIOICE RUGIOES	ion - ideal	Maintained	· Pianilani	- Custome	Free Chlori	пе По	ombined Ch	ilorine (Chior	amines)		rine Dioxide		
Type of	Disinfectan	it Kesiduai	Maintaineu	III Distributio	T Calculations, o	r I V Dose, to	Demostate I	our-Log	Virus Inacti	vation, if	Applicable*	HARRIES AND SOUTH	660 Asia 1	
Day of the Month						Circul	culations ***				UV	Dose *		
			201	100 A			Lowest CT	e de	100 E		1			
	Days Plant		Net Quantity	Page 1		Disinfectant	Provided			4079		25.4		1000年7月1日 美 国内 1000年1月1日
Day of	Staffed or .		of Finished	APP MARKET	Lowest Residual	Contact Time	Before or at		4.0		100 mag	Minimum	Lowest Residual	
the	Visited by	Maria I	Water Producted	Peak Flow	Disinfectant	(T) at C	First		pld of Water,		Lowest	GV Dose	Disinfectant Concentration at	Emergency or Abnormal Operating Conditions
Month	200	Operation	gal :	Rate, grid.	Concentration (C)	Measurement	Custamer		if Amilicable		T Operating	Required.	Remote Foint in	Repaired Maintennine Work that involves
	(Place XX)	4.5	1 4		Before or at First	Point During	During Peak	Temp of		Pennicul C	UV Door	mw.	Distribution	Taking Water System Components Out of
			ELECTRIC SERVICE		Customer During	Peak Flow,	Flow, mg	Water, OC		mm/L	n Wiscoum		System mg/L	Taking Water System Components Out of Operation
1.7			er see e		Peak Flow, mg/L	minutes	2 Semme			16.5 16.5			3.0	
	X	24.0			4.9 4.9	1							2.9	
2	X	24.0 24.0	139,000 149,000		4.9								2.7	
10	X X	24.0	152,000		4,9								3.0 2.9	
5	$-\hat{\mathbf{x}}$	24.0	168,000		4.9							-	2.7	
6		24.0	168,000					-				 	2.8	
7	Х	24.0	155,000		4.9	<u> </u>		1					2.9	
11 K	X	24.0	155,000		4.7	ļ							2.7	
9	X	24.0 24.0	193,000 14,000		4.9	<u> </u>							2.6	
10	X X	24.0	155,000	<u> </u>	4.9							<u> </u>	2.7	
12	X	24.0	176,000		4.9							+	2.6	
.13		24.0	176,000					-		ļ			2.7	BWN
-14	х	24.0	198,000		4.9								3,1	
. 15	Х	24.0	132,000		4.6	_		-					2.8	
16	X	24.0	140,000		4.1 4.6	 	_						2.7	
7.50	X	24.0 24.0	109,000 119,000		4,4	1.	1	1					2.9	
19	X	24.0	142,000		4.5							4	2.8	
20	^_	24.0	142,000					<u> </u>		<u> </u>	_		2.9	Rescinded
192L	х	24.0	142,000		4.7	<u> </u>		 					2.8	
22	Х	24.0	155,000		4.9 3.5	<u> </u>		-					2,3	
	X	24.0	94,000	<u> </u>	4.4	1							2.7	
24	X	24.0 24.0	147,000 122,000		4.9	1							3.2	
25 26	X X	24.0		 	4,9								3,1	
27	^_	24.0						4	<u> </u>	+			.2.8	
28	Х	24.0	130,000		4.9	_		-		 		_	2.7	
29	X	24.0			4.8					 			2.8	
30	X	24.0			4,6 1,5								0.7	1
	X	24.0		1	1,3			······································						
	100		4,342,000	4										

Avgerage 140,065

Maximum 198,000

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



See Pages 4 for Instru General Information		ear of: August,	2017				
. General information	TOT the Month re	at the August	2011	<u>, , , , , , , , , , , , , , , , , , , </u>			The state of the s
A. Public Water System						Invocation of the National	6280162
PWS Name:	Lake Josephine (Sebr					PWS Identification Number:	6280162
PWS Type:	∠ Community	Non-Transient Non-Com	munityTrans	ient Non-Commu		Consecutive	75
Number of Service Connect		65			1 1 01	al Population Served at End of Month:	
PWS Owner:	US Water Services Co	orporation			- 10		
Contact Person:	Melisa Roteveel			- In		itact Person's Title: ch State: Florida	Zip Code: 34652
Contact Person's Mailing Ac		PO Box 2480			1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	itact Person's Fax Number: 941-378-	
Contact Person's Telephone		(352) 787-0980			<u> </u>	RECT PERSONS FEE PURIOES. 941-376-	3934
Contact Person's E-Mail Ad		mrotteveel@uswatercorp).net		a padii a		
. Water Treatment Pla						Interest Table Lana Neurobara	941-377-9456
Plant Name:	Sebring Lakes Plant #				o e	Plant Telephone Number: State: Florida	Zip Code: 33875
Plant Address:	5313 Knight Ave		T T S S S S S S S S S S S S S S S S S S		ity: Sebring	State: Florida	Zap Code. 338/3
Type of Water Treatment by		✓ Raw Ground Water	Purchased Finisher		707 A. 1884	Parate () () () () () () () () () (
Permitted Maximum Day O			2071	0,000		nt Class (per subsection 62-699.310(4), F	A.C.) C
Plant Category (per subsecti							ulti(s) Worked
Licensed Operators		Name		icense Class		AND A POST CONTRACTOR OF THE PARTY OF THE PA	
Lead/Chief Operator:	Ron Derossett		<u> </u>		3531	Utility Manager	
Other Operators:	Jackie Williams		c		20588	Operator	
SHEET FOR STREET							
						le Indiana as as as as as as as as as	
						A Pharte a business de Pagn	
下2000年 1900年 1							
建筑建筑建筑建筑							
	<u> </u>						
I Certification by Lead	/Chief Operator						
I the undersioned wat	er treatment nlant	operator licensed in Florida	am the lead/chief on	erator of the wa	iter treatment i	lant identified in part I of this rep	ort. I certify that the
information provided	in this encort is tra	a and accurate to the hest of	f my knowledge and h	elief Lcertify:	that all drinkin	g water treatment chemicals used	at this plant conform to NSF
intormation provided i		the standards referenced in	- subsection 62 555 2	20(2) E A C 1	also certify th	at the following additional operat	ions records for this plant were
International Standard	60 or other applic	able standards referenced in	n subsection 62-555.5	20(3), F.A.C. 1	(1) secondo of	an inc tonowing additional operation	hamical food rates; and (2) if
prepared each day that	a licensed operate	or staffed or visited this plai	nt during the month in	dicated above:	(1) records of	amounts of chemicals used and c	demical feed fales, and (2) if
applicable, appropriate	e treatment process	s performance records. Fur	thermore, I agree to pr	ovide these add	ditional operati	ons records to the PWS owner so	the P w 5 owner can retain
them, together with co	pies of this report,	at a convenient location fo	r at least ten years.				
111		,					
Kul	J W	9/8/17	Ron Derossett		<u> </u>		A 3531
Signature and Date			Printed or Typed	Name			License Number

PWS ID:			6280162		Plant Name:	Lake Joseph	ine Plant #4	<u> </u>						
			-											
III. Daily Data	for the Mon	th/Year of:			August, 2017									
Means of Achievin	ng Four-Log V	irus Inactivat	ion/Removal:	থি	Free Chlorine		Chlor	ine Dioxide		Ozone		Combined Ch	ilorine (Chloramines)	
Ultraviolet Radi				er (Describe):			_ ``						The state of the s	
		1 2 0 1 to 2 1 to 2			✓ Free Chlori	Па	المراجعة المراجعة	tradicia della massa	en nuls	Понь	rine Dioxide		,	
Type of Disinfec	tant Residual	Maintainec	i in Distribution	System:				lorine (Chlorami			nne Dioxide		A Dispersion	
			a diale				LOGI-POR	VILUS INACTIVA	шов, и н		CONTRACTOR OF THE STATE OF THE		STREET, O	
e de la maleria de	4 47 7	业量等 3 清	18/12/15		10.18	liculations	100000	Company of the	Mary 198	UV1	Jasc .			
Days Plant Day of Staffed or the Visited by		Nel Quantity		and the states	A SANCE OF	aria N ilaa	ALC: N		5 J. S.	1000 等 有150000	semi hak	artina k		
Day of Staffed or	Hours plant	of Funshed		Print Print	Disinfectant	Lowest CT		es andes a	à fair	Park Parks	-Minimum	natus September 1		
the Visited by		Water		owest Residual	Contact Time	Provided	1977	pH of Water,	ininam CT	Lowest	UV Dose J	owest Residual	Emergency or Abnormal On	
Month Operator	Operation	Producted.		Disinfectant :::	(Duc	Before or at	i crap of	pH of Water, if Applicable	equired, ing	Operating UV Dose,	Charles Commenced Birth	Dismfectant :	Repair or Maintenance W Taking Water System Co	
(Place X	1	gal.	Rate, god C	encentration (C)	Measurement	First Custome	Water #G	n Appacable	mm/L	mW-sec/cm		onceamition it	- Paris - Paris - Operation	
	and the second			efore is at Pirst	Point During	During Peak		Litters to your part		Inw-sectin	500 P. C W. P. H. GERSON 1996 P.	emote Point to		
		hard the co	to design to the	ustomer During	Pesk Flow,	- Flow, mg-						Distribution .		1. n = 25= 1
	21.0	<u> </u>	de l'	cak Flow, mg/L	minutes :	Jaim Park			** 1	1		System, mg/L	PLANT #4 OFF LINE	
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*Refer to the instructions for this report to determine which plants must provide this information.



Avg....

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

August 2017 Daily Finished-Water Production for the Month/Year of : Community Water System (CWS) Name: Lake Josephine Plants 3 & 4 Public Water System (PWS) Identification Number: 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 9 Name: Plant 10 Name: Lake Josephine Lake Josephine Plant 4 Plant 3 Permitted Maximum Day Operating Capacity of Each Plant, gallons per day Total 580,000 300,000 280,000 Net Quantity of Finished Water Produced by Each Plant, gallons Month 148,000 148,000 139.000 139,000 0 149,000 149,000 0 152,000 152,000 0 168,000 0 168,000 5.0 168,000 168,000 0 **3** 6 155,000 O. 155,000 117 155,000 155,000 0 193,000 0 193,000 14,000 14,000 0 155,000 155,000 0 (a) 176,000 176,000 0 12 176,000 176,000 0 198,000 14 198,000 0 132,000 132,000 0 15 140,000 140,000 0 16 109,000 109,000 0 17 119,000 119,000 0 18 142,000 19 142,000 0 142,000 142,000 0 20 142,000 142,000 0 21 155,000 0 155,000 94,000 94,000 0 26 147,000 147,000 0 24 122,000 122,000 0 25 146,000 0 146,000 146,000 146,000 0 127 130,000 130,000 0 28 105,000 0 29 105,000 109,000 30 109.000 0 116,000 0 116,000 31 4,342,000 Total . 140,065

198,000



General Information	tion for the Month/Year of:	September, 2017						
Public Water Sys	tem (PWS) Information							
PWS Name:	Lake Josephine				PWS Identification	ı Number:	6280162	
PWS Type:	✓ Community ✓ Non-	Transient Non-Community	Transient Non-Com	munity	Consecutive			
Number of Service Co	nnections at End of Month:	536		To	al Population Served a	t End of Month:	1,250	
PWS Owner:	US Water Services Corporation		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				John States	1. 4. 54. 4
Contact Person:	Melisa Rotteveel			Co	ntact Person's Title:	Compliance	Manager	
Contact Person's Maili	ng Address: 4939 Cross I	Bayou Blvd		City: New Port R	ich State: Florida	Sen Sen	Zip Code:	34652
Contact Person's Telep				Co	itact Person's Fax Num	ber: 727-849-42	19	
Contact Person's E-Ma	il Address: <u>mrotteve</u>	el@uswatercorp.net_						
Water Treatment	Plant Information							
Plant Name:	Lake Josephine Plant #3				Plant Telephone N	umber:	941-377-945	275 A. C.
Plant Address:	1949 Canary Way			City: Sebring	State: Florida		Zip Code:	33872
Type of Water Treatme			sed Finished Water			,		
	ay Operating Capacity of Plant, gallons	·	300,000			والمستونية والمستونية والمستونية	بيرتشي فإنساك	
	section 62-699.310(4), F.A.C.):				nt Class (per subsectio		The state of the s	
efficiency Operati		Name	License Class	License Numb		Day(s) / Shift	(s) Worken	100
Lend/Chief Operat			<u> </u>	3531	Utility Manager	Days 1st Shift		
Other Operators:	Dustin Williams		C	22520	Operator	Days 1st Shift		
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The State of the S	N/47							
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	.ead/Chief Operator							
, the undersigned	water treatment plant operator li	censed in Florida, am the lea	d/chief operator of the	water treatment p	lant identified in p	part I of this repor	t. I certify the	at the
nformation provid	led in this report is true and accu	rate to the best of my knowle	edge and belief. I certif	y that all drinkin	g water treatment	chemicals used at	this plant con	form to NSF
	lard 60 or other applicable stand							
orenared each day	that a licensed operator staffed of	or visited this plant during the	month indicated abov	e: (1) records of	amounts of chemi	cals used and che	mical feed rat	es: and (2) if
annlicable andron	riate treatment process performa	nce records. Furthermore La	oree to provide these	dditional operat	ons records to the	PWS owner so th	e PWS owner	can retain
	Copies of this report, at a conve			ioditional opolat	0113 1000100 00 0110	T W S OWNER BO II	io i ii o o ii noi	our rotaiti
ment, together with	copies of this report, at a convi	sment location for at least ten	i yours.					
	1/ 🕶	1 1						
Kun.	N 10	7/0//2 Ron I	Derossett				A 3531	1 1 1
Signature and Date		Printe	ed or Typed Name	······································	~	 	License Nun	ber

PWS II	D:		62	80162	Plant Name:	Lake Josep	nine Plant #.	3						
III. D	aily Data fo	r the Mon	th/Year of:		September, 201	7		······································						
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			irus Inactivation/		rree Unionne		CINOIII	ie Dioxide					Cincinia (Cinciania)	
	aviolet Radiat			Other (Describe):	✓ Free Chlorin		<u> </u>	de de Colda		Ппи	rine Dioxide			
Type o	f Disinfecta	nt Residua	l Maintained in	Distribution System:	[∡] Free Culoni	le	Combined Cl	Norme (Unio	ramines)		nne Dioxide	C. L. C. C. C.	and the same of	e e e
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Maximum 256,000

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



Contact Person's Telephone Number: (Non-Transient Non-Com 65 poration D Box 2480 152) 787-0980 protteveel@uswatercor Raw Ground Water nt, gallons per day:	p.net Purchased Finishe 21	City:	Total Po Contact New Port Richl Contact		Zip Code: 941-378-3554 941-377-94 Zip Code:	34652 356 33875
umber of Service Connections at End of Month: WS Owner: US Water Services Connect Person: Melisa Roteveel Intact Person's Mailing Address: Intact Person's Telephone Number: Intact Person's E-Mail Address: Intact Person's Melisa Roteveel Intact Person's E-Mail Address: Intact Person's E	65 poration O Box 2480 152) 787-0980 protteveel@uswatercor Z Raw Ground Water nt, gallons per day:	p.net Purchased Finishe 21	City:	Contact New Port Rich Contact	Person's Title: State: Florida Person's Fax Number:	Zip Code: 941-378-3554 941-377-94	56
A SOwner: US Water Services Contact Person: Melisa Roteveel Intact Person's Mailing Address: Intact Person's Telephone Number: Intact Person's E-Mail Address: Intact Person's Plant Information Interpretation Interpretation Intact Person's Plant Information Intact Person's Plant Information Intact Person's Plant Information Interpretation Interpretation Interpretation Interpretation Interpretation Interpretation Interpretation Interpretation	poration O Box 2480 IS2) 787-0980 Irofteveel@uswatercor Z Raw Ground Water Int, gallons per day:	Purchased Finishe	City:	New Port Rich S Contact	Rate: Florida Person's Fax Number: Plant Telephone Number:	941-378-3554 941-377-94	56
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ntact Person's Telephone Number: (intact Person's E-Mail Address: ater Treatment Plant Information Int Name: Sebring Lakes Plant #4 Int Address: Sal 3 Knight Ave Inter of Water Treatment by Plant: Intited Maximum Day Operating Capacity of Plant Intited Category (per subsection 62-699.310(4), F.A.6 Intited Operators	152) 787-0980 nrofteveel@uswatercor ✓ Raw Ground Water nt, gallons per day: ∴):	Purchased Finishe	ed Water		Plant Telephone Number:	941-377-94	
nated Person's E-Mail Address: ater Treatment Plant Information nt Name: Sebring Lakes Plant #4 nt Address: 5313 Knight Ave be of Water Treatment by Plant: mitted Maximum Day Operating Capacity of Plant nt Category (per subsection 62-699.310(4), F.A.6 decensed Operators ad/Chief Operators Ron Derossett	rotteveel@uswatercor ✓ Raw Ground Water nt, gallons per day:	Purchased Finishe	ed Water			recording a state of	
ater Treatment Plant Information nt Name: Sebring Lakes Plant #4 nt Address: 5313 Knight Ave be of Water Treatment by Plant: mitted Maximum Day Operating Capacity of Plant nt Category (per subsection 62-699.310(4), F.A.6 dechised Operators ad/Chief Operators Ron Derossett	☑ Raw Ground Water nt, gallons per day:	Purchased Finishe	ed Water			recording a state of	
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mitted Maximum Day Operating Capacity of Plant Category (per subsection 62-699.310(4), F.A. (censed Operators, Ron Derossett	nt, gallons per day:	21					
nt Category (per subsection 62-699.310(4), F.A.O. Accessed Operators. Ron Derossett	2):	V					
ad/Chief Operator: Ron Derossett				Plant C	lass (per subsection 62-699.	310(4), F.A.C.): C	
ad/Chief Operator: Ron Derossett			License Class, Lice	nse Number	Day	y(s)//Shift(s)/Worked	129 TOP
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PWS ID:			6280162	Plant Name	e: Lake Jos	sephine Plant #	4					
HI. Daily D	ata for the Mon	ath/Year of:		Septembe	er, 2017							
Means of Ach	eving Four-Log V	irus Inactivati	on/Removal:	☑ Free Chlorin	e	Chlor	rine Dioxide		Ozone	Combined	Chlorine (Chloramines)	
Ultraviolet			Other (De	escribe):								
		1 Maintained	in Distribution Syste		hlorine	Combined Cl	hlorina (Chlor	amines)	Chlorine Di	iovide		
Type of Dist	mectant Residua	i wamanied	GI Calc							4 1		
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Month Ope	dator Operation	Producted,		extens (T) at		or at 1	piller Water	Remined in	IV Dose Regu	ret Disinfectant		
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				rar First Point Du			4.5		mWescucation security	Remote Point		
	Mary Control			During Peak Fo				Beer W	1000	Distribution System, mg/L		
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A State Line	24.0	0					31 13 15 1	Line in the control of	+		PLANT #4 OFF LINE PLANT #4 OFF LINE	<u> </u>
34 324	24.0 24.0	0		1 1 1 1 1 1 1 1 1 1			 		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		PLANT #4 OFF LINE	
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	24.0	ō					1				PLANT #4 OFF LINE	
	GENERAL STREET	4,000										
	TEACH IN	133										

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



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	em (CWS) Name: WS) Identification N		6280162							
	ne. Plant 2 Name:			Diam's Name	DENN'S MISSON	(electronics	Diant O Names	Danto Name	li place do Novo.	
1 1-111 1 1 1 1 1	re- 1 tour 2 staure.	FRANK O MENING.	a tonia rabiver	ra rank o realise .	Lieji U talie	Light / Haile	rianto Mane.	rank a statue.	Figure 10 results.	16 (19)
		1								
	ine Lake Josephine									1000
Plant 3	Plant 4									The Part of the Pa
g statistical and		Pe	milled Meximum	Day Operating Co	apacity or Each P	iani, galions per	day	in the second	and the second	La Pillin Tol
300,0	00 280,000									580,0
or foreign		sepaced.	Net Quantity of	Finished Water F	roduced by Each	Hant gallons	res Maries ()	1240#1_#XK		Tol:
92,0			·····				<u> </u>			92,00
146,0							 			146,0
146,0 179,0										146,0
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高速器/下板 (2)	and the second second	10000	ALCOHOL: NO.	ace of the state of the	Control of the Contro	100			130	161,2



PWS Name:	Lake Josephine					PWS Identification	Number:	6280162	
WS Type:	✓ Community	✓ Non-Transient Non-	Community	Transient Non-C	ommunity	Consecutive			······································
lumber of Service Co	onnections at End of Mon					otal Population Served at	End of Month:	1,250	
WS Owner:	US Water Service	s Corporation							
ontact Person:	Melisa Rotteveel					ontact Person's Title:	Complianc	e Manager	
ontact Person's Mail	ing Address:	4939 Cross Bayou Blvd			City: New Port	Rich State: Florida		Zip Code:	34652
ontact Person's Tele	phone Number:	866-753-8292			ļ¢	ontact Person's Fax Numb	er: 727-849-42	19	
Contact Person's E-M		mrotteveel@uswater	corp.net				Agent Commence		
Vater Treatmen	t Plant Information	1				, , , , , , , , , , , , , , , , , , , ,			
lant Name:	Lake Josephine Pl	ent #3	Mae arti i			Plant Telephone Nu	mber:	941-377-945	6
lant Address:	1949 Canary Way				City: Sebring	State: Florida		Zip Code:	33872
ype of Water Treatm		✓ Raw Ground Water	Purc	hased Finished Water					
	Day Operating Capacity o			300,000					. : : : : : : : : : : : : : : : : : : :
	bsection 62-699.310(4), 1		٧			lant Class (per subsection		er Mily Warre a section of the	
Licensed Opera		Name :	1247	License Cl			Day(s) / Shid	i(s) Worked	
	Ron Derossett			A	3531	Utility Manager	Days 1st Shift		
ther Operators:	Dustin Williams			C	22520	Operator	Days 1st Shift		
- 李朝 国 19 70年	Market 1								
366.50									Walter State
1.26									
	ede Paris III.							twaff nieta	and the field of
	all for							The American	NATUL 919
CENTRAL MARKET									
最后的第三人称单数	Ja		awia Yaasi					e Nardellina	aki in da
ALC: PROPERTY OF						al de le casic			
							and the second		
27 (1907) (1907) (1907)				<u> </u>			- Carlo Carl		
ertification by	Lead/Chief Operate	or							
	,	nt operator licensed in Flo	rida am the le	ad/chief operator of t	he water treatmen	nlant identified in n	art I of this reno	rt I certify th	at the
		true and accurate to the be							
		olicable standards reference							
		ator staffed or visited this							
		ess performance records.			se additional open	ations records to the	PWS owner so t	he PWS owne	r can retain
em, together wi	th copies of this repo	ort, at a convenient locatio	n for at least to	en years.					
I		<i>i.</i> ,							
		TA weeks	ha		t die et ee			. 3001	
	3/1/		∵ Roi	n Derossett				A 3531	

PWS IE) ;			6280162	Plant Name:	Lake Joseph	nine Plant #3						
III. Da	aily Data fo	r the Mon	th/Year of:		October, 2017								
			irus Inactivati	on/Removal:	ree Chlorine		Chlorine	Dioxide	T	Ozone		Combined	Chlorine (Chloramines)
	aviolet Radiat	-		Other (Describe):	ree anome				h	_ ======			
	<u>.</u>		(3.6.1		✓ Free Chlori					Пан			
Type o	t Disinfecta	nt Kesiduai	Maintained	in Distribution System:				orine (Chloramines)			rine Dioxid	e	
	And the second		September 1997	CT Calculations,			rour-rog y	itus macuvacion,	n whi			entrances of	
- 252		250		THE PARTY OF THE P	Li Cal		a and a second	Market and the second	- 2	L, UV1	yose .		医克斯特氏 医 医乳腺 医骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨骨
(da)	Days Plant	25 M.	Net Quantity		\$14.20 E	Lowest CT		E-12 1000		a report i	on settle	de la constitución de la constit	。 1985年 李明明 中文社会社会工作的
Day of	Staffed or	Hours plant	of Finished	THE PARTY OF THE	Disinfectant	Provided	252		14	Section 1	19 (14 19 1)	The state of the s	
the	Visited by * *Operator *		Water	Lowest Residual Peak Flow Disinfectant	Contact Time (T) at C	Before or at		Lof Water,		de la la	Minimum	Lowest Residu Disinfectant	
Month	Operator	Operations	Producted	Rate gpd. Concentration (C)	Measurement	Customer	de la companya de la	Applicable	Tarib Maria	Lowest	UV Dose		iv Emergency or Abnormal Operating Conditions
	(Place XY)		gal	Before or at First	Point During	During Peak		Minimun			Required,	Remote Point	n Repair of Maintenance Work that foretives
494		17.0		Customer During	Peak Flow.	Flow, mg-	Temp of	Required		JV Dose,	mW-	Distribution	Taking Water System Components Out of
kata dia m		新排程 建	在第4年的	Peak Flow, mg/L	minutes	min/L	Water, C	All es samin	m	W-sectom ²	Sec/cm ²	System, mg/L	* Operation
4.4		24.0	168,000										
	X	24.0	140,000	4.7			4					2.9 1.6	
	X	24.0 24.0	126,000 132,000	3.3			+					1.9	
. 5	X	24.0	166,000	4.9		1	+ +		7 7		N. Company	2.7	
uli o	x	24.0	137,000	3.6	1					1.1		2,1	
######	Х	24.0	144,000	4.4								3.0	
401810		24.0	144,000						16				
120	Х	24.0	154,000	4.0		100	4				<u> </u>	2.9	
342 s.	X X	24.0 24.0	127,000 125,000	4,9 4,9			-					3.0 2.9	
212	X	24.0	180,000	4.9			+					3.0	
.:L3 =:	X	24.0	123,000	2.3						111		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	
	X	24.0	154,000	4.4								3.0 2.9	
16 18 18 18 18 18 18 18 18 18 18 18 18 18	X X	24.0 24.0	174,000 196,000	4.5 4.4		 				·		3.0	
200	$\frac{\hat{x}}{x}$	24.0	205,000	13								1.0	
第55 图图	X	24,0	163,000	4.3						H 1 1 1 1 1	1	2.1	A Barren San Comment of the Comment
1862.2 1863.3		24.0	164,000								1		
OWEN THE	X	24.0	155,000	40								3.0	
34 6	Х	24.0	113,000	4.2		ting and						2.9 1.0	BWN
25 26	X X	24,0 24,0	125,000 102,000	1,6 4,1	4						 	2.3	
27	X	24.0	109,000	4.8	1	 	+ - +	<u> </u>				2,1	Rescinded
28	X	24.0	118,000	4.7		<u>.</u>	100					2.3	
28 E		24.0	119,000										
. 20 .	X	24.0	103,000	4.2	1			1				2.4	
4.0	Х	24.0	1361 000	4.5	<u> </u>						<u> </u>	2.3	
Aurenz	and the		4,361,000 140,677										
	Y	No. of the last of	140,077										

Maximum 205,000

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



	on for the Month/Year of:	October, 2017				
-Lis Water System						
HOLIC WATER System	m (PWS) Information				PWS Identification Number:	6280162
WS Name:	Lake Josephine (Sebring Lakes)				Consecutive	# THE TO SEE
WS Type:		ent Non-Community	Transient Non-Cor	nmunity L	l Population Served at End of Month:	75
umber of Service Conne	ections at End of Month:	65		1100	it optilation between at zata baseline	
WS Owner:	US Water Services Corporation			Con	tact Person's Title:	
ontact Person:	Melisa Roteveel			City: New Port Ri		Zip Code: 34652
ontact Person's Mailing	Address: PO Box 2480				tact Person's Fax Number: 941-378	3-3554
ontact Person's Telephor				1000		
ontact Person's E-Mail		swatercorp.net		i		
Vater Treatment P					Plant Telephone Number:	941-377-9456
lant Name:	Sebring Lakes Plant #4			City: Sebring	State: Florida	Zip Code: 33875
lant Address:	5313 Knight Ave	en la	ased Finished Water	City. Course		
ype of Water Treatment	t by Plant: Z Raw Ground		280,000			
ermitted Maximum Day	y Operating Capacity of Plant, gallons per day	V	27,22.2 (324)	Pla	nt Class (per subsection 62-699.310(4),	FAC): C
lant Category (per subse	ection 62-699.310(4), F.A.C.):		Toppies Clar	s dicense Namib	er Day(s) /S	shift(s) Worked
		ne and Later Design	A	3531	Utility Manager	
end/Chief Operato			- Ĉ	20588	Operator	
Diher Operators:	Jackie Williams		<u> </u>			
国内的						
Part mark						
THE RESERVE					300 C S C C C C C C C C C C C C C C C C C	
柳里 25、花生 元 多成为						

PWS ID:		6280162	Plant Name:	Lake Josephir	e Plant #4				
III. Daily Da	ata for the Month/Year	of:	October, 20	7					
Means of Achie	eving Four-Log Virus Inact	ivation/Removal:	☑ Free Chlorine		Chlorine Dioxide		Ozone	☐ Combi	ned Chlorine (Chloramines)
Ultraviolet I	Radiation	☐ Other	(Describe):						
Type of Disin	fectant Residual Mainta			orine T.Co.	mbined Chlorine (Chlor	amines)	Chlorine I	Diovide	
Section 1			alculations, or UV Dose		out-Log Viols Inact	ivation if		SIGNAL C	THE REPORT OF THE PARTY OF THE
Later Land				Calculations			UV Dose		A STATE OF THE STA
	· (1) 100 / (1)			and the Photos Control	Carry Branch	4 Properties	200	TOTAL SPECIES	The state of the s
Days I		div.		F	Anna Anna Anna Feat		provincia de la composição		
	d or Hours plant of Finish	cd shows Low	Disinfectan		Samuel Control	Section 2	Lowest Mir	Dose Lowes Re	School Emergency of Absorbet Operating Conditions
the Viste			est Residual Contact Tur	COLUMN TO SECURE AND ADDRESS OF THE SECURE A	Tempof pit of Water	Minimum C	Lowest UV Coperating Rec	Dose Lowes Re	
Month Open		ACTOR AND ADDRESS OF THE REAL PROPERTY.	usinfectant (T) in Constitution (C) Measuremen		Water C if Applicable	Required, tr	r Try note Re	ured District Concentra	
(Place	大门大学是一个人		entration (C) Measurements of at First Point During			min/L,			
	The second controls		omer During : Penk Flow				and the second	/cm² Remote Po Distribu	
	The second section		Flow mg/L minutes		Service Committee	2015	1,407-7-19	System:	
and the	24.0 0		And the state of t	E DRIVE			Att Minimum and Att for		PLANT #4 OFF LINE
10.00	24.0 0					+			PLANT #4 OFF LINE
7 J	24.0 0								PLANT #4 OFF LINE
47	24.0 0								PLANT#4 OFF LINE
(1947)	24.0 0					Land Salah			PLANT #4 OFF LINE
6	24.0 0	tara kati in titili (j. 1154							PLANT #4 OFF LINE
7 N	24.0 0								PLANT#4 OFF LINE
	24.0 0								PLANT#4 OFF LINE
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18	24.0 0								PLANT #4 OFF LINE
	24.0 0				The state of the s				PLANT #4 OFF LINE
. 20	24.0 0								PLANT #4 OFF LINE
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EN MARK	24.0 0	300				1			PLANT #4 OFF LINE
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26	24.0 0					ļ			PLANT #4 OFF LINE
	24.0 0		<u> </u>			1			PLANT #4 OFF LINE PLANT #4 OFF LINE
29	24.0 0 24.0 0		<u> </u>			+			PLANT #4 OFF LINE
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and the same	24.0 0					 	 		PLANT #4 OFF LINE
	21.0	0			L				En 2000 (2007) (1.17) (2008) (2.18) (2.18)

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: Plant 1 Name: | Plant 2 Name: | Plant 3 Name: | Plant 4 Name: | Plant 5 Name: | Plant 7 Name: | Plant 8 Name: | Plant 8 Name: | Plant 9 Name: Lake Josephine Lake Josephine Plant 3 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 (1) 168,000 0 168,000 140,000 0 140,000 126,000 0 126,000 132,000 0 132,000 166,000 166,000 5. 0 137,000 0 137,000 144,000 0 144,000 144,000 144,000 0 154,000 154,000 0 127,000 127,000 4410a 0 125,000 0 125,000 180,000 180,000 12 0 123,000 44 123,000 0 131,000 0 131,000 1 5 m 132,000 0 132,000 120,000 0 120,000 154,000 154,000 0 18 174,000 0 174,000 196,000 dia Grad 0 196,000 205,000 205,000 0 163,000 0 163,000 164,000 0 164,000 155,000 155,000 0 113,000 0 113,000 125,000 0 125,000 102,000 102,000 0 109,000 109,000 0 118,000 O 118,000 28 0 119,000 201 119,000 103,000 0 103,000 130 u 112,000 112,000 101 0 4,361,000

> 140,677 205,000



General Information	i for the Month/	Year of: November,	2017				······································			
Dublic Water Contam	n (DWC) Info	stian								
Public Water System PWS Name:	Lake Josephine	itton					PWS Identification	n Mumbari	6280162	***************************************
PWS Type:	Community	Man Tringlant Non Commun		Services Nam Comm		11	**************************************	m Number.	0280102	
Number of Service Connec		Non-Translent Non-Commun : 536	ury1	ransient Non-Comr	nunncy		Consecutive opulation Served	at Dad a Chifacal	1 250	
PWS Owner:	US Water Services					I rotar r	opulation Served	at End of Month	: 1,250	w
Contact Person:	Melisa Rotteveel	Corporation				I Camera	t Person's Title:	~	C	
Contact Person's Mailing A	1-1/1-2/	4939 Cross Bayou Blvd			City: New Po			Com	pliance Manager	34652
Contact Person's Telephone		866-753-8292			City. New F		t Person's Fax Nu	-k 202.0	Zip Code: 349-4219	34032
Contact Person's E-Mail Ac		mrotteveel@uswatercorp.ne	<u> </u>			Contac	a reisons rax nui	110CL 727-0	149-4219	
Water Treatment Pla	T - 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	moneveen@uswatercorp.ne			······································					
Plant Name:	Lake Josephine Plan	nt #3					Plant Telephone l	Jumber	941-377-94	5K
Plant Address:	1949 Canary Way			<u></u>	City: Sebring	,	State: Florida	vuidoci.	Zip Code:	33872
Type of Water Treatment b		✓ Raw Ground Water	Purchased Fini	shed Water		2	1		Tesp-code.	ar an of 1,3a
Permitted Maximum Day C				300,000				······································	······	
Plant Category (per subsect					,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Plant (Class (per subsecti-	on 62-699.310/4), F.A.C.); C	·····
Licensed Operators	REPORT OF THE STATE OF	Name	erstart og særende	License Class	License No	mber	Statement :	Dav(s)/	Shift(s) Worked	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
Lead/Chief Operator:	Ron Derossett	AND THE PROPERTY AND TH	•	A	3531		Utility Manager	Days 1st Shi		
Other Operators:	Dustin Williams			С	22520		Operator	Days 1st Shi	ft	
en intervision distancemparati					11.0			311.		
以中国共同共产的					-					
White has blocked										
Therefore only the			-	<u> </u>						
					<u> </u>					
and the same the passes			,					***************************************		
SAPAR AND REAL PORT OF CASE										
e de la companya de					<u> </u>					
Signal Communication Communica										
				<u> </u>			<u> </u>			****
Certification by Lead	d/Chief Operator	•		,						
		t operator licensed in Florida, an	n the lead/chief	operator of the v	vater freatme	nt nla	nt identified in	nart Lof this	report. I certify th	at the
		ue and accurate to the best of my								
		icable standards referenced in su								
		tor staffed or visited this plant d								
		ss performance records. Further		provide these a	aditional ope	eration	s records to the	PWS owner	so the PWS owne	r can retain
them, together with co	of this repor	t, at a convenient location for at	least ten years.							
// (ノン ゼ	11.								
Kond	Y	12/7//2	Ron Derossett			***************************************	***************************************	 ;	A 3531	
Signature and Date			Printed or Typ	ed Name					License Nur	nber

PWS I):			6280162		Plant Name:	Lake Jos	ephine Plant	#3						
			nin.	*****											
			nth/Year of:			November, 20	17	· · · · · · · · · · · · · · · · · · ·							
			∕irus Inactiva	tion/Removal:	. √ _{Fi}	ree Chlorine		Chlor	ine Dioxide			Ozone		Combined C	Chlorine (Chloramines)
Ultr	aviolet Radia	tion			Other (Describe):										,
Туре о	f Disinfecta	ant Residua	l Maintaine	d in Distribu	tion System:	✓ Free Chlori	ne [Combined	Chlorine (Chlo	ramines)	T	Chle	orine Dioxide	.	
79. C.	Staff Shareness	10.00	THE SHOP IN	13.00	CT Calculations, o	r UV Dose, to	Demosta	te Four-Los	Virus Inac	uvation if	Appli	cable*	ATTIC DIOXIGE	Para and	Marian Committee Committee Committee
The same	22.0	12000	(AIR)	100	TRANSPORT TO STATE	CTGal	culations		artier og kriese	100	7000		Dose	30.04 L	
Day of the	e de la compa	Maria ana an	Nu co	100	The state of the s	Section 2	Lowest C	CONTRACTOR EXCENSION CONTRACTOR CONTRACTOR	AND STATE OF THE S	- Calegori	l see a	Chuses	10000	THE PROPERTY AND ADDRESS OF	
Day of	Days Plant Staffed or	House plant	Net Quantity of Finished			Disinfectant	Provide	d	White one	1100	1910	441	This see	1000	
the	Visited by	i in	Water	Country and	Lowest Residual	Contact Time	Before or	af	STATISTICS.	di island	4400	Property.	A STATE OF THE STA	Lowest Residual	"我们是是我们的这种是是不是
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C	First	Alexander Mariana	pH of Water,	100	n Janes II.	kulibus _{ia}	Minimum	Disinfectant	
	(Place 'X")	Stolenson.	gal	Rate; gpd.	Concentration (C)	Measurement	Custom	THE STATE OF	if Applicable	200000		owest	UV Dose	Concentration at	Emergency or Abnormal Operating Conditions,
		15000 9009		A TOTAL PROPERTY.	Before or at First	Point During	During Pe	ak Temo of		Minimum Cl		erating	Required,	Remote Point in	Repair or Maintenance Work that Involves
	THE HOUSE		HAMMAN BANK	THE THE PERSON NAMED IN	Customer During Peak Flow, mg/L	Peak Flow, minutes	Flow, m	Water, C	MP PIECE	Required, mg min/L		sec/cm²	mW- sec/cm ²	- Distribution	Taking Water System Components Out of
1	X	24.0	137,000	15.45	4.4	-111104-3	inter	10.	124 (1740)	2111922	min.	жестан	secicii -	System, mg/l.	Operation :
2 .	X	24.0			4.0		1			<u> </u>	+			1,5	
3	Х	24.0			4.2									1.8	
4	Х	24.0			3.2									2.0	
5 6	Χ.	24.0 24.0			4.2		 		 _		4				
7	x x	24.0		1	3.8		-		 		1			2.1 2.3	
8	Х	24.0			3.4						+	··········		2.3	
9	X	24.0	149,000		3.6						 	······································		2.4	
10	Х	24.0	133,000		3.2									2.1	
#11 12	Х	24.0	162,000	-	3,3		<u> </u>				<u> </u>			2.0	
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24	Х	24.0	138,000		2.9									2.3	
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31,	AMERICAN CONTRACTOR	24.0	4 110 000							ļ	<u> </u>				
Avgerage			4,118,000 137,267	1											, <u>-</u>

Maximum 173,000

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



See Pages 4 for Instructions.	
General Information for the Month/Year of: November, 2017	
A. Public Water System (PWS) Information PWS Identification Number: 6280162	
PWS Name: Lake Josephine (Sebring Lakes)	
PWS Type: Transleta Not-Constituting Transleta Rot Constituting Transleta R	
Number of Service Connections at End of Month: 63	
PWS Owner: US Water Services Corporation Contact Person's Title:	
Contact Person: Melisa Roreveei Zin Code: Zin Code:	34652
Contact Person's Mailing Address: PO Box 2480 Od 278 3554	
Contact Person's Telephone Number. (332) 181-0700	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net	
B. Water Treatment Plant Information Plant Telephone Number: 941-377-945	5
Plant Name: Sebring Lakes Plant #4 City Sebring State Florida Zip Code:	33875
Plant Address: 5313 Knight Ave	
Type of Water Treatment of Later	
Permitted Maximum Day Operating Capacity of Face Co. C.	
Plant Category (per subsection 02-079.310(4), T.A.C.).	
Lifectised Opcidula	
Cean/Onler Operator: Ron Derossett	
Other Operators: Jackie Williams C 2038 Operator	
	1
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 the	at 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 consistency of the 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 consistency of the 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 consistency of the provided in this report is true and accurate to the best of my knowledge and belief.	form to NSF
information provided in this report is true and accurate to the best of my knowledge and other. Techny that an entirely that the following additional operations records for International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. 1 also certify that the following additional operations records for	this plant were
International Standard 60 or other applicable standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are following the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are following the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed and chemical feed rates are followed by the standards of the standards of the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certify that are followed by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certificated by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certificated by the standards referenced in subsection 02-33.3.20(3), F.A.C. 1 also certificated by the standards referenced by the standard of the standards referenced by the standards referenced by the standards referenced by the standards referenced by the standard of the standards referenced by the standards referenced by the standards referenced by the standards referenced by the standard referenced by the standards referenced by the standards referenced by the standards referenced by the standards referenced by t	es: and (2) if
International Standard 60 or other applicable standards referenced in subsection 02-33.25(c) and the standard 60 or other applicable standards referenced in subsection 02-33.25(c) and the standard 60 or other applicable standards referenced in subsection 02-33.25(c) and the standard 60 or other applicable standards referenced in subsection 02-33.25(c) and the standard 60 or other applicable standards referenced in subsection 02-33.25(c) and the standard 60 or other applicable standards referenced in subsection 02-33.25(c) and the standard 60 or other applicable standards referenced in subsection 02-33.25(c) and the standard for other applicable standards referenced in subsection 02-33.25(c) and the standard for other applicable standards referenced in subsection 02-33.25(c) and the standard for other applicable standards referenced in subsection 02-33.25(c) and the standards ref	can retain
applicable appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the r w3 owner so the r	Car Ioani
them, together with copies of this report, at a convenient location for at least ten years.	
A 3531	
Ron Derossett A 3331	***************************************

PWS ID:	-		6280162		Plant Name:	Lake Josephin	e Plant #4							
III. Daily	Data for the Mo	nth/Year of:			November, 201	7								
	chieving Four-Log			 ✓ Fi	ee Chlorine		Chlori	ine Dioxide		Ozone		Combined C	hiorine (Chloramines)	l
	let Radiation		П	Other (Describe):										
		in size to a second			Free Chlorin	о Пс	nhinad Ch	lorine (Chlor	(sanime	Chlo	rine Dioxide			
Type of D	isinfectant Residu	al Maintained	in Distribut	ion system:	Thee Chloric	Damoetate D	our Los	Vinte Inact	vetion ICA			W. Mari	Parison Commencer (Commencer Commencer Commenc	
a little	Jan	1000	36 A	CT Calculations,	or UV Dose, to	Demostate F	om.rw8	THUS MACE	THUMP ILE	UVI	Nose -	LANGE	建设的图像是是被	
- 64			199	在 国际产品,但由	crea	culations :	2.14	erin e		31,000 VI	703C	200		高斯 多
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200	affed or Hours plan	TARGET STREET,	48 CONTRACTOR	SECTION 1	Disinfectant	Lowest CT	tions salutable	10 march 1997	面 语	Lowest	Minimum	5 Times	Emergency or Abnormal Operating Co	andition o
3440443333248533383349	isted by	Water		Lowest Residual	Contact Time	Provided	mus.	ri cur	Minimum C	/	UV Dose	Lowest Residual	Repair or Maintenance Work that In	volves
ROSKI MARKOT TRABBAL TORRESPA	Operator Operation	Producted.	Peak Flow	Disinfectant	(T) to C	Before or at	a cump or	pH of Water, if Applicable	Required, m	UV Dose.	Required	Disinfectant Concentration at	Taking Water System Components (
	lace "X")	gal	Rate, gpd.	Concentration (C)	Measurement	First Customer	Water, C	ii Applicable		mW-sec/cm²	mW	Remote Point in		
aller and the	MET LANGE	100	and a	Before or at First	Point During	During Peak	and the	Con		III W. M. C.C.III	sec/cm2	Distribution		
	Fire state of the	Author Medical Section	40.00	Customer During	Peak Flow.	Flow, mg-	2.46	A.E.	0.00 Constitution of the	il Tariffa (Marie 1906)	145	System, mg/L	12000	5 5 0 1
	10.00	g Service Committee		Peak Flow, mg/L	minutes	i. min/L	240	10 Sept. 10	77		Sec. 19 (19)	77.7.7.70	PLANT #4 OFF LINE	D31463
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Average 0
Maximum 0

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



Daily Finis	shed-Water Proc	luction for the N	fonth/Year of :		November 2017		,,,,,,				
Communit	y Water System (CWS) Name:	Lake Josephine	Plants 3 & 4			***************************************				
Public Wa	ter System (PWS) Identification N		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:	上上 地隔的间分析
_{alab} arah Merend	· ·										
and the	Lake Josephine	l ake Josephine									and the second
	Plant 3	Plant 4									and the second
A Harry	I BATTS —		Per	mitted Maximum	Day Operating C.	pecity of Each F	lant gallons per	dav.	and the second		Total
Day of	300,000	280,000	1								580,000
Month	300,000	200,000	entre de Communication	Net Quantity of	Finished Water F	roduced by Eacl	n Plant, gallons	Section Control of the		and the second	Total
ancarur -	137,000	0	and the second			PRO 10 10 10 10 10 10 10 10 10 10 10 10 10					137,000
2 - 1	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
-100 7	115,000	0									115,000
4 8	128,000	0									128,000
9	149,000	0	 								149,000
10	133,000	0									133,000
- 4	162,000	0					,				162,000
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± 23	129,000	0									129,000
24	138,000	0									138,000
- 25	131,000	0									131,000
267	132,000	0									132,000
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Polymer Page 3 Due in December

WS Type:	General Informatio	n for the Month/Y	rear of: Decem	nber, 2017			,,			·	·
WS Name: Lake Josephine WS Type	Public Water System	m (PWS) Informa	tion								
with Part of Service Connections a End of Month: 1,259 Wis Owner: US Water Services Corporation Wis Owner: We will be service Compension Melias Rotteved Me	PWS Name:							PWS Identification	Number:	6280162	
Total Population Service of End of Month: 1290	PWS Type:	✓ Community	✓ Non-Transient Non-Cor	mmunity LT	ransient Non-Comr	nunity		* *			
WS Owner US Water Services Corporation Contact Person's Title: Compliance Manager		ctions at End of Month					Total P	opulation Served at	End of Month:	1,250	
### Address Park Pa	PWS Owner:										
Contact Person's Maining Address: Contact Person's Maining Address: A A A A A A A A A	Contact Person:	Melisa Rotteveel							Complian		24450
ontact Person's Telephone Number: 806-73-8242 Software Person's Elephone Number: 806-73-8242 Software Person's Elephone Number: 9041-377-9456 Software Person's Eleman Address: 949 Canary Way City: Schring State: Florida Zip Code: 33872 Software Person's Eleman Day Operating Capacity of Plant, gallons per day: 300,000 Plant Class (per subsection 62-699-310(4), F.A.C.): C Calcionated Operator Software Person's Eleman Day Operator Software Person Day Operator So	Contact Person's Mailing	Address:	4939 Cross Bayou Blvd			City: Ner					34652
City: Sebring Plant Telephone Number: 941-377-9456	Contact Person's Telephor	ne Number.	866-753-8292				Contac	t Person's Fax Num	ber: 727-849-4	219	
Like Josephine Plant #3 Plant Telephone Number: 941-37-94356 Plant Address: 1949 Canary Way City: Sebring State: Florida Zip Code: 33872	Contact Person's E-Mail A	Address:	mrotteveel@uswaterco	rp.net							
Lake Josephine Flait #3 Lake Josephine Flait Lake Josephine Lake Josep	Water Treatment P	lant Information								0.4.000.04	
Institution by Lead Chief Operator	Plant Name:	Lake Josephine Plan	nt #3						umber:		
retification by Lead/Chief Operator the designed 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 normation 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 Not netroational 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 to repart 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) applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner can retain hem, together with opins of this report, at a convenient location for at least ten years. Ron Derossett Plant Class (per subsection 62-699 310(4), F.A.C.) C Least publicable and position of 2-699 310(4), F.A.C.) and play is thing the play is thing to pay is thing. Worked License Number Day (s) / Shift(s) Worked Day (s) / Shift(s) / Shift	Plant Address:	1949 Canary Way				City: Set	oring	State: Florida		Zip Code:	338/4
Plant Class (per subsection 62-699-310(4), F.A.C.): V License Class Plant Class (per subsection 62-699-310(4), F.A.C.): C License Class Day(s), F.A.C.): Day(s), Shift(s) Worked Plant Class (per subsection 62-699-310(4), F.A.C.): Day(s), Shift(s) Worked Plant Class (per subsection 62-699-310(4), F.A.C.): Day(s), Shift(s) Worked Plant Class (per subsection 62-699-310(4), F.A.C.): Day(s), Shift(s) Worked Plant Class (per subsection 62-699-310(4), F.A.C.): Day(s), Shift(s) Worked Plant Class (per subsection 62-699-310(4), F.A.C.): Day(s), Shift(s) Worked Plant Class (per subsection 62-699-310(4), F.A.C.): Day(s), Shift(s) Worked Plant Class (per subsection 62-699-310(4), F.A.C.): Plant Class (per subsection 62-69-310(4), F.A.C.): Plant Class (per subsection 62-69-310(4), F.A.C.): Plant Class (per subsection 62-69-310(4), F.A.C.: Plant Cla			Manual Communication and the Communication of the C	Purchased Fin							
lacensed Operators					300,000				27 200 210(2) E	10 P	
A 3531 Utility Manager Days 1st Shift Distin Williams C 22520 Operator Days 1st Shift C 22520 Operator Days 1st Shift C 12520 Ope	Plant Category (per subse	ction 62-699.310(4), F.	A.C.):								F16
Dustin Williams C C C C C C C C C C C C C			Name		License Class					II(2) WOLKOO	1) 神机地
crtification by Lead/Chief Operator , 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 NS 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 properated 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) 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 opics of this report, at a convenient location for at least ten years. Ron Derossett A 3531 Ligner Murder A 3531 Ligner Murder		Ron Derossett			<u> ^</u>	l		<u> </u>			
retification by Lext/Chief Operator 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 Not 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 corepared 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) 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 opics of this report, at a convenient location for at least ten years. Ron Derossett A 3531 Linear Numbers.	Other Operators:	Dustin Williams			С	.22	520	Operator	Lays 1st onit		
retification by Lext/Chief Operator 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 Not 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 corepared 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) 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 opics of this report, at a convenient location for at least ten years. Ron Derossett A 3531 Linear Numbers.	and Property Co.	14			<u> </u>						
crtification by Lead/Chief Operator , 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 NS 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 properties are deach 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) 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 opics of this report, at a convenient location for at least ten years. A 3531											
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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 Not 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 drinking water treatment process of amounts of chemicals used and chemical feed rates; and (2) repaired 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) 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 topies of this report, at a convenient location for at least ten years. Ron Derossett Ron Derossett	地 斯						W				
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Frinted or Typed Name License Number	Signature and Date	<u> </u>	110//-	0.5-22						License Nu	mber

Company Comp	PWS II):			6280162		Plant Name: Lake Josephine Plant #3								
Manual Control Section Section															-
Type of Disinfectant Residual Maintained in Distribution System:	III. D	aily Data fo	r the Mor	ith/Year of:			December, 201	į							
Type of Disinfectant Residual Maintained in Distribution System:	Means	of Achievine	Four-Log V	inus Inactivati	ion/Removal:	[√] Fi	ree Chlorine		Chlor	ine Dioxide		Ozone		Combined C	hlorine (Chloramines)
Type of Disinfectant Residual Maintained in Distribution System:	142					i.	ec chiomic								moralianos)
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Dispersion Description D	Type o	f Disinfecta	nt Residua	l Maintained					ombined (Chlorine (Chlo	ramines)		rine Dioxide		
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Maximum 190,000

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



Polymer Page 3 Due in December

	(PWS) Information						PWS Identification Number:	6280162	
WS Name:	Lake Josephine (Sebring	<u></u>		Territory No. 2	-:0:: :::::::		Consecutive	0200102	
WS Type:	✓ Community	Non-Transient Non-Comm	unity L	Transient Non-Comn	nunity	-	Consecutive Population Served at End of Month:	75	
umber of Service Connect		65				I otal I	opulation served at End of William.	12	
WS Owner:	US Water Services Corp	oration				Contac	et Person's Title:		
ontact Person:	Melisa Roteveel	5.00			City: New Po			Zip Code:	34652
ontact Person's Mailing A		Box 2480			City. New I		ct Person's Fax Number: 941-378-35		
ontact Person's Telephone		2) 787-0980 rotteveel@uswatercorp.	net			Comac	at taking tax number.		
ontact Person's E-Mail Ad		olleveel@uswatercorp.	<u>IICL</u>						.*
ater Treatment Pla							Plant Telephone Number:	941-377-9456	
ant Name:	Sebring Lakes Plant #4				City: Sebring	7	State: Florida	Zîp Code:	33875
ant Address:	5313 Knight Ave	✓ Raw Ground Water	Durchasad	Finished Water	~	2			
pe of Water Treatment by	perating Capacity of Plant		LIPUICIASEU	280,000					
mitted Maximum Day C	ion 62-699,310(4), F.A.C.	y ganons per day.		200,000	T	Plant	Class (per subsection 62-699.310(4), F.A	.C.); C	
	ion 62-699,310(4), F.A.C.			License Class	License Ni	ımber	Day(s) / Shif	t(s) Worked	
ead/Chief Operator:		NAMES OF TAKEN	e e e e e e e e e e e e e e e e e e e	Δ	3531		Utility Manager		
And the facility with the control of	Jackie Williams			C	20588		Operator		
ther Operators:	Jackie Williams								
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ignature and Date			Printed o	or Typed Name				License Num	ber

PWS ID	·			6280162		Plant Name: Lake Josephine Plant #4									
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III. Da	ily Data fo	r the Mor	ith/Year of:			December, 201	7								
			irus Inactivati		[7] F	ree Chlorine		Chlor	ine Dioxide		☐ Ozone		Combined C	Chloramines)	
			Hua Hactivaci		Other (Describe):	ree emorate					·· ·· .				
	violet Radiat					T7			1 1 2011		Пан	orine Dioxide			
Type of	Disinfecta	nt Residua	l Maintained	in Distribut	ion System:	☑ Free Chlori	ne LICo	mbined Cr	nlorine (Chlor	amines)		mine Dioxide		2241	Aller of the second
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ily Finis	hed-Water Prod	luction for the N	lonth/Year of :		December 2017						
	/ Water System (Lake Josephine	Plants 3 & 4							
blic Wat	er System (PWS) Identification N		6280162							
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e de la	Lake Josephine	laka laganhina				1		}			
	Plant 3	Plant 4	l ·					ŀ		*	AE 1 (F)
4.00	Figitio) (G) (C-7	Per	mitted Maximum	Day Operation C	enacity of Each F	l Plant, galions per	day	226 ESS 11116	THE PARTY OF	Total
	200 000	280 000			l	i	1	l			580,000
Day of Month	300,000	280,000	126 (0010)	Net Quantity of	Finished Water F	Produced by Eac	Plant, gallons	1000	Americal Action	AMERICAN PROPERTY.	and STotal
4	137,000	0	i i	(1) ST 1 ST 1 ST 1 ST 1 ST 1 ST 1 ST 1 ST			-				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
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10	129,000	0							<u> </u>		129,000
11	119,000	0									119,000
12	155,000	Ó									155,000 121,000
13	121,000	0									134,000
14	134,000	0									4
15	124,000	0							<u> </u>		124,000 133,000
16	133,000	0									134,000
17	134,000	0							ļ	↓	A
18	135,000	0									135,000 151,000
19	151,000	0				<u> </u>				<u> </u>	118,000
20	118,000	0									140,000
21	140,000	0							ļ	<u> </u>	87,000
.22	87,000	0			<u></u>		<u> </u>		<u> </u>	<u> </u>	151,000
23	151,000	0					<u> </u>		 	 	152,000
-24	152,000	0					ļ	ļ	<u> </u>	 	111,000
25	111,000	0				<u> </u>	<u> </u>				124,000
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tal		199			Translation Translation	guide"			The Park of the Pa	A STATE OF THE STA	134,774
9. ax		And the second	e015 ³²					NUTURE AND SERVICE	The second second	and the same	190,000

ws	SID:	5284137	Plant Name:	Lake Josephin	e Plants	3 & 4			
-,,,			F:						
V.	Summary of Use of Polyr	ner Containing Acrylamic	de, Polymer Co	ntaining Epi	ichloroh	ydrin,	and Iron o	or Manganese Sequestrant for the Year: *	2017
		momer acrylamide used at the wat	_		☑ No			the polymer dose and the acrylamide level in the polymer a	re as
	follows:								
	Polymer Dose ppm =				Acrylamid	de Level,	, % ¹ =		
В.	Is any polymer containing the mo	onomer <u>epichlorohydrin</u> used at the	e water treatment pla	ant?	[·	☑ No	☐ Yes,	, and the polymer dose and the epichlorohydrin level in the	
	polymer are as follows:								
	Polymer Dose ppm =				Epichlorol	hydrin L	evel, %¹=		
		rant used at the water treatment pl	lant?	✓ No		Yes, and	d the type of	sequestrant, sequestrant dose, etc., are as follows:	
	Type of Sequestrant (polyphosph								
		hate as PO ₄ or mg/L of silicate as	SiO ₂ =						
	<u> </u>	ount of added plus naturally occur		Lac SiO. =					
	it sodium silicate is used, the am-	ount of added plus naturally occur	ring sincate, in nigh	L 20102					

^{*} 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.



PWS Name:	Lake Josephine		***************************************			·	PWS Identification	n Number	6280162	····
PWS Type:	☑ Community	✓ Non-Transient Non-	Community	Transient Non-Cor	nmunity		Consecutive	ir (vanoc),	0280102	
Number of Service Co	mnections at End of Month:	536		L Harbierie (Korr-Cor	milainty		Population Served a	t End of Month	1,250	
WS Owner:	US Water Services C	orporation				110441	Opulation Served a	R EARL OF MONRY.	1,230	
Contact Person:	Melisa Rotteveel	1				Conta	et Person's Title:	Complia	nce Manager	
Contact Person's Mail	ing Address:	4939 Cross Bayou Blvd	······································		City:		State: Florida	Сопрла	Zip Code:	34652
Contact Person's Telej		866-753-8292			Joing.		t Person's Fax Nun	nber: 727-849-		3403Z
Contact Person's E-Ma	ail Address:	mrotteveel@uswatero	corp.net			Come	or r Crooms r ax rear	1001. 1217045	7217	***************************************
Water Treatmen	t Plant Information			· · · · · · · · · · · · · · · · · · ·						···
lant Name:	Lake Josephine Plant	#3					Plant Telephone N	Jumber	941-377-94	56
lant Address:	1949 Canary Way			· · · · · · · · · · · · · · · · · · ·	City:	Sebring	State: Florida	-untocr.	Zip Code:	33872
ype of Water Treatm	ent by Plant;	✓ Raw Ground Water	Purchase	ed Finished Water	1		1		Perp Code.	23012
	Day Operating Capacity of Pl	ant, gallons per day:		300,000						
ant Category (per sul	bsection 62-699.310(4), F.A.		٧		1	Plant (Class (per subsection	n 62-699.310(4), F	A.C.): C	
Licensed Operat	Ors -	Name	There's House and the second	License Class	Lice	nse Number	THE RESERVE OF THE PARTY.	Day(s)/Sh	ift(s) Worked	968
cad/Chief Opera	Ron Derossett			A		3531	Utility Manager	Days 1st Shift	into) ii diaco	al subject to
ther Operators:	Dustin Williams		······································	c	1	22520	Operator	Days 1st Shift		
1000					+		Operation	Days 18t Dillit		
PHINA CARE TO A SE	4.4		······································		+					
THE PARTY OF THE P					+					
Managara da Para	Aldrid.				+					
- Art	*				-			· · · · · · · · · · · · · · · · · · ·		
THE STREET	[-									
The contraction										
Complete Comment					1					
	.ead/Chief Operator									
the undersigned	water treatment plant of	perator licensed in Flor	ida, am the lead/e	chief operator of the	water t	reatment plan	t identified in r	oart I of this ren	ort. I certify th	at the
formation provid	led in this report is true	and accurate to the bes	t of my knowleds	e and belief. I certi	v that	all drinking u	ater treatment	chemicals used	et this plant cor	form to NS
ternational Stand	lard 60 or other applica	ible standards reference	d in subsection 6	2-555 320/3) F A C	Laler	certify that t	he following of	lditional assess	ar uns pient coi	ati- at-
enared each day	that a licensed operato	r staffed or visited this p	lant during the o	rooth indicated above	(1).	certify that t	inc tonowing ac	ididonal operad	ions records for	uns plant v
opiaca caen aay olioobla anneon	riota trantment managan	same or visited this p	hant during the h	ionui muicalen abov	e. (1)1	ecords of an	ounts of chemic	cais used and ci	nemical feed rai	es; and (2)
piicauie, appropi	riate treatment process	performance records. F	urmermore, 1 ag	ree to provide these	additio	ial operation:	records to the	PWS owner so	the PWS owne	can retain
em, together with	copies of this report,	at a convenient location	tor at least ten y	ears.						
1)	4_1.	g)·							
	and the second s	2/4/	18 Ron Der	:: ::					e	
									A 3531	

PWS I	D:			6280162 Plant Name: Lake Josephine Plant #3										
			nth/Year of:			January, 2018								
			/irus Inactivat			ree Chlorine		☐ Chlor	ine Dioxide		Ozone		Combined C	hlorine (Chloramines)
Ulu	aviolet Radia	tion			Other (Describe):									
Type o	f Disinfecta	nt Residua	al Maintainec	in Distribu	tion System:	☑ Free Chlorin	ne 🔲 c	ombined (Chlorine (Chlo	oramines)	Chic	rine Dioxide	·	
100	220448	1.45	istem Aus Apollo		CT Calculations, o	r UV Dose, to	Demostate	our-Log	Virus Inac	tivation, if A	pplicable*	1.6	737	
Tarley,	eron han	Page Land		199			ulations			Walling St	UV	Oose	Date:	
412.11	Days Plant	All and the	Net Quantity	TO SEMILE	Surfabbasie	100	Lowest CT	1919 1915	90.0	Paragraph of		The Carlo	15 de 1	#型型的研究。[1] 等为2型设施。
Day of		Hours plant		40.0	Sattle Company	Disinfectant	Provided	1100 to 1100 s	Talk alternation	Military C.	110000000000000000000000000000000000000		0.00	是是一种企业的企业。 第二章
the	Visited by	in	Water		Lowest Residual	Contact Time	Before or at	1		1000年 清水市	100	30.1	Lowest Residual	ALC: THE TENDER TO SELECT
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C	Pirst	岩 板 10	pH of Water,		in Filmon	Minimum	Disinfectant	
entings	(Place "X")	and the second	gai.	Rate, gpd.	Concentration (C) Before or at First	Measurement Point During	Customer During Peak		if Applicable	Minimum CT	Lowest Operating	UV Dose Required	Concentration at	Emergency or Abnormal Operating Conditions.
	9.04-25.63.53	a de la companya della companya della companya de la companya della		Customer During	Peak Flow	Flow mg-	Temp of	Editorilliside Maria	Required, mg	T. C. T. C.	mW-	Remote Point in	Repair or Maintenance Work that Involves Taking Water System Components Out of	
ladisə ir Jacobesi		176 (2000)	Maria	Translation, a	Peak Flow, mg/L	minutes	min/L	Water, C	t saa	min/L	mW-sec/cm ²	sec/cm ²	System, mg/L	Operation
III.	X	24.0			4,1								3.0	STATE OF THE STATE
2	X	24.0	130,000	·	4.3								3.0	
4	X X	24.0 24.0	116,000 129,000		4.2 4.3							·	3.0	
5	X	24.0	129,000		4.0								2.3 2.4	
. 6	Х	24.0	134,000		4.4								2.3	
eta Karan ilik		24.0	135,000			-								
8 9	X X	24.0	127,000		4.1								2.4	
10	X	24.0 24.0	106,000 128,000		4.0 4.4								2.3	
ŤI,	X	24.0	124,000	***************************************	4.2								2.6 2.4	
12	X	24.0	159,000		4,3								2.6	
13 .	Х	24.0	117,000		4.6								2.7	
14 15 :		24,0	118,000											
16	X X	24.0 24.0	139,000 130,000		4.3								2.5	
17.	$\frac{\hat{x}}{x}$	24.0	144,000		4.4								2.6 2.7	
18	$\frac{\hat{x}}{\hat{x}}$	24.0	164,000		4.0								2.9	
19	Х	24.0	120,000		4.2								2.5	· · · · · · · · · · · · · · · · · · ·
20 21	Х	24.0	134,000		4.0								2.3	
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23	x	24.0	112,000	1	4,7								2.6 2.6	
24	X	24.0	131,000		4.2								2.8	:
25	X	24.0	112,000		4.5								2.8	
26 27	X	24.0	137,000		4.6								2,6	
28	X	24.0	135,000 135,000		4.9								2,8	
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	
(Marie 2 de l	ngantha <u>ga</u>		4,072,000											
vgerage		1.62.54	131,355											

Maximum 164,000

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



General Information		ear of:	January, 2018				
D. L.E. W. A. C.	COURSE THE		7				
. Public Water System [PWS Name:	Lake Josephine (Seb		···			PWS Identification Number:	6280162
PWS Type:	Community	Non-Transient N	an Campunitu	Transient Non-Com		Consecutive	0260102
Number of Service Connect			65	Transient won-Com	this is a second or the second	Total Population Served at End of Mont	h; 75
PWS Owner:	US Water Services C				L	Total Topulation Served at Line of World	ж /3
Contact Person:	Melisa Roteveel	огрогации				Contact Person's Title:	
Contact Person's Mailing A		PO Box 2480				t Rich State: Florida	Zip Code: 34652
Contact Person's Telephone	<u></u>	(352) 787-0980					378-3554
Contact Person's E-Mail Ad		mrotteveel@uswa	tercorp.net		L	27.1	3.0-2,3,4
Water Treatment Pla	0.04(3.05)		(0.00.p.n.o.		····		
Plant Name:	Sebring Lakes Plant	#4				Plant Telephone Number:	941-377-9456
Plant Address:	5313 Knight Ave	2.02			City: Sebring	State: Florida	Zip Code: 33875
Type of Water Treatment by		✓ Raw Ground Wate	er Purchae	sed Finished Water	1-19. 5-51		
Permitted Maximum Day O			ст	280,000			
Plant Category (per subsecti			v			Plant Class (per subsection 62-699.310(4), F.A.C.); C
Licensed Operators				License Class			/Shift(s) Worked
Lead/Chief Operator:			The state of the s	A	3531	Utility Manager	
Other Operators:	Jackie Williams			- c	20588	Operator	
		<u> </u>			20300	Ормани	
production is the second of the second					 		
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or a research course administra-			··· · · · · · · · · · · · · · · · · ·		1		
Curcinitati Marchine					 		
	<u> La característica de la cara</u>			L .,	1		
.Certification by Lead	/Chief Operator						
		operator licensed in	Florida am the lead	chief operator of the	water treatmen	t plant identified in part I of this	report. I certify that the
	The second of th	. •	and the second s			• • • • • • • • • • • • • • • • • • • •	sed at this plant conform to NSF
							erations records for this plant were
							nd chemical feed rates; and (2) if
					dditional oper	ations records to the PWS owner	r so the PWS owner can retain
them, together with co	pies of this report.	, at a convenient loca	tion for at least ten	years.			
سرد در در	and the second second	o					
The state of the s		11 2/	6/18 Ron D	erossett			A 3531
Signature and Date				f or Typed Name			License Number

PWS II	D:			6280162		Plant Name:	Lake Josephi	ne Plant#	4						
III. D	aily Data f	or the Mo	nth/Year of	f:		January, 2018									
Means	of Achieving	Four-Log V	Virus Inactiva	tion/Removal	. ☑ F	ree Chlorine		Chio	rine Dioxide		Ozone		Combined (Chlorine (Chloramines)	
Ult	aviolet Radia	tion			Other (Describe):						_				
Type	f Disinfects	nt Recidus	al Maintaine		tion System:	☑ Free Chlori	о Пс	bid C	hlorine (Chlor		Пен	orine Dioxide			
	1 Dismiccu	un residu	i wantane		CT Calculations.			anurieu C	nome (Chor	amines)		mie Dioxide		Taranami Amerika	
Day of the	Panella a		1964 House	1000	Calculations,	or o vi Dose, u) Comodate	Cont-LOS	VII US III AG	ivation, it is		Dose	School Palice Salara	等地位于美丽 拉克斯斯	特加亚
144	100	31.06382	Marka bula		Control of the Contro	THE DECLICA	Talantons		The state of	1000	THE REPORT AND ADDRESS OF THE PERSON NAMED AND ADDRESS OF THE	Dose	Sugar and	TERRITOR AND THE	E SERVICE
12.00	Days Plant		Not Quantity	The Car	Daniel Commen	TOTAL STORY	1.00	Police in	OPRIOR	The Area	1980	This page	All Control		Resident
Day of	Staffed or		of Finished	Televiere Care	10.50	Distribution	Lowest CT	The Property	1 年前	Patherine a	Lowest	Minimum	Secretary and the second		
the	Visited by	in	Water	Peak Flow	Lowest Residual Disinfectant	Contact Time (T) at C	Provided Before or at	Temp of	fill of Water	Minimum CT	Operating	UV Dose	Lowest Residual	Emergency or Abnormal Operating Repair or Ministeriance Work that	
Month	Operator (Place "X")	Operation	Producted,	Rate, gpd.	Concentration (C)	Measurement	First Customer	Water O	pH of Water, if Applicable	Required, ma min/L	UV Dose	Required,	Disinfectant Concernation at	Taking Water System Componer	
	and the same of		The Control	40.00	Before or at First	Point During	During Peak	74.7	Sec harms	mm/L	mW-sec/cm²	mW-	Remote Point in	Operation	
	Translation				Customer During	Peak Flow,	Flow, mg-		All the second		Piliteras sea	sec/cm²	Distribution =	The state of the s	TO STATE
		Market Company	tion the soul and		Peak Flow, mg/L	minutes	min/L	and the	Barristella.		A CHIMA	THE CHARGE	System, mg/L		
-17 2 110		24.0												PLANT #4 OFF LINE	
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AVECTARO	ed southing	THE WAY	0	I											

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



111	y Water System (er System (PWS		Lake Josephine	6280162							······································
wat	er System (PVVS) Identification N		Plant 4 Name	L Plant E Nama	Diam's Uness	Diant 7 Names	Diani 9 Name	Plant Q Name	se sastana sastal	
	mant i Name.	Plant 2 Name:	Hanta Names	FAIR 4 Name.	FIGURE NAME	Fidin V Name,	Tigiti / Italiie.	r parti o rvan re.	a sent a sente.	T HELIC TO THE LINE.	Hermon Britis
200				-							Assessment
	Lake Josephine										No. of Contract of
	Plant 3	Plant 4									
	and the second	aller a second	Per	mitted Maximum	Day Operating Co	apacity of Each P	lant, gallons per	day	esta e al esta e a	ALC: A SHARE	Tôtal
of	300,000	280,000									580,000
th.	- 1 1 Table 1 50 to	e teaching	and the state of t	Net Quantity of	Finished Water F	roduced by Each	Plant, gallons	CHARLES AND SHOULD		According to	Total .
	152,000	0									152,000
	130,000	0									130,000
	116,000	0									116,000
	129,000	0									129,000
	129,000	0									129,000 134,000
	134,000	0									135,000
	135,000	0									127,000
	127,000	0									106,000
	106,000	.0									128,000
	128,000	.0									124,000
17.0	124,000	0									159,000
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11.5	Access to the Time	40	and the London	E-Market 1	ALL PROPERTY.	Section 1997		100	and the second second		131,355



See Pages 4 for Instru										
General Information	for the Month/Y	ear of:	February	, 2018						
Public Water System	(PWS) Informat	ion								
	Lake Josephine	<u> </u>					PWS Identificatio	n Number:	6280162	
WS Type:	✓ Community	✓ Non-Transier	nt Non-Comm	nunityT	ransient Non-Comm	unity	Consecutive			· · · · · · · · · · · · · · · · · · ·
Number of Service Connecti	ons at End of Month:		536	*		To	tal Population Served a	nt End of Month:	1,250	
PWS Owner:	US Water Services C	orporation								
Contact Person:	Melisa Rotteveel					[Co	ntact Person's Title:	Compliance	Manager	
Contact Person's Mailing Ad	dress:	4939 Cross Bayou Bl	vd			City: New Port I	ich State: Florida		Zip Code:	34652
Contact Person's Telephone	Number:	866-753-8292				Ca	ntact Person's Fax Nun	nber: 727-849-42	19	
Contact Person's E-Mail Add		mrotteveel@us	watercorp	.net				*		
Water Treatment Pla	nt Information									
Plant Name:	Lake Josephine Plant	#3					Plant Telephone N	lumber:	941-377-94	56
lant Address:	1949 Canary Way				<u> </u>	City: Sebring	State: Florida		Zip Code:	33872
ype of Water Treatment by		✓ Raw Ground	Water	Purchased Fini	shed Water					
ermitted Maximum Day Op					300,000					
lant Category (per subsection			V		1		int Class (per subsection			
Licensed Operators		Name		The second second	License Class		er min jasa atmosfin		(s) Worked	· 表。 · 物 · / · / · / · / · ·
ead/Chief Operator:	Ron Derossett				A	3531	Utility Manager	Days 1st Shift		
other Operators:	Dustin Williams				С	22520	Operator	Days 1st Shift		
ALCENED IN N										
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eda a			454						•	
	-									
- Extrapolation of the		· <u>-</u>								
Certification by Lead/	Chief Operator									
, the undersigned wate	r treatment plant o	perator licensed	in Florida,	am the lead/chief	operator of the w	ater treatment	olant identified in	part I of this repor	rt. I certify th	at the
nformation provided in	this report is true	and accurate to	the best of	my knowledge and	d belief. I certify	that all drinking	g water treatment	chemicals used at	this plant cor	nform to NS
nternational Standard	60 or other applic	able standards re	ferenced in	subsection 62-55	5.320(3), F.A.C.	I also certify th	at the following a	dditional operatio	ns records for	this plant w
repared each day that										
pplicable, appropriate										
hem, together with con					provide nicac au	andona opera	ons records to the	I TO OTHER SOL	TO 1 M D OWITO	i van toudit
nem, together with cot	ores of uns report,	at a Convenient i	ocanon 101	at reast ten years.						
	1/ フー	01	1 / 2							
Kul	٧	20 31	ンノレ	Ron Derossett					A 3531	



General Informa	ation for the Month/Yea	r of: February, 201	18					
Dollie Water Cu	intern (DW/C) Information							
PWS Name:	stem (PWS) Informatio	a			PWS Identification	Number:	6280162	
PWS Type:	✓ Community	✓ Non-Transient Non-Communit	v Transient Non-Com	munity	Consecutive		· · · ·	
	onnections at End of Month:	536			opulation Served a	t End of Month:	1,250	
PWS Owner:	US Water Services Corr	poration						
Contact Person:	Melisa Rotteveel			Contac	t Person's Title:	Compliance	Manager	
Contact Person's Mail	2. marked And And	39 Cross Bayou Blvd		City: New Port Rich	State: Florida		Zip Code:	34652
Contact Person's Tele		6-753-8292	· · · · · · · · · · · · · · · · · · ·	Contac	t Person's Fax Num	iber: 727-849-42	19	
Contact Person's E-Ma		rotteveel@uswatercorp.net		······································				
Water Treatmen	t Plant Information							
Plant Name:	Lake Josephine Plant #3				Plant Telephone N	umber.	941-377-945	6
Plant Address:	1949 Canary Way			City: Sebring	State: Florida		Zip Code:	33872
Type of Water Treatm	nent by Plant:	Raw Ground Water	Purchased Finished Water					
Permitted Maximum I	Day Operating Capacity of Plan	t, gallons per day:	300,000					
	absection 62-699.310(4), F.A.C.					n 62-699.310(4), F.A.		
Licensed Opera	tors (Name	License Class	License Number	图1000年		(s) Worked	ESTITE CONTRACTOR
Lead/Chief Opera	tor: Ron Derossett		A	3531	Utility Manager	Days 1st Shift		
Other Operators:	Dustin Williams		C	22520	Operator	Days 1st Shift		
Salar Property	entre ^{es}							
Albert Co.	ASSET 1							
	300							
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CONT. 100								
partition of the second of the	通 数							
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AND REAL PROPERTY.								
Certification by	Lead/Chief Operator							
L the undersigned	l water treatment plant or	erator licensed in Florida, am	the lead/chief operator of the	water treatment pla	nt identified in 1	part I of this repo	rt. I certify th	at the
information provi	ided in this report is true	and accurate to the best of my	knowledge and belief. I certif	y that all drinking	water treatment	chemicals used a	this plant cor	nform to NSF
International Stan	ideed 60 or other applical	ole standards referenced in sub	section 62-555.320(3), F.A.C	. I also certify that	the following a	dditional operatio	ns records for	this plant we
	that a licensed appropriate	staffed or visited this plant du	ring the month indicated abov	e: (1) records of an	nounts of chemi	icals used and che	mical feed rat	es; and (2) if
prepared cach day	- i-t- tt	performance records. Furthern	nore I come to provide these	additional operation	is records to the	PWS owner so the	he PWS owne	r can retain
applicable, appre	priate treatment process p	to a serious for at 1	east to years	idditional operation	is records to the	I WE GWING DO L		
them, together wr	in copies of this report, a	t a convenient location for at l	east ten years.	÷				
	(D) #	1 ž						
150	W W	3/7/12	Ron Derossett				A 3531	
Signature and Date	V		Printed or Typed Name				License Nur	nber
California a mira a sira			The second secon					

PWS I	D:			6280162		Plant Name:	Lake Joseph	ine Plant	#3					
1011	\-!ID-4C	()3.7	41 /11 0											
			nth/Year of:			February, 2018								
Means	of Achieving	Four-Log '	Virus Inactiva	tion/Removal	: ☑ 6	ree Chlorine		Chior	ine Dioxide		Ozone		Combined C	hlorine (Chloramines)
Ult	raviolet Radia	tion			Other (Describe):									
Type o	of Disinfects	ınt Residu	al Maintaine		tion System:	✓ Free Chlorin	е По	ombined (Chlorine (Chlo	ramines)		orine Dioxide		
120	en de	0.000	rechidence	7740	CT Calculations, o	r UV Dose, to	Demostate	Four-Los	Virus Inac	tivation if	Applicable*	FIG LES	The state of the s	English and the second
assamble to		That h	1.50	1.146	SPRINTER.	OT Calc		She of	40.150	Male de la companya della companya de la companya de la companya della companya d		Dose	Sherran	
		M ahajas	and the day	THE CONTRACTOR	PORTAGE STATE	orbita de va	Y 100 00 00 00 00 00 00 00 00 00 00 00 00	11750	45250	100	STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET	JUSC	The second	
Day of	Days Plant	and the second	Net Quantity	The sound	The military	Disonfectant	Lowest CT Provided	美型	Contracting	1000年100日		Artist Control	Path Path	的合意品。 医中央的人员产生
the	Stuffed or Visited by	Hours plant in	of Finished Water	or Helinia (A	Lowest Residual	Contact Time	Before or at	full to	1100.703			ar to	TO Brown and	
Month	Operator	Operation		Peak Flow	Disinfectant	(T) at C	First	Parancial	pH of Water,	Mile 1	PER LEGICALISM	Minimum	Lowest Residual Disinfectant	
Property C	(Place "X")	Operation	gal	Rate, gpd.	Concentration (C)	Measurement	Customer	小专事 (4)	if Applicable	All State Highlan	Lowest	UV Dose		Emergency or Abnormal Operating Conditions,
H. M. Calling	i i Praince di N		Total Trans	Franciscal .	Before or at First	Point During	During Peak	排門提	Figure 2	Minimum C1	THE RESERVE OF THE RE	Required	Remote Point in	Repair or Maintenance Work that Involves
	Hill Hallace	ba a sa	r (SEB) (Halia) Dinas	Tellining o	Customer During	Peak Flow,	Flow, mg-	Temp of	Professional Section	Required, ing		mW-	Distribution	Taking Water System Components Out of
	g artificialista program	持续企业	-61	計算場合 (Agg)	Peak Flow, mg/L	foinutes	min/L	Water, OC	Paranci	Juin	mW-sec/cm ³	sec/cm²	System, mg/L	Operation
e de la pres	X	24.0	142,000		4.3								2.8	arellan.
3 · · · · · · · · · · · · · · · · · · ·	X	24.0 24.0		ļ	4.4								2.7	
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7,000	х	24.0	144,000		3.6								3.0	
8	X	24.0	121,000		4.2				-				3.1	
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10	Х	24.0			4.9								3.0	
11) 12	x	24.0 24.0	127,000											
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14	X	24.0	96,000		4.8								2.5	
15	X	24.0	163,000		4.7								2.8 2.9	
.16_	х	24.0	123,000		4,9								2.8	
17	Х	24.0	164,000		4.9								2.7	
18		24.0	164,000	·						-				
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20 21	X	24.0	191,000		3,9								2.4	
22	$\frac{x}{x}$	24.0 24.0	98,000 141,000		3.8 3.6								2.3	
23	x	24.0	164,000		3,9								2.4	
24	$\frac{\hat{x}}{x}$	24.0	130,000		4.9					***			2.8	
25		24.0	130,000										2.7	
26	Х	24.0	160,000		3.6								2.6	
27	X	24.0	102,000		4,2								2.8	
28 29	X	24.0	177,000		4.4								2,2	
30		24.0												
31		24.0 24.0												
(The Pro			3,825,000				1							
	100000000000000000000000000000000000000		136,607											

Maximum 191,000

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



See Pages 4 for Inst I. General Information		ear of: February, 2	2018						
A. Public Water Syster	n (PWS) Informat	tion							
PWS Name:	Lake Josephine (Sebi						PWS Identification Number:	6280162	
PWS Type:	Community	Non-Transient Non-Commu	nitv I '	Transient Non-Comr	munity	Т:	Consecutive	0280102	
Number of Service Connec				Transient Noti Conii	пансу		Population Served at End of Month:	75	·
PWS Owner:	US Water Services C	Corporation			***************************************	120001	opulation served at End of Month.	(2)	
Contact Person:	Melisa Roteveel				·····	Conta	ct Person's Title		
Contact Person's Mailing /	Address:	PO Box 2480			City: N		State: Florida	Zip Code:	34652
Contact Person's Telephon		(352) 787-0980		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	10.17.		ct Person's Fax Number: 941-378-3		3-032
Contact Person's E-Mail A	ddress:	mrotteveel@uswatereorp.n	et					334	
3. Water Treatment Pl	ant Information								
Plant Name:	Sebring Lakes Plant#	# 4				***************************************	Plant Telephone Number:	941-377-94	56
Plant Address:	5313 Knight Ave				City: S	bring	State: Florida	Zip Code:	33875
Type of Water Treatment b		✓ Raw Ground Water	Purchased Fin		10.19. 0		June. Trong	perp code.	33073
Permitted Maximum Day (Operating Capacity of P		L J r dt chaoca r in	280.000					
Plant Category (per subsec	tion 62-699,310(4), F.A.	,C.): V	······································			Plant	Class (per subsection 62-699.310(4), F.A	VCD: C	
Licensed Operators			The state of the s	License Class	Licens		Day(s) / Shi		A STATE OF THE REAL PROPERTY.
Lead/Chief Operator:	Ron Derossett	ADBERT STATE PALLS STATE	18,4753	A		1531	Utility Manager	a(3) HOMCO	1. 海洲的设置
Other Operators:	Jackie Williams		······································	lc -		0588	Operator		
等到的是 近						0500	Operator		
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	§	<u></u>							
TOTAL SECTION AND ADDRESS.	.		***************************************						
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No. of the common of the commo									.,
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1000	<u> </u>			1					
Certification by Lead	I/Chief Operator							-	
		onerator licensed in Florida ai	n the lead/shipt	oncurrent of the	otor to	لدالات وتناس تحكو	nt identified in part I of this repo	A F 226 CA	-4.41
information provided	in this report is to:	a and gaments to the heat of	ii tiic icat/ciiici	operator of the v	rater u ca	innetti htar	n menunea in part i oi tris repo	ri. 1 certify in	at the
International Provided	in uns report is truc	e and accurate to the best of m	y knowledge an	d belief. I certify	unat all	arinking v	vater treatment chemicals used a	t this plant coi	norm to NSF
international Standard	ov or other applica	able standards referenced in su	ibsection 62-55	5.320(3), F.A.C.	l also c	ertify that	the following additional operation	ons records for	this plant wer
prepared each day that	a licensed operato	ir staffed or visited this plant d	uring the montl	n indicated above	: (1) red	ords of an	nounts of chemicals used and ch	emical feed rat	es; and (2) if
applicable, appropriate	e treatment process	performance records. Further	more, I agree to	o provide these ac	Iditional	operation	s records to the PWS owner so t	he PWS owne	r can retain
them, together with co	pies of this report,	at a convenient location for at	least ten years.					,	
1217	-		_						
	$\rightarrow \Omega$	3/2/11							
<u> </u>		3/2/11	Ron Derosset	t.				A 3531	
Ciantum and Date								***************************************	
Signature and Date			Printed or Typ	oed Name				License Nur	nber

PWS ID:			6280162		Plant Name:	Lake Joseph	ine Plant #	4					
								·····	·····				
III. Daily Data f	for the Moi	nth/Year of:			February, 201	8							
Means of Achieving	Four-Log V	irus Inactivat	ion/Removal:	: गि।	Free Chlorine		Chlo	rine Dioxide		☐ Ozone		Combined Chlorine (Chloramines)	
Ultraviolet Radia				Other (Describe):								•	
				<u> </u>	(a - a)			n ali	12 2	I na.	1		
Type of Disinfect:	ant Kesidua	i Maintainec			✓ Free Chlor			hlorine (Chlor			rine Dioxide		
A Section of the	greenstuin		16 T				Four-Log	Virus Inact	rvation, rt A			area force of the accompanies of the	
番号で書きる。	5,415,514,0	decade Calculati	Switch St.	Cala di Santi Pangaran Ing	CT C	alculations		ALTERNATION OF	er vildarativi	UV	Dase		appropriate and the second
Days Plant	1		4500			er er er er er er er	ati Seat Satisf	Alberta Fig.	, eself, Peland (Jack W			The second second
STATE OF THE PARTY	Hours plant	Net Quantity of Finished	1,19887	agus sagairtí agus aidiúil	Disinfectant	Lowest CT		and the second	alem Diliber	1.04 P. 160	Minimum	如果是 是 的人的问题的 化基金化物 机	ITHEOREM IN THE SECOND
Day of Staffed or the Visited by	in in	Water	- Palate	Lowest Residual	Contact Time		e generalis	1.00	Minimum CT	Lowest	UV Dose	Lowest Residual Emergency or Abnormal	Operating Condition
Month Operator	Operation	Producted.	Peak Flow	Disinfectant	(T) at C	Before or at	1cmp of	pH of Water	Appropriate the second	Operating	Required.	Disinfectant Repair or Maintenance	
(Place "X")	10,000	gal.	Rate, gpd.	Concentration (C)	Measurement	First Custome	er Water, O	if Applicable	min/L	I UT LUSE	mW-	Concentration at Taking Water System	
	COLUMN DESIGNATION	a agranicamatan	as a made of	Before or at First	Point During	During Peak	0.00	and the second	Tual facilità d' c	mW-sec/cm²	sec/cm²	Remote Point in Opera	tion
gg sy ankalona i sis	did to the	anneses de la compa	AND DESCRIPTION	Customer During	Peak Flow,	Flow, mg-		Last part in	ennelije va	Service of the	- Awaii	Distribution	AT THE RESIDENCE
agrada esta Alfresi		- Calculation	AND DESCRIPTION	Peak Flow, mg/L	minutes	thin/L	er distanti	nggagaris	a Constitution	Harabal Kas	100000	System, mg/L	a superior and property
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otal		0		4					***************************************	-			
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daximum	ca (takil)	0											
Refer to the instruction	ons for this rep	ort to determine	which plants	must provide this infor	mation.								



	shed-Water Prod y Water System (Cloric 2 P.4	February 2018						
	ter System (PWS			6280162							·
				Plant 4 Name:	Established Victoria	Plant 6 Name:		I Di Lan			
end Ende Displica	a long name;	(Helli Z Neille.	Flain. 3 Haine.	main 4 maine.	riant o Name.	Flant o Name:	Plant / Name:	Mant & Name;	Plant 9 Name:	Plant 10 Name:	
a Thur	l ake Josephine	Lake Josephine									Stranger and
una una	Plant 3	Plant 4									TO PROPERTY.
0.00			Per	mitted Maximum	Day Operation C	nacibust Each C	lant callens see				A POLICE PROPERTY AND A
ay of	300,000	280,000	1.0	Transco (stabilitati)	day operating of	apacity of Lacrin	iani, yanans par	Uay	a de la companya de la companya de la companya de la companya de la companya de la companya de la companya de	100 100 100	Total
(onth			0.00073	Net Quantity of	Finished Water E	ordinal by East	Diant gallone		E87-0111		580,000
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4	125,000	0	····								125,000
5	118,000	0									118,000
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10	126,000	0									126,000
11	127,000	0									127,000
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20	191,000	0									191,000
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22	141,000	0						-			141,000
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24	130,000	0							***************************************		130,000
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			14 <u>12-14-14-14-14-14-14-14-14-14-14-14-14-14-</u>	THE PERSON	CLASS UNICE	PROFILE OF THE SECTION	FIFTHWAY CONTAIN	Albert Iv _{ers} Avec i lecci	Shirt Shikes		123,387
	4 17 17		PL 1			The second second	House -		William Control	2000 PM	191,000



	ation for the Month/Yo									
	stem (PWS) Informati Lake Josephine (Sebr		·			lp:	WS Identification Num		6280162	
PWS Name:							nsecutive	9 C 1./	0200102	- ,
PWS Type:	✓ Community	Non-Transient Non-Co	mmunity <u>lateral</u>	nsient Non-Comm	nuity		nsecutive rulation Served at End o	SYCLA.	75	
	onnections at End of Month:	77,				10tai Poj	manon Served at End C	и моши.	. 73	
PWS Owner:	US Water Services Co	жрогацов				T	erson's Title;			
Contact Person:	Melisa Roteveel	PO Box 2480				1000	ate: Florida		Zip Code:	34652
Contact Person's Mail		(352) 787-0980					erson's Fax Number:	941-378-3554	Zip Code.	34032
Contact Person's Tele	■	No. 2 Teacher and the Control of the	en net			Contact	erson's rax Number.	941-378-3334		
Contact Person's E-M		mrotteveel@uswaterco	irp.itet		· · · · · · · · · · · · · · · · · · ·					
,	t Plant Information		·			To			043 227 03	
Plant Name:	Sebring Lakes Plant #	4					ant Telephone Number	•	941-377-94	
Plant Address:	5313 Knight Ave				Sity: Sebring	l Si	ate: Florida		Zip Code:	33875
Type of Water Treatn		✓ Raw Ground Water	Purchased Finish							
	Day Operating Capacity of Pl			80,000						
	ubsection 62-699.310(4), F.A.		V				ss (per subsection 62-6			
		Name	A Spice of the Property	License Class				ay(s) / Shitt(s) Worked	CONTRACTOR OF THE
Lead/Chief Open	Alor: Ron Derossett		A	b	3531	U	tility Manager			
Other Operators:	Jackie Williams		C		20588	0	perator			
RESERVANCE CONTRACTOR	Flant	-			•					
Committee Committee							*			
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	52.52.52 Mil					!				
Certification by	Lead/Chief Operator									
		operator licensed in Florid	ta amatta takal/abiaca		atan teraptus	عسدام د	dantified in most I	of this senant	Lagretification	at the
i, the undersigned	i water treatment plant	sperator needsed in Front	ua, am me read/emer of	perator or me w	ater treatine	ıı bıaın	identified in part i	or mis report.	· t t	at the
		e and accurate to the best								
International Star	ndard 60 or other applic	able standards referenced	in subsection 62-555	320(3), F.A.C.	l also certify	y that the	following additio	nal operations	records for	this plant we
prepared each day	y that a licensed operato	or staffed or visited this pl	ant during the month is	ndicated above:	(1) records	of amo	unts of chemicals t	ised and chem	ical feed rat	tes; and (2) if
applicable appro	priate treatment process	performance records. Fu	irthermore, I agree to p	rovide these ad	ditional ope	rations :	ecords to the PWS	owner so the	PWS owne	r can retain
		at a convenient location			•					
THE WAY	Topics of this tehort	as a convenient recarding	io, as rous, ion yours.							
1/1	11 4	J = I								
Kun	// *	4/0/18	Ron Derossett						A 3531	
17000		11:410	Mon Denossen							
Signature and Date		£ . *	Printed or Typed	Name					License Nu	nher.

/S 1D:		(5280162		Plant Name:	Lake Josephi	ne Plant #3				Ann Maria		
. Daily Data for	the Mont	h/Year of:			March, 2018		Chlorine	- Diavido		Ozone		Combined Ch	lorine (Chloramines)
ans of Achieving I	our-Log Vii	rus Inactivatio	n/Removal:		ee Chlorine		Chlorine	e Dioxide					· · · · · · · · · · · · · · · · · · ·
Ultraviolet Radiati	on			Other (Describe):		Пе		lorine (Chlor	amines)	Chior	ine Dioxide	······	
oe of Disinfectar	t Residual	Maintained	in Distributi	ion System: T-Calculations, o	Free Chlorin	e UC	ombineo Ch	Virus Inact	vation, if	Applicable*	F 1950	Section 11 to 12 t	
	A STATE OF THE STA	1.25	C4577	L Calculations, C	CT Calc	ulations		×0	and the second	UVI)ose	2017年	
主 医二十二		an in the		15-10 H	1-100 C	Lowest CT	F		elicete April 22		1000 A		AND THE PARTY OF T
Days Plant		Net Quantity	100	TO DESCRIPTION	Disinfectant	Provided			in a state	at the State of State		Lowest Residual	ATM 1987年1月2日 1月2日 1月2日 1月2日 1月2日 1月2日 1月2日 1月2日
	Hours plant in	of Finished Water	A STATE OF THE STA	Lowest Residual	Contact Time	Before or at	part of the	oH of Water,		and the	Minimum	Disinfectant	
ne Visited by onth Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C Measurement	First Customer	1.00	f Applicable		Lowest	UV Dose	Concentration at	Emergency or Abnormal Operating Condit
(Place "X")	100	gal.	Rate, gpd.	Concentration (C) Before or at First	Point During	During Peak	10.00		Minimum C		Required, mW-	Remote Point in Distribution	Repair or Maintenance Work that Invol- Taking Water System Components Out
10 (20) 2 (20) 2 (20)	and the	and the second	201	Customer During	Feak Flow,	Flow, mg-	Temp of	production in	Required, m	mW-sec/cm ²	sec/cm²	System, mg/L	Operation
	end of	1 P	100	Peak Flow, mg/L	minutes	- Inim	Water, C	and the same	Santa and a			2.4	2
X X	24.0	82,000		4.2 4.4								2.6 3.0	
2 X 3 X	24.0 24.0	150,000 139,000		4.4						-	<u> </u>	3,0	
4/10	24.0	139,000		30	ļ	 						2,6	
X	24.0	147,000		3.9 4.2	1							3.4 3.2	
7 X	24.0 24.0	123,000		4,3								3.2	
Ser X	24.0	126,000		4.5		 		<u> </u>				2.5	
9 X	24.0	135,000		3.3 4.9	+							3.0	
Oal X	24.0 24.0	122,000 123,000		1,7								3.0	
12 X	24.0	137,000		4,3			-					2.6	
13 X	24.0	104,000		4,0 4,3	 							2.7	
14 X 15 X	24.0 24.0	126,000 126,000		4.5					<u> </u>			2.7	
is x	24.0	109,000		4.4		_			 			2.6	
17 X	24.0	140,000		4.4		+							
18	24.0 24.0	140,000		4.6					<u> </u>		 	2,4	
19 X 20 X	24.0	99,000		4.7			 		 		1	2,6	
81 X	24,0	149,000		4.8								2.5 2.7	
22 X 23 X	24.0	134,000 82,000	 	4.7								2.5	
23 X 24 X	24.0	136,000		4.7			-		+		-		
25	24.0		ļ	4.6	+							2,5	
26 X 27 X	24.0 24.0	130,000 154,000	 	4,3				<u> </u>			+	2.7	
28 X	24.0	129,000		4.4				 	<u> </u>			2.7	
29 X	24.0			4.6								3.0	
30 X 31 X	24.0		+	4.8				1] 3.0	
	PROFESSION AND MARKET	3,955,000			•								
vgerage	1000	127,581											
laximum	ione for this re	154,000	ine which plant	ts must provide this in	formation.								



	nation for the Month/Ye	ear of: March,		***************************************	****					
Public Water S	System (PWS) Informati	on								
PWS Name:	Lake Josephine					/	PWS Identification	n Number:	6280162	
PWS Type:	✓ Community	✓ Non-Transient Non-Cor	nmunity	Transient Non-Co	mmunity		Consecutive			
Number of Service	Connections at End of Month:	536					al Population Served	at End of Month:	1,250	• • • • • • • • • • • • • • • • • • • •
PWS Owner:	US Water Services Co	orporation								
Contact Person:	Melisa Rotteveel					Co	ntact Person's Title:	Complianc	e Manager	
Contact Person's Ma	ailing Address:	1939 Cross Bayou Blvd			City:	New Port R	ich State: Florida		Zip Code:	34652
Contact Person's Te		866-753-8292				Cor	ntact Person's Fax Nur	nber: 727-849-42		
Contact Person's E-l		mrotteveel@uswatercor	p.net				· · · · · · · · · · · · · · · · · · ·	······································	**************************************	
Nater Treatme	ent Plant Information									
lant Name:	Lake Josephine Plant	¥ 3			<u> </u>		Plant Telephone I	Number:	941-377-94	56
lant Address:	1949 Canary Way				City:	Sebring	State: Florida		Zip Code:	33872
ype of Water Treat		✓ Raw Ground Water	Purchased 1	Finished Water						
	n Day Operating Capacity of Pl			300,000						
	subsection 62-699.310(4), F.A.		٧				nt Class (per subsection			
	ators.	Name Name	PEGAL ROMAN	License Clas	s Lice	ase Numb	er lette seine an	Day(s) / Shif	t(s) Worked	State of the
	rator: Ron Derossett			A		3531	Utility Manager	Days 1st Shift		,
Other Operators	Dustin Williams			С		22520	Operator	Days 1st Shift		
Partitioned in the	daigh.									
	Seed :	-								
A STATE OF THE STA	7 (4) (1)									
Tablesone a	4 (4.4)									
THE PERSON NAMED IN	14.	*						***************************************		
Marina en	ario d			•						
Birth Called And Street, 1	(S)									
PER TENDROLEN										
ally services are									······································	······································
					······································			****	·	
ertification by	Lead/Chief Operator									
the undersigne	ed water treatment plant of	perator licensed in Florida	a, am the lead/ch	ef operator of the	water t	reatment p	lant identified in	part I of this repo	rt. I certify th	at the
formation prov	ided in this report is true	and accurate to the best of	f my knowledge	and belief. I cert	ify that	all drinkin	water treatment	chemicals used at	this plant cou	form to NSE
ternational Sta	ndard 60 or other applica	ble standards referenced i	n subsection 62-	555 320(3) F A (l ale	certify th	at the following a	iditional operatio	ne recorde for	this plant we
enared each da	w that a licensed operator	staffed or visited this pla	nt during the mo	oth indicated abo	va (I)	records of	at the tenewing a	ionio vond and also	ms records rot	unis plain we
inlianhla annu	enrieta treatment procesa	parformance records. Eve	at during the mor	nui indicated abo	vc. (1)	records or	amounts of cheffi	DIVO	micai teeu ta	es, and (2) if
plicable, appre	spriate deathern process	performance records. Fur	utermore, i agree	to provide mese	additio	nai operau	ons records to the	PWS owner so u	ie PWS owne	r can retain
iein, together w	un copies of this report,	at a convenient location for	r at least ten year	rs.						
-1/	(
Kon	1/5	4/9/18	Ron Deros	sett					A 3531	
		1/ 1/		Typed Name					11339.1	

PWS I	D;			6280162		Plant Name:	Lake Josephii	ne Plant#4	1						
									*						
III. D	aily Data f	or the Mor	ith/Year of:			March, 2018									
			'irus Inactivati		[√] Fı	ee Chlorine	······································	Chlor	ine Dioxide		☐ Ozone		Combined C	hlorine (Chloramines)	
1	aviolet Radia				Other (Describe):										
						☑ Free Chlorin				41.14	Ппп	rine Dioxide			
Type	of Disinfecta	int Residua	I Maintained	l in Distribu	tion System:			mbined Cr	nlorine (Chlora	mines)				E-00 A Calibrative Way	798 - A 1280 PHAS I GERLE TALBO
(Kreating	100	3. 慢机精		100	CT Calculations,					vauon, 11 A	ppiicanie.		out of the	Participation of the control of the	2) di 141 ji
ar Sana			anders SP	1.00	TO THE PARTY OF THE	CT Cal	culations	,		onto a sittifficado	UV		are established	The state of the s	
	Days Plant	3.50	Net Quantity	grade par Alik		ALC: YES	MITTER TO THE	1		a a servicio de la composició de la comp	ani nakawa 1881 na	AND COL	erna Asilia Kaling	neron erromatic me et elektronisti	Notable engine
Day of	Staffed or	Hours plant	ago Constitution Constitution (Con-	and the time		Disinfectant	Lowest CT		a partie de Sala	and the second	a in the bound	Minimum	evaluación de la company	and recommendation (E)	a de della
the	Visited by	in	Water	againmhean air	Lowest Residual	Contact Time	Provided		and the last	Minimum CT	Lowest	UV Dosc	Lowest Residual	Emergency or Abnormal Operating	
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) # C	Before or at	lemp of	pH of Water, if Applicable	Required, mg	Operating . UV Dose.	Required,	Disinfectant	Repair or Maintenance Work tha	
15000	(Place "X")		gal	Rate, gpd.	Concentration (C)	Measurement	First Customer	Water, "C	II Applicable	min/L	Seven a Battle of Car	mW-	Concentration at	Taking Water System Componer Operation	HE CAR OI
41.00	HIAT TO		Sale Villagion (**)	Account Market Shift	Before or at First	Point During	During Peak		geriote fore	maratika (mW-sec/cm²	sec/cm²	Remote Point in		h di sastir.
MEMPER		are State (Salid	chita (# 1 ° °)		Customer During	Peak Flow	Flow, mg-	- action by	and the sale	7 March 10	おいけん 担告	1911/04/2019	Distribution System, mg/L	Committee of the Commit	
6.45	d f	only the street	11.5 (4.5)		Peak Flow, mg/L	minutes	min/L		44.000	ilitar et et al rich		(a sijeta zamita)	System, mg/C	PLANT #4 OFF LINE	21.4
1		24.0	0					<u> </u>				-		PLANT #4 OFF LINE	
3		24.0 24.0	0					 			 			PLANT #4 OFF LINE	
4		24.0	Ö					 						PLANT #4 OFF LINE	
5	<u> </u>	24.0	Ö											PLANT #4 OFF LINE	
6		24.0	0											PLANT #4 OFF LINE	
7		24.0	0											PLANT #4 OFF LINE	
8		24.0	0								ļ			PLANT #4 OFF LINE	
9		24,0	0		**************************************						ļ			PLANT #4 OFF LINE PLANT #4 OFF LINE	
10		24.0	0					ļ	!		!	<u> </u>		PLANT #4 OFF LINE	
11		24.0	0					-						PLANT #4 OFF LINE	
12 13		24.0 24.0	0					 	1					PLANT #4 OFF LINE	
14		24.0	. 0					 	1			<u> </u>		PLANT #4 OFF LINE	
15		24.0	0					<u> </u>						PLANT #4 OFF LINE	
16.		24.0	0											PLANT #4 OFF LINE	
17		24,0	0											PLANT #4 OFF LINE	
17 (8 19		24.0	0								ļ			PLANT #4 OFF LINE	
19		24.0	0					ļ	ļ					PLANT #4 OFF LINE	
- 20		24.0	0											PLANT #4 OFF LINE PLANT #4 OFF LINE	
21 22		24.0 24.0	0					 	 			<u> </u>		PLANT #4 OFF LINE	
23		24,0	0			i		 			 			PLANT #4 OFF LINE	
24		24.0	0					1				 		PLANT #4 OFF LINE	
25		24.0	0					1	1			<u> </u>		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					<u> </u>				ļ		PLANT #4 OFF LINE - BWN	
-30		24.0	0					 	1		<u> </u>	L	-	PLANT #4 OFF LINE PLANT #4 OFF LINE	
Total	and Charles Roll	24,0	0				<u> </u>	<u> </u>	1	<u> </u>	l	L	l	h run 1 så om ene	
LOW	Description of the second	Case William	0												

Average 0
Maximum 0
* Refer to the instructions for this report to determine which plants must provide this information.



วทร

			Lake Josephine	0000400							
ic Wat	er System (PWS) Identification N	umber:	6280162				No. Port Sold Springer	Diam'r Namo'	Diant 10 Name	2.25407
48.1				Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant / Name:	Plant & Name;	Pan 9 Name	Pidii(10 Nattib)	The second secon
an de	Lake Josephine Plant 3	Plant 4									Halls Halls Halls
	10.2	S. J. P. Sen Abiti	Per	mitted Maximum	Day Operating Co	pacity of Each P	lant, gallons per	day		garda P	Total
y of	300,000	280,000	Secretary and the	<u>l</u>		1					580,000
onth	000,555	1046 Sept.	200	Net Quantity of	Finished Water F	roduced by Eacl	Plant, gallons	Land St.	alcourt 1 to 1971 to 18	and the state of	Total
1	82,000	0	A Dispar	1							82,000
2	150,000	0									150,000
3	139,000	0									139,000
4	139,000	0			<u> </u>						139,000
5	147,000	0									147,000
6	123,000	0									123,000
7.	138,000	Ö									138,000
8	126,000	0									126,000
9	135,000	0									135,000
OWE	122,000	0									122,000
1	123,000	0									123,000
2	137,000	0									137,000
13	104,000	0	<u> </u>								104,000
14	126,000	0									126,000
15	126,000	Ō									126,000
16	109,000	0									109,000
17	140,000	0									140,000
18	140,000	Ö									140,000
19	141,000	0									141,000
20	99,000	0									99,000
21	149,000	0			<u> </u>						149,000
22	134,000	ō			Ī	1					134,000
23	82,000	0									82,000
24	136,000	0			<u> </u>						136,000
25	136,000	0									136,000
26	130,000	0								<u> </u>	130,000
27	154,000	0		1	·					ļ	154,000
28	129,000	0	1							<u> </u>	129,000
29	80,000	0								<u> </u>	80,000
2	134,000	0	1		1						134,000
3	145,000	0	1						<u> </u>	1	145,000
Prince Application	4 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -		8.344		PASSART P	5174 FE			A VICTOR DE		3,955,000 127,581



General Information	for the Month/Ye	ar of: April, 2018		<u></u>						
Market Walan Control	(DWC) Informati	ain .	•							
Public Water System PWS Name:	Lake Josephine	VII.					PWS Identification	Number:	6280162	
PWS Type:	✓ Community	✓ Non-Transient Non-Community	Tra	ansient Non-Comm	nunity		onsecutive			
Number of Service Connecti		536				Total P	opulation Served at	End of Month:	1,250	
	US Water Services Co	rnoration								
	Melisa Rotteveel					Contact	Person's Title:	Compliance		
Contact Person's Mailing Ad		1939 Cross Bayou Blvd	**************************************		City: N	ew Port Rich	State: Florida		Zip Code:	34652
Contact Person's Telephone		366-753-8292				Contac	Person's Fax Numb	er: 727-849-42	19	
Contact Person's E-Mail Add		mrotteveel@uswatercorp.net								
Water Treatment Pla										
	Lake Josephine Plant	#3					Plant Telephone Nu	mber:	941-377-945	
Plant Address:	1949 Canary Way				City: S	ebring	State: Florida		Zip Code:	33872
Type of Water Treatment by	Plant:	✓ Raw Ground Water	Purchased Finis	hed Water						
Permitted Maximum Day Or	perating Capacity of Pl	ant, gallons per day:		300,000			A			
Plant Category (per subsection								62-699.310(4), F.A.	C.): C	
*Licensed Operators	ar and an	Name	and 100 miles	License Class			The Course of th		us) worked	
Lead/Chief Operator:				A			Utility Manager	Days 1st Shift		
	Dustin Williams			C			Operator	Days 1st Shift		
	Andrew Borremans			C		22604	Operator	Days 1st Shift		
图 医部分										
										÷
1000										•
And the same										
. Certification by Lead	/Chief Operator									- Marie Torre
I, the undersigned wat	er treatment plant	operator licensed in Florida, am t	he lead/chief	operator of the v	vater tre	eatment plan	nt identified in p	art I of this repo	rt. I certify in	at the
. 4	وشورها وتستنسب بالأباوات	a and accurate to the best of my k	nowledge and	I belief I certif	v that al	i drinking v	vater treatment o	nemicais used a	t this plant con	HOHH W 149L
the second control of the second control of	CO we will an amelia	able standards referenced in subs	ection 62~555	(320/3) FAC	laiso	certity that	me iollowing ad	Ollionai oberanc	III2 LECOLOS IOI	una piant were
The state of the s	- 1: Land of the court	we confied or vicited this plant duri	no the month	indicated above	3: () TE	cords of an	lounts of chemic	SHIP OPEN THE CITY	cimical record	100, 1111 (2) 11
prepared cacif day that	treatment process	s performance records. Furthermo	ore. I agree to	provide these a	ddition	al operation	s records to the	PWS owner so t	he PWS owne	r can retain
appricable appropriate	eles of this report	at a convenient location for at le	ast ten vears	r						
inem, together with so	they or mis report	at a convenient toolation for at to								
- / <i>/</i> (')	\sim	T delie							4 9891	
Kuk	U	8/18</td <td>Ron Derossett</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>A 3531 License Nur</td> <td>-the</td>	Ron Derossett						A 3531 License Nur	-the
Signature and Date			Printed or Typ	ed Name					License Nu	moci

PWS II	D:			6280162		Plant Name:	Lake Joseph	nine Plant	#3					
III. D	aily Data fe	or the Mo	nth/Year of:			April, 2018								
Means	of Achieving	Four-Log \	Virus Inactival	tion/Removal:	√Fi	ree Chiorine	7 7 3000 000	Chlor	ine Dioxide		Ozone		Combined C	Chlorine (Chloramines)
Ulta	aviolet Radia	tion			Other (Describe):							•	· ·	
Type o	f Disinfecta	nt Residua	al Maintaine	d in Distribu	tion System:	☑ Free Chlorin	е По	ombined (Chlorine (Chlo	ramines)	Chlo	rine Dioxide		
12000			960		CT Calculations, o			Four-Log	Virus Inac	tivation. If A	onlicable*	THE DIGALGE	100000000000000000000000000000000000000	The same and the s
1 10	Mary Park	Biar Tu		h Barran Charga		CT Calc			37		UVI		Factory and	
if the last		Pauronilla		THE RESIDEN	Constitution of the Consti	The profession	Lowest CT		100000000000000000000000000000000000000	To This like	SESTEMBLE SENDO	continued 25	Silver of the	· 斯勒特。
Day of	Days Plant Staffed or	Hours plant	Net Quantity of Finished	anima ata		Disinfectant	Provided		PERMIT	This keeps	10.00		AUG-AND MARKET CO.	理學學與實際的學學學學學
the	Visited by	na o in me	Water		Lowest Residual	Contact Time	Before or at	Pageon	Assertancian	Piole 1	Estilaturiae	and the second	Lowest Residual	是一直是是特殊的。
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C	First	1000000	pH of Water		Shannaa y	Minimum	Disinfectant	
1 100	(Place "X")	情別が情	gal	Rate, gpd	Concentration (C) Before or at First	Measurement Point During	Customer	A Traditional Land	if Applicable	Мінітит СТ	Lowest Operating	UV Dose Required,	Concentration at Remote Point in	Emergency or Abnormal Operating Conditions,
Marsal es		resident and a second	ner Heimberstein	to the Rhangemen of	Customer During	Peak Flow.	During Peak Flow, mg-	Temp of		Required, mg		mW-	Distribution	Repair of Maintenance Work that Involves Taking Water System Components Out of
Fireba	4 Harris	a, adam.	a alman international	Art .	Peak Flow, mg/L	minutes	mm/L	Water, °C	eriar an	min/L	mW-sec/cm ³	sec/cm ²	System, mg/L	Operation
L S		24.0	145,000								***************************************			**************************************
2	X	24.0	103,000	ļ	4.6								2.8	
-3 	X	24.0 24.0	125,000 113,000		4.4								3,0 2,6	
5.5	x	24.0	131,000		4.0			 					2.4	
H 65 4	X	24.0	108,000		4.6								2.8	
7	Х	24.0	128,000		2.6								2.1	
8 9	x	24.0 24.0	129,000 109,000		4,9									
10	x	24.0	101,000		4,3								3.0 2.9	
TI	X	24.0	115,000		4.1								2.8	
12	Х	24.0	111,000		4.0								2.3	
-13 -14	X	24.0	107,000		3.9							/	2.3	
15	Х	24.0 24.0	150,000 151,000		3.0								2.3	
16	x	24.0	80,000		2,9								2.0	
17	X	24.0	133,000		3.1								2,3	
- 18 to	Х	24.0	83,000		2.7								2.1	BWN
19 20	X X	24.0 24.0	160,000		2.1		·						1.9	
21	X	24.0	134,000 119,000		4.9 2.8								2.9 1.9	-
22 14		24.0	120,000		4								1,7	
23	х	24.0	129,000		3.6		. ,						0.4	Rescinded
24	X	24.0	108,000		2.8								1.8	
25 26	X	24.0 24.0	124,000 138,000		3.4 4,9	·							2.4 3.0	
27	X	24.0	115,000		3.0								2.3	
28	Х	24.0	146,000		3.0								2.4	
29		24.0	146,000											
30 31	x	24.0	120,000		3.4								2.7	
12.1	And the Control of the Control		3,681,000	1	1					L				
vgerage	and the second	njegola u sposta	122,700											

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



General Information		of: April, 2018				
General Information	for the biolists real	O3. April, 2010				
. Public Water System	(PWS) Information					
PWS Name:	Lake Josephine (Sebring I	akes)			PWS Identification Number:	6280162
PWS Type:	Community	Non-Transient Non-Community	/ Transient Non-Comr	nunity	Consecutive	
Number of Service Connect		65			opulation Served at End of Month:	75
PWS Owner:	US Water Services Corpo					
Contact Person:	Melisa Roteveel			Contac	t Person's Title:	
Contact Person's Mailing A		Box 2480		City: New Port Rich	State: Florida	Zip Code: 34652
Contact Person's Telephone		2) 787-0980		Contac	t Person's Fax Number: 941-378-35	54
Contact Person's E-Mail Ad		otteveel@uswatercorp.net				
Water Treatment Pla						
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:	Raw Ground Water	Purchased Finished Water			
Permitted Maximum Day O	perating Capacity of Plant,	gallons per day:	280,000			
Plant Category (per subsect	ion 62-699.310(4), F.A.C.):	v		Planti	Class (per subsection 62-699.310(4), F.A	.C.): C
Licensed Operators		Name	License Class		Day(s) / Shi	t(s) Worked
Lead/Chief Operator:	Ron Derossett		A	3531	Utility Manager	
Other Operators:	Dustin Williams		C	22520	Operator	
10000000000000000000000000000000000000						
ENTERNING THE						
· · · · · · · · · · · · · · · · · · ·						
partition of the same of the s		*				
Service Commencer Commencer Commencer Commencer Commencer Commencer Commencer Commencer Commencer Commencer Co						
Alle Targette			<u> </u>	<u> </u>		
. Certification by Lead	I/Chief Operator				and the supplemental transportation of the State of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the state of the supplemental transportation of the supplemental transportation of the state of the supplemental transportation of the supplemental transp	at I martify that the
I, the undersigned wat	er treatment plant ope	rator licensed in Florida, am	the lead/chief operator of the	water treatment pla	nt identified in part I of this repo	ort. I certify that the
information provided	in this report is true a	nd accurate to the best of my	knowledge and belief. I certif	y that all drinking	water treatment chemicals used a	t this plant conform to NSF
International Standard	60 or other applicable	e standards referenced in sub	section 62-555.320(3), F.A.C.	I also certify that	the following additional operation	ons records for this plant were
prepared each day that	a licensed operator s	taffed or visited this plant du	ring the month indicated above	e: (1) records of an	nounts of chemicals used and ch	emical feed rates; and (2) if
applicable appropriate	e treatment process pe	erformance records. Furthern	nore, I agree to provide these a	dditional operation	is records to the PWS owner so	he PWS owner can retain
them together with re	poies of this report at	a convenient location for at l	east ten years.			
	The same of the		J		4	
Kind	/ W	delle	Ron Derossett			A 3531
. 1000 6		3/1/0				
Signature and Date			Printed or Typed Name			License Number

PWS II	D:			6280162		Plant Name:	Lake Josephii	ne Plant #4	4						
<u> </u>															
III. D	aily Data fo	or the Mor	nth/Year of:			April, 2018		***************************************	***************************************		<u> </u>				
			irus Inactivati		[7]	ree Chlorine		Chlor	ine Dioxide	,	Ozone		Combined C	hlorine (Chloramines)	
			Hus Hiacuvaci			ree Chomie			ine charac					,	
	aviolet Radiat				Other (Describe):										
Type o	f Disinfecta	nt Residua	l Maintained	l in Distribu	tion System:	Free Chlorin			nlorine (Chlori		L Chlo	rine Dioxide			
A 10 M	100-000	4		601	CT Calculations,	or UV Dose, to	Demostate I	our-Log	Virus Inacti	ivation, if A		消製		· · · · · · · · · · · · · · · · · · ·	GWP 7
	and the second		360 PT	T	AND THE PARTY OF T	CT Ca	culations		and the second	望事・	UVI	Dose			and the second
ale le	A SHOP I	100	1000	E2		a supplied CV-VP-I	1	175370	100000000000000000000000000000000000000	指导型 型	and the second	Turbu Ville Wind	Leaning of	AUTO STATE STATE	Line againment to
	Days Plant	F 4-50	Net Quantity		SAC 98 17	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Lowest CT		10 10 10	and the		electrical distribution	20 CH		Control of the contro
Day of the	Staffed or	Hours plant	of Finished		Lowest Residual	Disinfectant Contact Time	Provided	de politica			Lowest	Minimum	Lowest Residual	Emergency or Abuorma	Operating Conditions:
	Visited by	in	Water	Peak Flow	Disinfectant	(T) at C	Before or at	Temp of	pH of Water,	Minimum CT	Operating	UV Dose Required,	Disinfectant	Repair or Maintenance	e Work that Involves
Month	Operator	Operation	Producted.	Rate, gpd	Concentration (C)	Measurement	First Customer	Water. OC	if Applicable	Required, mg- min/L	UV Dose,	mW-	Concentration at	Taking Water System	Components Out of
A 1	(Place 'X')		gal	1100	Before or at First	Point During	During Peak	a ballia in	and the second	muvi	mW-sec/cm ²	sec/can²	Remote Point in	Орел	tion Applied the
	And the second		entitle)	1000	Customer During	Peak Flow,	Flow, mg	arahar d	and the second	11111111111	a smon	Secon	Distribution	College Histories	enterophile of Combet.
	10 m	gapa-Elaif	Laboratory and the	III DESERVE AND A STATE OF	Peak Flow, mg/L	minutes	min/L			Tellina	a proprie		System, mg/L	Months (1985)	Appropriate the second
0.001	eschale manifestation	24.0	0											PLANT #4 OFF LINE	
2		24.0	0						I					PLANT #4 OFF LINE	
794 3 74		24.0	0											PLANT #4 OFF LINE	
. 4		24,0	0		,	1	!	<u> </u>	ļ			<u> </u>		PLANT #4 OFF LINE	
5	X	24.0	10,000			4		 	<u> </u>					PLANT #4 OFF LINE PLANT #4 OFF LINE	
6		24.0	0				 	╂	 					PLANT #4 OFF LINE	
7 8		24.0 24.0	0					 	<u> </u>				<u> </u>	PLANT #4 OFF LINE	
9		24.0	0			1	†	 	†					PLANT #4 OFF LINE	
10		24.0	ő					1						PLANT #4 OFF LINE	
11		24.0	0					1						PLANT #4 OFF LINE	
12		24.0	0											PLANT #4 OFF LINE	
13		24.0	0									<u></u>		PLANT #4 OFF LINE	
- 14		24.0	0			L.	<u> </u>	<u> </u>	<u> </u>					PLANT #4 OFF LINE	
15 👀		24,0	0			ļ	ļ	ļ	<u> </u>					PLANT #4 OFF LINE PLANT #4 OFF LINE	
16		24,0	0				ļ	ļ	<u> </u>					PLANT #4 OFF LINE	
17		24.0	0					-	<u> </u>			 	·	PLANT #4 OFF LINE	
18 19		24.0 24.0	0			-		-				<u> </u>		PLANT #4 OFF LINE	
20		24.0	0					 						PLANT #4 OFF LINE	
21		24.0	0				1	t	<u> </u>					PLANT #4 OFF LINE	
22		24,0	0			1		1						PLANT #4 OFF LINE	
23		24.0	0											PLANT #4 OFF LINE	
24		24.0	0]			<u> </u>		PLANT #4 OFF LINE	
25		24.0	0					<u> </u>						PLANT #4 OFF LINE	
60F.26		24.0	0					ļ	<u> </u>	ļ	<u> </u>			PLANT #4 OFF LINE PLANT #4 OFF LINE	
27		24.0	0				ļ	 	<u> </u>	1	 	 	_	PLANT #4 OFF LINE	
28		24.0	0			_		 	 	ļ	ļ	 		PLANT #4 OFF LINE	
29 30		24.0 24.0	0	· · · · · · · · · · · · · · · · · · ·		-	 	 	 		-	<u> </u>	 	PLANT #4 OFF LINE	
30		24.0	0	-		 	 	1	1	 			Ì	PLANT #4 OFF LINE	
Total			10.000					1							***************************************
Average	· contract to	2010	7777												

Avgerage

Maximum

10,000

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



April 2018 Daily Finished-Water Production for the Month/Year of : 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 Lake Josephine Plant 3 Plant 4 Permitted Maximum Day Operating Capacity of Each Plant, gallons per day Total . Market Mileston Tea . The Land 580,000 300,000 280,000 Net Quantity of Finished Water Produced by Each Plant, gallons - Total Month 145,000 145,000 1 103,000 103,000 0 2 125,000 0 125,000 3. 113,000 4.4 113,000 0 141,000 5 131,000 10.000 108,000 108,000 0 -6-128,000 128,000 0 129,000 129,000 0 - 8 109,000 109,000 0 9 101,000 101,000 0 10 115,000 115,000 0 11 111,000 111,000 0 .12 107,000 13 107,000 0 150,000 150,000 0 14 151,000 151,000 0 15 80,000 80,000 0 16 133,000 133,000 0 17 83,000 18 83,000 0 160,000 160,000 0 19 134,000 134,000 0 20 119,000 119,000 0 24 120,000 120,000 0 22 129,000 23 129,000 0 108,000 24 108,000 0 124,000 124,000 ō 25n 138,000 26 138,000 0 115,000 27 115.000 0 146,000 146,000 0 28 146,000 29 146,000 0 120,000 120,000 2 0 3 3,691,000 Total 119,065 Avg. 160,000 Max.



WS Name:	1 (PWS) Informati Lake Josephine						PWS Identificat	ion Number:	····	6280162	
WS Type:	✓ Community	✓ Non-Transient Non-Commu	inity -	Transient Non-Comm	unity		Consecutive				
umber of Service Connec		536				Total	opulation Served	at End of Mo	onth:	1,250	
WS Owner:	US Water Services Co	orporation	<u>-,,-,</u>	***************************************							
intact Person:	Melisa Rotteveel					Conta	t Person's Title:	C	ompliance Ma	mager	
ontact Person's Mailing A	ddress:	4939 Cross Bayou Blvd			City:	New Port Rich	State: Florida			Zip Code:	34652
ontact Person's Telephone	Number:	866-753-8292				Conta	t Person's Fax No	mber: 7	27-849-4219		
ontact Person's E-Mail Ad	ldress:	mrotteveel@uswatercorp.r	net								
ater Treatment Pla	ant Information										
ant Name:	Lake Josephine Plant	#3					Plant Telephone	Number:		941-377-94	56
ant Address:	1949 Canary Way				City:	Sebring	State: Florida			Zip Code:	33872
pe of Water Treatment b	y Plant:	✓ Raw Ground Water	Purchased Fin	nished Water							
rmitted Maximum Day C	perating Capacity of Pl	ant, gallons per day:		300,000							
ant Category (per subsect	ion 62-699,310(4), F.A.	(C.): Y					Class (per subsect				
icensed Operators		Name	最快度,第 37章	License Class	Lice		er margari		***************************************	Worked	
ead/Chief Operator:	Ron Derossett			Α		3531	Utility Manager				
ther Operators:	Dustin Williams			С		22520	Operator	Days 1st			
AND THE PERSON NAMED IN	Andrew Borremans			c		22604	Operator	Days 1st	Shift		
2000年第四日第四日第四日				,							
A STATE OF THE STA											
Description of the	ă e						<u> </u>				
								•••••			
And Shipping											4

PWS ID);			6280162		Plant Name:	Lake Joseph	ine Plant #	13					
<u> </u>	***************************************	***************************************												
III. Da	ily Data fo	r the Mon	th/Year of:			May, 2018								
			irus Inactivati	on/Removal:	[√] Fr	ee Chlorine		Chlori	ne Dioxide		Ozone		Combined Cl	nlorine (Chloramines)
	aviolet Radiat				Other (Describe):									•
. —			1 1 5 2 2 2 2 5 2 2 3			✓ Free Chlorin		`ambinad (Chlorine (Chlo	raminoc)		rine Dioxide		
1 ype o	t Disintecta	nt Kesidua	l Maintained	IN DISTRIBUT	OT Calculations, o							THE DIDAIGE	January of Market County	() 最初的原则是是"我们"。
3.00		and Miles		2 0 10 10 10 10 10	626-M89-11114.0	CT Cale		i our bog			UVI	AND THE PARTY OF T	Control of the State	。 1.
2465	SHIP STOP	**************************************		E BUILD A	A CHARLES AND A CHARLES	C1 Care	100	1.040000000	K-8-9865-97	ings mil. Comunication (1)	Q-10-10-3 Per de	A Committee of the Comm		。
	Days Plant	THE SALE	Net Quantity	0.407,0169	A STREET, STRE	e se la concenti	Lowest CT	in territori	c = 400 (100)	and the second of the second o	Kalabara 1		adaise annaich a Alb	。 第一章:"我们是我们的一个事情,我们就是我们的一个事情,我们就是我们的一个事情,我们就是我们的一个事情,我们就是我们的一个事情,我们就是我们的一个事情,我们就是
Day of	Staffed or	Hours plant	of Finished	Man Aleganian	2011	Disinfectant Contact Time	Provided Before or at	dar et	624 5 0 6 4 1 1 2 4	ann Saa	10100		Lowest Residual	经 的确定需求到的数据中部代别"效应
the	Visited by	in in	Water	Peak Flow	Lowest Residual Disinfectant	(T) at C	First		pH of Water,	Atendina in		Minimum	Disinfectant	SERVICE OF FEMALES AND THE SERVICE OF THE SERVICE O
Month	Operator	Operation	Producted,	Rate, gpd.	Concentration (C)	Measurement	Customer	Marie III	if Applicable		Lowest	UV Dose	Concentration at	Emergency or Abnormal Operating Conditions:
9652.3	(Place "X")	的特別的	gal.	Library Communication (Communication Communication Communi	Before or at First	Point During	During Peak			Minimum CT		Required,	Remote Point in	Repair or Maintenance Work that Involves
			author college	Capally (1978)	Customer During	Peak Flow,	Flow, mg-	Temp of	4.6000000000000000000000000000000000000	Required, mg		mW-	Distribution	Taking Water System Components Out of
5 218		The second second	e particular	recent to the	Peak Flow, mg/L	minutes	min/L	Water, OC	2 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	min/L	mW-sec/cm²	sec/cm ²	System, mg/L	Operation
and the	X	24.0	145,000		3.6			↓					2.2 2.4	
2	x	24.0	105,000	·	3.9			<u> </u>	<u> </u>				2.8	
3	X	24.0	120,000		3.6 4,9			 					2.9	
45	X X	24.0 24.0	137,000 139,000		4.1		<u> </u>	1			×		2.6	
6	^	24.0	139,000					1						
7	X	24.0	97,000		4.4								3.0	
- 8	Х	24.0	112,000		4.9								2.9	
9	X	24.0	121,000		4.9								2.7 2.3	
10	X	24.0	124,000		4.1			-					2.3	
#II =	X	24.0	102,000		4.4 3.3			<u> </u>	 				2.1	
12 13	X	24.0 24.0	108,000		3.3			 		 				
14	×	24.0	90,000		3,0			-		<u> </u>			2.3	
15	X	24.0	104,000		4.9								3.0	
16	x	24.0	78,000		4.9								3.1	
17	Х	24.0	81,000		4,4								2.6	BWN
18	X	24.0	129,000		4.3		<u> </u>	ļ	<u> </u>	ļ			2.2	BWN
19	X	24.0	153,000		4.5				 				<u> </u>	
20 21	x	24.0 24.0	153,000 89,000		4.6			 	<u> </u>		<u> </u>		2,5	PBWN - Ground Storage Tank
22	X	24.0	102,000		2.2			1					1.4	
23	X	24.0			4,8								2.3	Going to Chloramine system
24 **	x	24.0	111,000		4.9					ļ			2,4	Rescinded
25	X	24.0			2.3	ļ		ļ	1	<u> </u>			1,6 2,0	
26	Х	24.0	000,88		2.7		<u> </u>		 	1		 	±.v.	
27 28		24.0			3.8			 	+				3.0	
29	X X	24.0 24.0			3.3	 	<u> </u>	1	1	t			2.8	
30	X	24.0			3.8	İ							2.6	
31	X	24.0	83,000		3.4						<u> </u>	<u> </u>	2.0	1
	HING I A	al president	3,421,000											
Asynama	CONTRACTOR OF STREET	Car Carpi	110 355	1										

Maximum 153,000

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



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		ion				Т	PWS Identification Number	6280162	
	Lake Josephine (Sebri						onsecutive	UZBUTUE.	·····
S Type:	✓ Community	Non-Transient Non-		Transient Non-Comm	nunity		onsecutive opulation Served at End of Month:	75	
nber of Service Connecti		65				Total F	opulation Served at Esid of teletion.	12	
<u> </u>	US Water Services Co	orporation			······································	Contact	Person's Title:		
	Melisa Roteveel	202 200		<u> </u>			State: Florida	Zip Code:	34652
tact Person's Mailing Ad		PO Box 2480 (352) 787-0980			City. New I'c		Person's Fax Number: 941-378-35		***************************************
tact Person's Telephone		mrotteveel@uswater	reorn net			1 Contact			
tact Person's E-Mail Add		MIDIEVEEILOUSWALE	rcorp.riet					<u> </u>	
iter Treatment Pla		14				1	Plant Telephone Number:	941-377-945	6
	Sebring Lakes Plant # 5313 Knight Ave	4.	·		City: Sebring		State: Florida	Zip Code:	33875
	-	✓ Raw Ground Water	Directors	ed Finished Water	<u> </u>				****
e of Water Treatment by nitted Maximum Day Op	riant.			280,000					
t Category (per subsection	erating Capacity of Fi	C.V.	V	200,000		Plant C	lass (per subsection 62-699.310(4), F.A.	C.): C	
icensed Operators	38 62-699.310(4), F.M.	Name		License Class	License Nu		Day(s) / Shif		The second
	Ron Derossett	, runno	THE ST. LEWIS CO.	A	3531		Utility Manager		
	Dustin Williams		****	C	22520		Operator	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	······································
er Operators:	Dusiin Williams								, , , , , , , , , , , , , , , , , , ,
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					<u></u>				
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APP CAPE									
Latin Market Control	<u> </u>				L				-

PWS IE	D:			6280162		Plant Name:	Lake Josephii	ne Plant#4	ţ					

III. D	aily Data fo	or the Mo	nth/Year of:			May, 2018		······································						
			/irus Inactivati		IJ.	ree Chlorine		Chlor	ine Dioxide		Ozone		Combined C	hlorine (Chloramines)
1 —	aviolet Radiat		i ua maca van		ا تات : (Other (Describe	ice Chiornie			inc Diomec					
					· · · · · · · · · · · · · · · · · · ·									
Type o	f Disinfecta	nt Residua	al Maintained	l in Distribu	tion System:	✓ Free Chlorin			nlorine (Chlor			rine Dioxide		
		Long of C	金加工工业等编	Carry Company	CT Calculations,			our-Log	Virus Inacti	vation, if A		STREET, LINES	Martha a la la la la la la la la la la la la	
181		10.760 (10.2000)	Market Land Mark	Legialium da	orade tarial cultura	CT Cal	culations	Later product	on Section 1	and their teacher	UVI	Dose		基件學學是關係。第100mmaken 2. [4]
nikeu			313 0	Thinks The State 1965	a la MEGA la Colombia	Caving and Switchis	Marie de Comercia		1 - 100		TUE	00 NEVE - 1	S. San That Hunting	海州南州西北京市 美洲 电影
0.000	Days Plant		Net Quantity of Finished	Talendary (1) Tale	and the second second	Disinfectant	Lowest CT	uhijalik i	Paris 1	STATE OF BRIDE	TO SECURE	Minioum	PPE atmand	The state of the s
Day of the	Staffed or Visited by	iu Lionia histi	Water	esur errorume	Lowest Residual	Contact Time	Provided	1.5	1 157	Minimum C1	Lowest	UV Dose	Lowest Residual	Emergency or Abnormal Operating Conditions;
Month	Operator	Operation	Producted.	Peak Flow	Disinfectant	(T) at C	Before or at	Temp of	pH of Water,			Required,	Disinfectant	Repair or Maintenance Work that Involves
12-14-14-14	(Place "X")	E 60 3	gal	Rate, gpd.	Concentration (C)	Measurement	First Customer	Water, OC	if Applicable	min/L	I at road	mW-	Concentration at	Taking Water System Components Out of
	and deliberation		Salah Tabu		Before or at First	Point During	During Peak		Committee at	11.0	mW-sec/cm ²	sec/cm ²	Remote Point in	Operation
	t desputation	44.00	Annesse F		Customer During	Peak Flow,	Flow, mg-		ACCUSED TO SECOND		1.0	100	Distribution	
(Griffe et Ele)	in in the second	1212/075	Application of the second		Peak Flow, mg/L	minutes	min/L			escale a la		4 1,1750	System, mg/L	Set 48 the manager set and the
0.5		24.0												Off Line
2 2	i	24.0						<u> </u>		 	ļ			Off Line:
- 3		24.0						ļ		<u> </u>	ļ			Off Line
41.00		24.0				ļ	 	 	ļ	ļ	ļ	ļ		Off Line Off Line
5 6		24.0 24.0			 		 	 	<u> </u>	 	†			Off Line
7		24.0	 				 	 		<u> </u>	1			Off Line
100006-75500		24.0					 	<u> </u>			 			Off Line
566 9 615		24.0							1					Off Line
10		24.0				·				l	1			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							ļ		↓			Off Line
16		24.0				<u> </u>	<u> </u>	<u> </u>	ļ		<u> </u>			Off Line
3170		24.0					<u> </u>	ļ	<u> </u>		<u> </u>			Off Line BWN
18 19		24.0				ļ	 	 	 		 			OffLine
20		24.0 24.0					 	 	<u> </u>		 			Off Line
21		24.0				<u> </u>	ŀ	-			†	<u> </u>		PBWN - Ground Storage Tank
22		24.0				 	 	 	 		<u> </u>			Off Line
23		24.0						 						Going to Chloramines System
24		24.0									1			Rescinded
25		24.0												Off Line
. 26		24.0												Off Line
27		24.0												Off Line
28		24.0									↓	<u> </u>	 	Off Line
19620		24.0					 	ļ			<u> </u>		<u> </u>	Off Line
30		24.0				 		}	 	↓	ļ	<u> </u>	}	Off Line
31	1000000	24,0			<u> </u>	L	J	<u> </u>	<u> </u>	L	<u> </u>	L	L	Off Line
Total		11,11,92,94												
Avgerage	Farmer Comment		I.	l										

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



Avg.

Max.

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 2018 Community Water System (CWS) Name: Lake Josephine Plants 3 & 4 6280162 Public Water System (PWS) Identification Number: 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 Lake Josephine Plant 3 Plant 4 Total Permitted Maximum Day Operating Capacity of Each Plant, gallons per day. 580,000 Day of 300,000 280,000 Net Quantity of Finished Water Produced by Each Plant, gallons. Total Month 145,000 saide Ali 145,000 0 105,000 2 105,000 0 120,000 120,000 0 37 137,000 0 137,000 4 139,000 , 5 139,000 0 139,000 139,000 0 . 6 97,000 97,000 0 - 7 112,000 112,000 0 - 8 121,000 9... 121,000 0 124,000 0 124,000 10 4 102,000 11 102,000 0 108,000 108,000 0 12 108.000 13 108,000 0 90,000 90,000 14 0 15 104,000 0 104,000 78,000 16 78,000 81,000 0 81,000 17 129,000 129,000 0 18 153,000 19 153,000 <u>.</u>0 153,000 0 153,000 20 89,000 .21 89,000 0 102,000 102.000 0 22 106,000 106,000 -23 0 0 111,000 111,000 24 109,000 ō 25 109,000 26 88,000 0 88,000 89,000 89,000 27 0 101,000 101,000 28 ō 102,000 29 102,000 0 96,000 30 96,000 0 83,000 0 31 83,000 Total 3,421,000

110,355

153,000



See Pages 4 for Instructions.

I. General Information for the Month/Year of:

I. General Informati		ear of: June, 2018						
A. Public Water Syste	am (PWS) Informa	tion						
PWS Name:	Lake Josephine	LIVI			PWS Identification	Number:	6280162	
	✓ Community	✓ Non-Transient Non-Community	Transient Non-Comm	nunity	Consecutive			
PWS Type:	nections at End of Month				Population Served at	End of Month:	1,250	THUP III
	US Water Services (· · · · · · · · · · · · · · · · · · ·			
PWS Owner:	Melisa Rotteveel	Corporation		Cont	act Person's Title:	Compliance	Manager	
Contact Person:	***************************************	4939 Cross Bayou Blvd		City: New Port Ric	h State: Florida		Zip Code:	34652
Contact Person's Mailing Contact Person's Telephi		866-753-8292			act Person's Fax Numl	ber: 727-849-421	9	
		mrotteveel@uswatercorp.net			<u></u>		:	
Contact Person's E-Mail B. Water Treatment		Infortevection de direction parise		····				
	Lake Josephine Plan	+ #2			Plant Telephone No	umber:	941-377-945	56
Plant Name:	1949 Canary Way	i no	· · · · · · · · · · · · · · · · · · ·	City: Sebring	State: Florida		Zip Code:	33872
Plant Address: Type of Water Treatment		✓ Raw Ground Water Pu	irchased Finished Water	L 2				
Type of water Treatmen	ny Operating Capacity of		300,000	***************************************				
Plant Catalogue (maximum Da	section 62-699.310(4), F.A	A.C.):		Plan	t Class (per subsection	1 62-699.310(4), F.A.	C.): C	
Licensed Operato		Name (License Class	License Numbe	Company of the Company	Day(s) / Shift	(s) Worked	
Lead/Chief Operato	20 TACK SELECTION SECURITY TO THE	seleta va linkater (s. 1966). A seleta de la linke (s. 1911). As de 1965 de 1970 de	A	3531	Utility Manager	Days 1st Shift		
A DESCRIPTION OF THE PROPERTY	Andrew Borremans		C	22604	Operator	Days 1st Shift		
Other Operators:	Andrew Dorrentalis							
					1			
	19				<u> </u>			
	4) <u> </u>							
	lih li						·····	
				<u> </u>				
				i				
	E-C-1			<u> </u>				
AND THE SHEET SECTION			<u> </u>	1	<u> </u>			
				-1				
II. Certification by L	ead/Chief Operator	•			ta a til a sette di ta a	I of this man	t Logetify th	ot the
I, the undersigned v	water treatment plan	t operator licensed in Florida, am the	e lead/chief operator of the	water treatment p	iant identified in p	part rur mis repor	ati-toriny u	afami to NOT
to Commercian approid	ad in this remort is tr	ne and accurate to the best of my know	owledge and belief. I certif	y that all drinking	z water treatment	chennicais used at	. uus piain co	morni w 1431
The second Orangel	land CA on other appl	anble standards referenced in subsec	rtion 62-555 320(3), F.A.C	. I also certify the	at the following ac	iditional operatio	ns records to	i mis biant word
the state of the s	that a linemond appear	tor staffed or visited this plant durin	o the month indicated above	e: (1) records of	amounts of chemi	cais used and the	inicai teen ia	ucs, anu (2) 11
annlicable appropri	riste treatment proce	ss performance records. Furthermor	e, I agree to provide these	additional operati	ons records to the	PWS owner so the	ne PWS owne	er can retain
apprication, appropri	maioe of this repor	t, at a convenient location for at leas	t ten vears.					
them, together/with	Copples of this tehor	t, at a convenient location for at road	, c. test. y euro					
1/1	1/ 1	A slalle					. 2521	
Kon	V 1	// // 0	Ron Derossett				A 3531	
Signature and Date			Printed or Typed Name				License Nu	mber

PWS IC	WS ID: 6280162 Plant Name: Lake Josephine Plant #3													
														
III. Da	nily Data fo	or the Mon	th/Year of:			June, 2018								
	-		irus Inactivat	ion/Pemoval:	Пъ	ee Chlorine		Chlor	ine Dioxide		Ozone		Combined Ch	nlorine (Chloramines)
	-	_	uus macuvat			ee Chonne			ine bloxide		Ozone			and formation
	aviolet Radial				Other (Describe):						·			
Type o	f Disinfecta	nt Residua	l Maintained	l in Distribu	tion System:	Free Chlorin		ombined (Chlorine (Chlo	ramines)		rine Dioxide		
A comment	PRODUMENTAR	State of the state of the	1.17.18(1)(6-7)		CT Calculations, or	r UV Dose, to	Demostate I	Four-Log	Virus Inact	ivation, if A				
			n inedianici (1988			CT Calo	ulations	Marketine	State Child	ha, 624, 336	UV	Dose and the	CHEAL AND AND	orden and the second second
e a talla	302 Sept. 5006011-011	Property Comments		sinction TV		电影电影电影	Lowest CT	Re la mai	an managing the	nackasannoska	distribution engineer	ansi (Selata) andi	BYON MEDICAL CARE	2011年初的日本中国的
AND PURE	Days Plant		Net Quantity	Light Mark	remedia de la composição	Disinfectant	Provided		green programme	HARRIST THE HIS	State of the	Here in the second		
Day of	Staffed or Visited by	Hours plant in	of Finished Water	emanus Suria	Lowest Residual	Contact Time	Before or at	nki file na	ta a Relatividus		Politica (College	Section for	Lowest Residual	
the Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C	First	05 (14000mg))	pH of Water,	Mark III Diejus (13)		Minimum	Disinfectant	最高的基本的企业的企业。 第二十二章 1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,1000年,100
aviorati	(Place "X")	Орсівали	gal	Rate, gpd.	Concentration (C)	Measurement	Customer	m religion	if Applicable		Lowest	UV Dosc		Emergency or Abnormal Operating Conditions;
transition in	100	g Asia Hallada	Hillian and State	ARTES EL CAPACIO	Before or at First	Point During	During Peak	SECTION REGISTER	omase (Actional)	Minimum CT		Required.	Remote Point in	Repair or Maintenance Work that Involves
e e	and the second	sagardini 1993	an and the second	0 de la 1	Customer During	Peak Flow,	Flow, mg-	Temp of		Required, mg		mW	Distribution	Taking Water System Components Out of
ga Harrist (and MacCountry	Foreign States	an en same	-22	Peak Flow, mg/L	minutes	min/L	Water, ⁰ C	8 1984	min/L	mW-sec/em²	sec/cm²	System, mg/L	Operation
1	<u> </u>	24.0	119,000	ļ	2.2			ļ					1.5 1.8	
2	X	24.0	104,000		2,6		<u> </u>		<u> </u>	-		<u> </u>	1.0	
3 4	х	24.0 24.0	105,000		3.3		 	<u> </u>	<u> </u>				1.5	
- 3	×	24.0	76,000		3.6		 				†	 	2.3	
6	X	24.0	96,000		4,0		<u> </u>	1					2.2	
ar Vena	х	24.0	102,000		2.4								3.0	
8 -	X	24.0	108,000		2.6						ļ		2.1	
9	Х	24.0	115,000		3.9						<u> </u>	,	2.2	
10		24.0	115,000					<u> </u>			1		2.1	BWN
1	X	24.0	127,000		3.5 3.9		!	}	 				2,1 2,2	DWN
12 13	X X	24.0 24.0	99,000 115,000		2.2			 	 				1.8	
14	X	24.0	117,000		2,0						1		1.5	
15	X	24.0	117,000		3.6			1	1			<u> </u>	1.5	Rescinded
16	X	24,0	142,000		2,6	, i			1				2.0	
. 17		24.0	142,000											
18	Х	24.0	135,000		2.0						<u> </u>		1,7	
19	Х	24.0	129,000		1,3	V				<u> </u>	<u> </u>	<u> </u>	0.8	
20	X	24.0	124,000		4.0						<u> </u>		2.4	
21 22	X	24.0 24.0	156,000 118,000	-	4,0 3,9	4		!	 			-	2.0	
23	X X	24.0	117,000		3.8		<u> </u>	 	_		-		2.0	
24	^_	24.0	118,000		2.0	<u></u>								
25	x	24.0	129,000		4.0				†				2.2	
.26	X	24.0	113,000		3,8								2.3	
27	Х	24.0	122,000		3.9								2.3	
28	Х	24.0	11,000		3.6								2.2	
29	Х	24.0	116,000		3.9			<u> </u>	<u> </u>	ļ		ļ	2.3	
30	X	24.0	116,000		4.0			 					2.3	
-31		L San Page Al Carrier	2 422 000		L		<u> </u>	<u> </u>	<u> </u>	1	<u> </u>	l	<u> </u>	
	принаста и Верези		3,422,000 114,067	1										
CHARLES	MACHINES CONTRACT AND STREET	SECTION OF COURSE	114,00/	1										

Maximum 156,000
*Refer to the instructions for this report to determine which plants must provide this information.



Public Water System	Lake Josephine (Sebring La	ikán			,		PWS Identification Number:	6280162	
WS Name: WS Type:		Non-Transient Non-Commu	enitre	Transient Non-Con	amunity	$\neg \neg$	Consecutive		
ws Type: umber of Service Connect		Non-transient Non-Commu 65	intey L		arium.y		Population Served at End of Month:	75	
WS Owner:	US Water Services Corpora			·					
ontact Person:	Melisa Roteveel					Conta	et Person's Title;		
ontact Person's Mailing A		ox 2480			City: New Po	ort Rick	State: Florida	Zip Code:	34652
ontact Person's Telephone		787-0980				Conta	ct Person's Fax Number: 941-378-35	54	
ntact Person's E-Mail Ad		tteveel@uswatercorp.r	net						
ater Treatment Pla	int Information								
ant Name:	Sebring Lakes Plant #4						Plant Telephone Number:	941-377-945	
unt Address:	5313 Knight Ave				City: Sebring	3	State: Florida	Zip Code:	33875
pe of Water Treatment by	y Plant:	Raw Ground Water	Purchased	Finished Water					
	perating Capacity of Plant, g			280,000	<u> </u>				
	ion 62-699.310(4), F.A.C.):	V					Class (per subsection 62-699.310(4), F.A.		
		Name Name	Author in the	License Clas		mber	Day(s)/Shif	us) worked	
ad/Chief Operator:	Ron Derossett			A	3531		Utility Manager		
her Operators:	Andrew Borrenans			C	22604		Operator		
的學科學學學學									
1. 1706 Full APPROVED					_				, ,
Mademaning very									
CHECK PROPERTY.									
tabilitis et al-europe de la companio.									
200 A 100 STATE				L					
ertification by Lead	I/Chiaf Operator								
A THE CARROLL BY DESIGNATION	A CHICA CONTRACT	-tu-financi in Florida -	on the leads	hief operator of the	water treatm	ent pl	ant identified in part I of this repo	et I certify the	at the
the undersigned wat	er treatment plant oper	ator neensed in riorida, i	am the leading	mer operator or un	: Water u carrie	alcina	woter treatment chemicals used a	t this plant con	form to NSI
formation provided	in this report is true and	d accurate to the best of r	my knowledg	e and benef. I cen	ny macandri	Killig	water treatment chemicals used a	ne records for	this plant w
ternational Standard	l 60 or other applicable	standards referenced in	subsection o	:-355.320(3), F.A.	. I also certi	y urac	the following additional operation	ms records for	ans plant w
epared each day tha	t a licensed operator sta	iffed or visited this plant	during the m	onth indicated abo	ve: (1) record	s or a	mounts of chemicals used and che	cinical feed fat	cs, and (2) n
plicable, appropriat	e treatment process per	formance records. Furth	ermore, I agr	ce to provide these	additional op	eratio	ns records to the PWS owner so t	ne PWS owner	can retain
em, together with co	pies of this report, at a	convenient location for	at least ten ye	ears.					
) #	Stole						4/5594	
Kasse		1/9/16	Ron Der	ossett				A 3531	
		1 1	Drinted a	or Typed Name				License Nun	nber
gnature and Date			Ethitea c	n cypeu manie					* *

PWS IE);			6280162		Plant Name:	Lake Josephin	ne Plant #4	1.							
III. D	aily Data fo	or the Mo	nth/Year of:			June, 2018										
Means o	of Achieving	Four-Log V	/irus Inactivati	ion/Removal:	∏ Fi	ree Chlorine		Chlor	ine Dioxide		Ozone Coml			mbined Chlorine (Chloramines)		
1	aviolet Radial				Other (Describe):											
			al Maintainec			☐ Free Chlorine ☑ Combined Chlorine (Chloramines)						Chlorine Dioxide				
1 ype o	i Dishinecia	iii vesiaa	ii iviailitailiet	i iii <i>Di</i> strioti	CT Calculations,	or IIV Dose to	Democtate F	our or	Vinie Inact	ivation if A	policable*	nuic Dioxide	(212) SECTION 42 (1000)	S-100 F 240 - 120 - 120 - 120 - 120 1		
		1,180	Carlotte Carlotte	reflateration	Line 2 CA SEL	or or ou	Denostate i	Out-LOE	VII US III QUI	114460, 1131	T IIV	Dose	an iga ist Raspings	and the second	A Care Comment of Comment	
and some	o de la companiona	18 4 75	A Superior Control	10.000	deligram (LICA	Calations	Time Company	T = 10 1 1 1	Taglier a de três	action and Order	DV3Can hardi	ar in a large state of		SASSES SERVICES	
	Days Plant	Santa Pili	Net Quantity	area (Apple	は語と言葉をなりを動す	ale allegar delegar	100	Hindus as as	- and the final and final	A SHIP F		5位指数部		用于是对面对比例是 在	E STATE OF THE OWNER.	
Day of	Staffed or	Hours plant	of Finished	Monte of the second	and the second of the second	Disinfectant	Lowest CT	Marian de Casal	and the state of the state of	contract of the	Lowest	Minimum	Semplem alternati	Emergency or Abnormal C	no faul Procession	
Day of the	Visited by	in in	Water	Tiller Hallering (1724	Lowest Residual	Contact Time	Provided	Tanal de	Liv Lenicalii	Minimum CT		UV Dose	Lowest Residual	Repair of Maintenance		
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C	Before or at	tember	pH of Water, if Applicable	Required, mg	LIV Dose,	Required,	Disinfectant	Taking Water System C		
100	(Place "X")	sacratil	gal	Rate, gpd.	Concentration (C)	Measurement	First Customer	water, c	II Applicable	min/L	mW-sec/cm	wW-	Concentration at Remote Point in			
1000		met will	per l'internation	A DHIANE	Before or at First	Point During	During Peak	Michenting	A CONTRACTOR	1,000	DIN SECTION	sec/em²	Distribution		The second of	
		11000	GODINE TO THE STATE OF	and the Pills	Customer During Peak Flow, mg/L	Peak Flow, minutes	Flow, mg- mm/L	altin hid	ng steptom and	at adher 8	The grant and	uchrichen)	System, mg/L	Property of the	and the second	
2		34.0	19410	Access Childs	Tear riow, my L	Saturdanianes arra	and a supply to			1		paduaer 175	HAY MANIN SHOW	Offline	**************************************	
		24.0 24.0		-		·		<u> </u>	 	†	†			Off line		
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4		24.0		1			İ	1						Offline		
3 5		24.0				:]						Offline		
6		24.0												Offline		
- 7		24.0	<u> </u>					ļ	.	<u> </u>		ļ		Off line	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
7 8 9		24.0						ļ			ļ	 	!	Off line Off line		
9		24.0					<u> </u>		_	-		 	 	Offline		
niH		24.0 24.0			<u></u>	-		<u> </u>		 	 			Offline		
12		24.0						1	 		†			Offline		
13 _		24,0							1				1	Off line		
14		24.0						1		1				Off line		
- 15		24,0												Offline		
16		24.0						1		1			<u> </u>	Off line		
17		24.0						<u> </u>		<u> </u>	1			Off line		
18		24.0						ļ		<u> </u>	<u> </u>		ļ	Offline		
19		24.0						<u> </u>	ļ		 	ļ		Off line		
20		24.0						 	 	 	 	-	<u> </u>	Offline		
21		24.0 24.0	· · · · · · · · · · · · · · · · · · ·					 	 	-	 	 		Off line		
22 23		24.0							 			†	1	Offline		
24		24.0						<u> </u>	İ	1				Off line		
25		24.0												Offline		
26		24.0								1				Off line		
27		24.0							ļ <u></u>	1				Offline		
28		24.0							<u> </u>	1	1			Offline		
29		24.0							_	+	<u> </u>		 	Off line Off line		
30		24.0					<u> </u>	 	 		-	 		On and		
Total	17.5	24.0		ļi	<u> </u>	1	L	1	<u> </u>	.1	_L	1	<u> </u>	<u> </u>		
Avorrace		62 (150) 1 11 (160) (160)		ł												

Maximum

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



2006

Daily Finis	shed-Water Proc	luction for the N	fonth/Year of :		June 2018						
	ty Water System (Lake Josephine								
ublic Wa	ter System (PWS			6280162					·····		
Handa (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:	THE PARTY NAMED IN
	Lake Josephine Plant 3	Plant 4									Total
THE RESERVE		e Nietifaleiski I	Hei	mitted Maximum	Day Operating Ca	ipacny of Each F	riant, galions per	day		See and a supple	
Day of	300,000	280,000	ALCOT HOLDS STATE US BARRET IN				(A)	ACCUSATE CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CO	1		580,000
Month			1 HE 24	Met Chautith of	rmisnea vvater r	roduced by Eac	n Plant, gallons.	and an	7.3	Crist (Berg Alle, No. 14	Total
1	119,000	0								ļ	119,000
2	104,000	0	***************************************							<u></u>	104,000 105,000
3	105,000	0									119,000
4	119,000	0									
5.	76,000 96,000	6,000								ļ	82,000 96,000
6	102,000	0									102,000
4	102,000	0	,-,								108,000
8	115,000	0							· · · · · · · · · · · · · · · · · · ·		115,000
9	115,000	0				*************************************					115,000
10	127,000										127,000
11		0									99,000
12	99,000	0									115,000
13	115,000	0									L
14	117,000	0								<u> </u>	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							<u></u>		124,000
21	156,000	0									156,000
22	118,000	0									118,000
23	117,000	0		<u></u>							117,000
24	118,000	0									118,000
25	129,000	0			V						129,000
26	113,000	0							ļ		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											
tal		i Proposition	eries de			SIGN or species		Safer Committee of the	indla Bartingagada An	The House	3,428,000
ġ.	distributions.	orestania.			Birthau Can	and a		Security to Comb.			110,581
BX.		(Magyala)	er de come			Race Halles and	100000000000000000000000000000000000000	** 自用案例如例		**************************************	156,000



General Information	for the Month/Yo	ear of: July, 2018						, in the second		•
	Provide V. C. L. C.									
Public Water System		ióu					PWS Identification	Minnekan	6280162	
PWS Name:	Lake Josephine						The state of the s	Numoei,	0280102	
PWS Type:	✓ Community	✓ Non-Transient Non-Communi	ity 📋	Transient Non-Comr	nunity		Consecutive	75 A CX7 A.	1,250	······································
Number of Service Connect		536				1 otal	Population Served a	End of Monun:	1,230	
PWS Owner:	US Water Services Co	orporation				T			3.6	
Contact Person:	Melisa Rotteveel					4	ct Person's Title:	Compliance		24460
Contact Person's Mailing Ac		4939 Cross Bayou Blvd			City: New P		State: Florida		Zip Code:	34652
Contact Person's Telephone		866-753-8292				Conta	ct Person's Fax Num	ber: 727-849-42	19	
Contact Person's E-Mail Ad	THE DATE.	mrotteveel@uswatercorp.ne	<u> </u>							
Water Treatment Pla	nt Information									
Plant Name:	Lake Josephine Plant	#3			, i		Plant Telephone N	umber:	941-377-945	
Plant Address;	1949 Canary Way		- Control of Committee Com		City: Sebring	g	State: Florida		Zip Code:	33872
Type of Water Treatment by		✓ Raw Ground Water	Purchased Fir					·		
Permitted Maximum Day O				300,000						
Plant Category (per subsecti	on 62-699.310(4), F.A.	C): Y						n 62-699.310(4), F.A		
Licensed Operators		Name	Committee of	License Class	License Nu	ımber		Day(s) / Shid	t(s) Worked	en en en en en en en en en en
Licensed Operators Lead/Chief Operator:	Ron Derossett			A	3531		Utility Manager	Days 1st Shift		
Other Operators:	Sharon Purviance			c	13268		Supervisor			
	Andrew Borremans			C	22604		Operator	Days 1st Shift		
A CONTRACTOR OF THE PROPERTY OF						•				
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	VC1: 60	*								
Certification by Lead	/Ciner Operator		777.73. 10.73	6 CA			3 1 P 10 12	T	a Tanada da	COMPA
I, the undersigned wat	er treatment plant	operator licensed in Florida, an	n the lead/chie	t operator of the	vater treatme	ent pa	int identified in j	part i of this repo	ir i ceimis m	at the
information provided i	in this report is tru	e and accurate to the best of my	y knowledge a	nd belief. I certif	y that all dru	nking	water treatment	chemicals used a	t this plant col	nom to NSF
International Standard	60 or other applic	able standards referenced in su	bsection 62-5.	55,320(3), F.A.C.	I also certil	fy that	the following at	ditional operation	ons records for	this plant were
prepared each day that	a licensed operato	or staffed or visited this plant de	uring the mon	th indicated above	: (1) record	s of a	mounts of chemi	cals used and ch	emical feed ra	tes; and (2) if
applicable appropriate	treatment process	s performance records. Further	more, I agree	to provide these a	dditional op	eratio	ns records to the	PWS owner so t	he PWS owne	r can retain
them, together with co	pies of this report,	at a convenient location for at	least ten years	3	7					
A		رواه المستعدد								
Trank Co	Lerauru	8106/018	Sharon Purv	iance					C - 13268	
Signature and Date			Printed or T	yped Name					License Nu	nber
. 										

24,0 117,000	PWS ID: 6280162 Plant Name: Lake Josephine Plant #3												***************************************	
Means of Achieving Four-Log Virus Inactivation/Removal: Free Chlorine Chlorine Dioxide Chlorine Dioxide Chlorine Dioxide Chlorine Dioxide Chlorine Dioxide Chlorine Dioxide Chlorine Dioxide Chlorine Dioxide Chlorine Dioxide Chlorine														
Means of Achieving Four-Log Virus Inactivation/Removal:	III. Da	ily Data fo	or the Mon	th/Year of:		July, 2018								
Character Residual Maintained in Distribution System:					ion/Removal:	Free Chlorine		Chlorine	Dioxide		Ozone		☑ Combined Ch	lorine (Chloramines)
Type of Disinfectant Residual Maintained in Distribution System: Free Chlorne Type of Disinfectant Residual Maintained in Distribution System: Type of Disinfectant Residual Maintained in Distribution System: Type of Disinfectant Residual Maintained in Distribution System: Type of Distribution System: Type of Distribution System: Type of Distribution System: Type of Distribution System: Type of Distribution System: Type of Distribution System: Type of Distribution System: Type of System System: Type of Distribution System:	1	_	-	n 43 maperyali										
Dev Plant						7	. —				T max	to a paratidas		
Direct Rank Heart plane Acc Candidate Consecution	Type of	f Disinfecta	nt Residual	Maintained	in Distribution System:	Free Chlor	nne [기Co	mbined Chl	onne (Chlora	mines)			,	Programme in the State of the S
Company Comp	***		1.0	\$1.00mm				our-Log V	irus Inactiv	varion, if i	Applicable*	54 0		The second of th
Company Comp	1000	100		REPRESENTATION OF THE PROPERTY	A. A. B. W. B. B. B. B. B. B. B. B. B. B. B. B. B.	CT Ca		10.28			UVI	Jose		计图数据据图数据数据数据数据
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Company Comp	Compact 1	Carted or	House plant				Provided	in an area			5 (0.00)			"我们是我们的一个人,我们就是一个人
Moth Operation Produced, Rais, Ept Respect is at Piral Below in at Piral	Day UI	Visited by	in in		Lowest Resid			ENDORS BINDS 14	1000					
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31 X 24.0 104,000 2.8 1.8	OWNERS OF THE PERSON OF THE PE												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.



Stype: Community Non-Transient Non-Community Translent Non-Community Consecutive	WS Name:	(PWS) Information Lake Josephine (Sebring Lai	rest		·	PWS Identification Number:	6280162
Total Population Served at End of Month: 75 Sowner: US Water Services Corporation Contact Person's Title:				/ Transient Non-Con	nmunity	Consecutive	
Sowner: US Water Services Corporation Idea Person: Melisa Roteveel Idea Person's Mailing Address: PO Box 2480 Idea Person's Teleptione Number: (352) 787-0980 Idea Person's Teleptione Number: (352) 787-0980 Idea Person's Fax Number: Politic Per						al Population Served at End of Month:	75
Contact Person's Mailing Address: PO Box 2480 City: New Port Rich State: Florida Zip Code: 34652					1 111111		
lact Person's Mailing Address: PO Box 2480 City: New Port Rich State: Plorida Zip Code: 34652 lact Person's Telephone Number: (352) 787-0980 Contact Person's Fax Number: 941-378-3534 lact Person's E-Mail Address: mroftleveel@uswatercorp.net lact Person's E-Mail Address: mroftleveel@uswatercorp.net lact Person's E-Mail Address: mroftleveel@uswatercorp.net lact Person's E-Mail Address: plant IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII			341		Cor	tact Person's Title:	
ter Person's Telephone Number: (352) 787-0980 Contact Person's Fax Number: 941-378-3554 Incident Person's E-Mail Address: mrotteveel@uswatercorp.net Iter Treatment Plant Information It Name: Sebring Lakes Plant #4 It Address: 5313 Knight Ave	\$85.50 F. F. S. S. S. S. S. S. S. S. S. S. S. S. S.	201 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	× 2480		City: New Port R	ch State: Florida	Zip Code: 34652
Inter Person's E-Mail Address: mrotteveel@uswatercorp.net ther Treatment Plant Information t Name: Sebring Lakes Plant #4 t Address: 5313 Knight Ave Sebring Uswater Purchased Finished Water antited Maximum Day Operating Capacity of Plant, gallons per day: 280,000 Category (per subsection 62-699.310(4), F.A.C.); V Plant Class (per subsection 62-699.310(4), F.A.C.); C		CONTROL TO THE PARTY OF THE PAR	4.5 (0.00)		Cor	tact Person's Fax Number: 941-378-3	554
ther Treatment Plant Information (Name: Sebring Lakes Plant #4 Address: 5313 Knight Ave City: Sebring State: Florida Zip Code: 33875 of Water Treatment by Plant:		2.72.77.77.22. N.C. L.					
A Name: Sebring Lakes Plant #4 Address: 5313 Knight Ave: City: Sebring State: Florida Zip Code: 33875 To f Water Treatment by Plant: Y Raw Ground Water Initted Maximum Day Operating Capacity of Plant, gallons per day: 280,000 A Category (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): C Incensed Operators: A 3531 Utility Manager The following Plant Telephone Number: 941-377-9456 A 3531 Utility Manager The following Plant Telephone Number: 941-377-9456 The following Plant Telephone				T			
t Address: 5313 Knight Ave City: Sebring State: Florida Zip Code: 33875 of Water Treatment by Plant:	nt Name:					Plant Telephone Number:	
e of Water Treatment by Plant: V Raw Ground Water	nt Address:				City: Sebring	State: Florida	Zip Code: 33875
nitted Maximum Day Operating Capacity of Plant, gallons per day: 1 Category (per subsection 62-699.310(4), F.A.C.): 1 Category (per subsection 62-699.310(4), F.A.C.): 1 Category (per subsection 62-699.310(4), F.A.C.): 1 Category (per subsection 62-699.310(4), F.A.C.): 1 Category (per subsection 62-699.310(4), F.A.C.): 1 Category (per subsection 62-699.310(4), F.A.C.): 1 Category (per subsection 62-699.310(4), F.A.C.): 2 Category (per subsection 62-699.310(4), F.A.C.): 2 Category (per subsection 62-699.310(4), F.A.C.): 2 Category (per subsection 62-699.310(4), F.A.C.): 2 Category (per subsection 62-699.310(4), F.A.C.): 3 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 4 Category (per subsection 62-699.310(4), F.A.C.): 5 Category (per subsection 62-699.310(4), F.A.C.): 6 Category (per subsection 62-699.310(4), F.A.C.): 6 Category (per subsection 62-699.310(4), F.A.C.): 6 Category (per subsection 62-699.310(4), F.A.C.): 7 Category (per subsection 62-699.310(4), F.A.C.): 8 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Category (per subsection 62-699.310(4), F.A.C.): 9 Ca			Raw Ground Water	Purchased Finished Water			
t Category (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): Coensed Operators Name License Class License Number Day(8) 7 Shift(s) Worked Utility Manager License Supervisor C 13268 Supervisor Andrew Borrenans C 22604 Operator			illons per day:	280,000			
Censed Operators Name License Class License Number Day(s) / Shitt(s) worked					Pla	nt Class (per subsection 62-699.310(4), F.A	A.C.): C
d/Chief-Operator: Ron Derossett Er Operators: Sharon Purviance A 3531 Utility Manager C 13268 Supervisor Andrew Borrenans C 22604 Operator	icensed Operators	Security 1242	Name	License Clas	s License Numb		ft(s) Worked
ier Operators: Sharon Purviance C 13268 Supervisor Andrew Borrenans C 22604 Operator				A	3531	Utility Manager	
Andrew Borrenans C 22604 Operator	her Operators:			C	13268	Supervisor	
	No. Section 1981	Andrew Borrenans		c	22604	Operator	
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	to undersioned was	ter treatment plant oper	tor licensed in Florida am	the lead/chief operator of the	water treatment	plant identified in part I of this rep	ort. I certify that the
rtification by Lead/Chief Operator	He mineraldiren Ma	ter treatment plant oper	Comments to the best of me	In audadae and belief I sent	ify that all drinkin	o water treatment chemicals used	at this plant conform to N
he 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	ormation provided	in this report is true airc	raccurate to the best of my	C CO SES 220/2) T. A	C. I also so-tife th	at the following additional operat	ions records for this plant
ne undersigned water treatment plant operator licensed in Florida, arm the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the	ernational Standard	d 60 or other applicable	standards referenced in sur	section 62-333.320(3), F.A.	C. Taiso ceruiy u	at the following additional operation	harriage food rates: and (2)
ne 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 permation 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 Newscales and permational 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	spared each day tha	it a licensed operator sta	ffed or visited this plant du	ring the month indicated abo	ve: (1) records of	amounts of chemicals used and c	nemical resultates, and (2)
ne 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 permation 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 N emational 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 transfer death 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)	plicable, appropriat	te treatment process peri	formance records. Furthern	nore, I agree to provide these	additional operat	ions records to the PWS owner so	the PWS owner can retain
ne 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 permation 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 N emational 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 transfer death 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)	em, together with co	opies of this report, at a	convenient location for at I	east ten years.			
ne 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 permation 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 Nermational 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 parted 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) plicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain				-			
ne 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 permation 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 N emational 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 transfer death 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)		.					and the second s
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 permation 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 Normational 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 pared 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) olicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain m, together with copies of this report, at a convenient location for at least ten years.	Frank	Derough	8/6/2018	Sharon Purviance	- Company of the Comp		C - 13268
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 permation 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 Normational 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 pared 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) olicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain m, together with copies of this report, at a convenient location for at least ten years.							License Number
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 is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used cornational Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations pared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and challenges of the process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so m, together with copies of this report, at a convenient location for at least ten years.	Signature and Date			Printed or Typed Name			

PWS ID:		6280162	Plant Name:	Lake Josephine Plant #4										
<u> </u>														
III. Daily Data f	or the Month/Year o	f:	July, 2018											
	Four-Log Virus Inactiv		Free Chlorine		Chlorin	e Dioxide		Ozone		hlorine (Chloramines)				
Ultraviolet Radia		Other (Describe												
			<u></u>	☐ Free Chlorine ☐ Combined Chlorine (Chloramines)						Chlorine Dioxide				
Type of Disinfects	int Residual Maintain	ed in Distribution System: CT Calculation	пее сиот	THE CONT	ibined Circ	ime (Choic	vation if i							
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Day of Staffed or	Hours plant of Finished	The second of the second of the second	Disinfectant	Lowest CT	a the first		100	Lowest	Minimum	a description	Emergency or Abnormal Operating Conditions:			
the Visited by	Hours plant of Finished	Lowest Residu Peak Flow Disinfectant		Provided	Temp of	H of Water	Minimum C Required, in min/12	Operating	UV Dose	Lowest Residual Disinfectant	Repair of Maintenance Work that Involves			
Month Operator	Operation Producted	TOTAL TOTAL LASINGGRAPH		Before or at First Customer	Water Or	l Amplicable	Required, m	UN Dose,	Required, mW	Concentration at	Taking Water System Components Out of			
- (Place X*)	Annual Total	Rate and Concentration (Before or at Fi		During Peak	1. T. P. 1.		min/L=	mW-sec/cm²	mw.	Remote Point in	Operation			
Service Control	ACCOUNT NAMED IN	Customer Duri		Flow mg-	44				sec/cm²	Distribution	ALC: A STATE OF THE PARTY OF T			
	经验证据	Peak Flow, mg		min/L	ale of Table	-15 - 100 - 15		. Na samulai		System, mg/L				
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Refer to the instructions for this report to determine which plants must provide this information.



Max.

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

July 2018 Daily Finished-Water Production for the Month/Year of : Community Water System (CWS) Name: Lake Josephine Plants 3 & 4 Public Water System (PWS) Identification Number. 6280162 Plant I 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 Lake Josephine Plant 3 Plant 4 Permitted Maximum Day Operating Capacity of Each Plant, gallons penday, Day of 280,000 580,000 300,000 Month: Net Quantity of Finished Water Produced by Each Plant, gallons . Total 519**1** 10 117,000 0 117,000 101,000 101,000 Ö 111,000 111,000 0 ...3 0. 119,000 119,000 - 4 131,000 131,000 0 5 104,000 0 104,000 6 105,000 105,000 0 7 106,000 106,000 . 8 0 104,000 9 104,000 0 120,000 0 120,000 10 107,000 1144 107,000 0 105,000 12 105,000 0 112,000 112,000 0 13 118,000 14 118,000 0 119,000 119,000 0 15 90,000 90,000 16 0 120,000 120,000 0 -17 90,000 90,000 . 18 0 122,000 19 122,000 0 116,000 0 116,000 20 131,000 131,000 0 21 131,000 22 131,000 0 95,000 23 95,000 ō 107,000 107,000 0 24 108,000 25 108,000 0 99,000 26 99,000 0 116,000 116,000 0 = 27 104,000 28 104,000 0 104,000 104,000 0 .29 106,000 106,000 a 30 104,000 104,000 0 31 3,422,000 Total 110,387 Avg.

131,000



WS Name:	Lake Josephine					PWS Identification	Number:	6280162
WS Type:	✓ Community	✓ Non-Transient Non-Cor	nmunity	Transient Non-Comm	nunity	Consecutive		
Number of Service C	onnections at End of Mont				Total	Population Served at	End of Month:	1,250
WS Owner:	US Water Services	Corporation			1			
Contact Person:	Melisa Rotteveel					ct Person's Title:	Compliance	Manager
Contact Person's Mai	ling Address:	4939 Cross Bayou Blvd			City: New Port Rick	State: Florida		Zip Code: 34652
ontact Person's Tele	phone Number:	866-753-8292			Conta	ct Person's Fax Numb	oer: 727-849-421	.9
Contact Person's E-M	lail Address:	mrotteveel@uswaterco	p.net_					
Water Treatmei	nt Plant Information							
lant Name:	Lake Josephine Pla	unt #3	. 1.			Plant Telephone Nu	ımber:	941-377-9456
lant Address:	1949 Canary Way				City: Sebring	State: Florida		Zip Code: 33872
ype of Water Treatr		✓ Raw Ground Water	Purchas	ed Finished Water				
	Day Operating Capacity o			300,000				
	ubsection 62-699.310(4), F		٧				62-699.310(4), F.A.	- 72
		y Name	RIE W	License Class	License Number		and the second s	(s) Worked
.ead/Chief Oper	SCHOOL STREET, SCHOOL SCHOOL STREET, SCHOOL SCHOOL STREET, SCHOOL STREET, SCHOOL STREET, SCHOOL SCHOOL STREET, SCHOOL STREET, SCHOOL SCHOOL STREET, SCHOOL STREET, SCHOOL SCHOOL STREET, SCHOOL			C	13268	Utility Manager	Days 1st Shift	
other Operators:	Andrew Borreman	S ⁱ		C	22604	Operator	Days 1st Shift	
						1		
					*			
SELECTIVE CO.	MRP -							
⁽¹⁾	6-							
THE STATE OF STREET	E							
Mark College								
A LINE THOUSANT	- 2005							
Anna Park						1		
12.70		· •						
A (A)						****		
ertification by	Lead/Chief Operate)r						
		nt operator licensed in Floric	la am the lead	I/chief operator of the	vater treatment of	nt identified in r	art I of this repor	t. I certify that the
, tre undersigne	d water dearment pla	true and accurate to the best	of my knowle	dae and belief Laertif	a that all drinking	water treatment	hemicals used at	this plant conform to b
atormation prov	idea in this report is	itue and accurate to the best	of lift knowic	ege and benez. Techni	y unat an ormanig	Maco deadhear	Monnoms used m	ana piun conteim to i
nternational Sta	ndard 60 or other app	licable standards referenced	in subsection	62-333.320(3), F.A.C.	i also certify that	the following ac	iditional operatio	as records for this plant
repared each da	y that a licensed oper	ator staffed or visited this pl	ant during the	month indicated above	e: (1) records of a	mounts of chemi-	cals used and che	mical feed rates; and (2
pplicable, appro	priate treatment proc	ess performance records. Fu	irthermore, I a	gree to provide these a	dditional operatio	ns records to the	PWS owner so th	ie PWS owner can retai
hem, together w	ith copies of this repo	ort, at a convenient location I	or at least ten	years.				
	And the second s	A CONTRACTOR OF THE CONTRACTOR						
Č	Luma	Inlin						C - 13268
X A.				n Purviance				

PWS II);			6280162		Plant Name: Lake Josephine Plant #3								
III. Da	aily Data f	or the Mon	th/Year of:			August, 2018								
Means of	of Achieving	Four-Log V	irus Inactivat	ion/Removal:	□ F	ree Chlorine		Chlorin	e Dioxide		Ozone		☑ Combined C	hlorine (Chloramines)
Ultra	aviolet Radia	tion			Other (Describe):									•
Type o	f Disinfecta	nt Residua	l Maintainec	in Distribut		Free Chlorin	e 🔽	ombined Ch	lorine (Chlor	amines)	Псыо	rine Dioxide		
-уро		1.00			CT Calculations.			Four-Log 1	Vims Inacti	vation if	Applicable*	THE DIOXIGE		
		Francisco (S		Residence of			ulations			12.00)öse		等。 第一次 第一次 第一次 第一次 第一次 第一次 第一次 第一次 第一次 第一次
				-	The section		Lowest CT	Control of the Contro			a Paringales	7030		
	Days Plant	11 11	Net Quantity of Finished		Land Maria	Disinfectani	Provided	Marcella de		1 Harasa	distribution de			
Day of	Visited by	Hours plant	of Finished Water		Lowest Residual	Contact Time	Betore or at			1990.00			Lowest Residual	为于6.7%。第二次,第三次,第三次,第三次,第三次,第三次,第三次,第三次,第三次,第三次,第三
Month	Operator	in Operation	Producted.	Peak Flow	Disinfectant	Tac	First 124	20 mark 1	H of Water,		Lowest	Minmum'	Disinfection	"我们是是国际国际的人,我们是
d#	(Place "X")		an gal	Rate, gpd.	Concentration (C)	Measurement	Customer	September 1	f Applicable		Lowest	UV Dose	Concentration at	Emergency or Abnormal Operating Conditions:
粉件等					Before or at First	Point During	During Peak		美雄 族	Minimum C	T Operating	Required	Remote Point in	Repeti or Maintenance Work that Involves
			The second second		Customer During	Peak Flow,	Flow, mg	Temp of		Required, m	g UV Dose,	mW	Distribution	Taking Water System Components Out of
- 1	×	24.0	114,000		Peak Flow, mg/L 2.8	minutes	- Min/L	Water, OC	4, 17	iniivi).	mW-sec/cm ²	sec/om ²	System, mg/L	Operation:
2	X	24.0	113,000		2.9						-		1.8 1.8	
3.3	X	24.0	162,000		3.7						-		2.2	
4	Х	24.0	139,000	:	3.4								2.0	
. 5 · ·		24.0	139,000											
	X X	24.0 24.0	127,000 133,000		3.0 2.8					· · · · · · · · · · · · · · · · · · ·	_		2.0	
18	x	24.0	112,000		2.8			├── ┼					1.3 1.2	
9, .	X	24.0	109,000		2.4			 			+		1.0	
10 ,	Х	24.0	135,000		2.4				1	***************************************			1.1	
. 11	X	24.0	117,000		2.9								1.9	·>
12		24.0	117,000											
13	X	24.0 24.0	108,000 128,000		2.8 2.6								1.8	
15	X	24.0	82,000		4.0	1	······································						1,7 2,2	
16	X	24.0	168,000		2.8						-		1.8	
17%	х	24.0	148,000	<u> </u>	2.5								1.6	
18	X	24.0	144,000		2.5								1.6	
1910		24.0	144,000											
20	X X	24.0 24.0	140,000 145,000	<u> </u>	2.6 2.0	 		 			4		1.6	
22	X	24.0	142,000		2.0	<u> </u>		-					1.4	
23	X	24.0	107,000		2.7								1.8	
24	х	24.0	149,000		3.0								2.0	
25	X	24.0	122,000		3.2								2,2	
26 27		24.0	122,000		2 4	-		ļ			_			
28	X X	24.0 24.0	117,000 120,000		3.1 3.2	 		ļ					2.1 2.0	
29	X	24.0	127,000		3.3						-		2.1	
- 30	X	24.0	125,000		3.3								2.0	
:31	Х	24.0	132,000		4,0								2.0	
415 9141		(Birth Alling Co.	3,987,000											
Avgerage	area a company		128,613											

Maximum

168,000

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



General Informa	tion for the Month/Year of:	August, 2018			
	tem (PWS) Information				
PWS Name:	Lake Josephine (Sebring Lakes)			PWS Identification Number:	6280162
PWS Type:	✓ Community Non-Transient	Non-Community Transi	ent Non-Community	Consecutive	
Number of Service Cor	nnections at End of Month:	65	and the same of th	tal Population Served at End of Month	75
PWS Owner:	US Water Services Corporation				
Contact Person:	Melisa Roteveel		lea	ntact Person's Title:	
Contact Person's Maili	ng Address: PO Box 2480		City: New Port F		Zip Code: 34652
Contact Person's Telep					78-3554
Contact Person's E-Ma		ratercorp.net			
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 Treatme	ent by Plant:	ater Purchased Finished	Water		
	ay Operating Capacity of Plant, gallons per day:	280,	000		
Plant Category (per sub	section 62-699.310(4), F.A.C.):	X.	Pla	ant Class (per subsection 62-699.310(4), F.A.C:): C
Licensed Operato		PROBLEMAN L	ense Class License Numb	et Day(s)/	
Lead/Chief Operat	OF Sharon Purviance	C	13268	Utility Manager	To the Control of the
Other Operators:	Andrew Borrenans	e e	22604	Operator Days 1st Shift	
	u _z				
ART AND PERSONS ASSESSED.				:	
Certification by L	ead/Chief Operator				
	water treatment plant operator licensed i	n Florida am the lead/chief ones	ator of the water treatment.	lant identified in now I of this	annut Lordis that A
nformation provid	ed in this report is true and accurate to the	na hast of my branchades and but		were recentified in part 1 of this	report. I ceruty that the
nternational Story	and 60 or other confinction and actually to	to cost of my knowledge and ber	ici. I centiy that an drinkin	g water treatment enemicals us	ed at this plant conform to NS
mennauvnai staiki	ard 60 or other applicable standards refe	renced in subsection 62-555.32((3), r.A.C. I also certify th	at the following additional ope	rations records for this plant w
repared each day	that a licensed operator staffed or visited	this plant during the month indi	cated above: (1) records of	amounts of chemicals used and	d chemical feed rates; and (2) i
ipplicable, appropr	riate treatment process performance reco	rds. Furthermore, I agree to pro-	vide these additional operat	ions records to the PWS owner	so the PWS owner can retain
hem, together with	copies of this report, at a convenient lo	cation for at least ten years.			
month	Type serious	Sharon Purviance			C - 13268
Signature and Date		Printed or Typed Na	me		License Number

PWS ID:		6280162	Plant Name:	Lake Josephin	e Plant #4					
			-							
HI. Daily Data fo	or the Month/Year c	of:	August, 2018							
_	Four-Log Virus Inactiv	ation/Removal:	Free Chlorine		Chlori	ne Dioxide		Ozone		d Chlorine (Chloramines)
Ultraviolet Radia	tion	Other (Describe):								
Type of Disinfecta	nt Residual Maintain	ed in Distribution System:	Free Chlori	ne 🗸 Cor	nbined Ch	iorine (Chlora	mines)	Chlori	ne Dioxide	
		GT Calculations							SHEET AND	(1) (2) (2) (2) (2) (2) (2) (2) (2) (2) (2
		· · · · · · · · · · · · · · · · · · ·		iculations			are allows	UVD	OSC	· · · · · · · · · · · · · · · · · · ·
THE COMMON NAME.	 Solitation and the Assessment of the Contract of	(2) 7度報告的問題 (1639年8日)	11 (644)	PERMITS NAMED IN	42		Personal Conference	Medical Co.	一种	
Days Plant	Nei Quantil		Disinfectant	Lowest CT	1000	100000	710712			
Day of Staffed or the Visited by			Contact Time			44.	700		Minimum Lowest Resid	Emergency or Abnormal Operating Conditions:
Month Operator	in Water Operation Producted	Peak Flow Disinfectant	(T)alC	Before or m	Temp of	pH of Water, if Applicable	Minimum CT	Operating	DV Dose Lowest Resid	The state of the s
(Place "X")	100000		Measurement.	First Customer	Water, OC	if Applicable	Required, mg min/L	L DA-TORE	mw Concentration	
(Place:X*)	prod.	Before or at First	Point During	During Peak			mure	mW-sec/cm	sec/cm ² Remote Point	
College Programme	全部基础的 (A) 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Peak Flow,	Flow, mg		11114	PHILIPPE SHIP	NEW YORK	Distribution	
於 (國軍) 人間(國軍)	Mary A. Chicas	Peak Flow, mg/L	minutes	min/L		Palanta a res		A Committee	System, mg	1. 一、
7.5	24.0									OFF LINE
24.7 23.1	24.0									OFF LINE
4 1	24.0 24.0							-		OFF LINE
3.0	24.0								1 11	OFF LINE OFF LINE
6.1	24.0			1				 		OFF LINE OFF LINE
7 .	24.0			1		-				OFF LINE
8	24.0									OFF LINE
9	24.0									OFF LINE
10	24.0									OFF LINE
11	24.0									OFF LINE
124	24.0									OFF LINE
4	24.0									OFF LINE
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18	24.0			1				 		OFF LINE OFF LINE
3.19	24.0			1						OFF LINE
20	24.0							 	···	OFF LINE
-21	24.0					······································				OFF LINE
29 23	24.0									OFF LINE
24	24.0									OFF LINE
24 s	24.0									OFF LINE
- 23	24,0							 		OFF LINE
26 27	24.0 24.0		 					 		OFF LINE
28	24.0			·				 		OFF LINE OFF LINE
729	24.0		1	1				 		OFF LINE
30	24.0		-t	1				 		OFF LINE
31	24.0		1	1				t		OFF LINE
Total	0.000000000					Niconi de la companya	-	· · · · · · · · · · · · · · · · · · ·		
Assessment	Season from the region of the	•								

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



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	y Water System (er System (PWS) Identification N	Lake Josephine	6280162							,
				Plant 4 Name:	Plant & Name	Plant & Name	Plant 7 Name	Plant & Name	Plant Q Name	Plant to Name	is a second
	J. Jan. C. Harrios		a logic o regino.	Tions 3 rune	THE COURTS	a rain o raine.	Special mentics	I Harris O Tractico	a mark o morre.	7.0011.10.100.100	arrenen er
											eres companyo
		Lake Josephine									1000 日本書
	Plant 3	Plant 4									provident Book
			Pe	mitted Maximum	Day Operating Co	spacity of Each F	lant, gallons per	day			Total
of	300,000	280,000						A CONTRACTOR OF THE CONTRACTOR			580,000
h	The same	CONTRACTOR OF THE		Net Quantity of	Futsned Water F	roduced by bac	n Plant, gallons		100		Total
	114,000	8,000		<u> </u>							122,000
	113,000	0		ļ	<u> </u>	·····					113,000 162,000
	162,000 139,000	0		,		·					139,000
ii ii	139,000	0									139,000
	127,000	0									127,000
	133,000	0									133,000
	112,000	0			ļ						112,000
	109,000	0									109.000
	135,000	0									135,000
	117,000	Ö			 			<u> </u>			117,000
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	108,000	0								<u> </u>	108,000
	128,000	0									128,000
	82,000	0				····					82,000
	168,000	Ö		i						<u> </u>	168,000
1,000	148,000	0	***************************************				·				148,000
. 74	144,000	0					<u> </u>				144,000
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100	149,000	8					l				149,000
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	122,000	Ö	***************************************	<u> </u>				 			122,000
	117,000	0	<u> </u>				<u> </u>			<u> </u>	117,000
10.19	120,000	0					<u> </u>				120,000
	127,000	0									127,000
	125,000	ō					<u> </u>	 	<u> </u>		125,000
	132,000	0						1			132,000
History	Samuel Company	ALUE ALUE	i para di la constitución de la	e e como de la como de la como de la como de la como de la como de la como de la como de la como de la como de La como de la como de		1142018/2010/03			en grande de la companya de la companya de la companya de la companya de la companya de la companya de la comp	and the state of	3,995,000
2 200	and a state of the		A CHARLES AND A STATE OF	and the following to the	. A SAUGEBORGO	Cherman C	anguage of the second	State Heat	AL HUMBIGUE CONTRACT	Paul Bata (PCC)	128,871



General Information	for the Month/Y	ear of: September, 20	18					
. Public Water System	(PWS) Informa	tion						
PWS Name:	Lake Josephine				PWS Identification	Number:	6280162	
PWS Type:	✓ Community	✓ Non-Transient Non-Community	Transient Non-Cor	nmunity	Consecutive			
Number of Service Connec					Population Served at	End of Month:	1,250	
PWS Owner:	US Water Services		<u> </u>					
Contact Person:	Melisa Rotteveel			Conta	et Person's Title:	Compliance	Manager	
Contact Person's Mailing A		4939 Cross Bayou Blvd		City: New Port Rich	State: Florida		Żip Code:	34652
Contact Person's Telephone		866-753-8292		Conta	et Person's Fax Numb	per: 727-849-421	9	
Contact Person's E-Mail Ad		mrotteveel@uswatercorp.net		,			· · · · · · · · · · · · · · · · · · ·	
Water Treatment Pla								
Plant Name:	Lake Josephine Plan	it #3		-	Plant Telephone Nu	ımber:	941-377-945	6
Plant Address:	1949 Canary Way			City: Sebring	State: Florida		Zip Code:	33872
Type of Water Treatment b		✓ Raw Ground Water	Purchased Finished Water					
Permitted Maximum Day C	*	•	300,000					
Plant Category (per subsect				Plant	Class (per subsection	62-699,310(4), F.A.(C.); 6	
Diceased Operators			License Clas	s License Number		Day(s) / Shift	(s) Worked	Latina and Paris
Lead/Chief Orierator		1950	C	13268	Utility Manager	Days 1st Shift		
Other Operators:	Andrew Borremans		c	22604	Operator	Days 1st Shift		
AREA TO LEAD TO								
		<u></u>	1 2		1			
AND THE SECOND								
SERSION ROLL								
1 (A) (A) (B) (B) (B)						,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
A CONTRACTOR OF THE PARTY								
A THE STATE OF THE STATE OF			<u> </u>					
AND STREET	<u> </u>					***************************************		
200								
Certification by Lead	d/Chief Operato	r				, i		I
Talks and aminoral rem	toe tenotement alam	t operator licensed in Florida, am t	he lead/chief operator of th	e water treatment pla	ont identified in r	art I of this repor	t. I certify th	at the
i, the undersigned was	ier treatment plan	rue and accurate to the best of my	nowledge and belief I cer	tifu that all drinking	water treatment o	hemicals used at	this plant cor	form to NSF
information provided	in trus report is u	icable standards referenced in subs	and the control of th	C. Infra certify that	the following of	ditional operation	ns records for	this plant were
International Standard	1 60 or other appl	icable standards referenced in Subs	section 62-333.320(3), F.A.	c. (also certify that	mounts of chami-	rate used and she	mical feed ra	ec and (2) if
prepared each day tha	it a licensed opera	tor staffed or visited this plant dur	ing the month indicated and	ove: (1) records of a	mounts of Chelin	DIVE amore as the	o DWC ours	r con rathin
applicable, appropriat	te treatment proce	ss performance records. Furtherm	ore, I agree to provide these	e additional operation	ns records to the	L M2 OMHCI 20 H	ie i wa uwne	t Cant i Cuaini
them, together with co	opies of this repo	rt, at a convenient location for at le	ast ten years.					
ali 4)	8106/8/01 m	Sharon Purviance				C - 13268	
Signature and Date	(morrow	my review to	Printed or Typed Name		, , , , , , , , , , , , , , , , , , ,		License Nur	nber
argumento and route			6 .					

PWS 1D	<u>:</u>			6280162		Plant Name;	Lake Joseph	ine Plant #	13					
III. Da	ily Data fo	or the Mon	th/Year of:			September, 201	8							
Means o	f Achievino	Four-Log V	irus Inactivat	ion/Removal:	Пв	ee Chlorine		Chlori	ne Dioxide		Ozone		Combined C	hlorine (Chloramines)
	violet Radial	-	nuo muon va		Other (Describe):	CE CHOINE		Carion	ne bloade		CLOTIC		combined c	mornic (cincianina)
										·		·		
		int Residua			tion System:	Free Chlorin	e √C	ombined C	hlorine (Chlo	ramines)		rine Dioxide		
	SERVICE 1				CT Calculations, o	r UV Dose, to	Demostate I						See 1	
100		from the	建建筑电路 化新	THE PURPLE OF	24 64 2 10 3 17		ulations	out and the			UV	Oose		
	Days Plant		Net Quantity				Lowest CT	Hall Saverella	pH of Water,		SOURCE STATE			《斯拉·鲁德·鲁斯·拉拉· 斯尔
	Staffed or	Hours plant	of Finished	rajer i Anglet	Carrier States	Disinfectant	Provided		finding engine	145 162 145 256	to the second	THE CONTRACT OF		
the	Visited by	m	Water		Lowest Residual	Contact Time	Before or at		Participation in the second	112-04-095 (Biotol	175 - 146 -	Sharin Jacob	Lowest Residual	
	Operator	Operation		Peak Flow	Disinfectant	(T) at C	First		pH of Water,	· 数40年数數數		Minimum	Disinfectant	
	(Place "X")		gal	Rate, gpd.	Concentration (C)	Measurement	Customer	Tale	if Applicable	非国际的	Lowest	#UV Dose	Concentration at	Briefgency or Abnormal Operating Conditions.
					Before or at First	Point During	During Peak	Temp of	14. Taking a sa	Minimum CT	Operating	Required,	Remote Point in	Repair or Maintenance Work that Involves
			4.2		Customer During	Peak Flow,	Flow, mg- min/L	10 to 0		Required, mg min/L	UV Dose mW-sec/cm ²	mW-	Distribution	Taking Water System Components Out of
ale.	and the second	24.0	140,000	-0.0 miles	Peak Flow, mg/L	minutes	muvic	Water, C		the dollars	m w-sec/cm	sec/cm²	System, mg/L	*** Operation ***
-2	х	24.0 24.0	148,000		3.7					<u> </u>	ļ		1.1	
3	X	24.0	14,000	1	3.7								1.0	
4	X	24.0	143,000		3.7					İ			1.0	
- 5:	X	24.0	187,000	1	4.0			,					1.0	
. 6	Х	24.0	171,000		4.0								1.2	
7	X	24.0	192,000		3.8								1,1	
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9 10	X	24.0	134,000		3.5					<u></u>	.		1.0	
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a(4)4 (1)	X	24.0	137,000		3,4								1,3	:
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104 1 8 4 10 1	X	24.0	326,000		4.0	<u> </u>							1.8	
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•	ER (1984) (11)	OLIGINA SI NE LI SEL MARCOLO	100 700	1										

Avgerage 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.						
1. General Information for the	Month/Year of: September, 20	018				÷
A. Public Water System (PWS)	Information					
	ephine (Sebring Lakes)		***************************************	PWS Identification Number:	6280162	
	nmunity Non-Transient Non-Community	/ Transient Non-Com	munity	Consecutive		
Number of Service Connections at En				Population Served at End of Month:	75	*25
	r Services Corporation					
Contact Person: Melisa R			Cont	act Person's Title:		
Contact Person's Mailing Address	PO Box 2480		City: New Port Ric	chi State: Florida	Zip Code: 34652	
Contact Person's Telephone Number:	(352) 787-0980			1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	78-3554	
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net					
B. Water Treatment Plant Infor			THE PERSON NAMED IN COLUMN TO THE PE			
	akes Plant #4	<u></u>		Plant Telephone Number:	941-377-9456	
Plant Address: 5313 Kui			City: Sebring	State: Florida	Zip Code: 33875	
Type of Water Treatment by Plant:	✓ Raw Ground Water	Purchased Finished Water	1 7			
Permitted Maximum Day Operating C		280,000				
Plant Category (per subsection 62-699			Plan	t Class (per subsection 62-699.310(4)	(FAG) C	
Licensed Operators		I Ticense Class	License Numbe			
Lead/Chief Operator: Sharon Pr	Annual Control of the	lc lc	13268	Utility Manager	Marine 14	
	Borrenans	e e	22604	Operator Days 1st Shift		
CARCI CIRCUITS	Michals	45				
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II. Certification by Lead/Chief		and the second section of the section of the section o	The first of the second section of the second	to an inducation of in course the Salah for	The second second	
I, the undersigned water treatm	nent plant operator licensed in Florida, am	the lead/chief operator of the	water treatment p	ant identified in part i of this	report. I certify that the	TOE.
information provided in this re	port is true and accurate to the best of my	knowledge and belief. I certi	y that all drinking	water treatment chemicals us	ed at this plant conform to N	42F
International Standard 60 or of	ther applicable standards referenced in sub-	section 62-555.320(3), F.A.C	. I also certify that	it the following additional ope	rations records for this plant	, were
prepared each day that a licens	sed operator staffed or visited this plant dur	ring the month indicated abov	e: (1) records of a	amounts of chemicals used and	d chemical feed rates; and (2	!) if
applicable, appropriate treatme	ent process performance records. Furtherm	ore, I agree to provide these	additional operation	ons records to the PWS owner	so the PWS owner can retai	in
	his report, at a convenient location for at le		•			
month or passed with a opino or a						
Λ Λ						
- Xlmon-Yun	8106/8/2018	Sharon Purviance			C - 13268	
CX3000 1 1000		The second secon				, 100,000,000,000,000,000,000,000,000,00
Signature and Date		Printed or Typed Name			License Number	

PWS 1D: 6280162 Plant Name: Lake Josephine Plant #4													
III. Daily Data f	or the Mor	th/Year of:			September, 201	8							
Means of Achieving	Four-Log V	irus Inactivati	ion/Removal:	П.,	ree Chlorine		Chlori	ne Dioxide		Ozone	***************************************	Combined C	Chlorine (Chloramines)
Ultraviolet Radia		irus maotriaci		Other (Describe):	ee Chomie		[_] (A110)	THE DIONIGE				combined c	and the Continuesy.
	77.5									T			
Type of Disinfects					Free Chlorin			lorine (Chlora			rine Dioxide		
$\hat{x} = \hat{x}_0 \hat{x}_0 \hat{x}_0$	State Sec.			CT Calculations,								A THIS AND S	医肾髓测量法 高氯 症的现在分
	Control Control	南南州城市以		Service Control	стсы	culations			ATTLANTAGE	L/V	Jose -	Chief Manager	
Days Plant		Net Quantity	or programme	19679	非主要的	Hall Marie	9 Total 10		The Con-	100			的第三人称形式工作集物,集集是 企
Day: Plant Day of Staffed or visited by	Hours plant	of Finished	THE THEOLOGICAL	The state of the s	Disinfectant	Lowest CT	12.4		P Francisco		Minimum	100 高調 元	
the Visited by	iń	Water		Lowest Residual	Contact Time	Provided	Term of	pH of Water,	Minimum CI	Lowest	UV Dose	Lowest Residual	Emergency or Abnormal Operating Conditions;
Month Operator	Operation	Producted.	Peak Flow Rate, gpd.	Disinfectant	(T) at C	Delore ca al Farsi Customer	TURNET OF	if Applicable	Minimum CI Required, so	UV Dose,	Required	Disinfectant	Repair or Maintenance Work that Involves Taking Water System Components Out of
(Place "X")		gal	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Concentration (C) Before or at First	Measurement Point During	Daring Peak	T I I	ir ribbusara	min/L	mW-sec/cm²	mW-	Concentration at Remote Point in	Operation
	nation star			Customer During	Peak Flow	Flow, mg-				900	sec/cm²	Distribution	
(Place "X")				Peak Flow, mg/L	minutes	min/L	1.00	Free men		Primary Lag		System mg/L	Operation.
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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: Plant 1 Name: | Plant 2 Name: | Plant 3 Name: | Plant 4 Name: | Plant 5 Name: | Plant 6 Name: | Plant 7 Name: | Plant 6 Name: | Plant 6 Name: | Plant 7 Name: | Plant 8 Name: | Plant 9 Name: | Plant 9 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Pl Lake Josephine Lake Josephine Plant 3 Plant 4 Permitted Maximum Day Operating Capacity of Each Plant, pallons per day 300,000 280,000 580,000 Net Quantity of Finished Water Produced by Each Plant, gallons Month 148,000 0 148,000 148,000 ō 148,000 14,000 0 14,000 - 3 -143,000 0 143,000 . . 5 187,000 0 187,000 171,000 11,000 182,000 192,000 10 0 192,000 133,000 0 133,000 134,000 0 134,000 . 9 155,000 110 0 155,000 .11 143,000 0 143,000 110,000 0 110,000 - 12 13 201,000 ō 201.000 137,000 0 14 137,000 154,000 15 0 154,000 16 154,000 0 154,000 17 166,000 166,000 18 326,000 ō 326,000 151,000 0 151,000 19 152,000 152,000 w 20 0 136,000 21 0 136,000 22 133,000 0 133,000 23 133,000 0 133,000 154,000 224 0 154,000 25 155,000 0 155,000 156,000 156,000 26 0 162,000 0 162,000 27 192,000 192,000 28 0 29 165,000 0 165,000 166,000 30 166,000 31 otal 4.682.000 151,032 Avg. 326,000



Public Water System (PWS) Information PWS Name: Lake Josephine PWS Type: Z Carmunity Non-Translett Non-Community Translent Non-Community Consecutive	General Informa	tion for the Month	Year of: October,	, 2018			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	w,		
FWS target Lake Josephine Will demification Number: 6280162	Public Water Sys	stem (PWS) Inform	ation							
PWS Type:						P	WS Identificatio	n Number:	6280162	
Number of Service Connections at Eard of Month: 1,250 VBV Owner		✓ Community	✓ Non-Transient Non-Comr	munity Transient	Non-Community	Coi	nsecutive			
PWS Owner: US Water Services Corporation Contact Person's Maling Address: 4939 Cross Bayou Bivd City: New Port Richly State: Florida Zip Code: 34652 Contact Person's Tolephone Number: 866-733-4529 Contact Person's Tolephone Number: 866-733-4529 Contact Person's Tolephone Number: 941-377-9456 Water Treatment Plant Information Hair Name: Lake Josephice Plant In State State State State State State Florida Zip Code: 34872 Water Treatment Plant Information Plant Class (per subsection 62-699-310(4), F.A.C.): V Plant Class (per subsection 62-699-310(4), F.A.C.): C Plant Class (per subsection 62-699-310(4), F.A.C.): V Plant Class (per subsection 62-699-310(4), F.A.C.): V Plant Class (per subsect	Number of Service Co				7	Total Pop	ulation Served a	it End of Month;	1,250	
Contact Person's Melitis Rotaveset Secretary New Port Bibbil State: Florida Zip Code: 34632				**************************************	*************************************			, , , , , , , , , , , , , , , , , , , ,		
Contact Person's Telephone Number: 866-753-4597		Melisa Rotteveel				Contact P	erson's Title:	Compliance	Manager	
Contact Person's Exhain Address More Market Marke	Contact Person's Maili	ng Address:	4939 Cross Bayou Blvd		City: New	Port Rich St	ate: Florida		Zip Code:	34652
Value Treatment Plant Information			866-753-8292			Contact P	erson's Fax Nun	nber: 727-849-42	19	
Pleat Telephone Number: 941-377-9456 Tank Address: 1949 Canary Way City: Sebring State: Florida Zip Code: 33872 Type of Water Treatment by Plant: Zi Raw Ground Water Purchased Finished Water Termitted Maximum Day Operating Capacity of Plant, gallous per day: 300,000 Plant Category (per subsection 62-699-310(4), F.A.C.): V Finit Category (per subsection 62-699-310(4), F.A.C.): C Ticensed Operators Sead/Chief Operators Andrew Bortennans C 13268 Utility Manager Days last Shirt Utility Manager Days last Shirt Other Operator Days last Shirt Certification by Lead/Chief Operator 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 dirinking water treatment chemicals used at this plant conform to intermational 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 operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2 applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can reta them, together with copies of this report, at a convenient location for at least ten years. Sharon Purviance C-13268 Sharon Purviance	Contact Person's E-Ma	il Address:	mrotteveel@uswatercorp	o.net		, 100)			*	
The control of this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment plant operators for this plant terration of 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 corporate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can reta them, together with copies of this report, at a convenient location for at least ten years. Sharon Purviance City: Sebring State: Florida Zip Code: 33872 200,000 Plant Class (per subsection 62-699.310(4), F.A.C.): C Plant Class (per subsection 62-699.310(4), F.A.C. Plant Class (per subsection 62-699.310(4), F.A.C. Plant Class (per subsection 62-699.310(4), F.A.C. Plant Class (per subsection 62-699.310(4), F.A.C. Plant Class (per su	Water Treatmen	t Plant Information	L	X						
The undersigned water treatment plant operator is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment plant operators to the pest 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 plant operators retreated and the plant depressed of this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment plant operators retreated and this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment plant operators retreated and the retreated and the plant operators retreated and the retreated and the plant operators retreated and the	lant Name:	Lake Josephine Pla	ant #3			Pl	ant Telephone N	lumber:	941-377-945	6
Trainited Maximum Day Operating Capacity of Plant, gallons per day: Sand Classof (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): C Licensed Operators	lant Address:	1949 Canary Way			City: Sebi	ing St	ate: Florida		Zip Code:	33872
Plant Category (per subsection 62-699.310(4), F.A.C.): V	ype of Water Treatm	ent by Plant:	✓ Raw Ground Water	Purchased Finished W	ater					
Treensed Operators Sead/Chief Operators Andrew Borremans C 13268 Utility Manager Days Ist Shift Days Ist Shift Days Ist Shift Cortification by Lead/Chief Operator 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 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 orepared 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 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 C-13268	ermitted Maximum I	Day Operating Capacity o	f Plant, gallons per day:	300,000	0				-	·.
Andrew Borremans C 13268 Utility Manager Days 1st Shift Andrew Borremans C 22604 Operator Days 1st Shift C 22604 Operator Days 1st Shift C 12604 Operator Days 1	lant Category (per su	bsection 62-699.310(4), I	(A.C.): V				ss (per subsectio			
Cretification by Lead/Chief Operator 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 I 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 conform to I international Standards operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) applicable, appropriate treatment process-performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can reta them, together with copies of this report, at a convenient location for at least ten years. Sharon Purviance C-13268			Name:	Lice			All the second second		(s) Worked	reserves.
Certification by Lead/Chief Operator , 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 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 plan 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) applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can reta them, together with copies of this report, at a convenient location for at least ten years. Sharon Purviance C-13268	ead/Chief Opera	for: Sharon Purviance	:	e	132	68 U	tility Manager	Days 1st Shift		
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 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 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) 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 C-13268	Other Operators:	Andrew Borreman	S	Ĉ	226	04 O	perator	Days 1st Shift		
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 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 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) 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 C-13268	Company of the							"		
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 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 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) 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 C-13268	A SHEET STREET	PAGE 1								
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 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 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) 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 C-13268	建设建设 在1000	PIA/BUID						-		
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 it 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 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) 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 C-13268	a rapete	4								
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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 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 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 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 C-13268				am the lead/chief onerat	or of the water treat	nent plant	identified in	part I of this repo	rt. I certify th	at the
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 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 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 C-13268	nformation provi	ded in this remort is:	frue and accurate to the hest of	f my knowledge and belie	of Icertify that all d	rinkine wa	ter treatment	chemicals used at	this plant cor	form to NS
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 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 C-13268	ntormation provi	doed 60 or other our	licable etendards referenced it	n subsection 62-555 320/	3) FAC Lalso cer	tify that the	e following a	dditional operatio	ns records for	this plant u
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hem, together with copies of this report, at a convenient location for at least ten years. C-13268	repared each day	mai a ncensed oper	ator stance of visited this plan	nt during the month marc	alcu above. (1) reco	105 01 11110	unto Or Cucin	DWC armes to the	o DWC ours	co, and (2)
Sharon Purviance C-13268					de mese additional (perations i	ecorus to ale	EL M.O. OMHEL 20: U	ic L M 2 DMIIC	t can retain
	hem, together wi	th copies of this repo	ort, at a convenient location for	r at least ten years.						
		. 6								
		W	PILATURA	Sharon Purviance					C - 13268	
	Simplifies and Date	, increase	~~ · v · v · v		ie			······································		nber

PWS ID:			6	280162		Plant Name:	Lake Joseph	ine Plant #	3					
						· · · · · · · · · · · · · · · · · · ·				·····				
III. Dai	ly Data for	the Month/	Year of:			October, 2018	! !				<u> </u>			Janian (Chiampiana)
		our-Log Virus		n/Removal:	Fr	ee Chlorine		Chloric	ne Dioxide		Ozone			lorine (Chloramines)
	violet Radiatio				Other (Describe):									
		t Residual M	(aintained i	Distributi	on Cristana	Free Chlor	ine 📝 (Combined Cl	hlorine (Chlor	amines)	Chlor	ine Dioxide		
	Disiniectan	r vesignat M	iannamicu i		T Calculations, o	UV Dose, t	o Demostate	Four-Log	Virus Inacti	vation, if.	Applicable*	4.5		
4	100			- 1888 - 1888		CT Ca	lculations		1947	ner y	UVI)ose		
第 2 3		新型	100		3.75	ACCESS OF	Lowest CT					1 To 1 To 1		,是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个
1	Days Plant		et Quantity	Peak Flow		Disinfectant	Provided	120	TO NAME	48T H	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			10.400000000000000000000000000000000000
Day of	Staffed or 1	Tours plant o	Finished		Lowest Residual	Contact Time	Before or at	100				6.7	Lowest Residual	
the .	Visited by	in i	Water	Peak Flow	Disinfectant	(T) at C	First		pH of Water,		Lowest	Minimum UV Dose	Disinfectant	Emergency or Abnormal Operating Conditions:
Month	Operator (Place "X")	Operation P	roducted, gal.	Rate, gpd.	Concentration (C)	Measurement	Customer		il Applicable	Minimum C		Required.	Pemore Point in	Repair or Maintenance Work that Involves
Day of the y Month			4.7	3.74	Before or at First	Point During		Temp of		Required, m	UV Dose	mW.	Distribution	Taking Water System Components Dut of
2			4年1月		Customer During Peak Flow, mg/L	Peak Flow, minutes	min/L	Water, G		min/L		sec/cm ² .	System, mg/L	Operation
- F	4.4	21.0	154.000		4.0	111111111111111111111111111111111111111	2						1.2	
2019	X		154,000 170,000		4.0								1.5	
4	XX		202,000		4,0	!							1.4 1.6	BWN
4	$\frac{\hat{x}}{x}$		110,000		4.0					,			1.0	<u>Pws</u>
5	x		185,000		4.0			-			-		1.2	
6 · · · · · · · · · · · · · · · · · · ·	X	24.0	140,000		4.0	ř.					1			
T 102			141,000 156,000		4.0	-							1.2	Rescinded
9	X		139,000		4.0	1							1,2	
.10	$-\hat{\mathbf{x}}$		146,000		4.0								1.2 1.2	
11	$\frac{x}{x}$	24.0	144,000		4.0								1.2	
12	Х	24.0	154,000		4.0	-						 	1.3	
13.44	Х		145,000		4.0	<u> </u>	_							
14			145,000 139,000		4.0	-							1,3	
15 16	X X		125,000		4.0								1.2	
197 E	- Â		124,000		3.8								1,3	
18	X		126,000		3,8		_		_	<u> </u>		╂	1,2	
19	X		126,000		4.0				 				1.2	
20	Х		128,000		4.0			1						
21		24.0 24.0	128,000 139,000		4.0								1.3	
22 23	X	24.0	127,000		4.0					<u> </u>			1.3	
24	$\frac{\hat{\mathbf{x}}}{\mathbf{x}}$		243,000		4.0					-		 	1.3	
25	X	24.0	185,000		2.8				 	1		1	1.1	
26	X	24,0	130,000		3.5				- 				1.1	
27	Х		154,000 154,000		3.3									
28 29	X	24.0	124,000		2.4							 	0.9 1.2	
30	X	24.0	134,000		3.9					<u> </u>		 	1.2	
31	х	24.0	119,000		4.0							<u></u>		
	urs in the	Supplement of the supplement o	4,536,000	<u> </u>										

Avgerage 146,323

Maximum 243,000

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



See Pages 4 for Instructi	100 (11)				M-14-74	
. General Information for	r the Month/Year of	October, 2018	,			
. Public Water System (P	WS) Information					
PWS Name: Lal	ke Josephine (Sebring Lal	(es)			PWS Identification Number:	6280162
PWS Type:	Community	Non-Transient Non-Community	☐ Transient Non-Com	munity	Consecutive	
Number of Service Connections		65		Tota	Population Served at End of Month:	75
PWS Owner: US	S Water Services Corporat	ion				
Contact Person: Me	elisa Roteveel			Con	act Person's Title;	
Contact Person's Mailing Address		The state of the s		City: New Port Ri	ch State: Florida	Zip Code: 34652
Contact Person's Telephone Nur	35 35 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	787-0980		Con	act Person's Fax Number: 941-378-	3554
Contact Person's E-Mail Addres		teveel@uswatercorp.net				
l, Water Treatment Plant	and America and a second			-		
Plant Name: Sel	bring Lakes Plant #4				Plant Telephone Number:	941-377-9456
	13 Knight Ave			City: Sebring	State: Florida	Zip Code: 33875
Type of Water Treatment by Pla	· · · · · · · · · · · · · · · · · · ·		Purchased Finished Water			
Permitted Maximum Day Opera			280,000			
Plant Category (per subsection 6		Ÿ			t Class (per subsection 62-699.310(4), F	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Licensed Operators		Name v.	License Class	License Numbe		uit(s) Worked
Lead/Chief Operator: Sha	aron Purviance		C	13268	Utility Manager	
Other Operators: An	idrew Borrenans		C	22604	Operator Days 1st Shift	37
nder a state of the state of th						
A STATE OF STREET						e de la companya de l
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7777						
I Certification by Lead/Cl						
					lant identified in part I of this rep	
information provided in the	his report is true and	accurate to the best of my k	nowledge and belief. I certi	fy that all drinking	water treatment chemicals used	at this plant conform to NSF
					t the following additional operat	
					amounts of chemicals used and c	
					ons records to the PWS owner so	
		convenient location for at lea		mannona operati	moreovers to mex 110 contest to	
mein, together with copie	a or mis report, at a c	convenient recation for at lea	ioi wii years.			
Λ						
Pranke	moire	11/6/18	Sharon Purviance		in the same of the	C - 13268
Signature and Date			Printed or Typed Name			License Number

PWS ID:			6280162		Plant Name:	Lake Josephin	e Plant #4						
III. Daily Data	for the Mont	th/Vour of			October, 2018		<u></u>						
•			70 · -l-	Г .			Chlori	ne Dioxide		☐ Ozone		Combined C	hlorine (Chloramines)
Means of Achieving		rus inactivatio			ree Chlorine		L CHICH	ie Dioxide		O2ORC		C combined c	and the Control of th
Ultraviolet Radia	ation			Other (Describe):									
Type of Disinfect	ant Residual	Maintained	in Distribut	ion System:	Free Chlori	ne 🗹 Coi	mbined Chl	orine (Chlora	mines)		rine Dioxide		
Type of Disinfect Drys Plant Dry of Staffed or the Varied by				CT Calculations,	or UV Dose, to	Demostate F	our-Log	Virus Inacti	vation, if	Applicable*		415	address of the second
李明	1 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1			A CONTRACTOR OF STREET	CTC	lculations	elig. ↓	*	ne de librar	UVI)ose	1847 PT	6. 各級 在於電影器等 ^整 2007
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Day of Staffed or	Hours plant	of Finished	e de la companya de l		Disinfectant Contact Time	Lowest CT Proyided				Lowest	Minimum	Lowest Residual	Emergency of Abnormal Operating Conditions:
the Visited by	in	Water	Peak Flow	Lowest Residual Disinfectant	(T) at C	Before or at	Temp of	pH of Water,	Minimum C	Control of the Contro	UV Dosc Required,	Disinfectant	Repair or Maintenance Work that Involves
Month Operators	I MEI BUON I	a supplementary	Rate ppd.	Concentration (C)	Measurement	First Customer	Water, OC	pH of Water, if Applicable	Required, n	UV Dose,	W.	Concentration at	Taking Water System Components Out of
(Place "X")	September 1	gal		Before or at First	Point During	During Peak	20 TE		in in the second	mW-sec/cm2	mW- sec/cm ¹	Remote Point in	A Operation
10.9E	4000	en a service de la compansión de la comp		Customer During	Peak Flow	Flow, mg-	152 P. E.	Alban 18		erio de la compansión d	partition.	Distribution	4. 1. 18 14 15 15 15 15 15 15 15 15 15 15 15 15 15
	100	毒 冷冻剂	ENGLISH STATE	Peak Flow, mg/L	minutes	min/L	100	100		and the second	EVEN FOR STATE	System, ing/L	in the last contract of the state of the sta
Month Operator (Place XX)	24,0	0											WTP down
72	24.0	0											
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46	24.0	0							·				
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7,55	24.0	5,000											
8	24.0	0											
9	24.0	0											
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±1#30	24.0	0			1								
4.31	24.0	0					I	<u> </u>	<u></u>		1	<u> </u>	<u> I</u>
Total		10,000											
Avgerage		323											
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	hed-Water Prod	uction for the N	ionth/year of :	Diante 2 9 4	October 2018						
	/ Water System (Lake Josephine	6280162							
: Wat	er System (PWS	Olost 2 Nome	Imper.	Digit 4 Nemes	Plant 5 Name:	Plant 6 Name	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name	a* 14
	Plant I Name,	Flant Z Name	Light 2 (Active)	FIZIN THERITO	nanco namo.	333450	1.000	8582.30-17	2 1 Page 14 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2		P. P. S. S. S. S. S. S. S. S. S. S. S. S. S.
											Carrie and Carrie
	Lake Josephine										All the second
	Plant 3	Plant 4							e Roman		Total
5.5	100		Per	mitted Maximum	Day Operating Ca	ipacity of Each I	riant, gallons per	day.	A JEON THE	ren rud	580,000
of	300,000	280,000							100		Total
nila	ALC: THE	LILATE L	ESPECIAL E	Net Quantity of	Funished Water F	roduced by Eac	r Plant, gallons	1	Actin Paris	Although	154,000
100	154,000	0									170,000
	170,000	0					<u> </u>	<u> </u>			202,000
0.000	202,000	0									110,000
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4	185,000	0						<u> </u>			145,000
1.1.	140,000	5,000					ļ				146,000
A. Carrier	141,000	5,000					<u> </u>				156,000
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3	145,000	0		<u> </u>			<u> </u>				145,000
4	145,000	0					<u> </u>	-			139,000
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t prief	119,000	0		2 (mile) 97-107	E CONTRACTOR OF THE CONTRACTOR	l	Assessment of the Community of the Commu	10677 7 7000	Land to the second	Teles	4,546,000
and the	and their	ASSESSED AND	THE PROPERTY.	partition of the second	A SHOP I	Part of the same	9.00		1,504.0	- E08005 at	146,645
148	HIRO-	The state of the s	100	The second second	APP CONTRACTOR	William Control	APPLIES TO SERVICE	A MARY LINE	Surfer S	AND THE RESERVE	243,000



See Pages 4 for Instructions.

General Information for the Month/Year of:

I. General informat	tion for the Month/Y	ear of: November, 2	2018						
A Dublic Water Com	tem (PWS) Informat	lion							
PWS Name:	Lake Josephine	(1011				PWS Identification	Number:	6280162	
PWS Type:	✓ Community	✓ Non-Transient Non-Commun	ity I	Transient Non-Com	munity	Consecutive	110 51 7		······································
	nnections at End of Month:		ity L			al Population Served a	End of Month:	1,250	
PWS Owner:	US Water Services C								
Contact Person:	Melisa Rotteveel	мраганон			Con	tact Person's Title:	Compliance	Manager	
Contact Person's Maili	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	4939 Cross Bayou Blvd				ch State: Florida		Zip Code:	34652
		866-753-8292			<u> </u>	tact Person's Fax Num	ber: 727-849-421		
Contact Person's Telep Contact Person's E-Ma		mrotteveel@uswatercorp.ne	al-					· · · · · · · · · · · · · · · · · · ·	······································
B. Water Treatment	1 1 31/1/2 92**	IMORCA CONCENTRATION OF THE PROPERTY OF THE PR		<u> </u>			· · · · · · · · · · · · · · · · · · ·		
Plant Name:	Lake Josephine Plan	+ #3	,			Plant Telephone N	umber:	941-377-945	i6
Plant Address:	1949 Canary Way				City: Sebring	State: Florida		Zip Code:	33872
Type of Water Treatme		✓ Raw Ground Water	Purchased	Finished Water	12.5				
Permitted Maximum D	ay Operating Capacity of P			300,000					<u></u>
	osection 62-699.310(4), F.A				Pla	nt Class (per subsection	n 62-699 310(4), F.A.0	C.): C	
	ors I Zamania a za za za za za za za za za za za za			License Class	License Numb	or the second	Day(s) / Shift	s) Worked	
	or: Sharon Purviance			c	13268	Utility Manager	Days 1st Shift		
Other Operators:	Andrew Borremans	<u> </u>		E	22604	Operator	Days 1st Shift		
AL POST OF STREET	AMEN DOMONDA					7			
100000000000000000000000000000000000000									
Action of the Control	2 (1) (1) (1) (1) (1) (1) (1) (1				<u> </u>		oman-		
18.4 E-E					-			· · · · · · · · · · · · · · · · · · ·	······································
ALE 2018年	beach.		***		 				
graphical Control									
公司用数据 数字					 		<u> </u>		
新闻者 。 2000年5月			······		-			<u> </u>	· · · · · · · · · · · · · · · · · · ·
OCCUPANTED BY AND ADDRESS.					<u> </u>				
	and/Chint Onemator								
II. Certification by	_ead/Chief Operator	operator licensed in Florida, ar		ilafaanntos of tho	unter trantment r	lant identified in	part I of this renar	t I certify th	at the
I, the undersigned	water treatment plant	operator licensed in Florida, ar	n me read/c	mer operator or me	water ucamient p	nam identified in	part i or this ropor abamicals upod of	this plant as	aform to MCE
information provid	ded in this report is tru	ue and accurate to the best of m	y knowledgi	e and belief. I certif	y mat an orinkin	g water treatment	chemicals used at	mis highir con	ALL - L-A
International Stand	dard 60 or other appli	cable standards referenced in su	ibsection 62	-555.320(3), F.A.C	. I also certify th	at the following a	annonai obetanoi	is records for	mis plant were
prepared each day	that a licensed operat	or staffed or visited this plant d	uring the m	onth indicated abov	e: (1) records of	amounts of chem	cals used and che	mical feed rai	res; and (2) ii
applicable, approp	riate treatment proces	s performance records. Further	rmore, I agre	ee to provide these a	idditional operati	ions records to the	PWS owner so th	e PWS owne	r can retain
them, together wit	h copies of this report	t, at a convenient location for at	least ten ye	ars.					
	Error - re- or on confinence								
a . L	<i>D</i> '	and the same of the same of	<u>د. يد</u>					C - 13268	
common	arowwit	12/5/2018	Sharon P					License Nu	
Signature and Date			Printed o	т Typed Name				License Nui	MUCI

WS ID:		62	280162		Plant Name:	Lake Jo	sephine Plant#	3						
					November, 20	1 2								
. Daily Data f	or the Montl	h/Year of:				10	Chlori	ne Dioxide		Ozone		Combined C	nlorine (Chloramines)	
ans of Achievin	g Four-Log Vir	us Inactivation	/Removal:		ree Chlorine			IIC DIDAIG						
Ultraviolet Radia	ition		Llo	ther (Describe):						Пан	ine Dioxide			
pe of Disinfect	ant Residual	Maintained in	n Distributio	n System:	Free Chlori	пе	☑ Combined C	hlorine (Chlor	amines)			The state of the s	The second second	option for
DC OT BISHINGE		Section 1997 Contract		BOX DOLL TERM SECTION FOR THE SECTION OF THE	or UV Dose, to	Demos	tate Four-Log	Virus Inact	vauon, n	Applicable	ose			
是是我们	134		1 f		d crea	culations	247	Ten and the second		EST. UVAD	OSC			
"" 点声"云 "				APPROXIME		Lowes	ict 🚉 🖫	100			10 E	1989 F		表式图
Days Plant		Net Quantity			Disinfectant	Provi	ded and	(日本) 日本				owest Residual		
of Staffed or e Visited by		of Finished Water		Lowest Residual	Contact Time	Before	orac	old of Water,				Disinfectant		
		Producted.	Peak Flow	Disinfectant	(T) at C	Fit		if Applicable				Concentration at	Emergency or Abnormal Op-	rating Condit
other Operator (Place "K"	A STATE OF THE REAL PROPERTY AND ADDRESS OF THE PARTY AND ADDRESS OF TH	gal	Rate, gpd.	Concentration (C)	Measurement	Casto		II silanicable	Minimum C			Remote Point in	Repair or Maintenance We	nk ital involv
A TEMESA	2 To 1 To 1	all Park and	1 Levil 1	Before or at First	Point During		i lemp of	1 3 - J	Required, n		mW-	Distribution	Taking Water System Col	aponents Out
4 3 E	3. A. S.			Customer During Peak Flow, mg/L	Peak Flow minutes	HOW	L Water, C	4		mW-sec/cm ¹	sec/cm²	System, mg/L	Operation	
	and the second		1672 19419	3.5	minutes in							1.3		
X	24.0	161,000		4.0								1.3		
X	24.0	122,000 135,000		4.0								1.3		, , ,
X	24.0	136,000										1.3		
X	24.0	132,000		4,0				 		_		1.3		1
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	131,000 132,000		4.0	_							1.4		· · · · · · · · · · · · · · · · · · ·
0 X	24.0 24.0	114,000										1,3		
11 X	24.0	121,000		4.0								1.3		
13 ×	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 3.7		_		-				1.6		
6 X	24.0	145,000		3.7 3.7								1.6		
7 X	24.0	128,000 129,000	-	(J:/								1.5		
8 X	24.0 24.0	150,000		3,7								1.5 1.3		
9 X 0 X	24.0	119,000		3,6					-		-	1.4		
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	128,000 129,000		3.7							<u> </u>	1.0		
25 ·	24.0 24.0	155,000		3.6					_		 	1.7		
26 X 27 X	24.0	134,000		3.2					-		 	1.7		
28 X	24.0	100,000		3.3 .							1	1.5		
29 X	24.0	152,000		2.9		_			†			1.4		
30 X	24,0	131,000		4.0	_							<u> </u>		
31	24.0		L						<u>,</u>					
	pp. II	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	≆r, 2018			
A. Public Water System (PWS) Information		,	PWS Identification Number:	6280162
PWS Name: Lake Josephine (Sebring Lakes)			Consecutive	
PWS Type: ✓ Community Non-Transient Non-Comm	nunity Translent Non-Con		Population Served at End of Month:	75
Number of Service Connections at End of Month: 65		I rosa i	Opalitical services and an arrangement of the services and arrangement of the services and arrangement of the services and arrangement of the services are services and arrangement of the services are services and arrangement of the services are service	
PWS Owner: US Water Services Corporation		Contac	t Person's Title:	
Contact Person; Melisa Roteveel			State: Florida	Zip Code: 34652
Contact Person's Mailing Address: PO Box 2480 Contact Person's Telephone Number: (352) 787-0980			ot Person's Fax Number: 941-378-	3554
Contact Persons (Corp. C	net			
	.1103			,
B. Water Treatment Plant Information			Plant Telephone Number:	941-377-9456
Plant Name: Sebring Lakes Plant #4 Plant Address: S313 Knight Ave		City: Sebring	State: Florida	Zip Code: 33875
	Purchased Finished Water	A CONTRACTOR		
Type of Water Treatment by Pfant: ✓ Raw Ground Water Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000	<u> </u>		
Plant Category (per subsection 62-699.310(4), F.A.C.): V		Plant	Class (per subsection 62-699.310(4), F.	A.C.); C
Figure Category (per subsection 02-039.5 fo(1); 13-0-15		s License Number	Day(s) / Sh	ift(s) Worked
Licensed Operators Lead/Chief Operator: Sharon Purviance	C	13268	Utility Manager	
	e e	22604	Operator Days 1st Shift	-
Other Operators: Andrew Borrenans	F			
		- 		
			<u> </u>	
			4	
(6.02 g/k):		1		
· 商素等。2.67 美国				
H. C. Wasting Land Chief Operator				
H. Certification by Lead/Chief Operator I, the undersigned water treatment plant operator licensed in Florida	are the lead/shief energies of the	- water treatment pla	nt identified in part I of this re	ort. I certify that the
I, the undersigned water treatment plant operator licensed in riorida	t the teamer operator of the	if that all deinking	water treatment chemicals used	at this plant conform to NSF
I, the undersigned water treatment plant operator itemsed in Fiorital information provided in this report is true and accurate to the best of	my knowledge and benet. I cer	O t-l	the following additional opera	tions records for this plant were
International Standard 60 or other applicable standards referenced in	n subsection 62-333.320(3), P.A.	C. 12(SO CEILITY UIA)	the following additional opera	hamical feed rates; and (2) if
and the second contract the second contract of the second contract	at during the month indicated abo	ve: (1) records of a	mounts of chelinears asea and a	Mountain room rames and fest in
applicable, appropriate treatment process performance records. Fur	thermore, I agree to provide these	e additional operation	ns records to the PWS owner so	the PWS owner can retain
them, together with copies of this report, at a convenient location fo	r at least ten years.			
mount of Charles street and the street of th	7.			
				0. 19969
Shan Purmariae 12/5/2018	Sharon Purviance			C - 13268
	The state of the s	•		License Number
Signature and Date	Printed or Typed Name			

PWS ID	:			6280162		Plant Name:	Lake Josephir	e Plant #4				-,		
											<u> </u>			
DI D.	illo Doto fa	e the Mon	th/Year of:			November, 201	8							
				m		Free Chlorine		Chlorin	e Dioxide		Ozone		✓ Combined Ch	hlorine (Chloramines)
			irus Inactivatio			rree Unionne			ic ciónico					*
	violet Radiat				Other (Describe):						T = .			
Type of	f Disinfecta	nt Residual	Maintained	in Distribut	ion System:	Free Chlorin	re 🗹 Co	mbined Chl	orine (Chlora	mines)		ine Dioxide		
	10000	-114 C			CT Calculations	or UV Dose, to	Demostate F	our-Log \	/irus Inacti	vation, it	Applicable*	4.0		
3	19	42	1 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1	450000	ALCOHOL:	CT Ca	culations	SEC 2019		1976	W UVI	lose		
		400	泰 电激带度	4.00		4 SEE SEE	Market 1	4000		100	A PROPERTY OF THE PARTY OF THE	4-2	Design	世界的 国际国际 中国政权
19.6	Days Plant	15 (F)	Net Quantity	14 justit		Disinfectant	Lowest CT		La serie			Minimum	用位于 1000年	and the second
Divol	Staffed or	Hours plant	of Finished Water	10000000000000000000000000000000000000	Lowest Residual	Contact Time	Provided		4	Minimum C	Lowest	UV Dose	Lowest Residuel	Emergency or Abriermal Operating Conditions; Repair of Maintenance Work that Involves
the	Visited by	in Operation	Producted.	Peak Flow	Disinfectant	(T) it C	Before or at	Temp of	pH of Water,	Required, n	Operating UV Dose,	Required	Disinfectant	Taking Water System Components Out of
MONID	Operator (Place "X")	Chermin	and and	Rate, gpd.	Concentration (C)	Mensurement	First Customer	Water, *C	if Applicable	min/L	mW-sec/cm²	i lmW-	Concentration at Remote Point in	Operation
		1	100	and the second	Before or at First	Point During	Dining Peak	200			III W-Seculi	=see/cm²	Distribution	
	ATTENDED	September 1	- H	CHAPTER ST	Customer During	Posk Flow	Flow, mg		440		A COLUMN		System mg/L	
	400	1120 Tel	100	100	Peak Flow, mg/L	minutes	niin/L				Rin In Tele Base		100	WTP down
Diffy of the Month	X	24.0	0				<u> </u>			, <u></u>				
10.4	X	24,0 24,0	0				ŀ							
4	_ ^	24.0	ō											
# 7 .5	X	24.0	0											
6	X	24.0	2,600				<u> </u>			<u></u>				
7	X	24.0	0					1						
8 8	X X	24.0 24.0	0											
10	X	24.0	ō										<u></u>	
		24.0	0				<u> </u>							
12	X	24,0	0				 							
3 13	X	24.0					 							
14	X X	24.0 24.0												
16	 	24.0											:	
17	x	24.0	0									 		
18		24.0						-	<u> </u>	-		 		
19	Х	24,0		·			+			.				
20 21	X	24,0 24,0					1							
22	$\frac{\hat{x}}{x}$	24.0										ļ		
2,3	Х	24,0	0						<u> </u>	 				
~ 24	Х	24.0					 	+	 	 		t		
2.5		24.0		<u> </u>				1						
26 27	X X	24.0 24.0		-				1						
28	X	24.0	1							<u> </u>			<u> </u>	
29	X	24.0	0			_		-		_	_	 		
29 30	X	24.0					1		 	1				
75.44	Burtler.	24.0	2,600	<u> </u>				<u> </u>						
Assessed	Paris C	(F)	2,000	1										
T. Construction	PTAKETINET		2,600	1										
* Refer	to the instructi	ons for this re	port to determin	e which plants	must provide this in	formation.								



November 2018 Daily Finished-Water Production for the Month/Year of : Community Water System (CWS) Name: Lake Josephine Plants 3 & 4 Public Water System (PWS) Identification Number: 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 9 Name: Plant 10 Name: Lake Josephine Lake Josephine Plant 4 Plant 3 Permitted Maximum Day Operating Capacity of Each Plant, gallons per day 580,000 300,000 280,000 . Total and Net Quantity of Finished/Water Produced by Each Plant, gallons 161,000 161,000 111 122,000 122,000 0 421 135,000 135,000 0 136,000 0 136,000 4 132,000 0 132,000 - 5 122,600 120,000 2,600 6. 143,000 143,000 0 77 129,000 0 8 129,000 131,000 131,000 0 98-4 132,000 132,000 0 10 114,000 0 114,000 11 121,000 121,000 0 12 108,000 108,000 0 13 105,000 14 105,000 Ö 105,000 105,000 0 15 145,000 0 145,000 16 128,000 128,000 0 17 129,000 0 129,000 18 150,000 150,000 0 19 119,000 119,000 0 . 20 110,000 0 110,000 .21 133,000 0 22 133,000 116,000 116,000 0 2/3 128,000 0 128,000 24 129,000 0. 25 129,000 155,000 155,000 0 - 26 134,000 134,000 0 100,000 0 100,000 28 152,000 0 152,000 29 131,000 131,000 0 . 30 31 3,855,600 otal 124,374 161,000



Polymer Page 3 Due in December

1. General Informat	ion for the Month/Y	ear of: December, 201	8						
A. Public Water Syst	tom (PWS) Informa	tion							
PWS Name:	Lake Josephine	UVA				PWS Identification	n Number:	6280162	
PWS Type:	✓ Community	✓ Non-Transient Non-Community	Transient Non-Com	munity		Consecutive	<u> </u>		
	nections at End of Month			· · · · · · · · · · · · · · · · · · ·	Total F	opulation Served a	it End of Month;	1,250	
PWS Owner:	US Water Services		· · · · · · · · · · · · · · · · · · ·						
Contact Person:	Melisa Rotteveel				Contac	t Person's Title:	Compliance	Manager	
Contact Person's Mailin		4939 Cross Bayou Blvd		City: N	lew Port Rich	State: Florida		Zip Code:	34652
Contact Person's Telepl		866-753-8292			Contac	t Person's Fax Nun	nber: 727-849-42	19	
Contact Person's E-Mai		mrotteveel@uswatercorp.net							
B. Water Treatment									
Plant Name:	Lake Josephine Plan	1(#3				Plant Telephone N	lumber:	941-377-945	
Plant Address:	1949 Canary Way			City: S	Sebring	State: Florida		Zip Code:	33872
Type of Water Treatme		✓ Raw Ground Water	Purchased Finished Water						
	ay Operating Capacity of	Plant, gallons per day:	300,000						
	section 62-699.310(4), F.						on 62-699.310(4), F.A.	.C.): C	20 M 20 M 2 M 2 M 2 M 2 M 2 M 2 M 2 M 2
Licensed Operato		Name	License Class	CONTRACTOR OF THE PARTY OF THE	sa Number		Day(s) / Shift	t(s) Worked	100000
Contract of the Contract of th	or: Sharon Purviance		C		13268	Utility Manager	Days 1st Shift		
Other Operators:			C		22604	Operator	Days 1st Shift		<u></u>
	1 a 6 li fi				inuara				
AND THE PERSON NAMED IN	autifi.							4	<u> </u>
			3 7					·	
	4.5				www				
DEFECT CLASS								<u> </u>	·
Section 1997	area.								
100 FEB	4 1								
dental and a	E F					<u> L</u>			
100 mg									
II. Certification by I	_ead/Chief Operato	•							
T. di	armen turnsmost plan	t approtor licensed in Florida am I	the lead/chief operator of the	water tr	eatment pla	nt identified in	part I of this repo	rt. I certify th	at the
information marrie	had in this connect is to	me and accurate to the best of my l	mowledge and belief. I certi	fy that a	ll drinking '	water treatment	chemicais used a	r this plant co	mount to Mac
Park Samuel Comme	dawd 60 ar other enal	icable standards referenced in subs	section 62-555.320(3), F.A.(. I also	certify that	the following a	шанова ореганс	His records to	i titis pianti were
Ingi national Stain	that a licensed energy	tor staffed or visited this plant dur	ing the month indicated abo	ve: (1) r	ecords of ar	nounts of chem	icals used and ch	emical feed ra	tes; and (2) if
prepared each day	that a needsed opera	ss performance records. Furtherm	ore I suree to provide these	addition	al operation	s records to the	e PWS owner so t	he PWS owne	er can retain
applicable, approp	riate treatment proce	SS periormance records. Furtherin	ore, i agree to provide atom			August and Control of the Control of			
them, together wit	h copies of this repo	rt, at a convenient location for at le	asi ich years.						
•	· w		an					C - 13268	
	nauruta	P106/1/11	Sharon Purviance					License Nu	mber
Signature and Date			Printed or Typed Name					2000000 210	

PWS I	D:			6280162	Plant Name:	Lake Josephine Pla	ant #3				
III. D	aily Data fo	r the Mon	th/Year of:		December, 201	8					
	<u>`</u>		irus Inactivati	ion/Removal:	Free Chlorine	Па	hlorine Dioxide		Ozone	☑ Combined C	hlorine (Chloramines)
	raviolet Radiat	-	II IIS III III III III	Other (Describe):	Tree Grantie						-
-			(34 ' . '		Free Chlori		ed Chlorine (Chlor	inoc)	Поррод	ne Dioxide	
Type	Disintecta	nt Kesidua	i Maintaineo	in Distribution System:		Demostate Four-	eu Chome (Cho	votion if		TIC DIOXIGE	
	4 - 4 - 3 Sh		A CONTRACTOR			culations	COE 41 02 INDO		UVD	ose American April	西洋生产,加州中华中华美国
*** ± *4*	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ales contide			CI Care		CONTRACTOR OF A PARTY.	er en en en en en en en en en en en en en	317		1.3.3.6.2.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1
Day of the	Days Plant	(4.8)	Net Quantity		destablished	Lowest CT.	Maria de la Maria		annier veren		
Day of	Staffed or	Hours plant	of Finished	Lowest Residual	Disinfectant	Provided	Market State	esemble A.S.		Lowest Residual	等。1000年中央中央企业的企业中的企业中的企业中的企业中的企业中的企业的企业。 1000年中央企业中的企业中的企业中的企业中的企业中的企业中的企业中的企业中的企业中的企业中的
the -	Visited by	es in est	Water	Peak Flow Disinfectant	Contact Time	Before or at	pH of Water			Minimum Disinfectant	
Month	E-Operator	Operation	Producted	Rate god. Concentration (C		Customer	if Applicable		Lowest	UV Dose Concentration of	Emergency or Abnormal Operating Conditions:
	(Place (XI))	SELECTION OF	gal	Before or at First		During Peak		Minimum C		Required, Remote Point in	Repair or Maintenance Work that involves
10年5	10 a mil	Service Control		Customer During	Peak Flow,	Flow me Water	pof litter	Required, m		nW- Distribution	Taking Water System Components Out of
			great and a	Peak Flow, mg/L	minutes	min/L Water	of Charlest and I	→ min/L	mW-sec/cm ²	scolem System, mg/D	Operation 🗘 🚉 💸
egal co	X	24.0	164,000	3,2						1,4	
- 2-		24.0	165,000								
- 2	X	24.0	123,000	3.3				<u> </u>		1.4	
4-	X	24.0	171,000	3.2						0.6	
5.6	X	24.0	141,000	3,1				<u></u>		1.4	
17	X	24.0 24.0	147,000	4.0						1.6	
- 3	x	24.0	149,000	4.0						1,6	
9		24.0	149,000								
10	Х	24.0	148,000	4.0	10			<u></u>		1.6	
4. II.	Х	24.0	113,000	4.0						1,4	
12	X	24.0	116,000	3.9						1.3	
13	X	24.0	126,000	4.0 4.0					- 	1.4	
14	X	24,0	134,000 121,000	4.0						1.4	
15 16	X	24.0 24.0	121,000	7.7		<u> </u>			1		
17	Х	24.0	115,000	4.0			7			1,4	
18	X	24.0	103,000	4.0			T:			1.5	
19	х	24.0	118,000	4.0						1,3	
20	X	24.0	115,000	4.0						1,3 1,3	
21	X	24.0	111,000	4,0						1.3	· · · · · · · · · · · · · · · · · · ·
22	X	24.0	106,000	4.0				·			
23 24	V	24.0 24.0	107,000 123,000	4.0						1.4	
25	X	24.0	106,000	4.0						1.5	
26	$\frac{\hat{x}}{\hat{x}}$	24.0	135,000	4.0						1,4	
27	Х	24.0	113,000	4.0						1.4	
28	Х	24.0	94,000	4,0		 				1.3	
29	Х	24.0	126,000	4.0				 		<u> </u>	<u> </u>
30		24.0	126,000	3.1		-		 		1.2	
31	X	24.0	124,000 3,940,000	1 3.1				<u> </u>			
	ze i sellening ut be		127,097								

Maximum 171,000

* 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. December, 2018 I. General Information for the Month/Year of: A. Public Water System (PWS) Information 6280162 PWS Identification Number: Lake Josephine (Sebring Lakes) PWS Name: Consecutive Translent Non-Community Non-Transient Non-Community PWS Type: ✓ Community Total Population Served at End of Month: 75 Number of Service Connections at End of Month: 65 US Water Services Corporation PWS Owner: Contact Person's Title: Contact Person: Melisa Roteveel Zip Code: 34652 City: New Port Rich State: Florida PO Box 2480 Contact Person's Mailing Address: Contact Person's Fax Number: 941-378-3554 (352) 787-0980 Contact Person's Telephone Number: mrotteveel@uswatercorp.net Contact Person's E-Mail Address; B. Water Treatment Plant Information 941-377-9456 Plant Telephone Number: Sebring Lakes Plant #4 Plant Name: Zip Code: 33875 Florida City: Sebring State: 5313 Knight Ave Plant Address: Purchased Finished Water ✓ Raw Ground Water Type of Water Treatment by Plant: 280,000 Permitted Maximum Day Operating Capacity of Plant, gallons per day: Plant Class (per subsection 62-699.310(4), F.A.C.): Plant Category (per subsection 62-699.310(4), F.A.C.): Dav(s) / Shift(s) Worked License Class License Number Name Licensed Operators 13268 Utility Manager Lead/Chief Operator: Sharon Purviance 22604 Operator Days 1st Shift Andrew Borrenans Other Operators: *** II. Certification by Lead/Chief Operator I, the undersigned water treatment plant operator licensed in Plorida, 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

Share arevaried 1/4/2019

Printed or Typed Name

Sharon Purviance

License Number

C - 13268

PWS II	D:			6280162		Plant Name:	Lake Josephir	ne Plant #4							
III. D	aily Data f	or the Mor	nth/Year of:			December, 201	8								
Means	of Achieving	Four-Log V	inus Inactivat	ion/Removal:	□fr	ee Chlorine		Chlor	ine Dioxide		☐ Ozone		✓ Combined C	hlorine (Chloramines)	
\$	aviolet Radia				Other (Describe):										
Type	f Disinfects	nt Recidus	l Maintained			Free Chlorin	e 70	mhined Ch	lorine (Chlori	amines)	Пон	rine Dioxide	Y		
Турс	Districcto	In recording	T TYLBITTE BILLION	I M District	CI Calculations,	or UV Dose to	Demostate I	our-Log	Virus Inact	vation. If A		Time Dioxide			100
0.00		William Table		Real State	10 (00 to 10		culations	The state of	e de la constant de l	And the state of	UV	Dose			
				Calculation	THE PERSON NAMED IN	7 THE PARTY OF THE	Analysis and the second	100		Attendance of the	Description of	Section 1	Article 1		FIRM STATE
	Days Plant Staffed or		Not Quantity of Finished	Eller of		Disinfectant	Lowest CT	40.0	7.17	or and the	1 1	Minimum		第 2000年 - 1000年 - 1000年 - 1000年	
Day of the Month	Visited by	riours pagin	Water	Parents.	Lowest Residual	Connect Time	Provided	175	Man and	Minimum CI	Lowest	UV Dose	Lowest Residual	Emergency or Abnormal Operating C	
Month	Operator	Secretary Control of the Control of	Producted,	Peak Flow	Disinfectant	(T) at C	Before or at	Temp of	pH of Water, if Applicable	Required, and		Required,	Disinfectant	Répair or Maintenance Work that I Taking Water System Component	
ing a	(Place "X")	Park and	gal	Rate gpd	Concentration (C) Before or at First	Measurement	First Customes During Peak	Water C	и Аррислова	min/L	mW-sec/cm	mW.	Concentration at Remote Point in	Operation	S CAULOI
1000		Part Land			Chatomer During	Point During Peak Flow	Flow, mg.				10.000	sec/cm	Distribution	Service Control of th	
	2.554				Peak Flow, mg/L	minutes	a mid/L	700		The same of	TOTAL STORY		System ang/L		Property of
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Total Avgerage	TREMUSEUM SALES	10.0	7,000 225												

Maximum 7,000

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



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ommunit			lonth/Year of:		December 2018						
	y Water System (Lake Josephine	Plants 3 & 4							
ublic War	ter System (PWS)	Identification Nu	umber:	6280162							
	Plant 1 Name:	Plant 2 Name:	Plant 3 Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant 7 Name:	Plant 6 Name:	Plant 9 Name:	Plant 10 Name:	20 Fine 10
											学生基金的 发现的
1.3	Lake Josephine	Lake locanhina									CONTRACTOR OF
	Plant 3	Plant 4									The Research
C THE	1 IBIA 0) Parit	Day	mitted Maximum	Blatz Arraya Hara (2)	ments of Early I	lant nations no	dev	l	THE PERSON NAMED IN	Total
	300,000	280,000	ra.	THITIGO SNOWS INDIA	Day operating	Today or see to	larit, gainnia bas				580,000
Day of Month	300,000	280,000		Net Quantity of	Crant back Water	over by East	Clost asland				Clotal
	164,000	0	Transfer (A)	Met Guaintry or	a tradation and the	i waxay ya Lau	ar join, yearons	4	and the second		164,000
2 ·	165,000	0									165,000
3	123,000	0									123,000
4 1	171,000	0							<u> </u>	 	171,000
	141,000	7,000									148,000
5 6	130,000	7,000									130,000
7	147,000	- 0						-	·	 	147,000
7 B	149,000	- 0								 	149,000
9.4	149,000	- 6								 	149,000
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- 27	113,000	0				<u> </u>					113,000
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31	124,000	0							1		124,000
otal	100	F 10 F 10 0 (12, 22, 52, 5)		and the second	100 CONTRACTOR (NO.	The second	Chillia Da Company	THE RESERVE ASSESSMENT OF		HET THERES CHARLES	3,947,000
vo.		TARGET MARKET	984	e e e e e e e e e e e e e e e e e e e	Programme Alleria	e Alfredon contacto.	1723 9454	The state of the s		TORRANGE COMMISSION AND ADMINISTRATION AND ADMINIST	127,323
ax.			PERMITTENDE	an a fill out the same		Para Halling	Oktoba more and			等不得的机工等 的 等。	171,000

WS ID:	5284137	Plant Name:	Lake Josephine Plants 3 & 4	
V. Summary of U	Use of Polymer Containing A	erylamide, Polymer C	Containing Epichlorohydrin, and Iron or Manganese Sequestrant for the Year: *	2018
A. Is any polymer cor	ntaining the monomer acrylamide use	d at the water treatment plant	? Yes, and the polymer dose and the acrylamide level in the polymer	er are as
follows:				
Polymer Dose ppn	n =		Acrylamide Level, %' =	
B. Is any polymer cor	ntaining the monomer epichlorohydri	used at the water treatment	plant?	he
polymer are as foll	lows:			
Polymer Dose ppn	n =		Epichlorohydrin Level, %1=	
C. Is any iron or man	ganese sequestrant used at the water	reatment plant?	✓ No Yes, and the type of sequestrant, sequestrant dose, etc., are as follows:	******
Type of Sequestrar	nt (polyphosphate or sodium silicate)			
Sequestrant Dose,	mg/L of phosphate as PO4 or mg/L o	silicate as SiO ₂ =		
If sodium silicate i	s used, the amount of added plus nat	rally occurring silicate, in m	g/L as SiO₂ =	

^{*} 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.



WS Name:	Lake Josephine					PWS Identification Number:	6280162
WS Type:	✓ Community	✓ Non-Transient Non-C	Community	Transient Non-C	ommunity	☐ Consecutive	
umber of Service C	onnections at End of Month:				T	otal Population Served at End of Month:	1,250
VS Owner.	US Water Services C	Corporation				-	
ontact Person:	Melisa Rotteveel			······································	C	ontact Person's Title: Compl	iance Manager
intact Person's Mai	ling Address:	4939 Cross Bayou Blvd			City: New Port	Rich State: Florida	Zip Code; 34652
ntact Person's Tele		866-753-8292			C	ontact Person's Fax Number: 727-84	19-4219
ontact Person's E-M		mrotteveel@uswatero	corp.net				
ater Treatmen	nt Plant Information	i i i i i i i i i i i i i i i i i i i					
ant Name:	Lake Josephine Plant	:#3				Plant Telephone Number:	941-377-9456
ant Address:	1949 Canary Way				City: Sebring	State: Florida	Zip Code: 33872
pe of Water Treatr		✓ Raw Ground Water	Purcha	sed Finished Water			
rmitted Maximum	Day Operating Capacity of P	lant, gallons per day:		300,000			
int Category (per s	ubsection 62-699.310(4), F.A		Ÿ			lant Class (per subsection 62-699.310(4)	Lating Carlo
	ilors and an area	Name	18 14年中			Uniquities (a)	Shift(s) Worked
ad/Chief Oper	atort: Sharon Purviance			C	13268	Utility Manager Days 1st Shif	<u> </u>
her Operators.	Andrew Borremans		1011	€	22604	Operator Days 1st Shif	F
Walter Park							
三人科科学 教	2.1 Table		······································				
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Paragraphic Company	ps.0%						
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and the same							
清雪 阿达里尔							
	LE HERE						
2 A SA SA SA SA SA SA SA SA SA SA SA SA S							
ertification by	Lead/Chief Operator						
d	d and an invariant of ant	avantavlinanani in Fla	rida am tha laa	Wahinf anarotar of th	e water treatment	plant identified in part I of this	enort Logrify that the
me mocizidae	u water treatment plant	operator needsed in Pior	riua, am uio ica	archier operator of the	e water a cannot	plant dontinoa in part i or ano.	- 1 - 4 ! - 1 - 1 C NI
formation prov	ided in this report is tru	ie and accurate to the be	st of my knowle	age and belief. I ce	rury that all drink	ng water treatment chemicals us	at at this brain comount to Ma
ternational Star	ndard 60 or other applic	cable standards reference	ed in subsection	62-555.320(3), F.A	.C. I also certify t	hat the following additional ope	rations records for this plant
enared each da	v that a licensed operat	or staffed or visited this	nlant during the	month indicated ab	ove: (1) records o	of amounts of chemicals used and	chemical feed rates; and (2)
cparcu caun ua	y that a freelised operat	C	Custiment I	anoma manida thac	e additional oper	tions records to the PWS owner	so the DWS owner can retain
plicable, appro	priate treatment proces	s performance records.	rurinermore, 1 i	igree to provide mes	e additional obers	mons records to me r ws owner	SO the 1 W 5 DWHEL Can recam
em, together w	ith copies of this report	, at a convenient location	n for at least ten	years.			
Λ .	α	2/7/2019		n Purviance			C - 13268

PWS I	D:			6280162	Plant Name:	Lake Jos	ephine Plant	:#3					
					:								
111.	aily Data fo	r the Mon	th/Year of:		January, 2019)							
	<u> </u>		irus Inactivati	ion/Removal:	Free Chlorine		Chlo	rine Dioxide		Ozone		✓ Combined C	Chlorine (Chloramines)
	raviolet Radial			Other (Describe)				- detail in a second		—			. ₹ent injunturing.
			1 8 6 7		Free Chlor	F	76	Chi-d (Chi-	!	Пен	rine Dioxide		
Type	of Disinfecta	nt Kesidua	l Maintained	l in Distribution System: CT Calculation				Chlorine (Chlor					
Day of	1000年計算額	有 意识的											The second secon
	36-03-05-04	4 - 4		19.10 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.		M 4444	CONTRACTOR SECRETARION SECURITIONS		Mar.	u range ur Sak	Dose 🐑 🖖	Like Salid	
	Day Plant	232444	Net Quantity	The second section is		10ma	71	Water and the		1295 PE 5 24	AND A ST	1.00 年 (0.492)	
Day of	Stiffed or	Hours plant	of Finished	A Jowest Residua	Districtant	Provide		The Section		17171		1955-925-69	
a the Month	Winded by			MESANIS KEDANG DIPANG MINERANG AND AND A CARE OF A CONSTRUCTION		Section 2018 Annual Control of the C		off of Water			Minimum	Lowest Residual Disintectant	排列學與各种學學
Month	Operator	Operation	Trailing.	Peak flow Disinfectant : Releasept Concentration (al (** cr) a c			if Applicable					Interpret of Abnormal Operating Conditions.
	(Pace XT)			Raic and Concentration (C				College Comment	Minimum Cl	Coperating a			Ropan or Maintepance Work has involved
	A MARKET ST			Customer Durin	e i separnov	10.00	Tempo		Reguned ma	DV Dosc.	ďW	23 Astribution	Haking Water System Components Onbox
		1	2011 April 1989	Peak Flow: mg/			Water, O	olska a	min/L	miv sector		System; mg/L	Operation of the control of the cont
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46.3	х	24.0		4.0								1.3	
112	Х	24.0		4.0								1.3	
10	Х	24.0		4.0								1.4	
10.6		24.0	132,000										
10.7	Х	24.0	101,000	3.9				1	······	 		1.3	
a ₁ ₿;	X	24.0		4,0								1.3	
44 10	X	24.0 24.0	108,000 107,000	3.7					<u> </u>		1	1.3	
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12	x	24.0		4.0							İ	1.4	
13		24.0	113,000	3.32	······································					1			
14	Х	24,0		3.5								1.4	
. 15	X	24.0	119,000	4.0								1,4	
.: 16	х	24.0	116,000	4.0	. · · · · · · · · · · · · · · · · · · ·					1.		1.4	
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			3,749,000										
AVECIAS			120.935	I									

Mardmum 162,000
*Refer to the instructions for this report to determine which plants must provide this information.



PWS Name:	n (PWS) Informa Lake Josephine (Seb						PWS Identification Num	ber:	6280162	
WS Type:	✓ Community	☐ Non-Transient Non-Commu	inity	ransient Non-Com	munity		Consecutive			
Sumber of Service Connec			·····/		.,		Population Served at End	of Month.	75	*
WS Owner:	US Water Services (Corporation					3 4 1			
Contact Person:	Melisa Roteveel					Conta	t Person's Title:			
ontact Person's Mailing A	ddress:	PO Box 2480			City:	New Port Rich	State: Florida		Zip Code:	34652
Contact Person's Telephone	Number:	(352) 787-0980			-	Conta	t Person's Fax Number:	941-378-3554		
ontact Person's E-Mail Ac	ldress:	mrotteveel@uswatercorp.r	<u>iet</u>			1	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		-	
later Treatment Pla	ant Information									
ant Name:	Sebring Lakes Plant	#4					Plant Telephone Number	r.	941-377-945	6
ant Address:	5313 Knight Ave				City:	Sebring	State: Florida		Zip Code:	33875
ype of Water Treatment b		✓ Raw Ground Water	Purchased Fin	ished Water						
rmitted Maximum Day C				280,000						
ant Category (per subsect							Class (per subsection 62-6			
Licensed Operators		A SECTION AND CONTRACT OF THE PARTY OF THE P	22.6 (12.14)	License Class	Lice	inse Number.		Day(s) / Shift(s) Worked	Paris Republic
and/Chief Operator:	Sharon Purviance			C		13268	Utility Manager			
ther Operators:	Andrew Borrenans			c		22604	Operator Days 1st Shift			
Allegania Paris A	<u> </u>									
PROBLEMS PROPERTY										
Berger Statement Austr										
Addition and the second										
72.7						",				
ertification by Lead										
	er treatment plant	operator licensed in Florida, a	ım the lead/chief	operator of the	water	treatment pla	nt identified in part I	of this report.	I certify the	it the
the undersigned wat									سيناه والمنافرة	form to NSE
the undersigned wat			ny knowledge ar		y that	all drinking	water treatment chem	icals used at th	us piani con	TOUR TO THOSE
the undersigned wat formation provided	in this report is tru	ue and accurate to the best of n	ny knowledge ar subsection 62-55	id belief. I certif	y that I als	all drinking of certify that	water treatment chem the following addition	icals used at the	us plant con records for	this plant w
the undersigned wat formation provided ternational Standard	in this report is tn I 60 or other appli	ue and accurate to the best of nearly cable standards referenced in s	subsection 62-55	d belief. I certif 5.320(3), F.A.C.	Iais	o certify that	the following addition	mal operations	records for	this plant we
the undersigned wat formation provided ternational Standard epared each day that	in this report is tru I 60 or other appli I a licensed operat	ue and accurate to the best of n cable standards referenced in s tor staffed or visited this plant	subsection 62-55 during the mont	nd belief. I certif 5.320(3), F.A.C. h indicated abov	I als e: (1)	o certify that records of ar	the following addition	mal operations used and chem	records for ical feed rat	this plant we es; and (2) if
the undersigned wat formation provided aternational Standard repared each day that opticable, appropriat	in this report is tra 160 or other appli t a licensed operate t treatment proces	ue and accurate to the best of nearly cable standards referenced in s	subsection 62-55 during the mont ermore, I agree t	nd belief. I certif 5.320(3), F.A.C. h indicated above o provide these a	I als e: (1)	o certify that records of ar	the following addition	mal operations used and chem	records for ical feed rat	this plant wees; and (2) if
the undersigned wat formation provided aternational Standard repared each day that opticable, appropriatem, together with co	in this report is tro to 60 or other appliated a licensed operated to treatment processopies of this report	ue and accurate to the best of neable standards referenced in stor staffed or visited this plant as performance records. Further	subsection 62-55 during the mont ermore, I agree t	nd belief. I certif 5,320(3), F.A.C. h indicated above to provide these a	I als e: (1)	o certify that records of ar	the following addition	mal operations used and chem	records for ical feed rat	this plant wees; and (2) if

PWS ID);			6280162		Plant Name:	Lake Josephin	ne Plant #4						
III. Da	aily Data for	the Mon	th/Year of:			January, 2019								
Means o	of Achieving Fo	our-Log Vi	rus Inactivati	ion/Removal:	□F	ree Chlorine		Chlori	ine Dioxide		Ozone		☑ Combined C	hlorine (Chloramines)
	aviolet Radiatio				Other (Describe):									
Type o	f Disinfectant	Residual	Maintained	l in Distribu	tion System:	Free Chlorin	ne 🗸 Co	mbined Ch	lorine (Chlora	ernines)	Chlo	rine Dioxide		
	0.0000		a contract	58 C 2 1 1 1	CT Calculations,	or UV Dose, to		our-Log	Virus Inacti	vation, if a				
		***	a marena (fil			CTCd				THE PROPERTY OF	UV)	Jose :		and the first of the second second
7.1			omesea Nacional III di	and the		The state of the s	and the same		Carlone (
Day of	Days Plant Staffed or H	ours plant	Net Quantity of Finished	accounted th		Disinfectant	Lowest CT	100			0.00	Minimum		
Day of the	Visited by	in .	Water		Lowest Residual	Contact Time	Provided	4 5 5 5 5	A CONTRACTOR OF THE PARTY OF TH	Minimum C	Lowest Operating	UV Dose	Lowest Residual	Emergency or Atmortial Operating Conditions: Repair or Maintenance, Work that Involves
Month		peration	Producted	Penk Flow Rate, gpd.	Disinfectant Concentration (C)	(T) at C and Measurement	Refore or M First Customer	Water Co	pH of Water, if Applicable	Required m	UV Dose	Required,	Disinfectant Concentration at	Taking Water System Components Out of
	(Place "X")		gal, eggs		Before or at First	Point During	During Peak		A Mariana	min/L	mW-sec/cm	mW- sec/cm ²	Remote Point in	Operation
		arest u		unical Sp	Customer During	Peak Flow,	Flow, mg	and the		活动的		SEC/CIB	Distribution	2000年中央中央公司第二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十
	A THE RESERVE	ra a gala ca	4	A SUBMERS	Peak Flow, mg/L	minutes and	" min/L 1	461	Sale Walley	4.0.000		10.00	System, mg/L	光 1985 1985 美美国人的
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31 .		24.0	0								1			
Total			0.											
Avgerage	sentilities (* ¹⁸⁸	100	0	Ì										

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



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

January 2019 Daily Finished-Water Production for the Month/Year of : Community Water System (CWS) Name: Lake Josephine Plants 3 & 4 Public Water System (PWS) Identification Number: Plant (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 Lake Josephine Plant 4 Plant 3 Permitted Maximum Day Operating Capacity of Each Plant, gallons per day 300,000 280,000 580,000 Day of Net Quantity of Finished Water Produced by Each Plant, gallons 112,000 112,000 114,000 114,000 0 12 130,000 130,000 0 105,000 105,000 0 131,000 131,000 0 132,000 132,000 0 101,000 101,000 0 130,000 130,000 0 108,000 0 108,000 1:1 107,000 A S 107,000 0 152,000 0 152,000 113,000 113,000 0 113,000 113,000 0 130 162,000 0 162,000 14 119,000 15 119,000 0 116,000 116,000 0 16 140,000 140,000 17 0 142,000 142,000 0 18 108,000 108,000 0 10 108,000 108,000 0 £20 — 114,000 114,000 0 121 115,000 22 115,000 0 118,000 118,000 0 12.8 105.000 24 105,000 0 103,000 103,000 0 97,000 26 97,000 0 97,000 97,000 0 27 105,000 28 105,000 0 149,000 149,000 0 29 151,000 151,000 0 30 152,000

3,749,000

120,935

162,000



WS Name:	tem (PWS) Informa Lake Josephine					PWS Identification	Number:	6280162	
WS Type:	✓ Community	✓ Non-Transient Non-Com	munity Transient No	n-Community		Consecutive			
	mections at End of Month	The state of the s			Total P	opulation Served at	End of Month:	1,250	
VS Owner:	US Water Services								
ontact Person:	Melisa Rotteveel				Contac	Person's Title:	Compliance		
ontact Person's Mailir	X	4939 Cross Bayou Blvd		City: New P	ort Rich	State: Florida		Zip Code:	34652
ontact Person's Telepi	363. 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	866-753-8292			Contac	Person's Fax Numb	er: 727-849-42	9	
ontact Person's E-Mai		mrotteveel@uswatercorr	p.net_		,				
Vater Treatment	Plant Information								
ant Name:	Lake Josephine Pla	nt #3				Plant Telephone Nu	mber:	941-377-94	
ant Address:	1949 Canary Way			City: Sebrin	g	State: Florida		Zip Code:	33872
ype of Water Treatme		✓ Raw Ground Water	Purchased Finished Water						
rmitted Maximum D	ay Operating Capacity of	Plant, gallons per day:	300,000						
	section 62-699.310(4), F.		<u>V</u>			lass (per subsection	62-699.310(4), F.A.		
Licensed Operate			License				Day(s) / Shift	(s) Worked	s as a second second
ead/Chief Operat	Of: Sharon Purviance		[E	1326		Utility Manager	Days 1st Shift		
ther Operators:	Andrew Borremans		C	2260-		Operator	Days 1st Shift		
the undersigned information provide international Standarepared each day pplicable, approp	ded in this report is to dard 60 or other app that a licensed open wriste treatment proce	nt operator licensed in Florida rue and accurate to the best of licable standards referenced in ator staffed or visited this pla	a, am the lead/chief operator of my knowledge and belief, in subsection 62-555.320(3), ant during the month indicated othermore, I agree to provide for at least ten years.	I certify that all dr F.A.C. I also certifications in the certification of the certification	nking v fy that ds of an	vater treatment of the following ad nounts of chemic	hemicals used a ditional operationals used and che	this plant co ns records fo emical feed ra	ntorm to N r this plant ites; and (2)

PWS ID:	;			6280162	Plant Name:	Lake Josephine Plant #	13				
III Da	ily Data fo	r the Mon	th/Year of:		February, 201	9					
							ne Dioxide	☐ Ozone		[] Combined Cl	hlorine (Chloramines)
			irus Inactivati		Free Chlorine	☐ Chion	ne Dioxide	Ozone		C Controlled C	norme (Chorannies)
Ultra	violet Radiati	on		Other (Describe):							
Type of	Disinfecta	nt Residual	Maintained	in Distribution System:	Free Chlor	ine 🗹 Combined C	Chlorine (Chloramines)	☐ Chlor	ine Dioxide		
		i e	united the second	in Distribution System: CT Calculations	, or UV Dose, to	o Demostate Four-Log	Virus Inactivation, il	Applicable*		EACHER TOTAL	《大學》, 《新聞教養學》, 2
100		新市 等	early DMC	1000 PM 1000 PM	CTC	lculations	EXPERIMENTAL SOCIETY	UVD	lose -	4 July 3:15 (123)	
	en en en en en en en en en en en en en e		E CHARGE	Oracle Company	新年 新華 7	Lowest CT	40000000000000000000000000000000000000			ener illeration	图 2000 PER 1000 PER
14	Days Plant		Net Quantity	· · · · · · · · · · · · · · · · · · ·	Disinfectant	Provided	LEGIS	A Charten	200	40.0	
Day of	·Splited or	Hours plant	of Finished Water	Lowest Residua	Contact Time	Before or at	#1 / Page 1	10 SERIO 1775		Lowest Residual	
the Month	Visited by Operator	Annual II a	Proviented	Peak Flow Disinfectant	(T) at C	First	pH of Water.		Minimum	Disinfectant	
Aviolati	(Place X")	opcianon:	gal	Rate and Concentration (C) Measurement	Customer	if Applicable	Lowest'	LIV Dose	Concentration at	Emergency or Abnormal Operating Conditions,
Mary 4	e-care			Before or at Firs	Point During	During Peak Flow, mg	pH of Water, if Applicable Minimum (Uperating	Kequired,	Remote Point in	Repair or Maintenance Work that involves
	100		agendere and	Customer Durin	Peak Flow,			mg UV Dose, mW-sec/cm ²	The state of the s	Distribution	Taking Water System Components Out of Operation
100	And the second second	E-10-10-10-10-10-10-10-10-10-10-10-10-10-	4 17 19 1	Peak Flow, mg/l	minutes	min/L ² Water, ⁹ C	311107	W.MServican	Section	System mg/L 4	Condition of the second
	X	24.0	170,000	4.0						1.4	
3.	X 0	24.0 24.0	148,000 149,000	0.0						0.0	
A.	X	24.0	160,000	4.0						1,3	, , , , , , , , , , , , , , , , , , , ,
52	X	24.0	156,000	4.0						1,3	
+ 46"		24.0	155,000			1.5					
7.4	X	24.0	110,000	4.0						1.4	
- 8	X	24.0	100,000	4.0						1.3	<u> </u>
2 dies 1	X	24.0	111,000	4.0 0.0						0.0	
10 -111	0 X	24.0 24.0	111,000 111,000	4.0						1.4	
12	X	24.0	68,000	4.0						1.4	
- 13		24.0	101,000								
14	Х	24,0	100,000	4.0						1.3	
15	Х	24.0	101,000	4.0						1.3	
16:	X	24.0	114,000	4,0						1,3 0.0	
17	0	24.0	115,000	0.0 4.0						1.4	
18 19	X X	24.0 24.0	110,000 105,000	4.0						1.4	<u></u>
20	<u>^</u>	24.0	112,000								
21	x	24.0	107,000	4.0						1.4	
21 22 23 24	х	24.0	134,000	4.0		*				1.4	
23	X	24.0	123,000	3.9						1.6 0.0	<u> </u>
24	0	24.0	123,000	0.0			ļ			1.4	<u> </u>
25	X	24.0	115,000 102,000	3.5 3.2			 			1.4	
26 27	Х	24.0 24.0	102,000	3.2							
28	х	24.0	109,000	4:0						1,4	
29		- 3.0	555. 3 75.53								
. 30							<u> </u>				
31		44.00					<u> </u>	!		<u> </u>	1
	in particular	Address of the	3,322,000								

Avgerage 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: Februar	y, 2019		
A. TO A. D. WAY. A C ANY C. T. R			
A. Public Water System (PWS) Information		PWS Identification Number	6280162
PWS Name: Lake Josephine (Sebring Lakes)		Consecutive	920010Z.
PWS Type:	munity	Total Population Served at End of Month:	75
Addition of opening the second		Total reputation served at Lind of Profits.	
PWS Owner: US Water Services Corporation Contact Person: Melisa Roteveel		Contact Person's Title:	
Contact Person: Melisa Roteveel Contact Person's Mailing Address: PO Box 2480	City: Net	w Port Rich State: Florida	Zip Code: 34652
3	jery: saot	Contact Person's Fax Number: 941-378-3.	
Contact Person's Telephone Number: (352) 787-0980 Contact Person's E-Mail Address: mrotteveel@uswatercorp	n net	Contact Telpotra Lax Frances. 9419309	<u>~~</u>
B. Water Treatment Plant Information	Allor		
Plant Name: Sebring Lakes Plant #4		Plant Telephone Number:	941-377-9456
Plant Address: 5313 Knight Ave	City: Seb	oring State: Florida	Zip Code: 33875
Type of Water Treatment by Plant:	Purchased Finished Water	77777	The Company of the Co
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	280,000		
	v	Plant Class (per subsection 62-699.310(4), F.A	C) C
		Number Day(s) / Shi	
Lead/Chief Operator: Sharon Purviance	A100 000 000 000 000 000 000 000 000 000	268 Utility Manager	
Other Operators: Andrew Borrenans		604 Operator Days 1st Shift	
That Post and		28.10.	
(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)			
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(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)			
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	Li di di di di di di di di di di di di di		
II Certification by Lead/Chief Operator			
I, the undersigned water treatment plant operator licensed in Florida	a am the lead/chief operator of the water trea	tment plant identified in part I of this rep	ort. I certify that the
information provided in this report is true and accurate to the best of	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 i	in subsection 62 555 220/2) E A C Taleace	ertify that the following additional operati	ons records for this plant were
prepared each day that a licensed operator staffed or visited this pla	in squasection oz-555.52053, i. A.C.: I disout	and of amounts of chamicals used and of	semical feed rates; and (2) if
prepared each day that a licensed operator started or visited uns pla	In during the month finicated above. (1) icc	brds of abicomis of chambais used and ci	the DWC owner con estain
applicable, appropriate treatment process performance records. Fur	thermore, I agree to provide these additional	operations records to tile r w 5 owner so	nie i wo owner can retain
them, together with copies of this report, at a convenient location for	or at least ten years.		
4 4 5 6 6 6	90 Fr	,	C - 13268
Smarturmany 3/6/19	Sharon Purviance	4.	G- 13200;
Signature and Date	Printed or Typed Name		License Number

PWS ID	:			6280162		Plant Name:	Lake Josephi	ne Plant #4							
III. Da	ily Data fe	or the Mon	th/Year of:			February, 2019).								
			irus Inactivati		Пе	ree Chlorine		Chlor	ine Dioxide		☐ Ozone		☑ Combined Cl	nlorine (Chloramines)
	violet Radiat				Other (Describe):	ac amount								de en en antique en en en en en en en en en en en en en	,
			114-1		tion System:	Free Chlori	[7] c	المستقامة	lorine (Chlora		Псь	rine Dioxide			
Type of	Disintecta	nt Residua		in Dismou	tion System: CT Calculations,		ue Arc	mbinea Ch	iorine (Chiora	imines)					
	and the Co		ya ir Landik (E)	- 100 mg	C1 Carculations,		lculations		VII US BIACEI	vauou, ii r	UV I			· 斯斯斯斯斯	
	2000			1000		CIU	icananons	1 12	7		O, 1	7050	a dine a line a line	Harmon Es	
	Days Plant		Net Quantity		10.1 大阪東京等等 3						4000000		company Plants 185	Anna San Al-Paid	
	Staffed or	Hours plant	of Finished	31, 11, 31,	4.2	Disinfectant Contact Time	Lowest CT Provided			4	Lowest	Minimum	Lowest Residual	Emergency or Alson	nat Operating Conditions;
the	Visited by	at in	Water Producted	Peak Flow	Lowest Residual Disinfectant	(F) at C	Before or at	Temp of	pH of Water	Minimum C	i	UV Dose Required,	Disinfectant	Repair of Maintena	not.Work that Involves
Month	Operator (Place "X")	Operation	enounced.	Rate, gpd.	Concentration (C)	Measurement		Water, OC	if Applicable	Required, my min/L	LIV Dose,	mW.	Concentration at		em Components Out of
5.044		10,000	encontains 25	o en el la compania	Before or at First	Point During		100			mW-sec/cm²	sec/can ²	Remote Point in	With the second of	eriden
on the	ngray last			(4) 書屋 (5)	Customer During	Peak Flow,	Flow, mg-		100000	e rama	1447546		Distribution		
	· Access of the		[#]	EFECT.	Peak Flow, mg/L	minutes	min/L		160	415	- 14		System mg/L	2 3 37	en Plane, de automorale
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4	Х	24.0	0												· · · · · · · · · · · · · · · · · · ·
	X	24.0	0				-	 			4				
6	X X	24.0 24.0	0					 							
-8	x	24.0	0				1								
interior	X	24.0	0			<u> </u>								<u> </u>	
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14 12	X X	24.0 24.0	0				1	1			1	<u> </u>			
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14	Х	24.0	0			<u> </u>									
15	X	24.0	0					_	<u> </u>						
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10tal	11000	3.80	0											•	

Maximum 0

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



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	Water System (Lake Josephine								
Wate	er System (PWS) Identification No	ımber:	6280162					or Construe N V Construe		
	Plant 1 Name:	Plant 2 Name*	Plant 3 Name.	Plant 4 Name:	Plant 5 Name:	Plant 6 Name:	Plant / Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name:	
- 1											
	l ska losenhine	Lake Josephine								il de la companya de la companya de la companya de la companya de la companya de la companya de la companya de	mark to the second
	Plant 3	Plant 4									and the second
	Aubri	and the second	Per	mitted Maximum	Day Operating G	apacity of Each F	lant, gallons per	day	and the second	Section 1	Total
a F	300,000	280 000									580,000
		The second second	31.	Net Quantily of	Finished Water I	Produced by Eac	h Plant, gallons		ALC: NO.	20 september 7	Total
	170,000	0									170,000
	148,000	.0									148,000
7	149,000	.0									149,000
	160,000	0									160,000
	156,000	.0									156,000
	155,000	0		<u> </u>	<u> </u>						155,000
stil)	110,000	0									110,000
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	101,000	0									101,000
	100,000	0									100,000
	101,000	0									101,000
	114,000	0									114,000
200	115,000	0									115,000
	110,000	0									110,000
	105,000	0									105,000
	112,000	0		1							112,000
Since No.	107,000	0		1							107,000
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PWS Name: PWS Type: Number of Service Connect	Lake Josephine						PWS Identificati	on Number:		6280162	
Number of Service Connect	✓ Community	✓ Non-Transient Non-Communit	v	Transient Non-Co	mmunity	T	Consecutive				
			£			Tota	Il Population Served	at End of Mo	rth:	1,250	
WS Owner.	US Water Services C	· · · · · · · · · · · · · · · · · · ·									
Contact Person:	Melisa Rotteveel					Con	tact Person's Title:	Co	mpliance M	anager	
Contact Person's Mailing Ac	ddress:	4939 Cross Bayou Blvd	· .		City:	New Port Ri	ch State: Florida			Zip Code:	34652
Contact Person's Telephone		866-753-8292				Con	tact Person's Fax Nu	mber: 72	7-849-4219	•	
Contact Person's E-Mail Ad	dress:	mrotteveel@uswatercorp.net	Ĺ								
Water Treatment Pla	ant Information										
lant Name:	Lake Josephine Plant	:#3		, , , , , , , , , , , , , , , , , , , ,			Plant Telephone	Number:		941-377-94	
lant Address:	1949 Canary Way				City:	Sebring	State: Florida			Zip Code:	33872
ype of Water Treatment by	y Plant:	Raw Ground Water	Purchased	d Finished Water							
ermitted Maximum Day O				300,000							
lant Category (per subsecti	ion 62-69 9.310(4), F.A	re) A					nt Class (per subsect				
Licensed Operators		Name w		License Cla	iss Lice		f at straits a			Worked	and the
.ead/Chief Operator:	Sharon Purviance			C		13268	Utility Manager	Days 1st			
Other Operators:	Andrew Borremans			e		22604	Operator	Days 1st	Shift	.,	
Administrative Committee											
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STANDARDS											
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PWS IE	WS ID: 6280162 Plant Name: Lake Josephine Plant #3											
		wa										
III. D	aily Data fo	r the Mon	th/Year of:		March, 2019							
				on/Dagagraph	Free Chlorine		Chiorine Diox	ide	Ozone		Combined C	nlorine (Chloramines)
	_		irus Inactivati		Tree Unorme			uc-				
	aviolet Radiat			Other (Describe):								
Type o	f Disinfecta	nt Residua	I Maintained	in Distribution System:	Free Chlori	ne 🛂 C	ombined Chlorine	(Chloramines)		rine Dioxide		
	HERE!	Section 1	4.使用"	C1 Calculations	or UV Dose, to	Demostate I	our-Log Virus	nactivation, if	Applicable*		3.0	4.46世紀代明第3年中華世界
10 miles	THE PARTY OF		A PART OF	一 単語学 サービスを	CTCd	culations	LANCE TO	A Part Control	110	Dose		
				and the second	or constitution	Lowest CT	Harris State (4)		a smeath 1994			
12.00	Days Plant		Net Quantity		Disinfectant	Provided						
Day of the			of Finished Water	Lowest Residual	THE STATE OF THE PARTY OF	Before or at	100	THE RESIDENCE OF	A SHAPE	7.1	Lowest Residual	多生态的 2000年
the	Wested by Operator	in A Operation	Producted	Peak Flow Disinfectant	mate	A First	pH of V	area,	The second state of the second		2 Disinfectant	
IVII JUII	(Place X")	Operation		Rate, gpd. Concentration (C		Customer	if Appli	cable	Lowest	UV Dose		Emergency or Abnormal Operating Conditions:
主象第	· 1000年			Before of at First	Point During	During Peak			Ti Operating	Required.	Remote Point in	Repair or Mainleaunce Work that Involves
	新型 ()			Customer Daring	Peak Flow	Flow, mg-	Temp of Water C	Required, in	UV Dose	mW.	Distribution System, mg/L	Taking Water System Components Oin of :
Mouth 6 12	ander Anther CO	4 2 2 3 2 3 2	The second	Peak Flow, mg/L	e - minutes 2 4	Jenin/L	Water Land	almon 8	may-section)	# Secretar	1.4	Operation The Technology
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	Charles I State of the	Color Control	3,500,000									
	e.			·								

Maximum 127,000

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



I

See Pages 4 for Ins General Information		h, 2019		<u>.</u>		
Public Water Syste	em (PWS) Information			***************************************		
PWS Name:	Lake Josephine (Sebring Lakes)		· · · · · · · · · · · · · · · · · · ·		PWS Identification Number:	6280162
PWS Type:	Community Non-Transient Non-C	nonmunity	Transient Non-Comm	unity	Consecutive	
	ections at End of Month: 65	Orianumcy			Population Served at End of Month:	75
PWS Owner:	US Water Services Corporation			15777		
Contact Person:	Melisa Roteveel		1. 10. 10. 10. 10. 10. 10. 10. 10. 10. 1	Conta	act Person's Title:	<u> </u>
Contact Person's Mailing				2,77, 3,5	h State: Florida	Zip Code: 34652
Contact Person's Telepho		ade m. C. c.				8-3554
Contact Person's E-Mail	467	om.net		FA 1 C.O.		3.24.30.73
Water Treatment	7.77.77.77.9			: prapp		**************************************
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 Treatmen		Purchase	d Finished Water	<u> </u>		
	Operating Capacity of Plant, gallons per day:	Employ Warning Street	280,000	·		
	ection 62-699.310(4), F.A.C.):	V		Plant	Class (per subsection 62-699.310(4)	,F.A.C.); C
 Licensed Operator 		100	License Class	License Number	Day(s)/	Shiff(s) Worked
Lead/Chief/Operato			С	13268	Utility Manager	
Other Operators:	Andrew Borrenans		c	22604	Operator Days 1st Shift	
(A) (A) (A) (A) (A) (A) (A) (A) (A) (A)						
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				<u> </u>		
Certification by Le	ad/Chief Operator					
I the undersioned w	vater treatment plant operator licensed in Flor	ida, am the lead/	chief operator of the v	vater treatment pl	ant identified in part I of this i	eport. I certify that the
information provide	d in this report is true and accurate to the bes	t of my knowled	ge and belief. I certif	that all drinking	water treatment chemicals us	ed at this plant conform to NSF
International Stands	ard 60 or other applicable standards reference	d in subsection 6	2-555 320(3) FAC	Lalso certify that	the following additional opc	rations records for this plant were
International Stands	nat a licensed operator staffed or visited this p	a in subsection o	nonth indicated above	· (1) records of a	mounts of chemicals used and	chemical feed rates; and (2) if
prepared each day u	ate treatment process performance records. I	nam during the i	man to menuido these o	dditional angestia	no seconds to the DWS owner	co the PWS owner can retain
applicable, appropri	ate treatment process performance records.	urmermore, 1 ag	ice m bioxine niese a	unicional operacio	is records to the r w 5 caner	SO the I Will Owner Chair I Chair
them, together with	copies of this report, at a convenient location	i ior at least ten y	ears.			
Lannon	Puriance 4/5/201	9 Sharon	Purviance		-	C - 13268
Signature and Date			or Typed Name			License Number

PWS II);			6280162		Plant Name:	Lake Joseph	ine Plant#	4					
	,													
III. D	aily Data fo	or the Mor	nth/Year of	:		March, 2019								
1		_	irus Inactivat	tion/Removal:		Free Chlorine		Chlo	rine Dioxide		Ozone		☑ Combined C	Chlorine (Chloramines)
	aviolet Radial				Other (Describe):									
Type o	f Disinfecta	nt Residua	l Maintaine	d in Distribut	tion System:	Free Chlorin	e 🗸 Co	ombined C	hlorine (Chlor	amines)	Chic	rine Dioxide	!	
				40.4	CT Calculations,				Virus Inaci	ivation, if a		a milata		
			0.501500	44.49.60	stalistic en al Maria		ullations	100	NA.		12-13 UV	Dose	禁事得為	STATE OF THE PARTY OF THE PARTY.
P 10	Days Plant	Marie Marie	Net Quantity		STAIR IN			200						建筑是有效的基础是是是
Dey of the Month	Staffed or	Hours plant	of Finished			Disinfectant	Lowest CT,				A CONTRACTOR	Minimum	-1	克里斯斯 斯斯斯 (1995年)
the	Visited by	4-4-	Water	Peak Flow	Lowest Residual Disinfectant	Contact Time	Provided Before or at First Custome	Termot	att contact	Minimum C	T Lowest Operating	UV Dose	Lowest Residual	Emergency of Absorptial Operating Continions: Repair by Maintenance Work that Involves
Month	Operator. (Place (X))		Producted,	Rate, god.	Concentration (C)	g _{ate} (T) at G _F _{tot} diMeasurement	Detote of a		If Applicable	Required; m	E UV Dose	Required,	Disinfectant Concentration at	Taking Water System Components Out of
			r en en		Before by at First	Point During	During Peak			min/L	mW-sec/em²	mW- sec/oni	Ranote Point in	
	EF PA	· 1000年			Costomer During	Peak Flow,	Flow me-	35.				sec/cm	Distribution	Although the control of the control
	and the state	# 15 VIII	All their	and a second second	Peak Flow, mg/L	minutes	hin/L		10000		100	100	System mg/L	
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Maximum 5,000

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



AVO ***

Max.

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 : 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 5 Name: | Plant 7 Name: | Plant 5 Name: | Plant 10 Name: Lake Josephine Lake Josephine Plant 3 Plant 4 Permitted Maximum Day Operating Capacity of Each Plant, pallons per day 580,000 300,000 280,000 Day of - Total L Net Quantity of Finished Water Produced by Each Plant, gallons Mönth 132,000 132,000 0 113,000 113,000 0 2 114,000 114,000 0 125,000 121,000 4,000 100 125,000 125,000 0 124,000 -124,000 0 97,000 97,000 0 125,000 125.000 0 124,000 9 124,000 0 125,000 125,000 0 10 102,000 44 102,000 0 119,000 3,000 122,000 12 123,000 213 123,000 115,000 115,000 0 -14 110,000 110,000 0 :d5⊤: 105,000 :16 105,000 0 106,000 106,000 0 -17 96,000 96,000 0 18 99,000 99,000 0 19 104.000 101,000 3,000 - 20 105,000 105,000 ō 21 20 108,000 0 108,000 116,000 116,000 4X. 0 116,000 -97Y.07 116,000 0 92,000 5,000 97,000 25 108,000 26 108,000 0 127,000 27, 127,000 0 101,000 101,000 0 28 127,000 127,000 0 29 112,000 30 112,000 0 112,000 112,000 0 31 3,515,000 Total

118,643

132,000



REVISED 05/14/2019

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 PWS Identification Number: 6280162 PWS Type: ✓ Community ✓ Non-Transient Non-Community Transient Non-Community 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: Type of Water Treatment by Plant: Purchased Finished Water ✓ Raw Ground Water Permitted Maximum Day Operating Capacity of Plant, gallons per day: 300,000 Plant Category (per subsection 62-699 310(4), F.A.C.): Plant Class (per subsection 62-699.310(4), F.A.C.): Licensed Operators Name License Class License Number Day(s) / Shift(s) Worked Lead/Chief Operator: Sharon Purviance 13268 Utility Manager Days 1st Shift Other Operators: Andrew Borremans 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. Furtherm them, together with copies of this report, at a convenient location for at le	ore, I agree to provide these additional operations records to the PWS owner so the ast ten years.	e PWS owner can retain
Signature and Date	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	orine (Chloramines)
	orine (Chloramines)
Means of Achieving Four-Log Virus Inactivation/Pernovel	orine (Chloramines)
Prised to Assistant Front - Doctor International Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Combined Chloric Chl	
Ultraviolet Radiation Dther (Describe):	
Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine	
CT Calculations, or UV Dose, to Demostate Pour-Log Virus Inactivation, if Applicable	0 ************************************
CT Calculations UV Dose	
AND THE PERSON OF THE PERSON O	
Days Plant Net Quantity Lovest CT	
Day of Staffed or Hours plant of Finished Districtant Provided to Visited by In Water Lowest Residual Contact Time Before or at 1	
Deny Floring Company of the Company	
Month Operation	mergency or Abnormal Operating Conditions:
Month Operation Operation Producted, State and Concentration (C) Measurement Customer If Applicable Lowest UV Dose Concentration at East During Peak Minimum CT Operating Required Remoit Point in Cast Concentration at East Concentratio	Repair or Maintenance Work that Involves
Customer During Peak Flow; Flow; mg Required, mg UV Dosc, mW Distribution; 2	Taking Water System Companients Out of
Peak Flow, mg/L minutes min/L Watter CC min/L miW-sec/cm sec/cm sec/cm System, mg/L	Operation
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X 24.0 106,000 3.7 14 1.4 X 24.0 100,000 4.0 1.4	
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3,518,000 Avgenge 117,267	

Maximum 197,000

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



Sham Purmancy S/4/19

Signature and Date

REVISED 05/14/2019

C - 13268

License Number

See Pages 4 for Instructions. I. General Information for the Month/Year of: April, 2019 A. Public Water System (PWS) Information 6280162 PWS Identification Number: PWS Name: Lake Josephine (Sebring Lakes) Consecutive Non-Transient Non-Community Transient Non-Community PWS Type: ✓ Community 75 Total Population Served at End of Month: Number of Service Connections at End of Month: 65 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 Fax Number: 941-378-3554 (352) 787-0980 Contact Person's Telephone Number: mrotteveel@uswatercorp.net Contact Person's E-Mail Address: B. Water Treatment Plant Information 941-377-9456 Plant Telephone Number: Plant Name: Sebring Lakes Plant #4 City: Sebring State: Florida Zip Code: 33875 Plant Address: 5313 Knight Ave Type of Water Treatment by Plant: Purchased Finished Water ✓ Raw Ground Water 280,000 Permitted Maximum Day Operating Capacity of Plant, gallons per day: Plant Class (per subsection 62-699.310(4), F.A.C.): Plant Category (per subsection 62-699.310(4), F.A.C.): Day(s) / Shift(s) Worked License Class License Number Name Licensed Operators 13268 **Utility Manager** Lead/Chief Operator: Sharon Purviance 22604 Operator Days 1st Shift Other Operators: Andrew Borrenans 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

Printed or Typed Name

PWS IC);			6280162	Pla	ant Name:	Lake Josephin	e Plant #4							
						·····								M	
III. D	aily Data fo	r the Mon	th/Year of:		Ap	pril, 2019									
Means of	of Achieving	Four-Log V	irus Inactivatio	on/Removal:	☐ Free	Chlorine		☐ Chlorine D	ioxide		Ozone		☑ Combined C	hlorine (Chloramines)	
	aviolet Radiat			Other (Describe):										
			Mointained	in Distribution Sys		Free Chlorin	ne 🔽 Con	nbined Chlorin	e (Chloramine	(2)	Chlor	ine Dioxide			
		iii Kesiuua	I (VIAIIILAINEG	CI Ga	enlations or	JV Dose to	Demostate F	our-Log Vin	s Inactivatio	m if App				en en en en en en en en en en en en en e	
					is in an array of		culations 145	PROTOCOLOGICAL CONTRACTOR PROTOCOLOGICAL CONTRACTOR AND AND AND AND AND AND AND AND AND AND		1	IJV D	lose	新型的现在分词	。 第二十二章 (1)	4.1
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at 15.0	Days Plant		Net Quantity			error		10 m		7 7 7	10.0			PRESIDENCE CONTRACTOR SERVICE	
Dayof	Stattled or			全角带 的影 型	1000	Disinfectant Contact Time	Lowest CT				Lowest	Minardian	Lowest Residual	Emergency or Abnormal Operating Co	onditions:
the	Visited by: Operator	in Operation	Water Producted			(I) a C	Provided Before och First Customer	Temp of pH	Water, Minn	mum C I	Lowest Operating UV Dose Wassorm	Required	Disinfectary	Repair or Manuenance Work that Is	nvolves
MAN	(Place "X")	Option 1	gal 59 %	Rate epd. Conce	etration (C) 4	Measurement	First Customer	Water, OC if A	pplicable	ind =	O Pier	e di West	Concentration at	Taking Water System Commonents	Ourot
			建設			Point During	During Ponk	Special Section		, p	Wester/em	sec/cm	Remote Point in	Operation	resident k
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Avgerage 600

Maximum 6,000

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



Community Water System (CWS) Name: Like Josephine Plant 3 3.4		shed-Water Proc		Nonth/Year of :		April 2019						
Hant T Name Plant 2 Name Plant 3 Name Plant 4 Name Plant 6 Name Plant 6 Name Plant 10 Name	Communi	ty Water System ((CWS) Name:	Lake Josephine	Plants 3 & 4		***************************************					
Lake Josephine Plant 3	Public Wa	iter System (PWS) Identification N	umber:	6280162							
Lake Josephine Plant 3		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:	
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166,000					<u></u>		ļ					
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30 197,000 0 197,000 197,000 197,000												
6.31	The Author Control of the Control of										,	
		197,000	0									197,000
	Total Ave	TRANSPORT OF THE	eacted their ord		a. es a respectation de la		are selected to the late of the	Terminal Careta	umain stati			3,536,000

197,000



	stem (PWS) Informa	- 95-05			DUO Hampie and	- Atom Editor	6280162	
PWS Name:	Lake Josephine				PWS Identification	n Number:	0280102	
WS Type:	✓ Community	Non-Transient Non-Commi	unity Transient N	on-Community	Consecutive		1.000	
	onnections at End of Month				Total Population Served	at End of Month:	1,250	
WS Owner:	US Water Services	Corporation			The same and the s	V-1 WARREN CONTRACTOR	4.64.codalessia	
Contact Person:	Melisa Rotteveel			Lesson National	Contact Person's Title:	Compliance		34663
ontact Person's Mail		4939 Cross Bayou Blvd		City: New l	Port Rich State: Florida	nber: 727-849-42	Zip Code:	34652
ontact Person's Telep		866-753-8292		<u> </u>	Contact Person's Fax Nu	nber: 727-849-42	9.	· · · · · · · · · · · · · · · · · · ·
ontact Person's E-Ma		mrotteveel@uswatercorp.i	<u>net</u>					
	t Plant Information	the control of the co			First Second Access	Section 1 (1986)	041 222 045	
lant Name:	Lake Josephine Plan	nt #3		Int. A.A.	Plant Telephone	Number:	941-377-945	
ant Address:	1949 Canary Way		T-1	City: Sebri	ng State: Florida		Zip Code:	33872
pe of Water Treatm		Raw Ground Water	Purchased Finished Water	7				
	Day Operating Capacity of		300,000			60 600 010(4) P. I	C); C	
	bsection 62-699.310(4), F.			e Class License N	Plant Class (per subsecti	on 62-699.310(4), F.A. Dav(s) / Shift	79/	
latense Osan		Name - 11 - 51 - 1				and the second s	(e) (numeron	at da en e
BELLEVALENCE OF THE SECOND SECOND SECOND SECOND SECOND SECOND SECOND SECOND SECOND SECOND SECOND SECOND SECOND	Sharon Purviance		<u>C</u>	1326		Days 1st Shift		
ther Operators:	Andrew Borremans		Ċ	2260	1 Operator	Days 1st Shift		
and the second	Service Control	and the second s					444	
Christager -							-:	
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STEEL STATE OF THE SAME								- <u> </u>
	(a) (a) (b)						In the Control of the	
	Zdej							
Maria e								
DOMESTONE TO				na na antanàna kaominina	<u>::L::</u>			
artification by	Lead/Chief Operator		1					
or timeation by	benaremer operator	t operator licensed in Florida,	and the second	والمعارضة ليساهونوان والأواري	ant alout identified in	nort Lafthia roma	t I partification	et tha
the undersigned	water treatment plan	t operator neensed in Piorida, a	am the lead/enter operator	of the water freath	ent plant identified in	barr ror mas repor	t. 1 oci iity uic	u uic
formation provid	ded in this report is tr	ue and accurate to the best of r	my knowledge and belief.	I certify that all dr	nking water treatment	chemicals used at	this plant con	torm to NS
ternational Stan	dard 60 or other appl	icable standards referenced in s	subsection 62-555.320(3),	F.A.C. I also certi	fy that the following a	idditional operation	ns records for	this plant v
engred each day	that a licensed onera	tor staffed or visited this plant	during the month indicate	d above: (1) recon	ls of amounts of chem	icals used and che	mical feed rat	es: and (2)
opurou ouon usy antinatina manan	cioto trantoment conse	ss performance records. Furth	armore I onree to provide	there additional or	perations records to th	PWS owner so th	e PWS owner	can retain
				mese additional of	Ciations records to ar	DI TID OTHER SOE	ic.t wo assume	CHII I CHIII
em, together wit	th copies of this repor	t, at a convenient location for a	at least ten years.					
	4							
	· ·	u 5/8/A	Sharon Purviance				C - 13268	
NN	the same of							

PWS ID):			6280162	Plant Name:	Lake Joseph	ine Plant #3						
·													
III. Da	aily Data fo	r the Mon	th/Year of:		April, 2019								
			irus Inactivati		Free Chlorine	***************************************	Chlorine	Dioxide		Ozone		☑ Combined	Chlorine (Chloramines)
	aviolet Radiat		II US III ACAIYALI		riee Chomie		Cinoinie	DIONIC				LJ Contonios	
				Other (Describe):	<u> </u>		io deii			Т П			
Type of	f Disinfecta	nt Residua	l Maintained	I in Distribution System:	Free Chlor		ombined Chl	orine (Chlor	amines)		ine Dioxide	I CAN TO THE STATE OF THE STATE	
CTC stands	Note that the		- 1967	The CT Calculations.		n Manto Sistica	om-trofi v	irus maec	Wanton-Its			The second second	
3.8 30.02	20 12 12 12 12 12 12 12 12 12 12 12 12 12	1000			美国版(J) (M	outations	was transferred spilling	Maria Angara (M		UVA	ióse 📳		
s, stale	Days Plain		Net Quantity			Abovest CTI			477.4	1 - 44	i i i i i i i i i i i i i i i i i i i		The Conference of the Conferen
Dayof	Stuffed or	Hours plant	of Final Ed Witer (ed Producted 231		Disinfertant	Provided				Para Land			
ile.	Violed by -	a single	year bi	Lowest Residual Peak Flow Disinfectant		Before or at	A The State	Hof Wafer,			Minimum	Lowest Residu Disinfection	
Month	Opposite a	*Operation*	Producted.	Rate gpo + Concentration (C)	Meeticale	4年20月1日		Applicable	San Barrie	Lowest	UV Dose		4 Embresor & Abustosi Operating Conditions
an e		0.0		Before ocas Pirst	Point Diring	Demicrati			Minimum Cl	Operating	Required	Rebot Point	Repair of Maintenance West that favoices 1.
4-4			place before	Cultomer During	Peak Blow	la low, mg.	Prainford		Required, mg	Tivatos, j	av		Emergency it Abnormal Operating Conditions Kopali or Maintenance Write the Provinces Traing Water System Components Light if Operation
Major, in the				Peak Flow, mg/L	nunutes in	Main/4	Water (IC)	Hart er W	wmin/L ==	mW-sectem*	scolem	System Line)	Operation And Automatic
##4 # 2		24.0	103,000	7.0			1 1 1 Year					1.5	
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an Aran Marka	X X	24.0 24.0	100,000 106,000	4.0 4.0		-				+		1.4	
	X	24.0	112,000	4.0							, , , , , , , , , , , , , , , , , , , 	1.4	
-62	X	24.0	165,000	4.0								l.A	
377		24.0	166,000										
14 8	Х	24.0		4.0								1.4	
(a) 9 alk	Х	24.0	93,000	4.0								1.4	
31 0	X	24.0	102,000 109,000	4.0								1.4	
12	X X	24.0 24.0	124,000	4.0						†		1.4	
4413	x	24.0	111,000	4.0						1		1.4	
214		24.0	111,000				11.				:	d Land distance	
-15	Х	24.0	101,000	4.0								1.7	
16	Х	24.0		4.0								1.6	
ia nol 7	X	24.0	95,000	4.0								1.6 1.6	
1618 1819	X	24.0 24.0	114,000 92,000	3.9 4.0					<u> </u>	1 1	<u> </u>	1.6	
1912.7 1912.0	X X	24.0	107,000	4.0	+							1.6	
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#22 #22 #24 #24 21	х	24.0	119,000	4.0								1,7	
23	. х	24.0	112,000	4.0								1.7	
1242	Х	24.0	127,000	4.0		 			<u> </u>	-		1.6 1.7	
23	X	24.0 24.0	111,000 127,000	4.0								1.8	
27 27	X X	24.0	121,000	1 40	-							1.8	
128	**	24.0	122,000										
- 129	х	24.0	155,000	4.0								1.8	Propaine facility fire
30	Х	24.0	197,000	4.0						4:	1 .	1,8	
31		24.0	0.570.000	<u> </u>		1	<u> </u>		L	الــــــــــــــــــــــــــــــــــــ		<u> </u>	<u> </u>
Average		AGE STATE	3,518,000 117,267										
Avgerage	145	10 THE	117,207	1									

Maximum 197,000
* Refer to the instructions for this report to determine which plants must provide this information.



Public Water Sv	stem (PWS) Informati	on					
WS Name:	Lake Josephine (Sebri			·		PWS Identification Number:	6280162
WS Type:	✓ Community	Non-Transient Non-Comm	nunity	Transient Non-Co	mmunity	Consecutive	
	nnections at End of Month:	65		·		Total Population Served at End of Month:	75
WS Owner:	US Water Services Co	rporation					
ontact Person:	Melisa Roteveel				le le	Contact Person's Title:	
ntact Person's Maili	ing Address: F	O Box 2480	:		City: New Port	Rich State: Florida	Zip Code: 34652
entact Person's Telep		352) 787-0980			C	Contact Person's Fax Number: 941-378-3	554
ntact Person's E-Ma	PAR - 22 PAR - 22 PAR - 1	mrotteveel@uswatercorp	.net				
ater Treatmen	t Plant Information						
int Name:	Sebring Lakes Plant #4					Plant Telephone Number:	941-377-9456
nt Address:	5313 Knight Ave				City: Sebring	State: Florida	Zip Code: 33875
pe of Water Treatm		✓ Raw Ground Water	Purchase	d Finished Water			
mitted Maximum [Day Operating Capacity of Pla	int, gallons per day:		280,000			
	bsection 62-699.310(4), F.A.(Plant Class (per subsection 62-699.310(4), F.A	
	OISE THE RESIDENCE	Name	44.5	License Cla	ss Hicense Nun		li(s) Worked
ad/Chief Opera	tor: Sharon Purviance			C	13268	Utility Manager	
her Operators:	Andrew Borrenans			C	22604	Operator Days 1st Shift	
Laboratoria de la compansión de la compa							
100 12 55							
Property and		······································					are the common terms
	ial F						
and the second			······································				
		<u> </u>					
			, 				
	(4)		:		1		
			19				
rtification by l	Lead/Chief Operator						
		perator licensed in Florida	am the lead/	hief operator of th	e water treatmen	t plant identified in part I of this repo	ort. I certify that the
	J. 18b. 113b in Salvino	and an invitate to the base of	han baar ama	o and ballof I am	tific that all driab	ing water treatment chemicals used	at this plant conform to NSF
omismon provi	ucu in uns report is truc	and accurate to the best of	my knowicuj	e ere sones. The		that the full and a sabilitional assess.	an and plane comorni to 1451
emational Stan	dard 60 or other applica	ibie standards referenced in	subsection o	2-333.320(3), F.A	.c. raiso centry	that the following additional operation	ons records for this plant we
epared each day	that a licensed operator	r staffed or visited this plan	t during the n	ionth indicated ab	ove: (1) records	of amounts of chemicals used and ch	emical feed rates; and (2) if
plicable, approp	oriate treatment process	performance records. Furti	hermore, I ag	ree to provide thes	e additional oper	ations records to the PWS owner so	the PWS owner can retain
em, together wit	th copies of this report,	at a convenient location for	at least ten y	ears.			
	ů.						
	· * * * * * * * * * * * * * * * * * * *	\$ 79 710	(Characa)	Purviance			C - 13268
Loonard	Survivores_	2/0/17	SIEGO	tui viatroc			G-13200

PWS ID: 6280162	Plant Name: Lake Josephine Plant #4				
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 Chlorin	e	Chiorine Dioxi	de	
		Demonate Four-Log Virus Inactivation in			
		culations and the second	UV Dose		
		B. Carlotte B. Carlotte B. Carlotte B. Carlotte B. Carlotte B. Carlotte B. Carlotte B. Carlotte B. Carlotte B.	6.14	可以使用的一种的一种的一种的一种	
Dayof Staffed or Hours plant of Function	Disinfectary	PLOWER CL			
othe (Cylinet by no water to the Lowest Residual)	Connections	Provided in a little of the party of the par	Lowest UV/Dos	Lowest Residual Guergency of Abdornal Operating Conditions.	
Month' Operator Operation Producted Pelk Flow Distinfectant	al mag	Before or at Tempor pH of Water Reduring of		Department of the American Statement of the first of the	
[Place X*] Relation (C)	Mestricies	Pers Castromer Waters G it Applicable mig/L	IIV Drock mrw	Concentration of Taking Water Byston Components Control	
Day's Plant Dayof Staffed or Hours plant Operator (Plate 77) Plant 70 Power Residual Producted Rate got: Gours train (Plate 77) Peak Flow, Definition (C) Before a 4 First Customer During Peak Flow, mg/L	Print During	BETOVE COME Period Charles Gold Applicable mm/J During Peek Flow and	mW secrati	Remoja Pontin Operation	
Posk Plow mg/L	and the second	mun/t	7 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	Distribution System, mg/L	
4 C 10					
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X 24.0 0 2.2 24.0 0					
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33 24.0 0 2.5	1 1777			<u>and and the contract of the c</u>	
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50 X 24.0 0 2.6 2.6				I rypane resulty III5	
24.0					
Total Michigan Control of the Contro					
Avgerage 0					

Maximum: 0
* Refer to the instructions for this report to determine which plants must provide this information.



Water	System (PWS) Identification No	umber:	6280162							
	lant I Name.	Plant 2 Name:	Plants Name:	Plant 4 Name:	Plant 5 Name:	Plant 6 Name)	Plant 7 Name:	Plant 8 Name:	Plant 9 Name:	Plant 10 Name;	Charles and
		Lake Josephine Plant 4									
	(2) 代制的制	. The history is	ir = 14g, Pe	mitted Maximum	Day Operating Co	DHENKO (EBCI)	lant galors per	day 4	all and the second	ile e e njigore sime in	580,000
1	300,000	280,000									State Total
		V		Net Cuantity of	Proistied Watera	Coordinated (D) to see	re-tentificanous.	A Maria	A Salah Cariff Control of the Control	**************************************	105,000
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	106,000	0									100,000
	100,000	0									106,000
	106,000	0									112,000
	112,000	0						ļ	 		165,000
	165,000	0						 			166,000
	166,000	0						ļ			97,000
NO.	91,000	6,000				<u></u>			<u> </u>	-	93,000
	93,000	0									102,000
	102,000	0.						ļ	ļ		109,000
	109,000	0							<u> </u>		124,000
	124,000	0						1			111,000
100	111,000	0		<u> </u>					<u> </u>		111,000
	111,000	0		<u> </u>				<u> </u>			105,000
UK.	101,000	4,000						<u> </u>			109,000
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76	92,000	0.									92,000
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1901)	108,000	0									108,000
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	121,000	0					<u></u>		<u> </u>		
	122,000	0			J		1			ļ	122,000
Ne s	155,000	4,000									159,000
	197,000	0								ļ	197,000
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	SAUGE PROPERTY OF THE SECOND	and the state of the state of	Signed Co.		y temperature		2000		12	Armonia de la compans	3,536,00



WS Name:	Lake Josephine					PWS Identification	Number:	6280162	
WS Type:	✓ Community	✓ Non-Transient Non-Comm	nunity	Transient Non-Comm	nunity	Consecutive			
umber of Service (Connections at End of Month:	536			Total I	opulation Served a	t End of Month;	1,250	
WS Owner:	US Water Services C	orporation							
ontact Person:	Melisa Rotteveel				Contac	at Person's Title;	Compliance	Manager	
ontact Person's Ma	ailing Address:	4939 Cross Bayou Blvd			City: New Port Rich	State: Florida		Zip Code:	34652
ontact Person's Tel	lephone Number:	866-753-8292			Contac	t Person's Fax Num	ber: 727-849-421	9	
ontact Person's E-N		mrotteveel@uswatercorp	<u>.net</u>						
Water Treatme	ent Plant Information								
lant Name:	Lake Josephine Plant	#3				Plant Telephone N	umber:	941-377-94:	
lant Address:	1949 Canary Way				City: Sebring	State: Florida		Zip Code:	33872
ype of Water Treat		Raw Ground Water	Purchased Fi		·				· · · · · · · · · · · · · · · · · · ·
	n Day Operating Capacity of P			300,000		17		·····	
	subsection 62-699.310(4), F.A						n 62-699.310(4), F.A.(
		Name	1,5 Miles	License Class	The state of the s		Day(s) / Shift	(s) Worked	34.40
	rator Sharon Purviance		Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Maria Ma	C	13268	Utility Manager	Days 1st Shift		
Other Operators	Andrew Borremans			C	22604	Operator	Days 1st Shift		
APPENDIC	200				······				
AND THE PARTY AN	sing Hilliam								
100204									
	article 1								
1.50	100								
2000年									
A PROPERTY.	PAIN S		V 1 11 12 12 1						
12 March (1982)	0.46								
The base of					***				
								· · · · · · · · · · · · · · · · · · ·	
Certification by	y Lead/Chief Operator								
the undersigne	ed water treatment plant	operator licensed in Florida,	am the lead/chie	of operator of the w	vater treatment pla	nt identified in p	part I of this repor	t. I certify th	at the
nformation prov	vided in this report is tru	e and accurate to the best of	my knowledge a	nd belief. I certify	that all drinking v	vater treatment	chemicals used at	this plant con	nform to N
		able standards referenced in							
		or staffed or visited this plan							
		performance records. Furt							
					инона: орстанов	s records to the	r wo owner so u	C 1 W D OWILL	a can teran
nem, together w	with copies of this report,	at a convenient location for	at least ten year	5 _× ·					
14,	^ *								
ale	a Purmar	M 10/4/10	Sharon Purv	iance				C - 13268	
ignature and Date	~~ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		Printed or T		 			License Nu	e termina

PWS ID);			6280162		Plant Name:	Lake Joseph	nine Plant	¥ 3					
III. Da	ully Data fo	or the Mor	th/Year of:			May, 2019								
Means c	of Achieving	Four-Log V	irus Inactivat	ion/Removal:	□Fi	ree Chlorine		Chlori	ine Dioxide		Ozone		✓ Combined C	hlorine (Chloramines)
1	aviolet Radia				Other (Describe):			,				**		was (a say a m tag)
	· · · · · · · · · · · · · · · · · · ·		1 Maintaine	i da Dibanitanda	an Carrier	Free Chlorin	, Til		1-1-1 1Chi-		Пан	rine Dioxide		
Type o	Distiliccia	uit Kesidua	i iviaintanice	I in Distribution	T Calculations, o			Comornea C	hlorine (Chlo	ramnes)				
200	Days Plant Staffed or Visited by	the standing	naga Pen	Harris M.	1 Calculations, 0	CLOSE, W	Demostate	rom-roß	VII US III aG	irauon, n	Applicable* UV Lowest T Operating UV Dose, mW-sec/em	Angel		
面及 超期	MORE THE A STREET	200		2000 2000 (200) (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (2000 (200) (2000 (2000 (200) (2000 (2000 (2000 (2000 (2000 (2000 (200) (2000 (200) (2000 (200) (2000 (200) (2000 (200) (2000 (200) (2000 (200) (2000 (200) (2000 (200) (2000 (200) (2000 (200) (2000 (200) (200) (2000 (200) (200) (2000 (200) (2000 (200) (2000 (200) (2		CI ÇAR	wantous -,	1	Male o Hagina	til en	UV.	AUSC	acid triple statis	
100	Days Plant	10 Temporary	Net Quantity		mentan peranggan Salah atau Araba Araban (170)	particular pro-	Lowest CT	es Houselles	essil de dimi	Se a di Romani i co	and distribution	acycle didning in neg		
Day of	Staffed or	Hours plant	of Finished		Lowest Residual	Disinfectant Contact Time	Provided -				100,000	10年10日本語		"特别知识于思想是是是是,我是是这么
the	Visited by	m -	the first owner of the second second second		Disinfectant	(T) at C	Detote of at		oH of Water			Minimum	Lowest Residual Disinfectant	
MOUTH	Operator (Place "X")	Obelanou	Producted, gal.		Concentration (C)	Measurement	Customer		if Applicable		Lowest	UV Dose	Concentration at	Emergency or Abhormal Operating Conditions
A-15-0-14	42 内心を記載を対することを表現である。	AND COURSE	241	A STATE OF THE STATE OF	Before or at First	Point During	During Peak			Minimum C	T Operating	Required.	Remote Point in	Repair or Maintenance Work that Involves
				Commence (Control	Customer During	Peak Flow,	Flow, mg-	Temp of	gen Brans F	Required, m	g UV Dose,	mW-	Distribution	Taking Water System Components Out of
10000		(September 2017)		112 PM 1 THE R.	Peak Flow, mg/L	minutes	min/L	Water, 'C		min/L	mW-sec/cm ²	sec/cm²	System, mg/L	Operation
Į.	X	24.0			4.0								1.8	
3	X X	24.0 24.0	85,000 129,000	ļ	4.0 4.0	<u> </u>					-		1.8	
4	x	24.0	114,000	<u> </u>	4.0					-			1.7	
3.3	2.7	24.0	115,000					1					· · · · · · · · · · · · · · · · · · ·	
- 6	X	24.0	116,000		4.0								1.7	
7	X	24.0	139,000		4.0								1.7	
9	X	24.0	105,000	-	4.0			<u> </u>					1:7	
10	X X	24.0 24.0	125,000 104,000	<u> </u>	4,0			 		<u> </u>	-		1.7	
ii i	^	24.0	103,000	 	4,0	ļ ————————————————————————————————————		 					1:7	
-12	-74	24.0	104,000						promise constant and and and and and and and and and and					
13	Х	24.0	116,000		4.0			†		***************************************			1.6	BWN
444	X	24.0	104,000		4.0								1.6	
15	X	24.0	92,000		4.0								1.6	Rescinded
16 17	X	24.0 24.0	108,000 117,000		4,0 4.0								1.6	
181	X X	24.0	117,000		3.9				······				1.8	
19.		24.0	113,000		2.9						+		X.7	
20	X	24.0	118,000		4.0								1.7	
- 21	Х	24.0	124,000		4.0.					:			1.7	
22	Х	24.0	111,000		4.0								1.7	
23 24	X	24.0	107,000	<u> </u>	3.9 4.0								1.7	
25	X X	24.0 24.0	135,000		4.0			ļ					1.7	
26		24.0	118,000		1.0								1,7	
27	Х	24.0	130,000		4,0								1.6	
28	X	24.0	133,000		4,0			1					1.7	
29	X	24.0	122,000	ļ <u> </u>	4.0								1.7	
30 31	X	24.0	129,000	 	4.0								1.7	
	X	24.0	100,000 3,569,000	<u> </u>	4.0	L	L	1	<u> </u>	L		ŀ	1,6	1:
Assissan en	HARRIES PARTY TO	March 1997 A September 1997	3,303,000	a .										

Avgerage 115,129

Maximum 135,000

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



PWS Name:	n (PWS) Informat Lake Josephine (Sebr		· · · · · · · · · · · · · · · · · · ·			PWS Identification Number:	6280162
PWS Type:	✓ Community	☐ Non-Transient Non-Communi	iv Ti	ansient Non-Comm	nunity	Consecutive	
Number of Service Connec			<u> </u>	ondicine mon contin		l Population Served at End of Month:	75
PWS Owner:	US Water Services C	<u> </u>					
Contact Person:	Melisa Roteveel	105 (T) (100 H)		······	Con	tact Person's Title:	
Contact Person's Mailing A		PO Box 2480			City: New Port Ri	ch(State: Florida	Zip Code: 34652
Contact Person's Telephone	- To 0 15 18 2	(352) 787-0980				tact Person's Fax Number: 941-378	-3554
Contact Person's E-Mail Ad	The second secon	mrotteveel@uswatercorp.ne	t	······································			
Water Treatment Pla							
Plant Name:	Sebring Lakes Plant #	1 4	<u> </u>			Plant Telephone Number:	941-377- 94 56
lant Address:	5313 Knight Ave				City: Sebring	State: Florida	Zip Code: 33875
ype of Water Treatment b	y Plant:	✓ Raw Ground Water	Purchased Finis	shed Water			
ermitted Maximum Day C	Derating Capacity of P	lant, gallons per day:	2.33	280,000	<u> </u>		
lant Category (per subsect			***************************************			nt Class (per subsection 62-699.310(4), F	
Licensed Operators	AND THE PARTY OF T	Name III		License Class	License Numbe	T Day(s)/Si	nift(s) Worked
ead/Chief Operator:	Sharon Purviance			С	13268	Utility Manager	
ther Operators:	Andrew Borrenans			C	22604	Operator Days 1st Shift	
2000 to 1000 to 1000 to 1000 to 1000 to 1000 to 1000 to 1000 to 1000 to 1000 to 1000 to 1000 to 1000 to 1000 to					in the second se		
Maria Allender							······································
ACTION ASSESSMENT			······································				
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And the second s							
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ertification by Lead	d/Chief Operator				JP - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -		
, the undersigned wat	ter treatment plant	operator licensed in Florida, am	ı the lead/chief	operator of the v	vater treatment p	lant identified in part I of this re	port. I certify that the
the undersigned wat	ter treatment plant	operator licensed in Florida, am	the lead/chief	operator of the v	vater treatment p	lant identified in part I of this re	port. I certify that the
, the undersigned wat	ter treatment plant in this report is tru	operator licensed in Florida, am	knowledge and	d belief. I certify	y that all drinkin	g water freatment chemicals used	t at this plant conform to NSI
, the undersigned wat nformation provided nternational Standard	ter treatment plant in this report is tru d 60 or other applic	operator licensed in Florida, am ie and accurate to the best of my cable standards referenced in sul	knowledge and bsection 62-55.	d belief. I certify 5.320(3), F.A.C.	y that all drinkin I also certify th	g water treatment chemicals used at the following additional opera	t at this plant conform to NSI trions records for this plant we
, the undersigned wat information provided international Standard prepared each day tha	ter treatment plant in this report is tru d 60 or other applic at a licensed operate	operator licensed in Florida, am ie and accurate to the best of my cable standards referenced in sul or staffed or visited this plant di	knowledge and bsection 62-555 turing the month	d belief. I certify 5.320(3), F.A.C. I indicated above	y that all drinkin I also certify th :: (1) records of	g water treatment chemicals used at the following additional opera amounts of chemicals used and	t at this plant conform to NSI utions records for this plant we chemical feed rates; and (2) if
, the undersigned wat information provided international Standard prepared each day tha upplicable, appropriat	ter treatment plant in this report is tru d 60 or other applic at a licensed operate te treatment process	operator licensed in Florida, am ie and accurate to the best of my cable standards referenced in sul or staffed or visited this plant du is performance records. Furthern	knowledge and bsection 62-55 uring the month more, I agree to	d belief. I certify 5.320(3), F.A.C. I indicated above	y that all drinkin I also certify th :: (1) records of	g water treatment chemicals used at the following additional opera amounts of chemicals used and	t at this plant conform to NSF utions records for this plant we chemical feed rates; and (2) if
l, the undersigned wat information provided international Standard prepared each day tha applicable, appropriat	ter treatment plant in this report is tru d 60 or other applic at a licensed operate te treatment process	operator licensed in Florida, am ie and accurate to the best of my cable standards referenced in sul or staffed or visited this plant di	knowledge and bsection 62-55 uring the month more, I agree to	d belief. I certify 5.320(3), F.A.C. I indicated above	y that all drinkin I also certify th :: (1) records of	g water treatment chemicals used at the following additional opera amounts of chemicals used and	t at this plant conform to NSI utions records for this plant we chemical feed rates; and (2) if
I, the undersigned was information provided International Standard prepared each day tha applicable, appropriat them, together with co	ter treatment plant in this report is tru d 60 or other applic at a licensed operate te treatment process opies of this report,	operator licensed in Florida, am ie and accurate to the best of my cable standards referenced in sul or staffed or visited this plant di is performance records. Furthen i, at a convenient location for at	A knowledge and bsection 62-55: uring the month more, I agree to least ten years.	d belief. I certiff 5.320(3), F.A.C. 1 indicated above 1 provide these a	y that all drinkin I also certify th :: (1) records of	g water treatment chemicals used at the following additional opera amounts of chemicals used and	I at this plant conform to NSI ations records for this plant we chemical feed rates; and (2) it to the PWS owner can retain
information provided International Standard prepared each day tha applicable, appropriat them, together with co	ter treatment plant in this report is tru d 60 or other applic at a licensed operate te treatment process opies of this report,	operator licensed in Florida, am ie and accurate to the best of my cable standards referenced in sul or staffed or visited this plant du is performance records. Furthern	knowledge and bsection 62-55 uring the month more, I agree to	d belief. I certiff 5.320(3), F.A.C. 1 indicated above 1 provide these a	y that all drinkin I also certify th :: (1) records of	g water treatment chemicals used at the following additional opera amounts of chemicals used and	t at this plant conform to NSI utions records for this plant we chemical feed rates; and (2) if

PWS II	D:			6280162		Plant Name:	Lake Josephi	ne Plant #	4					
III. D	aily Data f	or the Moi	ith/Year of:			May, 2019							<u></u>	
Means	of Achieving	Four-Log V	irus Inactivat	ion/Removal:	□F	ree Chlorine		Chlo	rine Dioxide		☐ Ozone		☑ Combined C	hlorine (Chloramines)
Ult	aviolet Radia	tion			Other (Describe):									
Type o	f Disinfecta	nt Residua	l Maintainec	l in Distribu	tion System:	Free Chlorin	ne 🛛 Co	ombined Cl	hlorine (Chlori	amines)	Псыс	rine Dioxide	1	
	Chillie		0.04 (S)	Samuel Service	CT Calculations,			Four-Log	Virus Inact	vation, if A				See Distriction 1
05.005	AUGUST TO	100	100		METERS OF				g turnitas ja 🕮	and the	UV		A THE REAL PROPERTY.	是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个
到到人	and the			- 4	A ACTUAL OF THE PARTY OF THE PA	and desirate of	Special		and the second			10.10		
Dan of	Days Plant Staffed or	TTs and add and	Net Quantity of Finished	1000	Contract of the Contract of th	Disinfectant	Lowest CT		100 PM	processing the	4.5	Minimum	San Galery Seeds	The state of the s
the	Visited by	nous pau	Water	Peak flow	Lowest Residual	Contact Time	Provided		16 HOUSE	Minimum CT	Lowest	UV Dose	Lowest Residual	Emergency or Abnormal Operating Conditions:
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) a C	Before or at	Temp of	pH of Water,		Obcaming	Required,	Disinfectant	Repair or Maintenance Work that Involves
10	(Place *X*)	on the East	gal.	Rate, gpd.	Concentration (C)	Measurement	First Customer	Water, C	if Applicable	min/L	UV Dose, mW-sec/cm ²	mW.	Concentration at	Taking Water System Components Out of Operation
100		State of the	Santial Control	MITTER OF STREET	Before or at First Customer During	Point During Peak Flow,	During Peak Flow, mg-	e see tilde	1911 PM		mw-seven	sec/cm²	Remote Point in Distribution	
- 1	104		ATTACA NO.	encestr.	Peak Flow, mg/L	minutes	min/L	Company of the	ARTON		Steel of the state of	1 6 76 4	System, mg/L	TAP 的复数电路电路 的复数 5
Day of the Month		24.0	0							CONTRACTOR DE STREET STREET				
2 11		24.0	0											
		24.0	0											
7		24.0 24.0	2,000	 				 	 		 			
+6	X	24.0	2,000		2.3									
4.91		24,0	0											
35 F 8 44 P		24.0	0						<u> </u>			 	ļ	
10 11 12 13		24.0 24.0	0			<u> </u>	<u> </u>	 	 	<u> </u>		†	 	
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12		24,0	2,000											
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14 15	<u> </u>	24.0 24.0	0			<u> </u>	<u> </u>	 	 	ļ	-	 	 	
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25 26		24.0 24.0	2,000								<u> </u>	 	<u> </u>	· · · · · · · · · · · · · · · · · · ·
27	Х	24.0	2,000		2.4								<u> </u>	
28		24.0	Ø				<u> </u>							
29		24,0	0				<u> </u>	 	_	 	 		-	
30 31		24.0 24.0	0	<u> </u>				+			+	 	 	
Total	estilite and	24.0	16,000			·	I		.1	4,		<u>. t </u>	•	
Avgerag	and the first		516											

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



Max.

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: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: | Plant 10 Name: Lake Josephine Lake Josephine Plant 4 Plant 3 Permitted Maximum Day Operating Capacity of Each Plant, gallons per day 580,000 300,000 280,000 Net Quantity of Finished Water Produced by Each Plant, gallons Moath Total 122,000 122,000 0 1989 85,000 85,000 0 129,000 3 129,000 0 114,000 114,000 0 4 2,000 117,000 5 115,000 118,000 116,000 2,000 6 139,000 139,000 7 0 105,000 ## 8 * * * 105,000 ō 125,000 125,000 0 9 :::: 104.000 104,000 10 0 103,000 103,000 O 1.1 104,000 2,000 106,000 12 118,000 11113 116,000 2,000 104,000 14 104,000 0 92,000 92,000 . 15 0 108,000 0 108,000 116 117,000 0 117,000 47 113,000 0 JN 18 113,000 115,000 19 113,000 2.000 120,000 118,000 2,000 20 124,000 21 124,000 111,000 0 111,000 - 22 107,000 107,000 0 - 23 135,000 24 135,000 0 118,000 0 118,000 25 120,000 118,000 2,000 26 132,000 27 130,000 2,000 133,000 28 AT 133,000 122,000 122,000 0 29 129,000 30 129,000 0 100,000 31 100,000 3,585,000 Total 115,645 Avg.

139,000



WS Name:	m (PWS) Informa Lake Josephine			<u> </u>		PWS Identification I	lumber:	6280162	
WS Type:	✓ Community	✓ Non-Transient Non-Co	mmunity	Transient Non-Comn	nunity []	Consecutive			
	ctions at End of Month					opulation Served at I	end of Month:	1,250	
S Owner:	US Water Services								
ntact Person:	Melisa Rotteveel				Contac	t Person's Title:	Compliance	Manager	
ntact Person's Mailing	27	4939 Cross Bayou Blvd			City: New Port Rich	State: Florida		Zip Code:	34652
ntact Person's Telephor		866-753-8292	·····		Contac	t Person's Fax Number	r. 727-849-42	19	
ntact Person's E-Mail A		mrotteveel@uswaterco	orp.net		·				
ater Treatment P				in min no a no ma a no mi litare de la constitución de la constitució					
nt Name:	Lake Josephine Plan	nt #3		······	**************************************	Plant Telephone Nu	nber.	941-377-945	56
nt Address:	1949 Canary Way	2015 C C C C C C C C C C C C C C C C C C C			City: Sebring	State: Florida		Zip Code:	33872
e of Water Treatment		✓ Raw Ground Water	Purchas	sed Finished Water					
A T A T T T T T T T T T T T T T T T T T	Operating Capacity of			300,000					
	ction 62-699,310(4), F.		٧		Plant (Class (per subsection			
			and design	License Class	License Number	are 12 MP 1 W	Day(s) / Shif	t(s) Worked	, garantan dari
ad/Chief Operator				C	13268	Utility Manager	Days 1st Shift	- Halladana	
ner Operators:	Andrew Borremans		***************************************	C	22604	Öperator	Days 1st Shift		
San Chief C	No.								
1.4000000000000000000000000000000000000									
A PERSONAL PROPERTY OF THE PERSON NAMED IN	(1)					***	·····		
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the Paragraph						L			
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runcation by Lea	nd/Chief Operato				langer a rigidan i zerinde izi a mila	or to constitute the con-	or The Paris and the	et Landification	at the
he undersigned w	ater treatment plan	t operator licensed in Flori	ida, am the leat	venier operator of the	water treatment pia	nt incumica in ba	ar ror mis repo	nt. I centify th	e v
ormation provided	d in this report is to	rue and accurate to the best	t of my knowle	dge and belief. I certif	y that all drinking i	water treatment c	nemicais used a	t this plant co	ntonn to ivi
ernational Standar	rd 60 or other appl	icable standards referenced	d in subsection	62-555.320(3), F.A.C.	I also certify that	the following add	litional op er atio	ons records for	r this plant
pared each day th	at a licensed opera	itor staffed or visited this p	lant during the	month indicated above	e: (1) records of an	nounts of chemic	als used and ch	emical feed ra	tes; and (2)
nlicable appropri	ate treatment proce	ess performance records. F	urthermore. I a	gree to provide these a	dditional operation	s records to the I	WS owner so t	he PWS owne	r can retain
pricatic, approprie	ne goddion proce	rt, at a convenient location	for at least ten	Veats	# T				
m, together with c	cobies or mis reboi	it, at a convenient recation	to at loust to.	Jours.					
	2 min							C - 13268	

PWS I	D:	6280162 Plant Name: Lake Josephine Plant #3												

			nth/Year of:			June, 2019								
Means	of Achieving	Four-Log \	Virus Inactiva	tion/Removal.	□F	ree Chlorine		Chlor	ine Dioxide		Ozone		☑ Combined (Chlorine (Chloramines)
Utt	raviolet Radia	tion			Other (Describe):									chiornic (Chioramiles)
Туре	of Disinfecta	ınt Residua	l Maintaine		tion System:	Free Chlorin	e [7]	ombined /	Chlorine (Chlo		Ппан			
Day of	195 <u>0</u>	File.	127716	The last	CT Calculations, o	r IIV Dose to	Demostate	Four Los	Wine Inco	ramines)		rine Dioxide	Total Control	
4		不是对些 。	Maria.	3.44	HER THEFT	CT Calc	datione	i outstwe	, virus mac	uvacion, n z				。这是一个 是一个人的人,但是一个人的人,但是一个人的人,但是一个人的人,但是一个人的人的人,但是一个人的人的人的人,但是一个人的人的人,但是一个人的人们的人们
	争。	100	100		AND THE PARTY OF	THE PERSON NAMED IN	Elizabeth Compression	SEE A	35 mag. 11	14 114	UV	Dose	The State	
Day of	Days Plant Staffed or	(200) V7	Net Quantity	to a little	The second second	Mary Mary Mary 19	Lowest CT	100 mg	Mary Till	100 Tom.	ENDING.	1542 1044		
the	Visited by	riours plain	of Finished Water	100	Lowest Residual	Disinfectant Contact Time	Provided Before or at	115		The second		ASSESSMENT OF THE PARTY OF THE		
Month	Operator	Operation		Peak Flow	Disinfectant	(T) at C	First	Titles Tissuet	pH of Water,	54 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	30 A	Minimum	Lowest Residual	在基础。2016年19日7日 2017
	(Place "X")		gal.	Rate, gpd	Concentration (C)	Measurement	Customer		if Applicable	States .	Lowest	UV Dose	Disinfectant Concentration at	BUTCH THE BUILDING
	Table 1	100	Substances	40.4	Before or at First	Point During	During Peak	TO DE		Minimum CT		Required,	Remote Point in	Emergency or Abnormal Operating Conditions; Repair of Maintenance Work that Involves
area a	nileta		rolling and	Control of the second	Customer During	Peak Flow,	Flow, mg-	Temp of		Required, mg	UV Dose,	mW-	Distribution	Taking Water System Comportents Out of
1.	v	240	110 000	3 H. C.	Peak Flow, mg/L	minutes	min/L	Water, °G	No.	min/L	mW-sec/cm ²	sec/cm ²	System, mg/L	Operation
2	Х	24.0 24.0	112,000 113,000		3.2								1.3	
3	Х	24.0			2.2									
4	х	24.0	120,000		3.8								1.0	
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. 6 Tr	X	24.0	103,000		3.4						!		1.2	
7 8	X	24,0	128,000		4.0								1.4	
9	X	24.0 24.0	95,000 96,000		4.0								1.4	
.10	х	24.0	101,000		4.0		***************************************							
-11	$\frac{x}{x}$	24.0	127,000		4.0								1.5	
112	X	24.0	106,000		4.0								1,5	
- L3 ·	Х	24.0	1.58,000		4.0								1,5 1,4	
14	X	24.0	100,000		4.0								1.4	
15 16	X	24.0	111,000		4,0								1,4	
17	-x	24.0 24.0	111,000											
18	Ŷ	24.0	116,000		4.0								1,4	BWN
19	x	24.0	106,000		4.0								1,4	
20	Х	24.0	119,000		4.0								1.4	Rescinded
21	X	24.0	112,000		3,6								1.2	
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24	x	24.0	97,000											
25	$\frac{x}{x}$	24.0 24.0	93,000 77,000		3.2 2.5								1,1	
26	X	24.0	87,000		4.0								1,0	
27	Х	24.0	89,000		4.0								1,4	
28 :	X	24.0	112,000		3.9								1.4 1.4	
29	X	24.0	87,000		3.6								1,2	
30 31		24.0	86,000										*2=	
	dik jaka sa	24.0	3,184,000	l										
vgerage	Augusta Palinu aku	The state of the s	106,133											

Maximum 158,000

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



Shame: Lake Josephine (Sebring Lakes) PAN John Translent Non-Community Translent Non-Com		WS) Information					PWS Identification Number:	6280162	
Total Population Served at End of Month: 65 Total Population Served at End of Month: 75 Sowner: US Water Services Corporation	TOPE TO THE TEN			Transient Non-Cort	munity		L · · · · · · · · · · · · · · · · · · ·		
tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel tact Person's Melisa Roteveel City: New Port Rich State: Florida					in figure y		0.332.707	75	
tact Person; Melisa Roteveel tact Person's Mailing Address: PO Box 2480 City: New Port Rich State: Florida Zip Code: 34652 tact Person's Telephone Number: (352) 787-0980 Contact Person's Fax Number: 941-378-3554 tact Person's E-Mail Address: mrotteveel@uswatercorp.net tact Person's E-Mail Address: mrotteveel@uswatercorp.net ther Treatment Plant Information to Name: Sebring Lakes Plant #4 to Address: 5313 Knight Ave to of Water Treatment by Plant: Y Raw Ground Water Purchased Finished Water e of Water Treatment by Plant: Y Raw Ground Water Purchased Finished Water mitted Maximum Day Operating Capacity of Plant, gallons per day: 280,000 to Category (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): C icensed Operators to C 13268 Utility Manager Andrew Borrenans C 22604 Operator Days 1st Shift									
tact Person's Mailing Address: PO Box 2480 City: New Port Rich State: Florida Zip Code: 34652 tact Person's Telephone Number: (352) 787-0980 Contact Person's Fax Number: 941-378-3554 tact Person's E-Mail Address: mrotteveel@uswatercorp.net ter Treatment Plant Information to Name: Sebring Lakes Plant #4 to Address: 5313 Knight Ave to Gity: Sebring State: Florida Zip Code: 33875 to Water Treatment by Plant:			Watton			Conta	ct Person's Title:		
tact Person's Telephone Number: (352) 787-0980 Contact Person's Fax Number: 941-378-3554 tact Person's E-Mail Address: mrotteveel@uswatercorp.net ter Treatment Plant Information It Name: Sebring Lakes Plant #4 It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Address: 5313 Knight Ave It Category (persubsection 62-699.310(4), F.A.C.): C It Category (per subsection 62-699.310(4), F.A.C.): C It Category (per subsection 62-699.310(4), F.A.C.): C It Category (persubsection 62-6	and a dispersion		Box 2480		City: New	Port Rich	State: Florida	Zip Code:	34652
Inter Treatment Plant Information It Name: Sebring Lakes Plant #4 It Address: 5313 Knight Ave City: Sebring State: Florida Sta			5. 1 (a. 5. da, da, da, da)			Conta	of Person's Fax Number: 941-378-35	54	
to Name: Sebring Lakes Plant #4 It Name: Sebring Lakes Plant #4 It Address: 5313 Knight Ave City: Sebring State: Florida Zip Code: 33875 It Address: 5313 Knight Ave Plant: Y Raw Ground Water Purchased Finished Water Inited Maximum Day Operating Capacity of Plant, gallons per day: 280,000 It Category (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): C It Category (per subsection 62-699.310(4), F.A.C									
Plant Telephone Number: 941-377-9436 Address: 5313 Knight Ave City: Sebring State: Florida Zip Code: 33875 Eart Address: 5313 Knight Ave Purchased Finished Water Purchased Finished Water Purchased Finished Water Purchased Finished Water Purchased Finished Water Purchased Finished Water Purchased Finished Water Category (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): C Category (per subsection 62-699.310(4)									
t Address: 5313 Knight Ave City: Sebring State: Florida Zip Code: 33875 e of Water Treatment by Plant:				<u> </u>			Plant Telephone Number:		
e of Water Treatment by Plant: y Raw Ground Water Purchased Finished Water 280,000 Plant Class (per subsection 62-699.310(4), F.A.C.): Category (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): C C I3268 Utility Manager icit Operators: Andrew Borrenans C 22604 Operator Days 1st Shift	X 7 X 13 14 15				City: Sebi	ring	State: Florida	Zip Code:	33875
nitted Maximum Day Operating Capacity of Plant, gallons per day: It Category (per subsection 62-699.310(4), F.A.C.): V	T. (1)		✓ Raw Ground Water	Purchased Finished Water					
rectagory (per subsection 62-699.310(4), F.A.C.): V	mitted Maximum Day Opera		Accord to the control of the control	280,000					
icensed Operators ad/Chief Operators Sharon Purviance C 13268 Utility Manager C 22604 Operator Days 1st Shift C 22604 Operator Days 1st Shift						Plant	Class (per subsection 62-699.310(4), F.A	.C.): C	
ad/Chief Operators: Sharon Purviance C 13268 Utility Manager Andrew Borrenans C 22604 Operator Days 1st Shift				License Class	License	Number		t(s) Worked	CHE T
of Operators: Andrew Borrenans C 22604 Operator Days 1st Shift				c	132	68			····
	4 (4)			C	226	i04	Operator Days 1st Shift		
	200		***************************************						
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	ALL HOLD THE STATE OF THE STATE								
	and Maria Comment of the								
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	35 SECTION 15 SECTION 15								
	Ladarwingad water	treatment plant or	perator licensed in Florida am	the lead/chief operator of the	water treat	ment pl	ant identified in part I of this repo	ort. I certify the	it the
rtification by Lead/Chief Operator	THE HUMELSIRHER MATCH	nearment plant op	and converts to the best of mu	knowledge and belief Cert	ify that all t	lrinking	water treatment chemicals used a	it this plant cor	form to N
he 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	formation provided in t	nis report is true	and accurate to the best of my	Allowing and poner. Tour	I also ca	tifu tha	the following additional operation	ons records for	this plant
he 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	ternational Standard 60) or other applicat	le standards referenced in sub	section 62-333.320(3), F.A.A	ب. Laisu دن.	itily old	mounts of chamicals used and ch	emical feed rat	es and (2
he 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 formation 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 Normation 100 and 100 are the conficulty that the following additional operations records for this plant	epared each day that a	licensed operator	staffed or visited this plant du	ring the month indicated abo	ve: (1) reco	iras ot s	Induities of chemicals used and ch	the DWC owns	· can matai
he 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 formation 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 Nermational 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 during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2)	mlicable appropriate tr	eatment process p	performance records. Furthern	lare, I agree to provide these	additional	operatio	ns records to the P wa owner so	THE L M O OMHE	Can Iccai
he 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 ormation 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 Nermational 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 operated 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 plicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain	initionity appropriate w	الله المتعددة المتعددة المتعددة المتعددة المتعددة المتعددة المتعددة المتعددة المتعددة المتعددة المتعددة المتعدد	t a convenient location for at le	east ten years.					
he 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 ormation 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 Nermational 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 operated 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 plicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain	em, together with copie	es of this report, a							
he 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 formation 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 Nermational 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 during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2)	em, together with copie	es of this report, a							
he 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 formation 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 Nermational 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 appared 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 plicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain, together with copies of this report, at a convenient location for at least ten years.	em, together with copie	*						0 12269	
he 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 ormation 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 Nermational 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 part 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 plicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain	em, together with copie	*				him	and the second s	C - 13268	

PWS II	D:			6280162		Plant Name:	Lake Josephi	ne Plant#	4.						***************************************

III. D	aily Data f	or the Mo	nth/Year of	:		May, 2019									
			/irus Inactivat	tion/Removal:	□ fi	ree Chlorine		☐ Chior	rine Dioxide		☐ Ozone		☑ Combined C	hlorine (Chloramines)	
Ultr	aviolet Radia	ition			Other (Describe):										
Type o	f Disinfect	ant Residua	l Maintaine	d in Distribu	tion System:	Free Chlorin	ne 🗆 Co	mbined C	nlorine (Chlor	amines)	Псыс	orine Dioxide			
				T. Control	CI Calculations,			our-Log	Virus Inact	vation, if A	pplicable*		0.000		
				A 100 miles	The Estimate of the A	CT Cal	culations .		Resilience of the			Dose	SPECESTAL SERVICE	The Section of Section 2015	Harabeta
A Million	Days Plant	State Co.	Net Quantity			APPRODUCTION	a marile malana	1 m 1 m		100	ala ira Maga	1977 (1974)	The state of the s		6.00
Day of		Hours plant	of Finished	e sistema e	BACK HARRY	Disinfectant	Lowest CT	STORY OF THE		-	0.0000000000000000000000000000000000000	description	100	Report of the second of the se	iten 455
the	Visited by	in	Water	Peak Flow	Lowest Residual	Contact Time	Provided	1000	An instant of	Minimum CT	Lowest	-Minimum UV Dose	Lowest Residual	Emergency or Abnormal Operating Co.	
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C	Before or at	Temp of	pH of Water,		Operating UV Dose,	Required	Disinfectant	Repair or Maintenance Work that in	
186 m m	(Place "X")	ers readings are	gal.	Rate, gpd.	Concentration (C) Before or at First	Measurement Point During	First Customer During Peak	Waler, L	if Applicable	min/L	mW-sec/cm ²	mW-	Concentration at	Taking Water System Components (Operation	Out of
			a malan	n A Sa	Customer During	Peak Flow,	Flow, mg-		100111-0033	79645,785, 494	III W -SEC/CIII	sec/cm²	Remote Point in Distribution	The state of the s	il and
Month 2:	Charles and the	SPECIAL CONTRACT		the second	Peak Flow, mg/L	minutes	min/L			Table 1980	Black to the Land	rs armini	System, mg/L		100
		24.0	0												No. 10 P. C. P. C. W. Harris
3		24.0 24.0	0												
4		24.0	0					-	 	<u> </u>	<u> </u>				
,		24.0	2,000							<u> </u>	i				
-6	X	24.0	2,000		2.3										
100 7 100 1		24.0 24.0	0			, , , , , , , , , , , , , , , , , , ,				ļ					
9		24.0	0				<u> </u>	-		ļ	<u> </u>				
10		24.0	0												
		24.0	0												
12	X	24.0 24.0	2,000 2,000	<u> </u>	2.1										
- 14		24.0	0		2.3				İ						
15		24.0	0												
16		24.0	0												
17. 18		24.0 24.0	0 0												
19		24.0	2,000												
20	Х	24.0	2,000		2.3										,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
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23		24.0 24.0	0			*					 				
24	Α	24.0	0												
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26	v	24.0	2,000		2.4								<u> </u>		
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- 29		24.0	0												
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31 Total	all sweeting to	24.0	000,000					L	L						
Avgerage	and the property of the		516												

Maximum 2,000

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



III III	y water system ((CWS) Name:	Lake Josephine						***************************************		
	ter System (PWS			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 40 Name	W 62 1 1 2 1 1
vij.		·							171,232,701	300.00	
	l ake Josephine	Lake Josephine									Manager .
1	Plant 3	Plant 4								[]	
	1 12171		Pa								
/of	300,000	280,000	100	mitted Maximum	Day Operating Ca	apacity of Each F	lant, gallons per	day		olenta sa ana	Total
ath	200,000			Mot Guiornia es						1	580,000
e eng	122,000	0	THE CO.	Net Quantity of	THISTIGU VVAIGE P	roduced by Each	Hant gallons	No.	Subject Comments	11 Th	Total
1	85,000	0									122,000
	129,000	.0									85,000
	114,000	0									129,000
Thickler Leading	115,000	2,000									114,000
	116,000	2,000									117,000
	139,000	2,000									118,000
arte	105,000	- ö l									139,000
an en	125,000	0									105,000
	104,000	0									125,000
	103,000	0									104,000
A COL	104,000	2,000									103,000
	116,000	2,000									106,000
179940	104,000	2,000									118,000
	92,000	0									104,000
	108,000	0									92,000
A COLUMN	117,000										108,000
	113,000	0									117,000
	113,000										113,000
		2,000									115,000
	118,000	2,000									120,000
	124,000	0									124,000
	111,000	0									111,000
	107,000	0									107,000
88.20	135,000 118,000	0									135,000
	118,000	0 000									118,000
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	133,000	0									133,000
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3.1	Tible Salating				February 1995	risenta di Pilipa	Sansa .	Hitting argument.	illasta en	THE MANAGEMENT	3,585,000
eyye.			99101225	FF4402-1-118	PROPERTY.	The second	a maturibit.	en life	Marian Maria	* Tilgan in	115,645



Dublic Water Com	tom (DWC) Inf-								
PWS Name:	tem (PWS) Inform Lake Josephine	acion	***************************************			Inviore as	*** :	CO. D. C. L. C.	
PWS Type:	✓ Community	IV/No. To Continue to				PWS Identification	Number:	6280162	
		✓ Non-Transient Non-Cor	nmunity	Transient Non-Com		Consecutive		and the second s	
WS Owner:	and with the same of the following Manager	129 Table			Total	Population Served at	End of Month:	1,250	····
	US Water Services	Corporation			To:				
Contact Person: Contact Person's Mailin	Melisa Rotteveel	6000 C - B - DI - I		*	1.22.5	ct Person's Title:	Compliance		
		4939 Cross Bayou Blvd 866-753-8292				State: Florida		Zip Code:	34652
Contact Person's Teleph Contact Person's E-Mai	****	The state of the s			Conta	et Person's Fax Numb	per; 727-849-42	19	
A Section 1 The Control of the Control	Plant Information	mrotteveel@uswatercor	p.net						·
lant Name:	Lake Josephine Pla	. 42			**************************************	F	ing and its in	The second second	
lant Address:	1949 Canary Way	nt #3			A	Plant Telephone Nu	unber:	941-377-945	· ·
Tam Address. Type of Water Treatme		Luis-	1 15 3		City: Sebring	State: Florida		Zip Code:	33872
V. 10 11 11 11 11 11 11 11 11 11 11 11 11	at by Frant; ay Operating Capacity of	Raw Ground Water	L Purcha	sed Finished Water		· · · · · · · · · · · · · · · · · · ·			
	section 62-699,310(4), F.		v	300,000	75 C			2	<u> </u>
)rs 12 Haraga		V Militaria	License Class	Plant	Class (per subsection			
ead/Chief Operate		Traine fire	III NE-41FD-15	Diceise Class	License Number		Day(s) / Shif	us) worked	in congress.
Other Operators:	Andrew Borremans			e C	13268	Utility Manager	Days 1st Shift		
And Specialis	Andrew Dollemans			<u> </u>	22604	Operator	Days 1st Shift		
Marie Alexander			·····						,
THE RESERVE								····	·
AND DESCRIPTION OF THE PARTY OF			·					·	······
And Mark Comment									
KARALE TE	ia-4								
	1941								
	E-physical and the second								
Part of the second	-19.								
	ead/Chief Operator								
, the undersigned v	water treatment plan	t operator licensed in Florid	a, am the lead	chief operator of the v	vater treatment pla	nt identified in pa	art I of this repor	rt. I certify tha	it the
formation provide	ed in this report is tr	ue and accurate to the best o	f my knowle	ige and belief. I certify	that all drinking	vater treatment c	hemicals used at	this plant con	form to NSF
nternational Standa	ard 60 or other appl	icable standards referenced i	n subsection	62-555 320(3), F.A.C.	Lalso certify that	the following add	ditional operatio	ne recorde for	thic plant we
renared each day t	hat a licensed opera	tor staffed or visited this pla	nt ducing the	month indicated above	(1) records of an	nounts of chemic	ale used and she	mical feed rat	er and (2) if
nnlicable annronr	iate treatment proce	ss performance records. Fur	thermore Is	oree to provide these o	lditional appearing	a vacada ta tha I	MVC	- DIVO	23, and (2) 11
		t, at a convenient location for			idittonai operation	s records to the i	ws owner so u	ie PW 2 Owner	can retain
on the second of the second o	- ೧೯೫೮ರಲ್ಲಿ ಇಥವಾಗುತ್ತಾಗಿತ್ತಿಗೆ **	a to a value simplify is significant	rount toll	,					
_Q	-O	10/10	C1 - · · ·	. D				ter caracteris-	
	Tomas	P1/0/17	- Man 101 Light	n Purviance I or Typed Name				C - 13268	
Control of the Contro								License Nun	

PWS ID);			6280162		Plant Name:	Lake Joseph	ine Plant #	3					
									····					
III. Da	aily Data fo	r the Mon	th/Year of:			June, 2019								
Means o	f Achievina	Four-Log V	irus Inactivati	on/Removal:	Пет	ee Chlorine		Chlori	ne Dioxide		Ozone		☑ Combined Cl	hlorine (Chloramines)
	aviolet Radiat				Other (Describe):			<u> </u>			_			· ·
									** *** ***	5	ТПац	rine Dioxide		
	f Disinfecta	nt Residua	l Maintained	in Distribu	tion System:	Free Chlorin		ombined C	hlorine (Chlo	ramines)		uue Dioxide		
	局 計	NEW THE	galar - A	the seek	CT Calculations, o					ivation, it i	Applicable	N 2 1 0 1 10 10 10 1 1 1 1 1 1 1 1 1 1 1		通用的基本的
alas HII	AND DESCRIPTION OF THE PERSON	a Lahir 16	Maria and Salaria	100		CT Calc	ulations			4.2	UVI	Jose	annua anna a la cal	
	Days Plant	name e e e	Net Quantity	erania ilia seri	L. Signatur Francisco Middle 1977 (1988)		Lowest CT			amount of the			eminor a fillion	ESTRIBUTED OF THE PROPERTY OF
Day of	Staffed or	Hours plant	ASE 18 MAR 1 10 SEC. 15 CH 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			Disinfectant	Provided		australie de la P	ar in the state of the	AT HERE	anna Strans	magazina (1964)	eller op de la la la la la la la la la la la la la
the	Visited by	in	Water	the second second second	Lowest Residual	Contact Time	Before or at	paper states	ar Jenry J		a unitable	Minimum	Lowest Residual	and all the spinishers of a service with the
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C	First		pH of Water, if Applicable	a management	Lowest	UV Dose	Disinfectant Concentration at	Emergency or Abnormal Operating Conditions;
rate (In the	(Place "X")	ACT AND DESCRIPTION	gal.	Rate, gpd	Concentration (C) Before or at First	Measurement Point During	Customer During Peak	out district		Minimum CT	CE ST. TOTAL CONTROL OF	Required,	Remote Point in	Repair of Maintenance Work that Involves
age (FIII)	2.00	4 00 170 0	eppe printed to		Customer During	Peak Flow.	Flow me-	Temp of		Required, mg		mW-	Distribution	Taking Water System Components Out of
	RE-RIMES	100	GASHTI THE T	a equilibria de la companya de la companya de la companya de la companya de la companya de la companya de la co	Peak Flow, mg/L	minutes	min/L	Water, OC	4,000	Juin/L	mW-sec/cm ²	sec/cm ²	System, mg/L	Operation
1	X	24.0	112,000		3.2			Bydg, w.J.					1.3	
2	7.	24.0	113,000											
3	х	24.0	109,000		2.2								1.0	
4	х	24.0	120,000		3.8						 	<u> </u>	1.3	
5.00	X	24.0	99,000		3.0						ļ	 	1.3 1.2	
. 6	X	24.0 24.0	103,000		3,4 4,0							 	1.4	<u> </u>
7 8	X X	24.0	128,000 95,000		4.0		-						1.4	
9	^_	24.0	96,000		7.0					***************************************	†	l		
10	X	24.0	101,000		4.0								1.5	
in i	х	24.0	127,000		4.0								1.5	
12	X	24.0	106,000		4.0		<u> </u>					<u> </u>	1.5	
. 13	X	24.0	158,000		4.0								1,4	<u>:</u>
14	X	24.0	100,000		4.0								1.4	
15 16	X	24.0 24.0	111,000 111,000		4.0						<u> </u>		117	
17	x	24.0	116,000		4,0								1.4	BWN
18	x	24.0	118,000		4.0		1			***************************************			1.4	
19	X	24.0	106,000		4,0								1.4	Rescinded
20	Х	24.0	119,000		4.0								1:4	
, 21 :-	X	24.0	112,000		3.6					ļ			1.2	
22	Х	24.0	96,000		4,0						-	-	1,3	
23		24.0 24.0	97,000 93,000		3.2		 	<u> </u>			+	 	1.1	
24 25	X X	24.0	77,000		2.5		 			<u> </u>	-		1,0	
26	- <u>^</u>	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								1.4	
29	Х	24.0	87,000		3,6							<u> </u>	1,2	
30		24.0	86,000				<u> </u>					 	<u> </u>	
31		24.0			<u></u>		<u> </u>	<u></u>	L	<u> </u>	<u> </u>	1	<u> </u>	I
a garage			3,184,000											
Avgerage		明白相對	106,133											

Maximum 158,000
*Refer to the instructions for this report to determine which plants must provide this information.



. General Information	for the Month/Y	ear of: June	, 2019							
4. Public Water System	(DWS) Informat	Ton.								
PWS Name:	Lake Josephine (Seb	1.16				P	WS Identification Num	ber	6280162	
PWS Type:	✓ Community	Non-Transient Non-C	ommunity	Transient Non-Com	nunity		nsecutive	****	And and and	
Number of Service Connect			minimacy L		ildency		oulation Served at End	of Month:	75	
PWS Owner:	US Water Services C					1				
Contact Person:	Melisa Roteveel					Contact F	Person's Title:	**************************************		
Contact Person's Mailing Ad	ddress:	PO Box 2480			City: New Po	ort Rich St	tate: Florida		Zip Code:	34652
Contact Person's Telephone		(352) 787-0980				Contact P	Person's Fax Number:	941-378-3554	 	***************************************
Contact Person's E-Mail Ad	dress:	mrotteveel@uswaterc	orp.net		······································	*			***************************************	
. Water Treatment Pla	nt Information				iii-i					
Plant Name:	Sebring Lakes Plant	#4				P	lant Telephone Numbe	ŕ.	941-377-9450	6
Plant Address:	5313 Knight Ave				City: Sebring	, Si	tate: Florida		Zip Code:	33875
Type of Water Treatment by		✓ Raw Ground Water	Purchased	Finished Water						
Permitted Maximum Day O	perating Capacity of P	lant, gallons per day:		280,000						
Plant Category (per subsecti	and the second of the second o	* 30 SW 1	V				iss (per subsection 62-6			
Licensed Operators		Name		License Class	License Nu	mber	naecina sistema	Day(s) / Shift(s)	Worked	Annual Control of the Control
Lead/Chief Operator:	Sharon Purviance			С	13268	υ	tility Manager			
Other Operators:	Andrew Borrenans			C	22604	O	perator Days 1st Shift			
AND PERSONS										
Shifting the property of the control										
Market Market Parties										
SERVICE PROPERTY OF			.,							
In the Part of the Section of the College					s, mats, min					
Maria California (Percent										
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のようには書き のみません。					<u> </u>					<u></u>
I. Certification by Lead								7750		
I, the undersigned water	er treatment plant	operator licensed in Flor	ida, am the lead/el	hief operator of the	vater treatme	nt plant	identified in part	l of this report.	I certify the	at the
information provided i	in this report is tru	e and accurate to the bes	t of my knowledge	e and belief. I certif	y that all drin	iking wa	iter treatment chen	nicals used at thi	s plant con	ıform to NSF
International Standard	60 or other applie	cable standards reference	d in subsection 62	-555.320(3), F.A.C.	I also certify	y that th	e following addition	onal operations	records for	this plant were
prepared each day that	a licensed operat	or staffed or visited this p	plant during the m	onth indicated above	e: (1) records	s of amo	unts of chemicals	used and chemi-	cal feed rat	es; and (2) if
applicable, appropriate	treatment proces	s performance records. I	urthermore, I agn	ee to provide these a	dditional ope	erations	records to the PW	S owner so the I	WS owner	r can retain
		, at a convenient location					- 200 200 200 200 200 200 200 200 200 20	A STATE OF THE STA	W. 101 - 101 - 101	
ment, together with co	pies or this report	, at a convenient totation	tor actouse ion je	ui 3.						
De Les	MILLANA	· 7/8/10	Sharon P	urviance					C - 13268	
Signature and Date	U 7500 NCA 1 1500		L Philadelean	r Typed Name			·	- 1	License Nun	nber
DIRECTOR OFFICE				· · · · · · · · · · · · · · · · · · ·					Selventidad as a gassi	STATE OF

PWS II):			6280162		Plant Name: Lake Josephine Plant #4										
			nth/Year of:			June, 2019					***************************************	-				
			irus Inactivati		, , , , , , , , , , , , , , , , , , , ,	ee Chlorine		☐ Chlor	ine Dioxide		Ozone		☑ Combined C	hlorine (Chloramines)		
L	aviolet Radia				Other (Describe):											
	f Disinfecta	ınt Residua	l Maintained	l in Distribu	tion System:	Free Chlorine						rine Dioxide				
Day of			100000000000000000000000000000000000000	100 PM 100 PM 100	CT Calculations, of			our-Log	Virus Inact	ivation, if A	pplicable*					
			TEACHTUAL	The No. of St.	CONTRACTOR	CT Calculations					UV	Dose	Meaning to			
Tar7 1, 0344	Days Plant		Net Quantity		Parintanda					AMICAN SCIEN	######################################		Althorn			
Day of	Staffed or	Hours plant	of Finished	Section 1	TENDER OF STREET	Disinfectant	Lowest CT	1100	100,000	The later	Hay I. Kapan	Minimum	water and	· · · · · · · · · · · · · · · · · · ·		
the	Visited by	in	Water	Peak Flow	Lowest Residual	Contact Time	Provided	Term of	pH of Water,	Minimum CT	Lowest Operating	UV Dose	Lowest Residual	Emergency or Abnormal Operating Conditions;		
Month	Operator (Place "X")	Operation	Producted, gal	Rate, gpd.	Disinfectant Concentration (C)	(T) at C Measurement	Before or at First Customer	Water OC	if Applicable	I reduired was	UV Dose,	Required,	Disinfectant	Repair or Maintenance Work that Involves Taking Water System Components Out of		
	(race A)	archer ree	en.	alesa Haraketta ya	Before or at First	Point During	During Peak		7.1.4	min/L	mW-sec/cm²	mW-	Concentration at Remote Point in	Operation		
	Hall the		er in kuranensi	an realization	Customer During	Peak Flow,	Flow, mg-	don and	in the second		The State State	sec/cm ²	Distribution			
	College at the		\$40 Tel 727		Peak Flow, mg/L	minutes	min/L	Thereas	and the second	All and the		The American	System, mg/L			
1 2		24.0 24.0	0					ļ		<u> </u>	<u> </u>					
3		24.0	0			,		 								
. 4		24,0	0									· · · · · · · · · · · · · · · · · · ·				
5 6		24.0	0													
7		24.0 24.0	0	·												
. 8		24.0	0					<u> </u>		<u> </u>	 					
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- 10 - 11	Χ.	24.0 24.0	6,000		2.2											
- 12		24.0	0													
13 -		24.0	0				21 21									
14		24,0	0													
15 16		24.0	0													
17	x	24.0 24.0	4,000		2.3									BWN		
18		24.0	0											BWN:		
19		24.0	0											Rescinded		
20 21		24.0 24.0	0													
22		24.0	0													
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24	X	24.0	4,000		2.2											
25 26		24.0	0													
27	-	24.0 24.0	0						-					·		
28		24.0	0													
29		24.0	0													
2.30		24.0 24.0	0					-					·			
Total	PACE AND THE U.S.		14,000		L					l		L				
	Salat Columbia		2,266													

Maximum 6,000

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



June 2019

Daily Finished-Water Production for the Month/Year of :

Communit	y Water System ((CWS) Name:	Lake Josephine	Plants 3 & 4			· · · · · · · · · · · · · · · · · · ·				
ublic Wa	ter System (PWS			6280162				***************************************			
15/14/1	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:	4
	Lake Josephine Plant 3	Plant 4									
Section 1	all the second	Halley and the second	Per	mitted Maximum	Day Operating Co	apacity of Each F	lant, gallons per	day	The state of the s	The base of the	Total
Day of	300,000	280,000	1		1	1					580,000
Month			SHIP IN THE	Net Quantity of	Finished Water F	roduced by Eacl	Plant, gallons		Christian 187	Wegginer and	Total
1	112,000	0									112,000
2	113,000	0									113,000
3	109,000	0								***************************************	109,000
FR 4 -PA-3	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								l l	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	Ö		1							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	Ō	<u>-</u>								87,000
30	86,000	0									86,000
31						·		·			00,000
al		The state of the s	Underson Property	Territoria	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	一种新闻。	TATION IN		24 Partition	TO SELECTION OF	3,198,000
38.77		Talah	Water of British				TRANSPORT	HERE		A THE STATE OF THE	106,600
X .			Till Harry	esa, Salan I		Participal Control	A PROPERTY AND ADDRESS OF THE PARTY OF THE P		HE WALLES	Fills and	158,000



I. General Information for the Month/Y	ear of: July, 2019						
A. Public Water System (PWS) Informat	ion						
PWS Name: Lake Josephine				PWS Identification	n Number:	6280162	······································
PWS Type:	✓ Non-Transient Non-Community	Translent Non-Comm	nunity	Consecutive		7 7 000 7 700	
Number of Service Connections at End of Month:	536		Total	Population Served a	t End of Month:	1,250	
PWS Owner: US Water Services C	orporation						
Contact Person: Melisa Rotteveel			Conta	t Person's Title:	Compliance l	Manager	*.
T	4939 Cross Bayou Blvd		City: New Port Rich	State: Florida		Zip Code:	34652
For a control of the month of the control of the co	866-753-8292		Conta	t Person's Fax Num	iber: 727-849-4219		
	mrotteveel@uswatercorp.net					·	
B. Water Treatment Plant Information					······································		
Plant Name: Lake Josephine Plant	#3			Plant Telephone N	umber:	941-377-945	36
Plant Address: 1949 Canary Way			City: Sebring	State: Florida		Zip Code:	33872
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Po	urchased Finished Water					
Permitted Maximum Day Operating Capacity of Pl		300,000					
Plant Category (per subsection 62-699.310(4), F.A.					n 62-699.310(4), F.A.C	7.	
Licensed Operators	Name	License Class	License Number		Day(s) / Shift(s) Worked	1911年
Lead/Chief Operator: Sharon Purviance		<u>C</u>	13268	Utility Manager	Days 1st Shift		
Other Operators: Andrew Borremans	·	<u>e</u>	22604	Operator	Days 1st Shift		

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II. Certification by Lead/Chief Operator		and the second s				14 17 17 17 17 17 17 17 17 17 17 17 17 17	
I, the undersigned water treatment plant of	perator licensed in Florida, am the	c lead/chief operator of the w	rater treatment plai	at identified in p	oart I of this report.	I certify the	at the
information provided in this report is true	and accurate to the best of my kno	owledge and belief. I certify	that all drinking v	vater treatment o	chemicals used at t	his plant con	form to NSF
International Standard 60 or other application	able standards referenced in subsec	tion 62-555.320(3), F.A.C.	I also certify that	he following ad	ditional operations	records for	this plant were
prepared each day that a licensed operato	r staffed or visited this plant during	g the month indicated above	: (1) records of an	ounts of chemic	cals used and chem	ical feed rat	es; and (2) if
applicable, appropriate treatment process	performance records. Furthermore	e, I agree to provide these ac	lditional operation	s 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	t ten years.					160 600
· · · · · · · · · · · · · · · · · · ·	. 9/5/0	Mile and the section of				ett de Sance	
siound road	TOV VO	Sharon Purviance	<u> </u>			C - 13268	
District and Date	3	Printed or Typed Name				License Nun	iber

PWS I	D:			6280162		Plant Name; Lake Josephine Plant #4									
III. D	aily Data f	or the Mo	nth/Year of:			July, 2019									
Means	of Achieving	Four-Log V	/irus Inactivati	ion/Removal:	<u></u>	ree Chlorine		Chlor	ine Dioxide		Ozone		☑ Combined C	hlorine (Chloramines)	
☐ Ult	raviolet Radia	tion			Other (Describe):						•				
Type (f Disinfecta	nt Residua	l Maintainec	l in Distribu	tion System:	Free Chlorine Combined Chlorine (Chloramines) Chlorine Dioxide							i		
	A SHIP SHAPE	BALL IN SE	2.4			or UV Dose, to Demostate Four-Log Virus Inactivation, if Ap				pplicable*					
	146			and the	and the state of the t	CT Calculations						Dose	altraff() 经股 性的	中型制度的模型。 第122章 122章 122章 122章 122章 122章 122章 122章	
1971	Days Plant		Net Quantity	A March 19	ASSESSMENT OF THE PROPERTY OF			* 41	as each morning			1, 100 (100)	A. 44166 P. (1)		
Day of	Staffed or	Hours plant		ned arm (2 h	建 基件的基件的对象的数	Disinfectant	Lowest CT		BAC 19	Appropriate f	Promotos acid	Minimum			
the	Visited by	in	Water	esta programa	Lowest Residual	Contact Time	Provided	property.	established	Minimum CT	Lowest	UV Dose	Lowest Residual	Emergency or Abnormal Operating Conditions;	
Month	Operator	Operation	Producted,	Peak Flow Rate, gpd.	Disinfectant Concentration (C)	Hill (T) at C	Before or at First Customer	remb or	pH of Water, if Applicable	Lychmen' ms	Operating UV Dose,	Required,	Disinfectant	Repair or Maintenance Work that Involves Taking Water System Components Out of	
a dan e	(Place "X")		gal,	2000	Before or at First	Measurement Point During	During Peak	7.7	11/1/2000	min/L	mW-sec/cm ²	mW-	Concentration at Remote Point in	Operation	
26.40		and the S			Customer During	Peak Flow,	Flow, mg-	1 george (* 45	United States and States		Search green and	sec/cm²	Distribution		
APACT Contract Contra		Autority			Peak Flow, mg/L	minutes	min/L	e decude	1000	aranden saars	r latiga e e e e e e	augus Shariff	System, mg/L		
1 2 3 4 5		24,0 24.0	0												
. 3		24.0	0												
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i orai Avgezage	AND 11 10 10 10 10 10 10 10 10 10 10 10 10	ages in the	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										
												· · · · · · · · · · · · · · · · · · ·				
III. Da	illy Data fo	or the Mo	th/Year of:			July, 2019										
Means o	f Achieving	Four-Log V	irus Inactivat	ion/Removal:	Пь	ree Chlorine		Chlor	ine Dioxide		Ozone		Combined C	hlorina (Chloraminas)		
	violet Radia				Other (Describe):	er annen					Ozone Combined Chlorine (Chloramines)					
Type of	Disinfects	nt Recidus	I Maintainec		tion System:	Free Chlorine Combined Chlorine (Chloramines) Chlorine Dioxide										
I SPECIAL SE	Diamicolo	I all Residue	i ivanitanice	i ili Disulou	CT Calculations	☐ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Cr or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable						nne Dioxide				
1	de l'Alle Alle	2-2-10 K-1-3		Water Street	Cr Calculations,		culations	annocal distribution of the second	VILUS IIIACI	ivation, it A		Addition	1000 BE			
0.00		Harbard Fred	The same	STATE OF THE REAL	14.2 dipanel (18) 30 like	GICA	Culations	green feet and a	Charles Inc.	20 Maria	UV	Jose				
医圆型	Days Plant		Net Quantity	ASAL - Income	77 Frank 1960	100000000000000000000000000000000000000	challing _{(Sell})	Grand Co.	Professor	Triblius.		ritas as	TEL TEN	建 基础 化基础 医神经电影		
Day of the	Staffed or Visited by		of Finished Water	a de la composición dela composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición dela composición de la composición de la composición dela composición dela composición de la composición de la composición de la composición de la composición de la composición de la composic	Lowest Residual	Disinfectant Contact Time	Lowest CT Provided	Alle and a	155 E 546 S	Walter Land	Lowest	Minimum	200 (12) (Fillips)	Emergency or Abnormal Operating Conditions:		
Month	Operator	Operation	Producted,	Peak Flow	Disinfectant	(T) at C	Before or at	Temp of	pH of Water,	Minimum CT	Operating	UV Dosc	Lowest Residual Disinfectant	Repair or Maintenance Work that Involves		
Company.	(Place "X")	Open district	gal	Rate, gpd.	Concentration (C)	Measurement	First Customer	Water, OG	pH of Water, if Applicable	Required, mg- min/L	UV Dase,	Required, mW-	Concentration at	Taking Water System Components Out of		
(4) (Egg	and the second	Torrist Charles	100	Paragraphy.	Before or at First	Point During	During Peak	The state of	A CENTRAL	- minter	mW-sec/cm ²	sec/cm²	Remote Point in	Operation		
Company of	unit de la de	20000000	Annaha ang sa		Customer During	Peak Flow,	Flow, mg-	3500 (1 m m) 8		e Nilstania	Michigan L	acorum.	Distribution	The Decision of the Control of the C		
প 1	Children Children	24.0	0		Peak Flow, mg/L	minutes	min/L		Property and		71-11-1	900 HAS	System, mg/L	The state of the state of the state of		
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12		24.0	0													
.13	1	24.0	Ö			***************************************										
- 14		24.0	0													
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20		24.0	0				<i>j</i>									
21 22	-x	24.0	0 4,000		2.4											
23	-^-	24.0	0										·			
24		24.0	0									,				
25		24.0	0													
26		24.0 24.0	0													
28		24.0	0										-			
29	x	24.0	4,000		2.2											
30		24.0	0													
31 Fotal	0	24.0	0													
Avgerage	ina aka sajada	De 1 85 85	16,000													

Maximum 4,000

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



blic Wa	ter System (PWS) Identification N	umber.	6280162			***************************************				
ighe may a	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:	le le le le le le le le le le le le le l
	Lake Josephine Plant 3	Lake Josephine Plant 4									10 (12 de 12
0.446	1.0	Interest in the second	Per	mitted Maximum	Day Operating Ca	pacity of Each P	lant, gallons per	day	5 85 G 64	10 A 10 A 10 A 10 A 10 A 10 A 10 A 10 A	Total
ay of	300,000	280,000									580,000
<i>l</i> ionth			nike projection (EN	Net Quantity of	Finished Water P	roduced by Each	Plant, gallons	Asset La	350		Total
41	81,000										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
16	97,000	0									97,000
(9	106,000	0									106,000
20	109,000	O									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
8	82,000	0									82,000
9	94,000	4,000									98,000
0	93,000	0									93,000
1	58,000	0									58,000
			and the second s								2,992,000



Polymer Page 3 Due in December

General Informa	tion for the Month/Year	of: December;	2018	inumuja			······································			
Public Water Sys	stem (PWS) Information	i.								
WS Name:	Leisure Lakes/Covered B						PWS Identification	Number:	6280064	
WS Type:	✓ Community	Non-Transient Non-Commu	mity	Transient Non-Co	mmunity		Consecutive		, '	
	nnections at End of Month:	276	Vacanist III and a second			Total 1	opulation Served at	End of Month:	632	
WS Owner:	US Water Services Corpo	oration					***		1	
ntact Person:	Melisa Rotteveel					Contac	it Person's Title:	Compliance		
ntact Person's Maili	ng Address: 493	19 Cross Bayou Blvd			City:	New Port Rich	State: Florida		Zip Code:	34652
ontact Person's Telep		i-753- 829 2				Contac	t Person's Fax Numb	ber: 727-849-421	9	
ntact Person's E-Ma	*** (I/ANIBAT AND ***	rotteveel@uswatercorp.n	<u>net</u>							···
ater Treatment	t Plant Information									
int Name:	Leisure Lakes/Covered B	ridge					Plant Telephone No	mber:	941-377-94	
ınt Address:	140 Woodside Drive				City:	Lake Placid	State: Florida		Zip Code:	33852
pe of Water Treatme		✓ Raw Ground Water	Purchased	Finished Water				······································		
	Day Operating Capacity of Plant			72,000					فينون المانونين	
	bsection 62-699.310(4), F.A.C.)			***************************************			7. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3.	62-699.310(4), F.A.(
icensed Operat	Ors: Provide the second	Name Name		License Cla	s Lice		And the second	Day(s) /. Shift	(s) Worked	Office Sec.
ad/Chief Opera	IOT Sharon Purviance			С		13268	Utility Manager			
her Operators:	Andrew Borrenans			Ç		22604	Operator	Days 1st Shift		
the undersigned formation providernational Standard each day	ded in this report is true a dard 60 or other applicab that a licensed operator s	erator licensed in Florida, a and accurate to the best of a le standards referenced in s staffed or visited this plant erformance records. Furthe	ny knowledg subsection 62 during the m	e and belief. I cer 2-555.320(3), F.A. onth indicated abo	tify that C. I also ove: (1)	all drinking of certify that records of a	water treatment of the following ad nounts of chemic	chemicals used at Iditional operation cals used and che	this plant cons records for mical feed ra	nform to NS this plant v tes; and (2)
enature and Date	Rumarar	1430'd		Purviance or Typed Name		· · · · · · · · · · · · · · · · · · ·			C - 13268 License Nu	mber

PWS ID:			······································	6280064		Plant Name: Leisure Lakes/Covered Bridge									
III. Da	ily Data fo	r the Mon	th/Year of:			December, 2018									
			rus Inactivatio	on/Removal:	□ F	ree Chlorine		☐ Chior	ine Dioxide		Ozone	3	✓ Combined (Chlorine (Chloramines)	
	violet Radiati		The server section		her (Describe):										
			Maintained	in Distribution		✓ Free Chlori	ne 「	Combined	Chlorine (Chlora	mines)		hlorine Diox	ide		
	Distillectal	it icesional	ivianitanicu	The Control of the Co	Calculations.	s, or UV Dose, to Demostate Four-Log Virus Inactivation, It A				Applicabl			41		
24 E	14.	2.00	A10	AND THE RESERVE OF THE PARTY OF		CTCal	culations				- 1 U	V Dose			- FFF
11902 ()		100	- AF	at the state of	Parameter States of the States	(execution)	Lower		ALC: NO.	on see	= 76		100 年 100 年	THE RESERVE OF THE PARTY OF THE	m = 10
Day of the	Days Plant	esta (Billion	Net Quantity	100 mg		Disinfectant	Provided		15.55		= 110 199	10 · 10 · 10 · 10 · 10 · 10 · 10 · 10 ·	第 二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十	1 数据 14 数据 15 数k 15 x 15 x 15 x 15 x 15 x 15 x 15 x 15	
Day of	Staffed or Visited by	Hours plant	Net Quantily of Finished		Lowest Residual	Contact Time	Before or	ut l	報 - 5		4	Minimi	Lowest Residua	· · · · · · · · · · · · · · · · · · ·	
Month	Operator	5 A C C C C C C C C C C C C C C C C C C	Water	Peak Flow	Disinfectant	(T) of C	First		pH of Water) if Applicable		Lowes		THE RESERVE OF THE PARTY OF THE		
100	(Place "X")		Produced gal		cocentration (C)	Point During	Custome During Pe			Minimum CT	The same	a Demin			intons:
	100		100		Before or at Fund a Customer During I	Peak Flow,	Flow, mg	Terio of	31	Required, my	UV Dos	e, mW	Distribution	Repair of Maintenance Work that involve	s Taking
Month 3 Lan 4 4 4 4 4 4 4 4	- 12 m	and the			Peak Flow, mg/L	inimies	min/L	Water, OC	1000	min/L	mW-sec/o	m ² sevices		Walez System Components Out of Ope	ration -
1 1 30	Х	24.0	21,600		4.0			1. 1.					1.8		
##0 ₅		24.0	21,700				4		1		 		1.8		
- E-M-	X	24.0	14,900		3,8 3.4	4 8 1	<u> </u>				1		1.4		
5	X	24.0 24.0	19,900 14,300		4.0		1						1.7		
- 16	$\frac{\hat{x}}{x}$	24.0	17,500		3,8								1,5		
CONCORT - RESPOND	Х	24.0	14,900		3,2		_				╂	_	1,4		
8	Х	24.0	19,800		3,0				 		1				
110 111 - 112 - 113 - 11	<u>x</u>	24.0 24.0	19,800 20,800		2.5	1							1.0		
11	$-\hat{\mathbf{x}}$	24.0	18,800		2.6								1.2		
12	Х	24.0	27,500		3.0		_		1		 		1,3 1,2	<u> </u>	
13	X	24.0	15,400		2.0 1.8	_			+	· · · · · · · · · · · · · · · · · · ·	 		- - 		
14	X	24.0 24.0	18,800 19,200	-	4.0	+	 				177		2.0		
16	^_	24.0	19,300				1					<u> </u>			
17.	X	24.0	22,600		4.0								1.9		
18	Х	24.0	19,200		4.0				-		+		1.7		
20	X	24.0 24.0	15,100 18,300	 	3.7	+	1		1				1.5		
21	X X	24.0	19,600		3.9								1.5		
22	X	24.0	15,900		4.0						-		1,4		
23		24.0	15,900		4.0		 		1		+		1,2		
24	X	24.0 24.0	19,500 18,300		4,0 4.0				+ +	· · · · · · · · · · · · · · · · · · ·	1		1.3		
.25 26	X	24.0	17,300		4.0								1.3		
27	X	24.0	22,000		4.0						4		1.3		
. 28	Х	24.0	11,600		4.0				4		-	_	1.3		·
29	χ	24.0	25,100 25,200	 	4.0	-			+		1				
30 31	x	24.0 24.0	20,200	 	3.9								1.3		
	7 (Paris)		590,000												
Average		and the second	19.032	1											

Maximum 27,500

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

PWS	ID:	6280064	Plant Name:	Leisure Lake	s/Covered Bridg	e		
IV. S	Summary of Use of Polyi	ner Containing Acrylam	ide, Polymer Ce	ontaining Ep	ichlorohydrii	ı, and Iron c	or Manganese Sequestrant for the Year: *	2018
A. I	s any polymer containing the mo	momer acrylamide used at the wa	ater treatment plant?		☑ No	Yes, and	the polymer dose and the acrylamide level in the polymer a	ire as
f	ollows:				,		* # * * * * * * * * * * * * * * * * * *	
F	olymer Dose ppm =				Acrylamide Leve	:I, % ⁱ =		
B. I	s any polymer containing the mo	nomer <u>epichlorohydrin</u> used at t	he water treatment pl	ant?	☑ No	☐ Yes,	and the polymer dose and the epichlorohydrin level in the	-
p	olymer are as follows:					•		
F	olymer Dose ppm =				Epichlorohydrin	Level, %'=		
C. I	s any iron or manganese sequest	rant used at the water treatment p	olant?	☑ No	☐ Yes, a	nd the type of	sequestrant, sequestrant dose, etc., are as follows:	
Т	'ype of Sequestrant (polyphosph	ate or sodium silicate):						
s	equestrant Dose, mg/L of phosp	hate as PO4 or mg/L of silicate a	s SiO ₂ =					
I	f sodium silicate is used, the amo	ount of added plus naturally occu	urring 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.



Public Water System (PWS) Information		ition for the Month/Ye		: :		-Madison-control and and a second city that the second city the second city that the second 		
PWS Type:					···	PWS Identit	fication Number	6280064
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: Melias Rottevel Contact Person's Tride: Compliance Manager Contact Person's Mailing Address: 4939 Cross Bayou Blvd City: New Port Richly State: Florida Zip Code: 34652 Contact Person's Mailing Address: mroftleveel@uswatercorp.net 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: Paw Ground Water Purchased Finished Water Permitted Maximum Day Operating Capacity of Plant, galons per day: 72,000 Plant Category (per subsection 62-699 310(4), F.A.C.): C Licensed Operators Name License Class License Number Day(s) / Shift(s) Worked Lead(Chief Operators) Name License Class License Number Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin W				unity Transient	Non-Community			0200001
PWS Owner: US Water Services Corporation Contact Person: Melias Rottevel Contact Person's Mailing Addres: 4939 Cross Bayou Blvd City: New Port Rich State: Florida Zip Code: 34652 Contact Person's Telephone Number: 866-753-8292 Contact Person's E-Mail Address: mrottleveel@uswafercorp.net Water Treatment Plant Information Plant Name: Leisure Lakes/Covered Bridge Plant Address: 140 Woodside Drive Plant Address: 140 Woodside Drive Plant Address: 140 Woodside Drive Plant Address: 72,000 Plant Class (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): C Plant Class (per subsection 62-699.310(4), F.A.C.): C Plant Class (Person's Texture Number: Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift				omey rranspore	. Holf Community			632
Contact Person's Melita Rotteveel Contact Person's Mailing Address: 4939 Cross Bayou Bivd Contact Person's Telephone Number: 866-753-8292. Contact Person's Telephone Number: 866-753-8292. Contact Person's Fax Number: 727-849-4219 Contact Person's Pax Number: 727-849-4219 Contact Person's Fax Number: Plant Class (Part Path Path Path Path Path Path Path Pat	PWS Owner:	US Water Services Co	rporation	1 (1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
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 Fax Number: 727-849-4219 Contact Person's Fax Number: 727-849-4219 Water Treatment Plant Information Plant Name: Leisure Lakes/Covered Bridge Plant Telephone Number: 941-377-9456 Plant Address: 140 Woodside Drive Type of Water Treatment by Plant: Paw Ground Water Permitted Maximum Day Operating Capacity of Plant, gallons per day: 72,000 Plant Clategory (per subsection 62-699-310(4), F.A.C.): V Plant Clategory (per subsection 62-699-310(4), F.A.C.): C Licensed Operators Lead/Chief Operators Day(s) Y Shift(s) Worked Lead/Chief Operators Dustin Williams C 22520 Operator Days 1st Shift Office Operators: Dustin Williams						Contact Person's Ti	tle: Complian	ce Manager
Contact Person's E-Mail Address: Mroftleveel@uswafercorp.net Water Treatment Plant Information Plant Name: Leisure Lakes/Covered Bridge Plant Address: 140 Woodside Drive City: Lake Placid State: Florida Zip Code: 33852 Type of Water Treatment by Plant:	Contact Person's Mail	ing Address:	1939 Cross Bayou Blvd		City: New Po	ort Rich State: Flo		
Water Treatment Plant Information Plant Name: Leisure Lakes/Covered Bridge Plant Telephone Number: 941-377-9456 Plant Address: 140 Woodside Drive Plant Seed of Water Treatment by Plant: Plant Ground Water 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 Livensed Operators Name License Class License Number Day(s)? Shift(s) Worked Lead/Chief Operators Day(s)? Shift(s) Worked Lead/Chief Operators Days 1st Shift C 22520 Operator Days 1st Shift C 22520 Operator Days 1st Shift C Days 1st Shift Days 1st Shift Days 1st Shift Days 1st Shift Days 1st Shift Days 1st Shift Days 1st Shift Days 1st Shift D	Contact Person's Tele	phone Number: 8	366-753-8292			Contact Person's Fa	x Number: 727-849-4	219
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: 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 Operators Days 1st Shift Other Operators Dustin Williams C 22520 Operator Days 1st Shift	Contact Person's E-M	ail Address:	mrotteveel@uswatercorp.i	net				
Plant Address: 140 Woodside Drive City: Lake Placid State: Florida Zip Code: 33852 Type of Water Treatment by Plant:	. Water Treatmen	t Plant Information						
Type of Water Treatment by Plant: Permitted Maximum Day Operating Capacity of Plant, gallons per day: Permitted Maximum Day Operating Capacity of Plant, gallons per day: Pant 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 V Licensed Class License Number Day(s) / Shift(s) Worked Lead/Chief Operators Ron Derossett A 3531 Utility Manager Days 1st Shift Other Operators Dustin Williams C 22520 Operator Days 1st Shift C 22520 Operator Days 1st Shift C Dustin Williams C Days 1st Shift C Dustin Williams Days 1st Shift C Dustin Williams Days 1st Shift C Dustin Williams Days 1st Shift C Dustin Williams Days 1st Shift C Dustin Williams Days 1st Shift C Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Dustin Williams Days 1st Shift Days 1st Shift Days 1st Shift D	Plant Name:	Leisure Lakes/Covered	l Bridge			Plant Telepl	none Number:	941-377-9456
Permitted Maximum Day Operating Capacity of Plant, gallons per day: Plant Category (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): Licensed Operators Ron Derossett A 3531 Utility Manager Days 1st Shift Other Operators Dustin Williams C 22520 Operator Days 1st Shift	Plant Address:	140 Woodside Drive			City: Lake P	acid State: Flo	rida	Zip Code: 33852
Plant Category (per subsection 62-699.310(4), F.A.C.): Licensed Operators Lead/Chief Operators Content Operators: Dustin Williams V Plant Class (per subsection 62-699.310(4), F.A.C.): C License Class License Number Day(s) / Shift(s) Worked License Class Content Operators Content Operators Content Operators Content Operators Content Operators Content Operators Content Operator Content Opera				Purchased Finished W	ater			
Licensed Operators Lead/Chief Operators Ron Derossett A 3531 Utility Manager Days 1st Shift Other Operators: Dustin Williams C 22520 Operator Days 1st Shift				72,000				
Lead/Chief Operators Ron Derossett A 3531 Utility Manager Days 1st Shift Other Operators Dustin Williams C 22520 Operator Days 1st Shift		• • • • • • • • • • • • • • • • • • • •	and the second s					
Other Operators: Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift	A Principle and the Commission of the Commission	THE RESIDENCE OF THE PROPERTY	Name	Lice	use Class License Nu	raber - " -	Day(s) / Shi	ft(s) Worked
	PRODUCTION CONTRACTOR OF THE PRODUCTION OF THE P			Α	3531	Utility Man	ager Days 1st Shift	
	Other Operators:	Dustin Williams		C	22520	Operator	Days 1st Shift	
	· 清景· 温· · · · · · · · · · · · · · · · · ·					salah di di di di	on California de California de California de California de California de California de California de California	
Cartification by Lond Chief Quantum							THE BEST SE	
Cartification by Lead Chief Quarater	SALES A PAGE STATE		a tale					
Cartification by Lead Chief Operator	The second							
Cartification by Lond Chief Quarater	and the Alignment							
Cartification by Londi Chief Quayotar	and a fire on							
Certification by Designation	Certification by	Ead/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 heat of my knowledge and heliaf. I certify that all delaying water treatment chemicals used at this plant conform to N								
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 N								
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 N 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								
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 N 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 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)	applicable applo	priate treatment process	performance records. Further	ermore, I agree to provi	de these additional ope	rations records t	o the PWS owner so	the PWS owner can retain
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 N 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	1 19			· · · · · · · · · · · · · · · · · · ·	F.			
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 N 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 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)		1/ 4	c/al.					
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 N 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 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 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	Kons	\mathcal{L}	8/9//2	Ron Derossett				A 3531
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 N 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 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 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				Printed or Typed Name				

PWS ID	:			6280064		Plant Name:	Leisure La	kes/Covered B	ridge				
						.,							
III. Da	ilv Data f	or the Mor	ith/Year of	:		July, 2017							
				tion/Removal:	П	Free Chlorine		Chlorine	Dioxide	П	Оzопе	Combined C	hlorine (Chloramines)
1	violet Radia				Other (Describe):	Tree emorate							
			13.61.			Free Chlori					Панта	•	
Type of	Disinfecta	int Kesidua	i Maintaine	d in Distribu	non System:				orine (Chloramines) trus Inactivation, I		Chlorine Dioxid	le .	TO A STREET OF THE STREET OF T
	42.20	###WI		ALCOHOL:	C i Cuiculations,			rom-rog v	irus macuvamon, i	r schhi			的报子和时间 在时间的
\$ \$ P T	ALC: N		A Marian Pale	AUUDITUR	E CONTRACTOR DE LA CONT		culations ()		A STATE OF THE STA	140	UV Dose	24 Text 201	
	Days Plant				No.		Lowest CT		A COLUMN			5 ALC: 10 P.	
Day of	Staffed or	Hours plant	Net Quantity of Finished		Laboration Control	Disinfectant	Provided		心心神经 医伊斯特				多企业的工作的企业。
the	Visited by	in in	Water	Peak Flow	Lowest Residual Disinfectant	Contact Time (T) at C	Before or a		of Water		Minimum	Lowest Residual Disinfectant	
Day of the Month Service Control of the Month	Operator	Operation'	Produced, gal	Rate and	Concentration (C)	Measurement	Customer	i e e	Applicable	1/1	owest UV Doce		Emergency or Abdomial Operating Conditions:
	(Place "X")	A STATE OF	Land May 1	400	Before or at First	Point During	Daring Peal		Minimum	сті о	crating Required,	Remote Point in	Repair or Maintenance Work that Involves
al amount				A STATE OF THE PARTY.	Customer During	Peak Flow	Flow; ing-	Temp of	Required.		/ DosemW	Distribution (Taking Water System Components Out of
	10000000000000000000000000000000000000				Peak flow, mg/L	minutes	min/L	Water	min/L	_ mW	-sec/cm ² sec/cm ²	System, mg/L:	Cperation
	X	24.0	60,300		4.6				. (1, 15)			2.1	
4.2		24.0	60,300		4.9							2.3	
30.24	X X	24.0 24.0	53,600 58,400		4.9	+		-				2.2	
5	X	24.0	56,700		4.9		†				7	2.3	
48 6 3 1	X	24.0	60,000		4.7							3,1	
	X	24.0	55,000		4.9							3,3	
1000	X	24.0	64,700		4.9			+		_		2.9	
	X	24.0 24.0	64,800 59,700		4.9		1 101 1		e d'institution			3.2	
* A =	X	24.0	50,600		4.8			1 1		7		3.4	
12	X	24.0	60,100		4.6		1 10 10 10					3.1	
13	X	24.0	36,200	Frank Ja	4.9				The face feet of the second se			3.2	
9-14	Х	24.0	55,300		4.9	rist in the						3.1	
1.5	X	24.0 24.0	59,100 59,100		4.9					-		3.0	
長7	x	24.0	51,500		4.7		-	+				3.3	
618	$-\hat{\mathbf{x}}$	24.0	64,000		4.9		†					3,2	
.39	Х	24,0	62,200	. Julian	4.8							3.1	
120	X	24.0	60,800		4.8							3.0	
21	X	24.0	56,900		4,9							3.1	
22	X	24.0 24.0	60,500 60,600		4.9		+	<u> </u>				3.0	
24	x	24.0	57,600	9.00	4.6		†					2.9	
25	x	24.0	55,100		4,7		1					2.8	
25	X	24.0	58,100		3.3							2.9	
27	Х	24.0	58,500		4.2							3.1	
28	X	24.0 24.0	59,100 56,800		4.5 5.0	 	 	+				2.7	
30	X	24.0	56,900	 	3,0	 	!	+				4.0	
31.	х	24.0	53,300		4.9		1:					2.9	
Total -	of Second Second		1,785,800	1									
Avier see	de alla di di		57,606								+		

Maximum 64,800

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



WS Name:	(PWS) Informati		The state of the s			PWS Identification Number:	6280064
S Type:	Community	Non-Transient Non-Cor	nmunity	Transient Non-Co	mmunity	Consecutive	
ber of Service Connect		276	initionally i		Tota	Population Served at End of Month:	632
Owner:	US Water Services Co						
act Person:	Melisa Rotteveel	огрозинон			Cont	act Person's Title: Complian	nce Manager
act Person's Mailing A		4939 Cross Bayou Blvd			City: New Port Ric	sh State: Plorida	Zip Code: 34652
act Person's Telephone		866-753-8292			the second secon	act Person's Fax Number: 727-849-	4219
act Person's E-Mail Ad		mrotteveel@uswaterco	ro.net				
ter Treatment Pla			F 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		i i i i i i i i i i i i i i i i i i i		
Name:	Leisure Lakes/Covere	ed Bridge				Plant Telephone Number:	941-377-9456
t Address:	140 Woodside Drive				City: Lake Placid	State; Florida	Zip Code: 33852
of Water Treatment by	regional and an alternative beautiful and an alternative and an alternative and alternative an	✓ Raw Ground Water	Purchased	Finished Water			
	perating Capacity of Pl			72,000			
	ion 62-699.310(4), F.A.		V.		Plan	t Class (per subsection 62-699.310(4), F.	A.C.): C
icensed Operators		Name-14	TELEPIS .	License Cla	ss Tricense Numbe	T. Day(s) / Sh	ift(s) Worked
n/Origi Operator				A	3531	Utility Manager Days 1st Shift	
er Operators	Dustin Williams			C	22520	Operator Days 1st Shift	
	Dusuit Williams						
					Tell Balleti Tig. 1		
							Centra de la persona
Langue Charles Control		The second secon					
	UCL: f Operator						
tification by Lead	a/Ciner Operator	4.0		1	a sustantes desates and m	lant identified in part I of this res	port I certify that the
e undersigned wat	ter treatment plant	operator licensed in Florid	ia, am ine lead/d	mier operator of the	ic water treatment p	lant identified in part I of this rep	at this alant conform to NS
Ammatian provided	in this report is tru	e and accurate to the best	of my knowledg	e and belief. I cer	tify that all drinking	g water treatment chemicals used	l at this plant conform to r
-ational Standard	160 or other applic	cable standards referenced	in subsection 6:	2-555.320(3). F.A	.C. I also certify the	at the following additional operat	tions records for this plant
and each day the	t a licensed operate	or staffed or visited this pl	ant during the n	nonth indicated ab	ove: (1) records of:	amounts of chemicals used and c	enemical reed rates; and (2)
	t a receised operation		ethermore I am	ree to provide thes	e additional operation	ons records to the PWS owner so	the PWS owner can retain
Jarco Cachelly Lin		S DETIOTHANCE ICCORDS. FU	nnicimore, i agi	ice to provide mos	o additional operation		
licable, appropriat	e meannent process	per					
licable, appropries	a regarment process	1.1					
licable, appropriat	ireaument process	T 9 4/-	Ron De	and the second second			A 3531

PWS II) ;			6280064		Plant Name:	Leisure Lake	es/Covered	d Bridge			***************************************			
·	<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>														
шъ	aily Data fo	r the Mon	th/Year of			August, 2017									
					Π-	Free Chlorine		Chlori	ine Dioxide		Ozone		✓ Combined (Chlorine (Chloramines)	
			nus inactiva	tion/Removal:		ree chomie			DIVAIGE					Server Server Server	
	aviolet Radiati				Other (Describe):										
Type o	f Disinfectar	nt Residual	Maintaine	d in Distribut	tion System:	Free Chlorin	<u>e </u>	Combined C	Chlorine (Chlo	oramines)		orine Dloxid	e.	0 F	
	1 1000 图		明 有是一个		Oli Origolations (on UV Dose, to	Demostate .	Four-Log	Virus Inac	tivation, if i	Applicable*	September 1	国共产 行。	· 大学 "这里,我是不是	
		and Market	1,50	e area Alleria	15 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AND TOTAL	olations	100		E / E P	and A	Jose	未,我 是一位是	and the second	
		果福生	14,54,41		10 P 10 T 10 P		Lowest CT	part of	100	200	100	100	* 10 mm 10 mm 1	1000 100 100 100 100 100 100 100 100 10	
超基	Days Plant	20.00	Net Quantity		· 医生命性 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 / 1000 /	Disinfectant	3 Provided	1.4.5		4 7			and the second		27.00
Day of	Statistics Visited by		of Finished		Lowest Residual	Contact Title	Before or at		La Maria		MATERIAL STREET		Dovest Residua		
		Operation	Water Produced, gal	Peak Flow	Disinfectant 1	42 TO MOTE	For Y		pH of Water,	東京王子 東 285	400	Minimum			
Morris	(Tax. XX)	and the second	Produced, gai	Rate (pt	Conceduration (C)	Magraian	Customer		if Applicable		Lowest T Operating	Required;		Compressive Administration Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Continued Con	
					Hefore or at First	· Hoint Duling	During Feak			Minimum Cl Required; inc	UV Dose	mw.	Distribution	# Aking Water System Comparison Out	
A gray				H les	Customer During Peak Flow, mg/t	Pour Fow	How me	Water C	Contract of the	mini Pil	mW-sec/cm				
		1.00	(1122 (1122	e Carrier and	Post How more	ninues a	aunivis .					- GHE	2.7		
	X	24.0 24.0	61,100 26,100	+	4.9	1	Historia (g.	1	 				2.8		
	X	24.0	30,400		4.8							1. 1.4	2.7		
	$\frac{\hat{x}}{x}$	24.0	44,000		4,9	The Charles And	T. ! .						2.9		
(C)	X	24.0	20,200		4.9								2.8		
## 6	191 12 I W.	24.0	20,300			1						1	2.6		
	X	24.0	24,200	-	4.8			1		 	-	 	2.3		
	X	24.0	22,100	+	4.4 2.9								1 13 -		
学 》 - 200章	X	24.0 24.0	24,000 20,700	+	4.1				t				2.8		
	X	24.0	16,900	1	4.8			1					2.7		
	X	24.0	20,600	1	4.3	de la companya de la companya de la companya de la companya de la companya de la companya de la companya de la		Maria da de la composición dela composición de la composición de la composición dela composición dela composición dela composición de la composición dela composición de la composición dela composición dela composición dela composición dela composición dela composición dela composición dela composición dela composición dela composición dela composición dela composición d					2.6		7
113		24.0	20,600				1000				4 4	<u> </u>			
in Paris	Х	24.0	25,300		4.0	1 445 3							2.7 3.2		
J O R	X	24.0	19,500		4,4			4	 	 	+	1	32 331		
16.	X	24.0	16,600	+	4.6 4.3	+	<u> </u>	-	+	 	+	†	3.0		
17	X	24.0 24.0	13,800 16,000	 	4.1	1	41.7 (4)	1		100			3,1		
18	X	24.0	17,300	1	4.1	1		1					3.0		
20	 ^ 	24.0	17,300												
210	х	24.0	23,700		4,5	10 11 11 11				<u> </u>	4		3.2		
	X	24.0	9,800		4.6					 		1	3.1 2,6		
	X	24.0	14,200	1	3,0	+		 		+	+	er y seeke.	2.8		
	X	24.0	15,400		3,2 3,9			1	100 C 100 C	+		1	2.9		
125 126	X	24.0 24.0	17,000 19,900	+	4,6	+		1	 	 			3.0		
27	\vdash $\stackrel{\sim}{\leftarrow}$ \dashv	24.0	19,900	1	1	1									
28	x	24.0	20,600		4.7	1 2 1 2 1		<u> </u>	1 1 1			1	3,1		
-29	Х	24.0	19,500		4,6			1	1		4		3.2		
	X	24.0	15,400		4.6			4		1	4	+	2.9		
	X	24,0	22,800	1	3.8	4 1 1	<u> </u>		1:	1	4		1 4.2		
local and	olega (n. 1846) Olega (n. 1846)	1000000	675,200 21,781											•	
23/32/32	VI SE	AND THE PARTY OF T	21,/81	1											

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



WS Name:	(PWS) Informat Leisure Lakes/Cover				1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		PWS Identification Number:	6280064
VS Type:	✓ Community	Non-Transient Non-Com	munity	Transient Non-Co	mmunity		Consecutive	
umber of Service Connect			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				Population Served at End of Month:	632
VS Owner:	US Water Services C	Corporation						
ontact Person:	Melisa Rotteveel	PACILI DE LOS				Conta	ct Person's Title: Complianc	e Manager
ontact Person's Mailing Ad	ddress:	4939 Cross Bayou Blvd			City: New	Port Ric	state: Florida	Zip Code: 34652
ontact Person's Telephone	Number:	866-753-8292				Conta	ct Person's Fax Number: 727-849-42	219
ontact Person's E-Mail Ad	** **	mrotteveel@uswatercon	<u>p.net</u>					
Vater Treatment Pla	int Information							
ant Name:	Leisure Lakes/Cover						Plant Telephone Number:	941-377-9456
ant Address:	140 Woodside Drive		11		City: Lake	Placid	State: Florida	Zip Code: 33852
pe of Water Treatment by		Raw Ground Water	Purchased	Finished Water				
ermitted Maximum Day O				72,000				
ant Category (per subsecti	on 62-699.310(4), F.A		V	ONOCCOMENTS SECTION to the support of the section o			Class (per subsection 62-699.310(4), F.A	
Licensed Operators		The Name of the Latest		Maricense Cla	ss License		The state of the s	us) Worked
ead/Chirol Operator	Ron Derossett			Α	353	<u> </u>	Utility Manager Days 1st Shift	
ther Operators:	Dustin Williams			C	225	20	Operator Days 1st Shift	
" " " " " " " " " " " " " " " " " " " "								
等。								
						Sec.		
The state of the s								
Company of the						Tale As		
							<u> 144 - Shaille Ballanda Ballanda Balla</u>	
a support of Mark								
							#1 하스레이 환경 하는 이렇게 많이 말 뿐다	international designation of the contract of t

PWS ID);		· · · · · · · · · · · · · · · · · · ·	6280064		Plant Name:	Leisure Lal	kes/Covered 1	Bridge					
<u> </u>														
III D:	aily Data fe	or the Mor	ith/Year of:			September, 201	7							
				ion/Removal:	П	ree Chlorine		Chlorin	e Dioxide		☐ Ozone		Combined C	hlorine (Chioramines)
			nus machyan		Other (Describe):	ree Chome			u Dioxide					
	aviolet Radial										T ====			
Type of	f Disinfecta	nt Residua	l Maintainec	l in Distribu	tion System:	Free Chlorin		Combined Ch	lorine (Chlo	ramines)		orine Dioxide	71.95	Name of the Control o
					CI Calculations	or UV Dose, to	Demostate	Four-Log \	inis Inact	ivation, if	Applicable*	2 1 T	語。海域中	
4.500	ALC: THE		APP A	and Asset	。由于自然是由" "	CT,Calc		100	TOTAL	100	·UV.	Dose	4.4	
1 0	Days Plant	ALCERTAN	12 10 10 10 10 10 10 10 10 10 10 10 10 10		A PROPERTY		Lowest CT	2.集16年		Log Addition of the			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	对性。这种是实现的变形
Day of	Staffed or	经有18(2116/1923)201111日	Net Quantity		A CONTRACTOR OF THE PARTY.	Disinfectant	Provided	1000	100 miles		100		第二十二十二十二	
Day of	Visited by	4 III	of Finished Water	Peak Flow	Lowest Residual	Contact Time	Before or at		Hof Water,		46.000	Minimum	Lowest Regimal Distriction	The state of the state of the state of
Monte	Operator (Place "X")	Operation	Produced gal		Disinfectant Concentration (C)	(T) at C Measurement	First Customer				Lowest	UV Descri	Concentration at	Emergency or Absorptal Operating Conditions:
100	(Place "X")			AME WA	Before or at First	Point During	During Peal		f Applicable	Minimum C	T Operating	Required,	Remote Point in	Repair of Maintenance Work that involves
and the second		Name :	1000	A STATE OF THE STA	Customer During	Peak Flow,	Flow me	Temp of		Required, m	g UV Dose,	mW-	Distribution	Taking Water System Components Out of
			ed. The second	estimate and	Peak Flow, mg/L	mmutes	min/L	Water, C		min/L	mW-sec/cm	sec/cm	System, mg/L	Operation
शहरात कहा	Х	24.0	17,800		4.1								3.1	
100	X	24.0	24,100		4.1		ļ <u> </u>				_ -	<u> </u>	3,1	
F)586 FF		24.0	24,100		3.8	<u> </u>		+			 		3.0	
	X X	24.0 24.0	17,900 55,600	_	4.3		 	++			:		3.0	
- 16 - 16	X	24.0	17,300		4.2								3.0	
7.7	X	24.0	14,600		4.0								2.9	
. 8.	Х	24.0	11,100		4.3								3.0 3.0	
10 11 11	X	24.0	16,800		3,6		 					ļ	3,0	
10		24.0	16,800 16,800		3,1		<u> </u>	+					2.8	
	X X	24.0 24.0	6,900		3.9	-	<u> </u>	1					3.0	
	X	24.0	9,900		4.0								3.0	
:14:	X	24.0	700		3.6								3.1	
45	Х	24.0	6,200		3.4								3.0	
16	Х	24.0	7,600		3.6	4		1					3.0	<u> </u>
174		24.0	7,600		3.6	_	ļ	+			-	 	3.0	
18	X	24.0 24.0	42,600 45,100		4.9	-		+			+	1	3.0	
20	X X	24.0	26,400		3.0						1		2.7	
21	$-\hat{\mathbf{x}}$	24.0	20,900		3,5								2.6	
222	X	24.0	31,900		3.5								2.2	
	Х	24.0	37,800		3.8					ļ		<u> </u>	2.8	
		24.0	34,300		4.9	1	ļ	-		-		 	2.2	
57 (5)	X	24.0 24.0	58,200 13,500	<u> </u>	4.9	-	 	1		 		i	3.0	: .
27	X	24.0	32,700	t	4.6	1	 						2.2	
28	X	24.0	34,500		3.1								2.0	
29	X	24.0	22,300		4.4		<u> </u>			ļ		_	2.3	
30	Х	24.0	68,300	<u> </u>	4.5	ļ	_			<u> </u>		-	2.1	<u> </u>
Early 1		24.0	740 700		<u> </u>	1	<u> </u>			<u> </u>		1		
A COM			740,300 24,677	1										

Maximum: 68,300

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



Sublic Water Sys	Constant C. C.	ar of:							
VALUE DE	tem (PWS) Informatio				:	PWS Identification Nu	mher	6280064	
WS Name:	Leisure Lakes/Covered			Transient Non-Co		Consecutive	inoci.	5256551	
WS Type:	✓ Community	Non-Transient No	on-Community 276			Population Served at En	Lof Month	632	
	mections at End of Month:	······································	2/0		11002	r opulación servos ac est	a on resource.	U	
WS Owner:	US Water Services Co	rporation	<u> </u>		I Com	act Person's Title:	Compliance	Manager	
ontact Person:	Melisa Rotteveel	1939 Cross Bayou Blvd			City: New Port Rie		Companion	Zip Code:	34652
Contact Person's Mailin		166-753-8292				act Person's Fax Number:	727-849-42		
ontact Person's Teleph		nrotteveel@uswal	fercom net		Jeon	act (Cison 5) ax (values).	,2. 2. 2		
ontact Person's E-Mai	Plant Information	III OLIGVEGILIZUSWAI	tercorp.net						
		I D. Maa	,	*****		Plant Telephone Numb	eř	941-377-94	56
lant Name:	Leisure Lakes/Covered 140 Woodside Drive	i Direko	30, 1		City: Lake Placid	State: Florida		Zip Code:	33852
lant Address:	- 34 - 25 - 1 - 1 - 1 - 1 - 1 - 1 - 1	Raw Ground Water		nased Finished Water	Tony. Lanc I lavia	Inner Linean		11	
ype of Water Treatme	ent by Plant: by Operating Capacity of Pla		er LIPurch	72,000		- 1745a a 17 1 - 4 1952.		14 July 1	
	osection 62-699.310(4), F.A.C		V	72,000	Dlan	t Class (per subsection 62	-699 310(4) FA	c): c	
					iss License Numbe		Day(s) / Shift		A CONTRACTOR
	ors and salari	ivanici.	677 July 2007	A	3531		's 1st Shift	N-2	
ead/Chief/Operau				c	22520		Days 1st Shift		4 i - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
Other Operators:	Dustin Williams				21320	Operator	Jays Iscount		- [
新疆									
2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							A STATE OF S		
				yayan 144					
								<u> </u>	<u> </u>
			-						<u> </u>
									<u> </u>
		A Application of the Control of the	A Commence				<u> </u>		

PWS II) :			6280064	Plant Name:	Leisure Lake:	s/Covered Br	idge				
, , , , , , , , , , , , , , , , , , ,					B 11.1 B 14.5							
			nth/Year of:		October, 2017							
Means	of Achieving	Four-Log V	irus Inactivatio	on/Removal:	ree Chlorine		Chlorine I	Dioxide	Ozone	e	✓ Combined	Chlorine (Chloramines)
Ultr	aviolet Radia	tion		Other (Describe):								
Time o	f Disinfects	nt Recidus	l Maintained	in Distribution System:	☑ Free Chlorin	е Пс	umbigad Chlor	rine (Chloramines)		hlorine Dloxic	40	
Typeo	Distilled	III Residua	IVIamianica	*CT Calculations,							Je .	The state of the s
	. 14,54,614		A 41	The second of th	CT Calc			us macritation,		V Dose		
Day of the Month	40.0		450.00	and the second s	A CONTRACTOR OF THE PARTY OF TH			AL DEBUT	100	YIARC		
	Days Plant		Section 1	gara Garaba <u>aba</u> a daga ga	Security Manager	Lowesi CT		THE PERSON	Total Control		t Distance	
Day of	Staffed or	Hours plant	Net Outnity of Finished		Disinfectant	Provided	illiani de la			5.47	4. 大学生	
the	Visued by	in #	Water	Lowest Residual Peak Flow Disinfectant	Contact Time	Before or at		of Water		Minimum	Lowest Residi Disinfectant	
Month	Operator	Operation	Produced, gal.	Rate god Concentration (C)	(T) at C Measurement	First Customer 5		policable	Lowest		Pr - British out to the property of the property of	
	(Flace "X")			Before to at First	Point During	During Peak	Section 1	Minimum				
	100	44844	建设建设建设	Customer Ducing	Posk Flow	Flow; mg	Temp of	Required			Distribution	
	a transcar 197	274	A property of	Peak Flow mg/L	Male of the control o	mun/L	Water #G =	min/I				Operation The Property of the
		24.0	68,300						. · · · · · · · · · · · · · · · · · · ·			
- 2	X	24.0	80,500	2.1				<u>la valad</u>		7	1,0	
	X	24.0		2.9							2.3	
4	X	24.0	71,500	2.9							2.3	
	X	24.0		25							1.3	
16 	X X	24.0 24.0	19,900 19,900	4.0 4.0							3.0	Treatment change to Free Chlorine
		24.0		40							3.0	
	х	24.0	16,700	4.7							3.0	
710	X	24.0	16,300	2.8							2.3	
k dite.	x	24.0	24,200	2.1						(1.9	
12)	X	24.0	1,700	2.2		il. The		ja dipendi		4	1.8	
134	X	24.0	31,400	1.4	ert, syst						0.7	
± 14 ,=	X	24.0	21,000	4.9							2.6	
316		24.0	21,000									
	X	24.0	24,900 16,100	4,9 3.1							2.7	
18	X	24.0 24.0	15,100	4.3							2.7	
19	X	24.0	24,400	4.6	1					- 11 - 12 - 13 - 13 - 13 - 13 - 13 - 13	2.3	
20	X	24.0	18,800	4.9	1	97 (1971)					2,6	
21	X	24.0	22,700	4.9	1.00						2.4	<u> </u>
		24.0	22,700			1 . 1 .	1		est a set			
Alexa C	X	24.0	16,500	4.9							3.0	
Z.	X	24.0	16,700	4.6				Name of the state			2.9	
25	X	24.0	27,500	4.8				<u> </u>	4		2.8	
27.	X	24.0 24.0	19,600 14,800	4.9		31.7		Br. 10 2 2 2		_	2.7	
	X	24.0	20,000	4.4			——f				2,6	
	**	24.0	20,000								1	
-30	X	24.0	15,800	4.1							2.2	
<u>. 8</u> 194.	X	24.0	24,800	4.6							2.9	
CHAP		100	858,700						***************************************			
V grade	we styl		27,700									

Macinum 80,500 80,500 * Refer to the instructions for this report to determine which plants must provide this information.



See Pages 4 for Inst I. General Information		ear of: Novembe	er, 201 7						
A. Public Water Syste	m (PWS) Informati	ion							
PWS Name:	Leisure Lakes/Covere		<u> </u>			PWS Identificatio	n Number;	6280064	
PWS Type:	✓ Community	Non-Transient Non-Comm	nunity Tr	ansient Non-Comn	nunity (Consecutive			
Number of Service Conne		276				opulation Served a	it End of Month:	632	
PWS Owner:	US Water Services C	orporation				######################################	**************************************		
Contact Person:	Melisa Rotteveel				Contac	t Person's Title:	Compliance N	/lanager	
Contact Person's Mailing	Address:	4939 Cross Bayou Blvd			City: New Port Rich	State: Florida		Zip Code:	34652
Contact Person's Telepho		866-753-8292		· · · · · · · · · · · · · · · · · · ·	Contac	t Person's Fax Nun	nber: 727-849-4219		
Contact Person's E-Mail /		mrotteveel@uswatercorp	.net						
B. Water Treatment P	lant Information								
Plant Name:	Leisure Lakes/Covere	ed Bridge				Plant Telephone N	Number:	941-377-94:	56
Plant Address:	140 Woodside Drive				City: Lake Placid	State: Florida		Zip Code:	33852
Type of Water Treatment	by Plant:	✓ Raw Ground Water	Purchased Finis	hed Water					
Permitted Maximum Day	Operating Capacity of Pl	iant, gallons per day;		72,000					
Plant Category (per subse	ction 62-699.310(4), F.A.	.C.): V	ī				on 62-699.310(4), F.A.C.		
Licensed Operators	State of the state	Name	Marin Commence	License Class	License Number		Day(s) / Shift(s	i) Worked	ye ya walan da b
Lead/Chief Operator				A	3531	Utility Manager	Days 1st Shift		
Other Operators:	Dustin Williams			C	22520	Operator	Days 1st Shift		
1000年期2000年	25-2								
CONTRACTOR OF THE PARTY								,	mms
and the second of the second o	The second second				*				
THE PROPERTY OF	H-0-1	**************************************		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					
the second secon								· · · · · · · · · · · · · · · · · · ·	
THE RESERVE OF THE PERSON OF T									
Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Salar Sa									
And the property of the party o									····
AND THE RESERVE OF THE	**							***	
40-7-12	<u> </u>			1	<u> </u>				
II. Certification by Le	ad/Chief Operator								
		operator licensed in Florida,	am the lead/chief	operator of the s	valer treatment nis	nt identified in	part I of this report	I certify th	at the
i, the undersigned w	arei a cannoni hiam	e and accurate to the best of	an the read chief	d belief I contif	nther troublished pro-	voter trantment	chamicals used at t	hie nlagt co	nform to NSE
information provide	a in unis report is du	e and accurate to the best of	niy kilowiedge am	Tagoral Collin	Y mat an urmanig t	vacci deadinessi.	dditional assession	na pian co	this bloot wars
international Standa	rd ou or other applic	cable standards referenced in	subsection 62-55.	3.320(3), F.A.C.	i also certify that	CIE TOHOWING A	tuditional operation:	S ICCUIUS IUI	tuns plant were
prepared each day th	nat a licensed operati	or staffed or visited this plan	it during the month	indicated above	: (1) records or an	nounts of chem	icais used and enem	ncar recura	ies, and (2) ii
applicable, appropri	ate treatment process	s performance records. Furt	hermore, I agree to	provide these a	dditional operation	s records to the	erws owner so the	rws owne	er can retain
	1/	و بو است							
1 m	<u> </u>	12/9/17	Ron Derossett		<u> </u>			A 3531	
Signature and Date		, —,	Printed or Typ	ed Name				License Nu	mber

PWS IE);			6280064		Plant Name:	Leisure Lak	es/Covered	d Bridge					
III. Da	aily Data f	or the Mo.	nth/Year of:	:		November, 201	7							
Means o	of Achieving	Four-Log V	Virus Inactivat	ion/Removal:	Пе	ree Chlorine		Chlori	ine Dioxide		☐ Ozone		☑ Combined C	hlorine (Chloramines)
1	aviolet Radia			_	Other (Describe):									, , , , , , , , , , , , , , , , , , , ,
			al Maintaine			✓ Free Chlorin	_ Пс	anable ad C	hlorine (Chk	walians)	Пон	rine Dioxide		
Type o	Distillecta	III -			CT Calculations, o			ionel oc	View Inox	ivation if a			Room Street Association	474025
r jihirin			act Charles		C) Circulations,					evanon, ma	UV		Ministration of the Control of the C	
	and a substitution of	santani d	ng a linggaga ya		AND AND AND ASSESSMENT	CI Cat		Hard Se	No. of Children, Links	Married Section	6.10% S. 14466	AUSC	2 1476 out	
and the	Days Plant		Net Quantity	Billion N. P. Billion	PATRICIPALIS	Disinfectant	Lowest CT Provided	Religion.	4.5	Fig. 1	伊斯拉维斯	ST	A THE OF SHEET	
Day of		Hours plant in	of Finished		Lowest Residual	Contact Time	Before or at		ARL HERE	Angel de	¹⁰⁰	90 X (123)	Lowest Residual	"在你一个,我是在会议是 "。
Month	Visited by Operator	Operation	Water	Peak Flow	Disinfectant	(T) at C	First	We had	pH of Water,	State of the same	** (4)9006	Minimum	Disinfectant	是19 新年的 19 Galler 19 Galler 19 Galler 19 Galler 19 Galler 19 Galler 19 Galler 19 Galler 19 Galler 19 Galler 19
10000	(Place "X")	t from the	Produced, gal.	Rate, gpd.	Concentration (C)	Measurement	Customer	195000	if Applicable	tienes et a	Lowest	UV Dose	Concentration at	Emergency or Abnormal Operating Conditions:
# - H	Marine a	ALMERICA X	1000	707 805 107	Before or at Pirst	Point During	During Peak	Taran	1.0000000	Minimum CT		Required	Remote Point in	Repair or Maintenance Work that involves
	manipus pient	A STANS	Partitions and	54-20 mg	Customer During Peak Flow, mg/L	Peak Flow, minutes	Flow, mg- mm/L	Temp of	and second	Required, mg min/L	THE RESERVE OF THE PROPERTY OF	mW-	Distribution	Taking Water System Components Out of a
	X	24.0	35,600	(18 18 SEC.) (18 16 L)	4,0	- unitales	A BOOK	mau, c		TIME	mW-sec/cm*	sec/cm ²	System, mg/L 3.1	Operation
	X	24.0			2,9								2.1	
3 .	Х	24.0	34,200		3.6								3.0	
4	Х	24.0			3.3								2.9	
- 8	x	24.0 24.0	16,700 17,100		3.1						 		7.2	-2.
100	X	24.0			3.9						 		2,2 2,3	Treatment change to Free Chlorine
8,	X	24.0	26,400		3.8			\					2.4	
9	X	24.0	40,800		4.2								2.5	
6 7 8 9 10	X	24.0	33,800		4:1								2.6	
12	X	24.0 24.0	37,700 37,800		4,2								2.7	
13	X	24.0	35,200		4,1								2.3	
14	X	24.0	33,700		4.3	-							2.1	
13	Х	24.0	38,000		4,9								2.9	· · · · · · · · · · · · · · · · · · ·
16.	Х	24.0			4.4								2.6	
17	X	24.0	35,300		4,3								2.9	
18 19	Х	24.0 24.0	33,300 33,300		4,9								3.0	
20	X	24.0	37,400		4.6								2.4	
215	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 25	X X	24.0 24.0	59,400 38,200		3.9								2.9 1.9	
26		24.0	38,200		4.27						 		1.9	
27	X	24.0	42,700		3.2								1.1	
28	Х	24.0	35,300		3,9								2.0	
29 30	X	24.0	46,100		2.4				-				1.6	
1	X	24.0 24.0	48,800 0		3.1								2.3	
	eriste Arika		1,134,200			L		L	L	L	1	L	·	
	See The Land		37,807											

Maximum 109,300

109,300

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



Polymer Page 3 Due in December

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: ✓ Community Non-Transient Non-Community Transient Non-Community Consecutive Number of Service Connections at End of Month: 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: ✓ Raw Ground Water 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.): Plant Class (per subsection 62-699.310(4), F.A.C.): Licensed Operators Name License Class | License Number Distribute Const. Day(s) / Shift(s) Worked Lead/Chief Operator: Ron Derossett 3531 Utility Manager Days 1st Shift Other Operators: Dustin Williams 22520 Operator Days 1st Shift

H. 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	
Yes all the second seco	
Printed or Tuned Name	

A 3531

License Number

PWS II):			6280064		Plant Name:	Leisure Lak	es/Covered	l Bridge					
III. D	aily Data f	or the Mo	nth/Year of:			December, 201	7							
Means	of Achieving	Four-Log \	/irus Inactivat	ion/Removal:	☐ Fi	ree Chlorine		Chlor	ine Dioxide		Ozone		✓ Combined C	hlorine (Chloramines)
Ultr	aviolet Radia	bon			Other (Describe):									
Type o	f Disinfects	nt Residus	l Maintained			☑ Free Chlorin	е Пс	ombined (hlorine (Chk	raminec)	Псыс	rine Dioxide		
- 3			To Political		CT Calculations, o	r UV Dose to	Demostate	Four-Log	Virus Inaci	ivation if	Unnlicable*	THE DIVAGE		BOULEAU DE LA COMPANIONAL DEL COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA COMPANIONAL DE LA
life me	444	riditares content	nitis estilicitus es	THE STREET	Ellonge Annua				n Companyalism		UV	Dage differen	Single state of	
HI WATER	A CHARLES		and the second	enting affilia (Actio	40.0		Lowest CT	0.5	111.6.219.08253		150000	206	1 - 1 - 1 - 1	经验证据的图题 特别在特别的人
	Days Plant Staffed or		Net Quantity	540 (Fig. 1) 15.23	all and a supplied the second	Disinfectant	Provided		THE REPORT	Para sec	Market 14	Zaxional name	The State of the S	建筑设置 海南山
Day of the	Visited by	Hours plant in	oi runsnea	mean ini dalah	Lowest Residual	Contact Time	Before or at	Service Sec.		re and the day	Para		Lowest Residual	PROPERTY CONTROL OF THE PROPERTY OF THE PROPER
Month	Operator	Operation	Water	Peak Flow	Disinfectant	(T) at C	First		pH of Water,	r schlintage.	Table 1 to 10	Minimum	Disinfectant	
	(Place "X")	of the party is	Produced, gal.	Rate, gpd.	Concentration (C)	Measurement	Customer	unit dining	if Applicable		Lowest	UV Dose	Concentration at	Emergency of Abnormal Operating Conditions;
	[在中央电影	47-78-4	Signature con	Segle HUSTUS MI	Before or at First	Point During	During Peak	Temp of	100	Minimum CI	Operating	Required	Remote Point in	Repair or Maintenance Work that Involves
		Article	se in their Chi	DENOVED IN	Customer During Peak Flow, mg/L	Peak Flow, minutes	Flow, mg- min/L	Water, C	Halling Co. 34	Required mg	UV Dose, mW-sec/cm ²	mW- sec/cm²	Distribution	Taking Water System Components Out of
1	X	24.0	35,200		4.8	namates	tint/15	1			III W-SECOCIII	sayan	System, mg/L 2.2	Operation
1002	X	24.0			4.9								3.0	
**3		24.0	41,600											
4	X	24.0	38,400		4,3								3.1	
5 6	X	24.0 24.0	40,200 49,500		4.6 3.6								3.0 3.1	
7.0	x	24.0	36,500		3.9					i			3.0	
8	Х	24.0	45,500		4.8								3.0	
9	X	24.0	39,000		3.0								2,6	
. 40		24.0	39,000											
. 12	X	24.0 24.0	40,200 40,000		4.0 4.3								2.2	
13	X	24.0	42,900		4.1						-		2.4	
14	X	24.0	56,200		3,6					·			2.0	
1.5	X	24.0	44,800		3.2								2.1	
16	X	24.0	44,900		4.9								2.4	
17 18	v	24.0	44,900		1.6		,							
- 19	X	24.0 24.0	34,400 52,000		4.6 4.5			 			 		3.0 3.0	
20	X	24.0	51,700		4.9		-	<u> </u>			<u> </u>		2,9	
21	Х	24.0	45,500		4.7					"			3.1	
- 22	X	24.0	33,100		4,4								3,0	
23 24	X	24.0	51,000		4.6								3.0	
25	x	24.0 24.0	51,000 38,800		4.2			ļ			}		2.9	
26	$\frac{\hat{x}}{x}$	24,0	48,400		4,8								2.5	
27	Х	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 31	X	24.0 24.0	46,100 46,100		2.4			ļ			 	<u> </u>	1.9	
Total		24,0	1,366,600					1	<u> </u>	L	J	L	i	L ₁
200	and the second		44,084											

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

WS I	D:	6280064	Plant Name:	Leisure Lakes/	Covered Bridge			
V C								
					chlorohydrin,	and Iron o	or Manganese Sequestrant for the Year: *	2017
A. Is	any polymer containing the m	onomer acrylamide used at the war	er treatment plant?		☑ No [\square Yes, and 1	the polymer dose and the acrylamide level in the polymer an	e as
fo	llows:							
Po	olymer Dose ppm =	,		7	Acrylamide Level,	%¹=		
B, Is	any polymer containing the me	onomer <u>epichlorohydrin</u> used at th	e water treatment pl	lant?	☑ No	Пуес	and the polymer dose and the epichlorohydrin level in the	
po	olymer are as follows:						and the polymer bose and the epichoonyalm level in the	
Po	olymer Dose ppm =			E	pichlorohydrin Le	vel, %'=		
C. Is	any iron or manganese sequest	trant used at the water treatment pl	ant?	☑ No	Yes, and	the type of s	sequestrant, sequestrant dose, etc., are as follows:	
Ту	pe of Sequestrant (polyphosph	nate or sodium silicate):						
Se	questrant Dose, mg/L of phosp	ohate as PO ₄ or mg/L of silicate as	SiO ₂ =					
If:	sodium silicate is used, the am	ount of added plus naturally occur	ring 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.



I. General Informa	tion for the Month/Year o	January, 201	3					
A Duklie Water Com	Anna (Divers In Communication							
A. Public Water Sys	tem (PWS) Information Leisure Lakes/Covered Bri	doe			PWS Identification I	You have	6280064	
PWS Type:	✓ Community	Non-Transient Non-Communit	y Transient Non-Com		Consecutive	vumber;	0280004	
	nections at End of Month	276	y ITAIISEIK NOII-COIII		Consecutive Population Served at I	and of Months	632	
PWS Owner:	US Water Services Corpora				r oparation actived at 1	sild Of Wioletti.	032	
Contact Person:	Melisa Rotteveel			Cont	act Person's Title:	Compliance !	Janager	
Contact Person's Mailin	ng Address: 4939	Cross Bayou Blvd		City: New Port Ric		Compilation	Zip Code:	34652
Contact Person's Telepi		53-8292			ct Person's Fax Number	er: 727-849-4219		
Contact Person's E-Mai		tteveel@uswatercorp.net						
3. Water Treatment				· · · · · · · · · · · · · · · · · · ·				
Plant Name;	Leisure Lakes/Covered Brid	lge			Plant Telephone Nur	nber:	941-377-945	6
Plant Address:	140 Woodside Drive			City: Lake Placid	State: Florida		Zip Code:	33852
Type of Water Treatme		Raw Ground Water	Purchased Finished Water	······································			-	
	ay Operating Capacity of Plant, g	allons per day:	72,000					
	section 62-699.310(4), F.A.C.).	V			Class (per subsection			***
	ors - A Depart	Asim Name	License Class	License Number	第二十四十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二	Day(s) / Shift(s) Worked	
Lead/Chief Operate			A	3531	Utility Manager D	ays 1st Shift		
Other Operators:	Dustin Williams		C	22520	Operator	Days 1st Shift		
elitratura and comment						-		
MANAGAMA MANAGAMA	* I = 1		•					
e de la marca de la companion	HER.							
Service Control of	1							
Thomas in the	7-91							
TOTAL PROPERTY.		***************************************						
The Statement of	78							
Mile Search County								
as a contract of the second of the second			<u> </u>	<u> </u>	<u> </u>			
Cartification by L	ead/Chief Operator							
*		4 E 9 (E) (9	A. 1. 97:44 6		2 * 4 2 (0. 4. 4.		*	
			the lead/chief operator of the					
			knowledge and belief. I certif					
International Stand	ard 60 or other applicable	standards referenced in sub	section 62-555.320(3), F.A.C.	I also certify that	the following add	itional operations	records for	this plant were
prepared each day t	hat a licensed operator sta	ffed or visited this plant dur	ing the month indicated above	e: (1) records of a	nounts of chemica	is used and chem	nical feed rate	es; and (2) if
applicable, appropr	iate treatment process perf	ormance records. Furtherm	ore, I agree to provide these a	dditional operation	is records to the P	WS owner so the	PWS owner	can retain
~ ~ ~ ~ ·	W.,							
and the same of th	t t	+ nlile						
1/2/	- Company of the Comp	2/10/18	Ron Derossett				A 3531	
Signature and Date		, .	Printed or Typed Name				License Num	ber

PWS I	D:			6280064		Plant Name:	Leisure Lak	es/Covere	d Bridge					
												_		
III. D	aily Data f	or the Mo	nth/Year of	•		January, 2018								
			irus Inactivat	ion/Removal:	□ Fr	ree Chlorine		Chlor	ine Dioxide		Ozone		☑ Combined C	Chlorine (Chloramines)
Ult	aviolet Radia	tion			Other (Describe):									
Type o	f Disinfecta	nt Residua	l Maintaine	d in Distribu	tion System;	Free Chlorin	ne 🗆 c	ombined (Chlorine (Chlo	oramines)	Chic	orine Dioxide	·	
	Lead 1	San Attach	Orac	2.1000000000000000000000000000000000000	CT Calculations, o	r UV Dose, to	Demostate	Four-Log	Virus Inac	tivation, if	Applicable*	Then a sec	I CERTE	1920-70 E.Z. 1920-70 E.Z.
The same	Days Plant Staffed or Visited by	STREET,		Parameter.	THE RESERVE	CT Cale	culations:	All Allen	ARCAN	Fartes		Dose	#Elifement	
	Days Plant		an Hara	CITATION IN	STATES STATES	THE CHAIN	Lowest CT	STATE OF	district the second	The second	The state of	illus.	#TWGgas	CHARLES THE SECTION OF
Day of	Staffed or	Hours plant	Net Quantity of Finished	F 477 0154	A CONTRACT	Disinfectant	Provided		and the same	OFFICE AND A			175 (1995) 175 (1995)	CONTRACTOR AND ADMINISTRATION OF THE PARTY O
the	Visited by	in	Water	Peak Flow	Lowest Residual	Contact Time	Before or at	PER SIDE	line.	PRINTERS OF	1000	1000	Lowest Residual	
Month	Operator	Operation	Produced, gal.	Rate, gpd.	Disinfectant Concentration (C)	(T) at C	First Customer	サリ州県南	pH of Water, if Applicable		Lowest	Minimum UV Dose	Disinfectant	
Pillay.	(Place "X")	100	Marine Co.	Distance of	Before or at First	Measurement Point During	During Peak	Artistan de conse	100	Minimum C		Required	Concentration at Remote Point in	Emergency or Abnormal Operating Conditions:
	The Holland	The state of the s	李明朝 电流		Customer During	Peak Flow.	Flow, mg-	Temp of	²⁹ Physical	Required, m	UV Dose	mW-	Distribution	Repair or Maintenance Work that Involves Taking Water System Components Out of
				Shots and a	Peak Flow, mg/L	minutes	min/L	Water, °C		min/L	mW-sec/cm ²	sec/cm²	System, mg/L	Operation
No.	X	24.0	43,300		3.6								1.9	
2 3	X	24.0 24.0	53,300 56,200		3,1 3,9			ļ					2.4	
4 -	X	24.0	62,500		4,3			ļ			 		2.2	
5	Х	24.0	63,500		4.1						 		2,9	
6	Х	24.0	63,400		3.3								2.3	
8	X	24.0 24.0	63,500 67,400		4.1									
9	x	24.0	34,700		4.1								2.2 2.1	
10	X	24.0	39,200		4.4						1		2.1	
14	Х	24.0	32,700		4.3								2.6	
12	X	24.0	43,300		4.4								2.4	
13 14	Х	24.0 24.0	34,800 34,800		4.6								2.6	
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 20	X X	24.0 24.0	23,900 21,800		4.6 4.4								2.8	
21	^_	24.0	21,900		4.4						1		2,4	
22	Х	24.0	18,000		4.2						<u> </u>		2.1	
23	Х	24.0	27,800		4.3								2.2	
24	X	24.0	23,400		4.1								2.4	
25 26	X	24.0	16,400 37,800		4.5 4.4						ļ		2.3	
27	$\frac{\hat{x}}{x}$	24.0	17,800		4.1								2,2	
28		24.0	17,800										2,3	
29	Х	24.0	30,000		4.4								2.9	
30 31	X	24.0	16,900		4.2								2.5	
otal	Х	24.0	23,500 1,078,300		4.6			i			1		2.3	
vgcrage	notes estes		34,784											

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



WS Name:	m (PWS) Inform: Leisure Lakes/Cov						Thursday		, , , , , , , , , , , , , , , , , , , ,	
WS Type:	✓ Community	Non-Transient No	- 6				PWS Identificati	on Number:	6280064	
umber of Service Conne			76	Transient Non-Co	mmunity		Consecutive		/////////////////////////////////////	
WS Owner:	US Water Services		70			l'otal	Population Served	at End of Month:	632	
ontact Person:	Melisa Rotteyeel	Согрумации				la a				
ontact Person's Mailing		4939 Cross Bayou Blvd			City:		ct Person's Title:	Compliance		
ontact Person's Telephor	e Number:	866-753-8292		**************************************	City.	1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	State: Florida	1	Zip Code:	34652
ontact Person's E-Mail A		mrotteveel@uswate	ercorp.net			Conta	ct Person's Fax Nu	mber: 727-849-42	19	
ater Treatment P	ant Information		<u>nostemet</u>						***************************************	
ant Name:	Leisure Lakes/Cove						Plant Telephone	Marin Brown	041 222 046	
ant Address:	140 Woodside Driv				City	Lake Placid	State: Florida	(Number:	941-377-945	
pe of Water Treatment	by Plant:	✓ Raw Ground Water	Purcha	sed Finished Water	jeny.	Cake Flaciu	Joiate. Florida		Zip Code:	33852
mitted Maximum Day	Operating Capacity of	Plant, gallons per day:		72,000						
int Category (per subsec	tion 62-699.310(4), F.	.A.C.):		12,000	\neg	Plant	Close (nas mihaanti	on 62-699,310(4), F.A.	C.); C	
icensed Operators	the Thirties	Name,	College Page	License Clas	s Lice	nse Number	Ciass (per subsecti	Day(s) / Shift	(a) Wadead	E 9
ad/Chief Operator:	Ron Derossett	Section 1	ENTERNA PEGEN	A	7	3531	Utility Manager		(s) worken	100
her Operators:	Dustin Williams			- E	+	22520	Operator	Days 1st Shift		
Manager Paris						22320	Орстатог	Days Ist aniit		
Higher Tolerand	1				+		ļ	···		
	1							·		
Strain.	1					·				
					+-	· · · · · · · · · · · · · · · · · · ·				
TOTAL SERVICE					+					
	J.		<u> </u>		+					
Regular Mary					+					
The second			·							
						-	l			
rtification by Lea	d/Chief Operator									
ne undersigned wa	ter treatment plant	t operator licensed in Fl	orida am the lead	Uchief operator of the	water t	rentment ale	بنا لمراكنه سمانا و			
ormation provided	in this report is to	ne and accurate to the h	agt of my knowle	des and battlef to the	water t	a caunicut piai	it identified in	part i of this report	i. I certify tha	it the
ernational Standard	60 or other appli	ue and accurate to the b	cat of my knowice	age and beneft. I certi	iy that	an drinking v	vater treatment	chemicals used at	this plant con	form to N
porod noch den the	to George de serve	icable standards reference	ced in subsection	62-333.320(3), F.A.C	. I also	certify that	the following a	dditional operation	is records for	this plant v
	t a ricensed operat	tor staffed or visited this	s plant during the	month indicated above	/e: (1)	records of an	nounts of chem	icals used and cher	nical feed rate	s; and (2)
pareu each day ma			Eusthaemaca I.a	oree to provide thece	addition	nal operation	g records to the	PWS owner to the	e PWS owner	ann matain
plicable, appropriat	e treatment proces	ss performance records,	rumermore, ra	gree w provide niese	additio.	um obstanti	a records to the	THO OWNER SO HE	O Y ALTO CHILIDE	Call ICIAIII
plicable appropriat	Treatment proces	ss performance records,	r unicimore, i a	gree to provide these	uuumo,	operation	a records to the	or mo owner so he	or mooming	Can retain
pared each may that	e treatment proces	ss performance records,	> rumermore, ra	gree to provide these	uo anno	······································	3 TOOTUS TO INC	TWO OWNER SO TH	or mooning	Can retain

PWS	ID:			6280064		Plant Name:	Leisure Lal	es/Covere	d Bridge			***************************************	*****	
711	2 1 2 1													
			onth/Year of			February, 2018	}							
			Virus Inactiva			ree Chlorine		Chlor	ine Dioxide		Ozone		☑ Combined C	hlorine (Chloramines)
	traviolet Radia				Other (Describe):									
Type	of Disinfect	ant Residu	al Maintaine	d in Distribu	ition System:	☑ Free Chlori	ne 🔲	Combined (Chlorine (Chl	oramines)	Пом	orine Dioxide	·	
18 m.		100		10.00	CT Calculations, o	or UV Dose, to	Demostale	Four-Log	Virus Inac	tivation if /	policable	THE DIOXIGE	1900	STATE OF STREET, STREET, STREET
	科斯	The state of	Hall Street	1000	PRODUCTION	CT Cale	culations	West Control	Wales .	MAI.	UV	Dose	State Contract	
	Days Plant	ha	College Harris	THE STATE		THE STATE OF	Lowest CT		100	HIS. Inc.	Page	The same		"我们是我们的人,我们是我们的人,我们是我们的人,我们就是我们的人,我们就不是我们的人,我们就不是我们的人,我们就不是我们的人,我们就不是我们的人,我们就不是我们的人,我们就不是我们的人,我们就不是我们的人,我们就不是我们
Day of		Hours plan	Net Quantity		Thusan I ha	Disinfectant	Provided	inter 7		100	1 2 M	1986	The state of	22 表面 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
the	Visited by	in	of Finished Water	SECOND SKIPLINGS	Lowest Residual	Contact Time	Before or at	iii Aleman	The same	MARKS IT	推行的		Lowest Residual	
Month	F 200330 7 00000 4 48 17 48 11 1	Operation	Produced gal	Peak Flow Rate, gpd.	Disinfectant	(T) at C	First	The same	pH of Water		100	Minimum	Disinfectant	
State of	(Place "X")			Kalic, gpu.	Concentration (C) Before or at First	Measurement Point During	Customer During Peak	Hele ma	if Applicable	Minimum CT	Lowest Operating	UV Dose	Concentration at	Emergency or Abnormal Operating Conditions;
il) e		oral figure	Marine Services	The state of the s	Customer During	Peak Flow,	Flow, mg-	Temp of	100	Required, mg	UV Dose.	Required, mW-	Remote Point in Distribution	Repair or Maintenance Work that Involves
	10 30 4	12.4	mine.	The second	Peak Flow, mg/L	minutes	min/L	Water, °C		min/L	mW-sec/cm ²	sec/cm²	System, mg/L	Taking Water System Components Out of Operation
	Х	24.0			4.3			1987	200	L Coppedition		V-10-11	2.4	Checonomia in a
2.	X	24.0 24.0		ļ	4.4								2,8	
And 4		24.0		-	4.9				·				3.0	
1 5 ×	Х	24.0	21,400		4.4			 					3.2	
> 6	X	24.0			4,4								3.4	
8	X	24.0 24.0			4.7								3.1	
9	X	24.0			4.3								3.0	
10	X	24.0			4.9				,		<u> </u>	<u> </u>	2.9 3.0	
11		24.0											3.0	
12	X	24.0 24.0			4.6								2.8	
14	X	24.0			4.8 4.4								2.7	
15.	X	24.0			4.6					ļ			2.3	
16	X	24.0			4.7								2.8	*
17	Х	24.0			4.9								2.9	
18 19	х	24.0 24.0	24,200 18,600		4.7									
20	$\frac{\hat{x}}{x}$	24.0	23,700		4.8								2.8	
21:	х	24.0	22,200		4.7				,				2.4	
36/16	Х	24.0	17,800		4.6		······································						2.7	
23 24	X X	24.0 24.0	33,400 21,500		4.6								2,5	
25	^	24.0	21,500		4.9								2.6	
26	X	24.0	34,000		4.5		311.71			,			2.5	
27	Х	24.0	16,800		4.6								2.5	
28 1	X	24.0	47,800		4.5								2.5	
111100		24.0												
11.0		24.0												
otal	Salary 24	resident of	662,800			1	i	J		L		<u></u>		
vgerage			23,671											

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



. General Information	for the Month/Year of:	March, 2018								
A. Public Water System	(DWC) Information									
PWS Name:	Leisure Lakes/Covered Bridg	₹					PWS Identification	n Number:	6280064	
PWS Type:		~ Non-Transient Non-Communit	v T	Transient Non-Com	nunity		Consecutive		0200001	
Number of Service Connect		276	L	Transition Com			Population Served	at End of Month:	632	
PWS Owner:	US Water Services Corporati					1	on • South day is a sylicity			· · · · · · · · · · · · · · · · · · ·
Contact Person:	Melisa Rotteveel					Conta	et Person's Title:	Compliance	Manager	
Contact Person's Mailing Ac	idress: 4939 Ci	ross Bayou Blvd			City: New Po	ort Rich	State: Florida		Zip Code:	34652
Contact Person's Telephone	Number: 866-753	3-8292	· · · · · · · · · · · · · · · · · · ·		L	Conta	t Person's Fax Nur	nber: 727-849-42	19	
Contact Person's E-Mail Add	dress: <u>mrott</u> e	eveel@uswatercorp.net	_			<u> </u>				······································
. Water Treatment Pla	nt Information			**************************************						
Plant Name:	Leisure Lakes/Covered Bridge	B.	***************************************				Plant Telephone 1	Yumber:	941-377-945	6
Plant Address:	140 Woodside Drive				City: Lake Pl	acid	State: Florida		Zip Code;	33852
Type of Water Treatment by	Plant:	aw Ground Water	Purchased F	nished Water					* *************************************	
Permitted Maximum Day O	perating Capacity of Plant, gall	lons per day:		72,000						
Plant Category (per subsection		Y						on 62-699.310(4), F.A.		
Licensed Operators:	A STATE OF THE SECOND	Name	1995 - 1995 - 1995 1995 - 1995 - 1995	License Class	License Nu	mber	Section 1	Day(s) / Shift	(s) Worked	March Co.
Lead/Chief Operator:	Ron Derossett			A	3531		Utility Manager	Days 1st Shift		
Other Operators:	Dustin Williams			С	22520		Operator	Days 1st Shift		
FIRST House										
4 GEOGRAPHICALIS		۷								
of the Same Land										
estrone III III										
See a see a see a see a see a see a see a see a see a see a see a see a see a see a see a see a see a see a se										
and the contract of the contract of										
THE PROPERTY OF THE PARTY OF										***************************************
Signature State of										
FEMALES AND AND AND AND AND AND AND AND AND AND										
. Certification by Lead.										
I, the undersigned water	er treatment plant operate	or licensed in Florida, am	the lead/chie	ef operator of the v	vater treatme	nt pla	nt identified in	part I of this repor	rt. I certify the	at the
information provided in	n this report is true and a	accurate to the best of my	knowledge a	and belief. I certif	that all drin	king v	vater treatment	chemicals used at	this plant con	form to NSF
International Standard	60 or other applicable st	andards referenced in sub	section 62-5	55.320(3), F.A.C.	I also certif	y that	the following a	dditional operatio	ns records for	this plant were
		ed or visited this plant du								
		rmance records. Furthern								
appronois, appropriate	process perio	inaryo roovida, i dillibili	rorn' i nevo	to provide niese a	animina obe	ra cette (1)	a . Jeon do eo life	i i o omnoi so u	io i mo omio	vai ivaiii
1/(.	1)	1 1								
K	X/_X	4/9/12	Ron Deross	ett					A 3531	
Signature and Date		11.00.3	Printed or T				· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	License Nun	ber
-10				S E						

PWS I	D;		6280064		Plant Name:	Leisure	Lakes/Cover	ed Bridge					
	. n . n	C. (8. N.E. (1)	O. C			······································							
		for the Month	A		March, 2018	·	····	·					
Means	of Achievin	g Four-Log Virus	Inactivation/Remo	val:	Free Chlorine		☐ Chic	rine Dioxide		Ozone		☑ Combined C	Chlorine (Chloramines)
Ulb	aviolet Radi	ation		Other (Describe):								74 (74 (74 (74 (74 (74 (74 (74 (
Type o	f Disinfect	ant Residual M	aintained in Distr		✓ Free Chlori	na. T	7~	Chlorine (Chl		T Date	orine Dioxid		
,		1.80		CI Calculations,	or IIV Doce to	Domante	Comoneo	Chorne (Ch	oramines)		onne Dioxid	e	
	e de la companya de la companya de la companya de la companya de la companya de la companya de la companya de La companya de la companya de la companya de la companya de la companya de la companya de la companya de la co	100	1970 - 1970 1970 - 1970	Time 18 19 19	or or post, u	culations							国际,对国际政众,从发现 企业。
		Protein a	Patricia de la composición del composición de la composición de la composición del composición de la composición de la composición del composición de la composición de la composición de la composición de la composición de la composición de la composición del composición del composición del composición del composición del composición del composición del composición del composición del com	Participant Control of the Control o	CICA			Salaria:	200	The LLV	Dose		A THE REAL PROPERTY.
44.0	Days Plant	Ne	(Outroity	THE HIGH	filmar and	Lowest			Philip care	The same	1000		
Day of	Visited by	Hours plant of	Emished	Lowest Residual	Disinfectant Contact Time	Provide Before o		Figure 1	Marin da	199	5000	1000	
the Month	Operator	1	Water Peak Flo	w Disinfectant	(T) at C	DCIUIE U	26.00	pH of Water	The State of	100	Minimum	Lowest Residual	Section of the Land Companies.
MOILL	(Place "X")	Pro	duced, gal. Rate, gr		Measurement	First Custom		if Applicable	The Market	Lowest	UV Dose	Disinfectant - Concentration at	Emergency or Abnormal Operating Conditions
		REPUBLICATION NO.	Part San	Before or at First	Point During	During P	cak "	100	Minimum CT	Operating	Required,	Remote Point in	Repair or Maintenance Work that Involves
	The same		200 E-200	Customer During	Peak Flow	Flow, m	o. Temp of	alub.	Required, rag	UV Dose	mW-	Distribution	Taking Water System Components Out of
	Tribution	CONTROL PER			minutes	min/L			mm/L	mW-sec/cm²	sec/an	System mg/L	Operation
September 1	X		8,100	4.1								2.6	
2 3	X		26,000 23,000	4.3		ļ						2.5	
4			23,000	4,2				 	ļ	<u> </u>		2.8	
5.	Х		9,800	4,4	 	 		 	 	-	<u> </u>		
6	Х		2,400	4.2		† 		 	-			2,9 2.3	
7	Х		2,900	4.1				†				2.4	
,	<u> </u>		7,800	4.7								2.6	
9 10	X		4,000	4.9		<u> </u>						2.7	
	X		7,400 7,400	4.9		<u> </u>		<u> </u>				2.3	
12	X		8,600	3.9	 	 			<u> </u>	ļ			
13	X	24.0 2	2,200	4.5	 	 		 	 			2.4 3.1	
14	Х	24.0 1	7,300	4.4		 	<u> </u>	<u> </u>	<u> </u>	 	<u> </u>	3.0	
15	X		3,300	4.3					1			3.0	
16	X		7,500	4.7								3.1	-
18 F3	X	24.0 2	6,600	4,6								3.0	
19	X		6,600 8,400	4.8				ļ					
20	$\frac{\hat{x}}{x}$		5,300	4.7	 	 						3.0	
21	X		1,500	4.8	1			 	 			3.0	
22	X	24.0 1	8,800	4.7								3,1	
2.1	Х		4,700	4.8								3.0	
24	X		7,300	4.9								2,9	
25 26	Х		7,400	1.6				ļ					
27	X		0,200 5,000	1.6	 	<u> </u>						0.7	
28	X		3,700	4.2								2.6	
29	Х		2,900	4.6		***************************************	+					2.3 2.5	
30	Х	24.0 2	,020	4.4								2.5	
31	X		5,200	4,3								2.4	
otal	de de la		706,320										
vgcrage aximum			22,785 44,000										
Refer to	the instruction	ns for this report to	determine which plan	ts must provide this infor	nation.								
		•	•	,									



WS Name:	Leisure Lakes/Cover	red Bridge					PWS Identification	an Mumban	6280064	
WS Type:	✓ Community	Non-Transient Non-	Community	Transient Non-Co	- romunita		Consecutive	m numoer.	0280004	
lumber of Service Connec				L ITAISICIR NOTITO	Jistinumicy		Population Served	nt End of Month	632	
WS Owner:	US Water Services C					Trotar.	opulation Served	at Chicor Month.	.032	
ontact Person:	Melisa Rotteveel			· · · · · · · · · · · · · · · · · · ·		Contac	t Person's Title:	Compliance	Manager	
ontact Person's Mailing A	ddress:	4939 Cross Bayou Blvd			City: No		State: Florida	Compilance	Zip Code:	34652
ontact Person's Telephone	Number:	866-753-8292			45.		t Person's Fax Nu	mber: 727-849-421		31032
ontact Person's E-Mail Ac	dress:	mrotteveel@uswater	corp.net						·	
Vater Treatment Pla	int Information					***************************************		·		
lant Name:	Leisure Lakes/Cover	ed Bridge					Plant Telephone	Number:	941-377-945	56
lant Address:	140 Woodside Drive	ļ			City: La	ke Placid	State: Florida		Zip Code:	33852
ype of Water Treatment b		✓ Raw Ground Water	Purch	ased Finished Water					<u> </u>	
ermitted Maximum Day C	perating Capacity of P	lant, gallons per day:		72,000	**************************************		······································			
ant Category (per subsect			Ÿ			Plant (lass (per subsection	ол 62-699.310(4), F.A.C	.): C	
Licensed Operators		Name	Auto Called	License Cla	ss License	Number	Section 2	Day(s)/Shift(s) Worked	
ead/Chief Operator:	Ron Derossett			A	3	531	Utility Manager	Days 1st Shift		-
ther Operators;	Dustin Williams			¢	22	2520	Operator	Days 1st Shift		
									· · · · · · · · · · · · · · · · · · ·	
formation provided i ternational Standard	er treatment plant n this report is tru 60 or other applic	operator licensed in Flor the and accurate to the be- cable standards reference or staffed or visited this	st of my knowl ad in subsection	cdge and belief. I cer n 62-555.320(3), F.A.	tify that all C. I also ce	drinking v ertify that t	vater treatment he following a	chemicals used at t	his plant con s records for	form to NSI
plicable, appropriate	treatment process	s performance records.	Furthermore, I	agree to provide these	additional	operation	s records to the	: PWS owner so the	PWS owner	es; and (2) i can retain

PWS ID	:			6280064		Plant Name:	Leisure Lal	es/Covere	d Bridge				······································	
				-										_
			onth/Year o			April, 2018			***************************************					
			Virus Inactiva	tion/Removal:		ree Chlorine		Chlor	ine Dioxide		Ozone		☑ Combined C	hlorine (Chloramines)
	violet Radi				Other (Describe):									
Type of	Disinfect	tant Residu	al Maintaine	d in Distribu	tion System:	☑ Free Chlorin	ie 🔲 i	Combined (Chlorine (Chl	oramines)	Chic	rine Dioxide	······································	
Day of	714	i dana Tiri	State of	Fig. nite	CT Calculations, o	ir UV Dose, to	Demostate	Four-Log	Virus Inac	tivation if	Applicable*	Bana Silvan	THE RESERVE	
Sept.	ant.			18 To	Section 1	CT Calc	ulations	SEPTION.		epa epa		Dose	THE PERSON	
Same.	Days Plant	100	The state of	100	idates en la primario	State of the same	Lowest CT	11050	11.7	7.75	1000	17/01/56	THE SECOND	
Day of	Staffed or	Hours plan	Net Quantity of Finished	1015 C 2000	100	Disinfectant	Provided	East.	Till land.	- 10 m	Magazina See Si	The state of the s	1002.4	
Miles and the second	Visited by	in	of ransaed	4 -	Lowest Residual	Contact Time	Before or at		of the same	7.7%	Thinks in	A STATE OF	Lowest Residual	TOTAL PLANTS DEVICE
Month	Operator	Operation	Produced, gal	Peak Flow Rate, god.	Disinfectant	(T)#C	Pirst		pH of Water		24-15 A	Minimum	Disinfectant	
100	(Place "X")	No. or other	Marie III		Concentration (C) Before or at First	Measurement Point During	Customer During Peak		if Applicable	Minimum CT	Lowest Operating	UV Dose Required	Concentration at	Emergency or Abnormal Operating Conditions;
		The state of	The state	¹⁸ Schliebe	Customer During	Peak Flow	Flow, mg	Temp of	The second	Required, mg		mW-	Remote Point in Distribution	Repair or Maintenance Work that Involves Taking Water System Components Out of
Month		Tillian Tillian		Charles Control	Peak Flow, mg/L	minutes	min/L	Water, OC	Maria Maria	min/L	mW-sec/cm²	sec/em²	System, mg/L	Operation
180		24.0											Continue C	
3	X	24.0		-	4.4								2.4	
4	X	24.0		 	4.8			 					2.3	
- 5	Х	24.0	20,900		4.6			 					2.6 2.4	
6	X	24.0			4.4								2.5	
8	X	24.0 24.0			4.2								3.0	
9	X	24.0		-	2.3								2.0	
10	X	24.0	29,200		3.1					<u> </u>			2,0 2,6	
10	X	24.0			3.7								2.9	
12%	X	24.0		-	4.9								3,0	
14	X	24.0			4.9			<u> </u>					2.7	
15		24.0					······································						2.4	
16	X	24.0			3.7								2.1	
17	X	24.0			3.4								2.2	
19	X	24.0 24.0	14,900 22,200		3.7 3.3								2.3	
20	X	24.0	13,800		4.8								2.2 3.0	
21	X	24.0	16,900		4.7								2.7	
22		24.0	16,900											
23	X	24.0 24.0	16,100 16,900		4.5 4.2								2.8	
24 25	x	24.0	17,300		4.9					<u> </u>			3.0	
26	X	24.0	19,000		4.8								2.9 2.9	
27	X	24.0	15,200		4.7								2.7	
28 29	X	24.0 24.0	17,100 17,100		4.9								2,6	
30	x	24.0	11,100		4.8									
S. 1860			,		7.0								2.4	
otal		(UE)	565,400								1			
verrage	100	CHECK CHECK	18 847											

Maximum 29,200

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



WS Name:	Leisure Lakes/Cove	red Bridge	*				·········	PWS Identification	on Number:	6280064	
WS Type:	✓ Community		ent Non-Commu	inity	Transient Non-Cor	nmunit	<i>,</i>	Consecutive	on trained:	020007	
lumber of Service Conne		1:	276		THURSTER THOM CO.	mirani		Population Served	at End of Month	632	
WS Owner:	US Water Services	Corporation					1				
Contact Person:	Melisa Rotteveel		·····		· · · · · · · · · · · · · · · · · · ·		Cont	act Person's Title:	Compliance	Manager	······································
Contact Person's Mailing	Address:	4939 Cross Bayou B	Blvd			City:	New Port Ric	h State: Florida		Zip Code:	34652
ontact Person's Telepho	ne Number:	866-753-8292						act Person's Fax Nu	mber: 727-849-42		
ontact Person's E-Mail /		mrotteveel@us	swatercorp.r	net	, 'H'	***************************************	1 6				
Vater Treatment P	lant Information		······································								
lant Name:	Leisure Lakes/Cover	red Bridge						Plant Telephone	Number:	941-377-94	56
lant Address	140 Woodside Drive	e				City:	Lake Placid	State: Florida		Zip Code:	33852
ype of Water Treatment	by Plant:	✓ Raw Ground	Water	Purchased Fi	nished Water	-		<u> </u>			
ermitted Maximum Day					72,000						
lant Category (per subse			V			Т	Plant	Class (per subsecti	on 62-699.310(4), F.A.	C.): C	
Licensed Operators		Nam	ie	tal	License Class	Lic		· Principality			i Bindrae
ead/Chief Operator	Ron Derossett				A		3531	Utility Manager	that I was to the same and the	3 -	
ther Operators:	Dustin Williams				С	1	22520	Operator	Days 1st Shift	·	
				······································				1	· · · · · · · · · · · · · · · · · · ·		
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Phone Pi	1		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·		1	······································		· · · · · · · · · · · · · · · · · · ·		
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The same						Ť		1	·		
A PROPERTY.						1					·
Parker State						1	······································	:		<u> </u>	***************************************
								<u> </u>			***************************************
ertification by Lea	d/Chief Operator										
the undersigned wa	ter treatment plant	operator licensed	l in Florida, a	m the lead/chie	f operator of the	water	freatment als	ent identified in	part I of this repor	t Leertify th	at the
formation provided	in this report is tru	ue and accurate to	the best of m	v knowledge a	nd belief I certi	Sr that	all drinking	water treatment	chemicals used at	this plant on	nform to NC
iternational Standar	d 60 or other appli	cable standards re	ferenced in c	ubsection 62.5	55 220(2) E A (Lala	an ormang	the following a	dditional annuation	uns piant co	aminimic No
enered each dou the	t a linenced operat	tor staffed or visit	nd this plant	dosceton oz-J.	JJ.J20(J), F.A.C	~ 1.012	o certify mai	me tonowing a	ingunonai operatio	as records for	inis piant w
repared each day tha	u a necuscu operat	Of Staffed Of VISIO	co uns piani i	iuring ute mon	in indicated abov	/e: (1)	records of a	mounts of chem	licals used and che	mical feed ra	tes; and (2) i
DOLLES HOLE SAMOLON CONTRACTOR	te treatment proces	is performance rec	cords. Furthe	rmore, i agree	to provide these	additic	onal operation	ns records to the	e PWS owner so th	e PWS owne	r can retain
4											
111	1).	ý									
) M	- 11	de	Ron Derosse							

. D	illy Data f	or the Mo	nth/Year of:			May, 2018		***************************************	······································				***************************************	
ans o	f Achieving	Four-Log V	/irus Inactivati	on/Removal	П	ree Chlorine		Chlor	ine Dioxide		Ozone:		[7]	3
	violet Radia	-			Other (Describe):	ree chlorine		L GIO	ine Dioxide		Ozone		Combined C	hlorine (Chloramines)
			1165.11								· · · · · · · · · · · · · · · · · · ·			
DE O	Disintect	int Residua	ii Maintained		tion System:	✓ Free Chlori	ne [[c	Combined (Chlorine (Chlo	oramines)	_ □ Chic	orine Dioxide	}	
				等售 新	CT Calculations,	or UV Dose, to	Demostate	Four-Log	Virus Inac	tivation, if /	Applicable*			化二氢矿物 医中心性神经炎 医阴茎
,400	Michigan I		THE STATE OF	建 勒(2)。	The second	CT Cal	culations	Test 12		Sec.	UV	Dose	The Street	
	Days Plant	the same	Silita nega	Shirt and	Thomas Parkin		Lowest CT		Section 1999			1996年	A CONTRACTOR	
of	Staffed or	Hours plant	Net Quantity of Finished		Marie The	Disinfectant	Provided	112-11	176		48390	Though.	Tolera 19	
e"	Visited by	in	Water		Lowest Residual	Contact Time	Before or at					2000年	Lowest Residual	
ndi	Operator	Operation	Produced, gal.	Peak Flow Rate, gpd	Disinfectant	(T) at C	First		pH of Water,		- 7 Sala	Minimum	Disinfectant	
3314	(Place "X")	SET ILLEGAL	all districtions	reace, gper.	Concentration (C)	Measurement	Customer		if Applicable	2	Lowest	UV Dose	Concentration at	Emergency or Abnormal Operating Condi
	a dental	FW Sala	PHIN HALL		Before or at First Customer During	Point During	During Peak	Temp of		Minimum CT		Required,	Remote Point in	Repair or Maintenance Work that Invol-
	The last	Of This are		THE LOUIS	Peak Flow, mg/L	Peak Flow, minutes	Flow, mg- min/L	Water, OC		Required, mg min/L		mW-	Distribution	Taking Water System Components Out
1216	X	24.0	19,500	to the filling and	4.6	- annueco	imivo -	maica, C	All I	i imar	niW-sec/cm ²	sec/em²	System, mg/L	Operation
	X	24.0	14,800		4.4		 				-		2.8	
	X	24.0	16,000		4.9	1	1			_	 	 	2.5 2.9	
	X	24.0	15,300		4.9						†		2.8	
	X	24.0	12,800		4.1								2,6	
	х	24.0 24.0	12,800 19,600		3.6	<u> </u>								
	x	24.0	9,400		3,5 3,6								2.3	
9.5	X	24.0	15,200		3.6				,				2,4	
	Х	24.0	20,100		4.0								2.3 2.6	
light)	X	24.0	16,900		3.6								2.5	
	<u> </u>	24.0	12,000		3,7								2.4	
	;	24.0	12,000											
+	X	24.0 24.0	17,200		3.5								2.3	
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136	X	24.0	26,900		4.1								2,4	
	$\frac{x}{x}$	24.0	7,300		4.2								2,4	
	X	24.0	18,700		3.6	·				***************************************			2.6 2.3	
		24.0	18,800							**************************************			2,3	
	X	24,0	8,600		3,8				***************************************				2.4	
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+	X	24.0	11,700 12,200		3,4 3.6								2.3	
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		24.0	12,900										2.4	
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	X	24.0	20,000		3,9								2.2	
4	X	24.0	7,900		3.9								2,3	
	xL	125079010225080	12,000		3.8								2.2	
age	1770-01		449,000 14,484											



PWS Type:	Conorel Information		oor of	- 2040			***************************************			
PWS Index Loisure Lakes/Covered Bridge PWS 16entification Number: 6280064 WS Type: / Cornwally Non-Translent Non-Community Translent Non-Community Corsecutive Number of Service Connections at End of Monit: 632 WS Covere: US Water Services Corporation Domail Person's Melia Roterveet Cornwall Roterveet Cornwall Roterveet Contact Person's Title: Compliance Manager Domail Person's Person's Melia Roterveet Sec-673-4872 Contact Person's Title: Compliance Manager Domail Person's Person's Melia Roterveet Sec-673-4872 Contact Person's Fast Number: 772-849-4219 Water Treatment Plant Information Water Treatment Plant Information Water Treatment Plant Information Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Tr	- General internation	for the Month/Y	extrore Jun	10, 2010	T					***************************************
PWS Index Loisure Lakes/Covered Bridge PWS 16entification Number: 6280064 WS Type: / Cornwally Non-Translent Non-Community Translent Non-Community Corsecutive Number of Service Connections at End of Monit: 632 WS Covere: US Water Services Corporation Domail Person's Melia Roterveet Cornwall Roterveet Cornwall Roterveet Contact Person's Title: Compliance Manager Domail Person's Person's Melia Roterveet Sec-673-4872 Contact Person's Title: Compliance Manager Domail Person's Person's Melia Roterveet Sec-673-4872 Contact Person's Fast Number: 772-849-4219 Water Treatment Plant Information Water Treatment Plant Information Water Treatment Plant Information Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Treatment Del Plant: Advanced Bridge Purchased Finished Water Water Tr	. Public Water System	(PWS) Informat	tion							
Wis Type: Community Non-Translent Non-Community Consecutive Co	PWS Name:			·/····			IPWS Identification	on Number	6280064	
Value of Service Comections at End of Month: 276 Total Population Served at End of Month: 632	PWS Type:			Community	Transient Non-Com	munity		70 (1 still 201)	9,540001	
WS Owner: US Water Services Corporation Melias Rotteveel Contact Person's Title. Compliance Manager Londact Person's Mailing Address: 4939 Cross Bayou Blvd City: New Port Rickly State: Florida Zip Code: 34652 Contact Person's Telephone Number: 366-733-4329: Contact Person's Telephone Number: 727-849-4219 Total Teatment Plant Information Internation Internation Leisure Lakes/Covered Bridge Water Treatment Plant Information Internation Payopenting Capacity of Plant, gallons per day: 72,000 Internation Payopenting Capacity of Plant, gallons per day: 72,000 Internation Payopenting Capacity of Plant, gallons per day: 72,000 Internation Payopenting Capacity of Plant, gallons per day: 72,000 International States Name License Class License Class International States Internation Pay Operator Ron Derossett A 3531 Ulility Manager Days 1st Shift Dastin Williams C 222570 Operator Days 1st Shift 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 N International Shadard 60 or other applicable standards referenced in subsection 62-593.20(3), F.A.C. I certify that all drinking water treatment chemicals used at this plant conform to N International Shadard 60 or other applicables standards referenced in subsection 62-593.20(3), F.A.C. I certify that all drinking water treatment chemicals used at this plant conform to N International Shadard 60 or other applicables standards referenced in subsection 62-593.20(3), F.A.C. I certify that the following address records for this plant conform to N International Shadard 60 or other applicables standards referenced in subsection 62-593.20(3), F.A.C. I certify that the following address records for this plant conform to N International Shadard 60 or other applicables standards referenced in subsection 62-593.20(3), F.A.C. I certify that all drinking water treatment chemicals used at this plant conform to N I		TOTAL CO.						at End of Month	632	
Contact Person's Mailing Address 4999 Cross Bayou Bird City New Port Richol State: Florida Zip Code: 34652	PWS Owner:					1.000	r opulation out ved	at Did of Frontial	004	
Contact Person's Mailing Address: 499° Cross Reyou Blvd Sefection Sefe	Contact Person:					Conta	ct Person's Title	Compliance	Manager	
Contact Person's Telephone Number: 866-753-8292 Contact Person's Fax Number: 727-849-4219 Contact Person's Telephone Number: 100 Plant Telephone Numb	Contact Person's Mailing A	ddress:	4939 Cross Bayou Blvd					Сыпришос		34652
City Lake Placid State Plant Telephone Number: 941-377-9456 Water Treatment Plant Information Plant Telephone Number: 941-377-9456 Value Plant State Plant Telephone Number: 941-377-9456 Value Plant State Plant					· · · · · · · · · · · · · · · · · · ·			mher 727-849-421		31032
Water Treatment Plant Information Plant Name Leisure Lakes/Coverd Bridge Plant Telephone Number: 941-377-9456 Tank Address: 140 Woodside Drive Plant Ground Water Purchased Finished Water Purchased Finis			mrotteveel@uswater	com.net						
Plant Address: 140 Woodside Drive City: Lake Placid State: Florida Zip Code: 33852 Type of Water Treatment by Plant: Raw Ground Water Purchased Finished Water Type of Water Treatment py Plant: Raw Ground Water Purchased Finished Water Type of Water Treatment py Plant: Raw Ground Water Purchased Finished Water Type of Water Treatment py Plant: Raw Ground Water Purchased Finished Water Type of Water Treatment py Operating Capacity of Plant gallons per day: Type of Water Treatment py Operating Capacity of Plant gallons per day: Type of Water Treatment py Operating Capacity of Plant gallons per day: Type of Water Treatment py Operating Capacity of Plant gallons per day: Type of Water Treatment py Operating Capacity of Plant gallons per day: Type of Water Treatment py Operating Capacity of Plant gallons per day: Type of Water Treatment py Operator Type	Water Treatment Pla							·		
Plant Address: 140 Woodside Drive Plant	Plant Name:	Leisure Lakes/Covere	ed Bridge				Plant Telephone	Number:	941-377-94	56
Spe of Water Treatment by Plant: V	Plant Address:		<u> </u>			City: Lake Placid		-		
Permitted Maximum Day Operating Capacity of Plant, gallons per day: Plant Class (per subsection 62-699.310(4), F.A.C.): V Plant Class (per subsection 62-699.310(4), F.A.C.): C	Type of Water Treatment by	y Plant:	✓ Raw Ground Water	Purchased	Finished Water	Frank and the second	A CONTRACTOR		1204-22-20	
Plant Category (per subsection 62-699.310(4), F.A.C.): Licensed Operators Name License Class License Number Day(6)/ Shift(s) Worked A 3531 Utility Manager Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dertification by Lead/Chief Operator 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 N 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 the repart of the plant operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) pplicable appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain	Permitted Maximum Day O	perating Capacity of P								
Licensed Operators Rom Densestert Dustin Williams C 22520 Operator Dustin Williams C 22520 Operator Dust Name Densestert Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Days 1st Shift Dustin Williams C 22520 Operator Days 1st Shift Days 1st				v		Plant	Class (per subsecti	on 62-699.310(4), F.A.(2.): C	
Dustin Williams C 22520 Operator Days 1st Shift Operator Days 1s	Licensed Operators	ASSESSION COMPANIES.	Name	3837H, 1994	License Class					STATE OF STREET
Dustin Williams C 22520 Operator Days 1st Shift Certification by Lead/Chief Operator 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 N 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 repared 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) 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	Lead/Chief Operator:	Ron Derossett	CHILD STORY DANKE STORY	pele file	20010				VT/ / - 7	17,112
Pertification by Lead/Chief Operator In 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 N 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 repared 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) 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		3		· · · · · · · · · · · · · · · · · · ·					····	
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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 N 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 repared 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) pplicable appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain										
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pplicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain	International Standard	60 or other applie	able standards reference	ed in subsection 62	-555.320(3), F.A.C.	I also certify that	the following a	dditional operation	is records for	this plant w
7/9/18 Ron Derossett A 3531	prepared each day that	a licensed operato	or staffed or visited this	plant during the mo	onth indicated above	e: (1) records of au	nounts of chem	icals used and che	mical feed rat	tes; and (2) if
A 3531	applicable appropriate	treatment process	s performance records.	Furthermore, I agre	e to provide these a	dditional operation	is records to the	PWS owner so th	e PWS owne	r can retain
	1 11	`			**					
	1/1/		1 /							
gnature and Date Printed or Typed Name License Number	Kn VC	<i>/</i> /	7/9/18	Ron Dero	ssett				A 3531	
	Signature and Date		7 7	Printed or	Typed Name				License Nur	nber

Description Description	PWS I	D:		***************************************	6280064	***************************************	Plant Name:	Leisure Lak	es/Covere	d Bridge					
Means of Achieving Four-Log Virus Inactivation/Removal. Free Chorine Other (Describe): Other (Desc	***************************************		***************************************			**	<u></u>						***************************************		
Means of Achieving Four-Log Virus Inactivation/Removal. Free Chorine Other (Describe): Other (Desc	III. I	Daily Data I	or the Mo	nth/Venr of	r.		Toma 2018								
Type of Districtant Residual Maintained in Distribution System: Fee Chorne Corobined Choice (Choramines) Chorice Double						F-1			<u></u>						
Type of Disinfectant Residual Maintained in Distribution System:				Virus Inactiva			ree Chlorine		L Chlor	ine Dioxide		Ozone		✓ Combined C	Chlorine (Chloramines)
Day Day	1														
Day Flast Day of Flast Day of Flast Day of Flast Day of Flast Day of Staffer or Staffer	Type o	of Disinfect	ant Residua	al Maintaine	ed in Distribu	ition System:	☑ Free Chlorin	e 🗆 c	ombined (Chlorine (Chlo	oramines)	Chk	rine Dioxide	3 -	
Day State Property State Property State Property P		Apple 1	可用物值	VI TORONO CONTRACTOR C		CT Calculations, o	r UV Dose, to	Demostale	Four-Log	Virus Inac	ivation if	Applicable*	ATTIC DIGARGE	umes - mu	The straight of the straight o
Dept First Dept First Dept First Dept		S Assess	Pitage	14.14	and the same	1000	CT Calc	ulations						A THE SHEET.	
Description Control	ille le constitution de la const	De a Pro-	Real Property	THE PARTY NAMED IN	100	10977931	ALLEY THESE		180.00	100	CONTRACTOR OF STREET	40	the STEP &	100	Single Princip Today Pilet.
About District D	Day of		House slent	Net Quantity	The British of the Control		Disinfectant		THE RES	180	1000	L Talan	15	THE STATE OF	·
Product Prod	the	Visited by		Of Limitable	1.00	Lowest Residual	The second secon		#84g	300	191	40	the Shirt	Louise Davidos	SEASON TO COMPANY THE PROPERTY OF
X 24.0 18,200 2.8	Month	Operator	Operation		Peak Flow	Disinfectant	(T) at C		THE SEAL	pH of Water,	es de la companya de la companya de la companya de la companya de la companya de la companya de la companya de La companya de la companya de la companya de la companya de la companya de la companya de la companya de la co	1275	Minimum		
X 24.0 18,200 2.8	700	(Place "X")	學品色。	Produced, gal	Rate god		Measurement			if Applicable	17.6	Lowest		CONTRACTOR OF THE PROPERTY AND	Emergency or Abnormal Operating Conditions:
X 24.0 18,200 2.8	104	Colors Backgrooms	1011.2	Halling British	100		A Control of the Cont		an a said	Santas.			Required,	Remote Point in	Repair or Maintenance Work that Involves
X 24.0 18,200 2.8		A Grand	Property of	1004000	e de la constantina					The Co.			12070		Taking Water System Components Out of
X 24.0 18,200 2.8	1.00	Y	24.0	16,000	7993		minutes	min/L	Water, C	Alberta District	min/L	mW-sec/can*	sec/cm ⁴		Operation
X	2	x			1										
X	7 7 1116				1						·			2.8	
S														2.3	
X															
X															
												ļ			
10					1							ļ			
12				19,700									-		
X														2.7	
14															
15															
16 X 24.0 13,500 2.6 17 24.0 13,500 2.6 18 X 24.0 13,600 2.3 19 X 24.0 12,100 2.3 20 X 24.0 15,600 2.2 21 X 24.0 10,900 2.2 22 X 24.0 13,900 2.2 23 X 24.0 14,300 2.2 24 24.0 14,400 2.2 25 X 24.0 14,400 26 X 24.0 19,000 2.2 25 X 24.0 19,000 2.2 27 X 24.0 14,800 2.3															
18				13,500								_			
19														2.0	·
22														2.3	
21 X 24.0 10,900 2.2 22 X 24.0 13,900 2.2 23 X 24.0 14,300 2.2 24 24.0 14,400 2.2 25 X 24.0 14,400 2.2 25 X 24.0 19,000 2.2 26 X 24.0 19,000 2.2 27 X 24.0 14,800 2.3															
22 X 24.0 13,900 2.2 23 X 24.0 14,300 2.2 24 24.0 14,400 2.2 25 X 24.0 16,500 2.2 26 X 24.0 19,000 2.2 27 X 24.0 14,800 2.3														2.2	
23 X 24,0 14,300 2.2 2.2 24 24,0 14,400 2.2 2.2 25 X 24,0 6,500 2.2 2.2 25 X 24,0 19,000 2.2 2.2 27 X 24,0 14,800 2.3 2.3															
24 24,0 14,400 25 X 24,0 6,500 25 X 24,0 19,000 25 X 24,0 19,000 22 22 27 X 24,0 14,800 23 23					 										
26 X 24,0 19,000 2.2 2.2 2.2 2.2 2.2 2.3 2.2 2.3 2.3 2.3	24													1.2	
26 X 24.0 19,000 2.2 2.2 2.2 2.2 2.2 2.2 2.3 2.3 2.3 2.3				6,500										2.2	
X 24.0 14,800 2.3															
	28	X X	24.0											2.3	
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源 0				0										4.2	
13.517			THE PARTY				*	···				<u> </u>		<u> </u>	

Maximum 19,700

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



WS Name:	tem (PWS) Informate Leisure Lakes/Cover						PWS Identification	a Nisakan	6280064	
WS Type:	✓ Community	Non-Transient Non-	Community	Transient Non-Co	mounitie	- T	Consecutive	ii ivonioci.	0200004	
	nections at End of Month:				Militarity		Population Served	ot Cod of Month:	632	
WS Owner:	US Water Services (,			1 otal 1	opulation derved	at End of Mount	- U32	
ontact Person:	Melisa Rotteveel	Ανδονισμόν				Contro	t Person's Title:	Compliance	Manager	
Contact Person's Mailin		4939 Cross Bayou Blvd			City: N	lew Port Rich	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Compnance	Zip Code:	34652
ontact Person's Teleph		866-753-8292			peny		t Person's Fax Nur	nber: 727-849-421		24022
ontact Person's E-Mai	Maria Cara Cara Cara Cara Cara Cara Cara	mrotteveel@uswater	com net	· · · · · · · · · · · · · · · · · · ·		1.comus	A I GIOGIG PAX ITAL	abu. 121-0-13-121		
	Plant Information		<u> </u>	- Address Anna Anna Anna Anna Anna Anna Anna An			uliim w			
ant Name:	Leisure Lakes/Cover	ed Bridge	· · · · · · · · · · · · · · · · · · ·		·		Plant Telephone l	Jumber	941-377-945	56
ant Address:	140 Woodside Drive				City: 1	ake Placid	State: Florida	***************************************	Zip Code:	33852
pe of Water Treatmen	 A service agency for the control of th	✓ Raw Ground Water	Dure	hased Finished Water			· · · · · · · · · · · · · · · · ·		Tails and	
Walter 1, 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ay Operating Capacity of P		Laren	72,000				1		
	section 62-699.310(4), F.A		v	373277		Plant (Tlass (ner subsection	on 62-699.310(4), F.A.C	:): C	
	The state of the s	Name		LLicense Cla	ss Licens			Day(s) / Shift(97 7 193
ead/Chief Operate			5 - Sept. 19-40-	A		3531	Utility Manager			
ther Operators:	Sharon Purviance			c		3268	Supervisor			······································
THE REAL	Andrew Borrenans			c		2604	Operator	Days 1st Shift	— — — — — — — — — — — — — — — — — — —	
457000						2001	Operator	Ouys iscomit		tara di gamatani
										·····
TO PROPERTY.		* · · · · · · · · · · · · · · · · · · ·								
Marine and Con-	Talenta									
							 			
Section 1								(Approximately and a second and		
10 Hall										
New York Control of the										
100 NEW TOTAL CO.							L			
rtification by L	ead/Chief Operator		· · · · · · · · · · · · · · · · · · ·					رينارين ياليان		
		operator licensed in Flo	المائد مستال مائد	in the contract	a contact and		and discounting of the	and the College and the	T 06. H	_L iii
		e and accurate to the be								
		cable standards referenc								
epared each day t	that a licensed operate	or staffed or visited this	plant during t	he month indicated abo	ove: (1) rea	cords of an	nounts of chem	icals used and cher	nical feed rat	tes; and (2)
plicable, appropr	iate treatment proces	s performance records.	Furthermore,	I agree to provide these	additiona	l operation	s records to the	PWS owner so the	PWS owne	r can retain
·						-				
n sel	anounce	- 1 × 1	54							

PWS II):			6280064		Plant Name:	Leisure Lak	es/Covered	l Bridge					
										ė				
III. D	aily Data fo	r the Mon	th/Year of:			July, 2018								
			irus Inactivati		□ F	ree Chlorine		Chlori	ine Dioxide		☐ Ozone		☑ Combined C	hlorine (Chloramines)
	aviolet Radiat				Other (Describe):									
			Maintained	in Distributi	ion System:	☑ Free Chlorin	не По	Combined C	Chlorine (Chlo	ramines)		orine Dioxide		
. Jpc 0	. Distincta	.,. ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		(T Calculations,	or UV Dose, to	Demostate	Four-Log	Virus Inact	ivation, if /	pplicable*		10.290	
Constant	1.1	Tabality I	Harry Park Half								UV	Dose	Product 1944	用的现在时间,那么是那么一种的东西的 的。
- 11 =		A CARTO II		27 (27 (27 (27 (27 (27 (27 (27 (27 (27 (Continue Chine	Lowest CT	1 4 4 4 4 4 6 1 1 1 1 1 1 1 1 1 1 1 1 1	1000	error Princi	1000			等的。 公司是中国国际 国际企业
T	Days Plant Staffed or	Clours alast	Net Quantity			Disinfectant	Provided	in Challet	51: 3100g	Decrees.	e de la traca	i dell'alle della	terment alle	
Day of the	Visited by	Hours plant in	of Finished		Lowest Residual	Contact Time	Before or at	100	or not been	A difference	sh Associati	4 (1)	Lowest Residual	THE SHEET SHEET, AND SHEET WHEN THE
Month	Operator	Operation	Water	Peak Flow	Disinfectant	(T) of C	First	2 1 1364	pH of Water, if Applicable		Lowest	Minimum UV Dose	Disinfectant Concentration at	Emergency or Abnormal Operating Conditions:
laga e	(Place X)	### T	Produced, gal	Rate, gpd.	Concentration (G) Before or at First	Measurement Point During	Customer During Peak		rr withtreams	Minimum CT		Required	Remote Point in	Repair or Maintenance Work that Involves
the life		en bijek 71° er			Customer During	Peak Flow;	Flow mg	Temp of	architecture	Required, mg		mW.	Distribution	Taking Water System Components Out of
e de la como			green e House	A STAIR ARE	Peak Flow, mg/L	minutes	min/L	Water, OC	Hill compa	min/L	mW-sec/cm	sec/em	System, mg/L	Operation
1		24.0	9,900											
11,2	X	24.0	13,200		3.9 4.0	_	ļ				 	 	2.2 2.2	
4	X	24.0 24.0	10,200 12,300	<u> </u>	4.0	1	-	+	 	<u> </u>		1	2.2	
- 5	X	24.0	13,600		4.0							<u> </u>	2.3	
6.	х	24.0	13,600		0.9						<u> </u>		2.2	
104	Х	24.0	10,700		3,9		ļ				<u> </u>	ļ <u>.</u>	2.2	
9	х	24.0 24.0	10,800 14,000		4,0	ł		 			 	†	2.2	
10	x	24.0	15,000		3,9								2.3	
	Х	24.0	14,900		3,9							<u> </u>	2.2	
12	X	24.0	11,800		3.9		<u> </u>	<u> </u>			 	4	2.2	
14	X	24.0 24.0	11,800 13,000		4.0 4.0	 	<u> </u>	 		 		+	2.2	
15	Х	24.0	13,100		7.0	 		†	 					
16	X	24.0	15,100		4.0								2.2	
117	X	24.0	26,100		4.0						<u> </u>		2.2	
18	X	24.0	38,700		4.0		 	 	<u> </u>	_	 		2.2 2.1	
19 20	X	24.0 24.0	31,700 37,100		3.8 4.0		 	 	 				1.2	
20 21	X	24.0	29,200		3.9	<u> </u>		1					2,1	
22		24.0	29,200											
23	Х	24.0	14,800		3,9	<u> </u>	<u></u>	4	<u> </u>	<u> </u>	<u> </u>		2.1	
24	X	24.0	14,400		3,9 3,3	<u> </u>	 	-	-	 	 	+	2.0	
25 26	X X	24.0 24.0	14,800 15,100		3.2		†	1	 		<u> </u>	1	2.0	
27	- x	24.0	13,700		4.0								2.2	
28	X	24.0	16,100		4,0					1		_	2.1	
29		24.0	16,100		4.0		<u> </u>	 	 		+	+	2.1	
30	X X	24.0 24.0	15,200 12,600		4.0 4.0	 	 	 	 	 	 		2.2	
Total		24.0	527,800		7.9		1							
Avgerng			17,026											

[•] Refer to the instructions for this report to determine which plants must provide this information.



WS Name:	em (PWS) Information Leisure Lakes/Covered Bridge	<i></i>			PWS Identification N	Jumber:	6280064	
WS Type:	✓ Community	Non-Community	Transient Non-Com	munity [Consecutive	3 Million (M.C.)	JAPOVO T	
1 1005, 11 M/BULIE	ections at End of Month:	276			I Population Served at E	and of Month	632	
WS Owner:	US Water Services Corporation			1100	Abannesse marian et r			
ontact Person:	Melisa Rotteveel			Con	tact Person's Title:	Compliance !	Manager	
ontact Person's Mailing	Address: 4939 Cross Bayou Blvd			City: New Port Ri	ch State: Florida		Zip Code:	34652
ontact Person's Telepho	ne Number: 866-753-8292	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Con	tact Person's Fax Number	er: 727-849-4219	9	
ontact Person's E-Mail	Address: mrotteveel@usw	atercorp.net	······································					
Vater Treatment l	lant Information							
ant Name:	Leisure Lakes/Covered Bridge				Plant Telephone Nur	nber:	941-377-94	56
lant Address:	140 Woodside Drive			City: Lake Placid	State: Florida		Zip Code:	33852
pe of Water Treatmen		iter LPurchased	finished Water					
	Operating Capacity of Plant, gallons per day:		72,000					
	ction 62-699.310(4), F.A.C.):	V			nt Class (per subsection			
	s Name	The tank and a million in the supplying	License Class			Day(s) / Shift(s) Worked	aragi ikani ete
ad/Chief Operato	: Sharon Purviance		C	13268	Utility Manager	•		
ther Operators:	Andrew Borrenans		C	22604	Operator	Days 1st Shift		
FIRE WALLS	44						4	
ESTERNIS CONTRACTOR								
A STANFARDS							,	
a constitution of the second of								
rest de astrona residio			***************************************	t		······································	······································	
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	ad/Chief Operator							
•	•		VX 4. 72 u **		K	- 1. ESI 2	. 10 1021 1	1.00
	ater treatment plant operator licensed in							
formation provide	d in this report is true and accurate to the	e best of my knowledg	e and belief. I certif	y that all drinking	g water treatment cl	nemicals used at	this plant co	nform to NSI
ernational Standa	rd 60 or other applicable standards refe	renced in subsection 6	2-555.320(3), F.A.C	. I also certify the	at the following add	litional operation	s records for	r this plant w
	nat a licensed operator staffed or visited							
TOWNS INDICEDIAL	ate treatment process performance reco							
			TO TO DIDAIGE THESE S	montonar obeign	and records in the L	11 9 OWING 30 HB	O T ALCI CASTE	or van retain
	ate treatment process performance reco		*					
	are treatment process performance reco			*				
	Purviare 9/Vs	,	urviance				C - 13268	

PWS ID	:			6280064	P	lant Name:	Leisure Lak	es/Covered	Bridge					
III. Da	illy Data_fo	r the Mon	th/Year of:		I A	August, 2018								
				on/Removal:		e Chlorine		☐ Chlorit	ne Diovide		Ozone		✓ Combined C	hlorine (Chloramines)
	n Acmeving violet Radiat		raa marriyati	Other (D	_	e Gilotine		(3110)	ar storing					maining of an ingerestations.
											I —			
	Disinfecta	nt Residual	Maintained	in Distribution Syst		✓ Free Chlorin			hlorine (Chlo			orine Dioxide		, <u>,</u>
	i i i i i i i i i i i i i i i i i i i		All articles	CDCale	ulations, or	UV Dose, to	Demostate .	roun-Log	Virus Inact	ivation, 11-7	pplicable			克斯斯斯 医多种皮肤 医多种皮肤
100	新彩 品面	all all and		11.0	3.4	CT Citie	ilations				uV.	Dose		化二氯甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基
2000 T (80	Days Plant	E47 F255			ent i Lijera	The second	Lowes CT				100	Harris Carlo	100	
Day of	Staffed or	Hours plant	Net Quantity of Finished	St. ACRESCO MICESCO. DEVENINGED IN		Disinfectant	Provided				Lowest	1 1 1 1 1 1 1	Lowest Residual	
Day of the	Visited by	in i	Water		Residual	Contact Time (1) at C	Before or at First		pH of Water.		and the	Minimum	Disinfectant	1.16.2 物質(原本) 2.16.16。
Month.	Operator (Place "X")	Operation	Produced, gal.		tration (C)	Measurement	Customer	100	if Applicable	talian y	Lowest	UV Dose		Einergenry or Attachial Operating Conditions:
	(Place X)	100			or at First	Point During	During Peak	40	if Applicable	Minimum CT	Operating	Required	Remote Point in	Repair or Maintenance Work that Involves
	in the				er Duting		Plow, mg	Temp of		Required mg	UV Dose.	-mW-	Distribution	Chicago Water System Commences Out of Tal
4.47			ear i		low mg/L	minites		Water, C		min/L=17.	mW-sec/cm ²	sec/cm ²	System mg/L	Operation 1997 is
1.	X	24.0	21,000		1.0								2.8	
2 3	X	24.0	20,800		3.9			1			<u> </u>	ļ	2.2 2.1	
3 4	X X	24.0 24.0	17,900 16,600		4.0 3.9			-			 		2.1	
- 3	^	24.0	16,700		-			1						
-6	Х	24.0	16,900		1.0		***************************************						2,2	
117	Х	24.0	23,400		3.8								2.0	
18	X	24.0	14,600		3.4						ļ		1.9 1.9	
9 10	X X	24.0 24.0	18,600 18,800		1,0			 			 		2.1	
11	X	24.0	17,900	·	1.0								2.2	
12 in		24.0	17,900					1 1			İ			
13	X	24.0	18,900		1.0								2.2	
14	X	24.0	17,900		1.0							 	2.2	
15	X	24.0	21,600		3.7 4.0						ļ		2.1	
16 12	X X	24.0 24.0	24,200 15,800		1.0			 			ļ	 	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							<u> </u>	2.1	
21	X	24.0	13,300		3.6								2.1 2.1	<u> </u>
22 23	X	24.0 24.0	27,600 20,600		3.5 3.5							 	2.1	
24	×	24.0	23,700		4,0			1	·····			†	2.1	i e e e e e e e e e e e e e e e e e e e
1925	x	24.0	20,400		4.0								2.2	
26		24.0	20,400									<u> </u>		
27	X	24.0	8,800		4.0		 				 		2.1 2.1	
28 29	X X	24.0 24.0	20,800 19,300		3.9 4.0						 	1	2.1	
30	X	24.0	13,600		3.7		 						2.0	
31	X	24.0	14,300		3,5								2,0	
Total	nas Paerros en 115 y		574,900											
Avgerage	and the second section		18,545	1										

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



Plant Address: 140 Woodside Drive	
PWS Type:	
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: Melias Rotteveel Contact Person: Melias Rotteveel Contact Person: Meling Address: 4939 Cross Bayou Bivd City: New Port Rich State: Florida Zip Code Contact Person's Edula Address: 9399 Cross Bayou Bivd City: New Port Rich State: Florida Zip Code Contact Person's Edula Address: mrotteveel@uswatercorp.net Water Treatment Plant Information Plant Name: Leisur Lakes/Covered Bridge Plant Telephone Number: 941-377. Plant Address: 140 Woodside Drive Plant Water Information Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Valers: 140 Woodside Drive Plant Class (per subsection 62-699 310(4), F.A.C.); V Plant Class (per subsection 62-699 310(4), F.A.C.); V Plant Class (per subsection 62-699 310(4), F.A.C.); V Plant Class (per subsection 62-699 310(4), F.A.C.); V Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C Plant Class (per subsection 62-699 310(4), F.A.C.); C P	
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: Melina Rotteveel Compliance Manager	
Contact Person: Melisa Rotteveel Contact Person's Mailing Address: 4939 Cross Bayou Bivd Contact Person's Mailing Address: 4939 Cross Bayou Bivd Contact Person's Edephone Number: 866-733-8292 Contact Person's E-Mail Address: Inrotteveel@uswatercorp.net Water Treatment Plant Information Plant Name: Leisure Lakes/Covered Bridge Plant Address: 140 Woodside Drive Plant Address: 140 Woodside Drive Plant Address: 140 Woodside Drive Plant Gasicing Organization Plant Category (per subsection 62-699.310(4), F.A.C.): V Plant Category (per subsection 62-699.310(4), F.A.C.): V Plant Category (per subsection 62-699.310(4), F.A.C.): V Plant Category (per subsection 62-699.310(4), F.A.C.): V Plant Category (per subsection 62-699.310(4), F.A.C.): V Plant Category (per subsection 62-699.310(4), F.A.C.): V Plant Category (per subsection 62-699.310(4), F.A.C.): Days 1st Shift Other Operators: Addrew Borrenans C C 12688 Utility Manager C Certification by Lead/Chief Operator L, the undersigned water treatment plant operator ficensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify 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 intermational Standard 60 or other applicable standards referenced in subsection 62-595.320(3), F.A.C. I also certify that the following additional operations records perpered 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	
Contact Person's Mailing Address: 4939 Coass Bayou Blvd City: New Port Rich State: Florida Zip Code Contact Person's Telephone Number: 866-753-8399. Contact Person's Fax Number: 727-849-4219 Contact Person's E-Mail Address: Introduce	
Contact Person's Telephone Number: 866-753-8292 Contact Person's Fax Number: 727-849-4219	
Contact Person's E-Mail Address: Marce Treatment Plant Information Marce	34652
Plant Information Information Informatio	
Plant Name: Leisure Lakes/Covered Bridge Plant Telephone Number: 941-377- Plant Address 140 Woodside Drive Plant Telephone Number: 941-377- Plant Address 140 Woodside Drive Purchased Finished Water Purchased Finished Water Purchased Finished Water Purchased Finished Water Purchased Finished Water Purchased Finished Water Plant Class (per subsection 62-699-310(4), F.A.C.): Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C.): C. Licensed Operators Plant Class (per subsection 62-699-310(4), F.A.C. Plant Class (per subsection 62-699-310(4), F.A.C. Plant Class (per subsection 62-699-310(4), F.A.C. Plant Class	
Plant Address: 140 Woodside Drive	
Type of Water Treatment by Plant: Y Raw Ground Water Purchased Finished Water	456
remitted Maximum Day Operating Capacity of Plant, gallons per day: Plant Class (per subsection 62-699.310(4), F.A.C.); V Plant Class (per subsection 62-699.310(4), F.A.C.); C Day(s) / Shift(s) Worker Day(s) / Shift(s) Worker C	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 Ead/Chief Operators Sharon Purviance C 13268 Utility Manager Days 1st Shift Certification by Lead/Chief Operator Andrew Borrenans C 22604 Operator Days 1st Shift Certification by Lead/Chief Operator Andrew Borrenans Andrew Borrenans C 12604 Operator Days 1st Shift Certification by Lead/Chief Operator Andrew Borrenans Andrew Borrenans C 12604 Operator Days 1st Shift Certification by Lead/Chief Operator Andrew Borrenans Andrew Borrenans C 12604 Operator Days 1st Shift Certification by Lead/Chief Operator Andrew Borrenans C 12604 Operator Days 1st Shift Certification by Lead/Chief Operator Andrew Borrenans C 12604 Operator Days 1st Shift Days 1st Shift Days 1st Shift Certification by Lead/Chief Operator Andrew Borrenans C 12604 Operator Days 1st Shift Days 1st Shift Days 1st Shift Certification by Lead/Chief Operator Andrew Borrenans Days 1st Shift Days 1st Shif	
Licensed Operators License Class License Class License Number Day(s) / Shift(s) Worker C 13268 Utility Manager Days 1st Shift Andrew Borrenans C 22604 Operator Days 1st Shift Certification by Lead/Chief Operator 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 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 international Standard 60 or other applicable standards referenced in subsection 62-555.320(3), P.A.C. I also certify that the following additional operations records repared 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	
Earl/Chief Operator: Andrew Borrenans C 13268 Utility Manager Andrew Borrenans C 22604 Operator Days 1st Shift Certification by Leatl/Chief Operator 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 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 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 repared 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	
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repared 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	
pplicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS ow	ier can retain
Strand whomas 10/8/2018 Sharon Purviance C-1326	Í
Signature and Date Printed or Typed Name License	lumber

PWS ID:				6280064		Plant Name:	Leisure La	kes/Covered	Bridge					
1. 1.0 10.														
III Da	ilv Data fo	or the Mon	th/Year of:			September, 201	8							
					Пe	ree Chlorine		Chlori	ne Dioxide		Ozone		Combined C	Chlorine (Chloramines)
			irus Inactivati			ree Unionne			ile Dioxide					
•	violet Radiat				Other (Describe):						1			
Type of	Disinfecta	nt Residual	Maintained	l in Distribut	ion System:	☑ Free Chlorit	ne 🔲	Combined C	hlorine (Chlo	ramines)		nlorine Dioxic	ie	
			Les China	Spiral P.	CT Calculations, o			e Four-Log	Virus Inac	ivation, if A	Applicable	organic de la company	Samuel 1	
Day of the	15.0	2.5	100	Barrier and Barrie	AND PROPERTY.	CT Cal	adations	Table 1 1875年		and the second	\mathbf{u}	/ Dose	No. of the second	
計 .				Alleria	ENTERNA SERVICE		Lowest C		t salah P	and a		3.6		
	Days Plant		Net Quantity	100	ELEKTRIKA PER PER PER PER PER PER PER PER PER PER	Disinfectant	Provided		- <u>- 1</u>	ing and the same	and the second		A SECURITY OF SECU	· 医自己的 第二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十
Dayor	Staffed or Visited by	Hours plant.	ofFinished		Lowest Residual	Contact Time	Before or	et .		6987	4 (**	10.50	Lowest Residual	对自己的主题(这里是是这种形式
Month		Operation	Water	Peak Flow	Disinfectant	(T) at C	First		pH of Water,	A SECTION AND ADDRESS.	Last	Minimur		人名英格兰英国人名英 格兰英语
Month	(Place "X")		Produced, gal	Rate, gpd.	Concentration (C)	Measurement	Customer		if Applicable		Lowest		The Project of Section Control of	
				4000 MHS	Before or at Pirst	Point During	During Per		12.5	Minimum Cl Required, mg			Remote Point in Distribution	Emergency in Abnormal Operating Conditions: Repair or Maintenance Work that involves Taking
	100	4.00		All Control	Customer During	Peak Flow,	Flow, mg			min/L	mW-sec/or			Water System Components Out of Operation
			September 1	1200	Peak Flow, mg/L	minutes # #	MID/LA	Walds V			III TO POCCO CO		2.1	GST not working, keeping tank filled by hand
2	X	24.0	87,500		3.7	 	ļ			1	 			GST not working, keeping tank filled by hand
3	X	24.0 24,0	87,500 14,800		3,8	 	 		<u> </u>				2.1	
4	x	24,0	9,900		3.5	†							2.0	
- 3	X	24.0	19,900		3.0								2.0	
6	Х	24.0	13,400		3,0					<u> </u>		<u> </u>	1.8	
44.5	X	24.0	18,100		3.3	<u> </u>	ļ			<u> </u>			2.0	
+ 8	X	24.0	18,100		4.0	 				 				
		24.0 24.0	18,100 20,900		4.0		 	_				1.	2.3	
	X	24.0	18,500		4,0	+	 		-				2.2	
12	X	24.0	21,100		4,0	<u> </u>							2.2	
13	X	24.0	16,700		3.8	1							2.2	
140#	X	24.0	17,900		4.0								2.1	<u> </u>
15	Х	24.0	17,400		4.0		<u> </u>			 			Z.1	
16		24.0	17,400		4,2	ļ	 			+	+		2.0	
1.1	X	24.0	19,300	 	3.5	 			 				1.9	
18 19	X	24.0 24.0	26,200 17,500		2,8	 	 						1.4	
20	$-\hat{\mathbf{x}}$	24.0	23,200		2.2								1.5	
21	X	24.0	6,700		2.0								1,8	
22	Х	24.0	19,500		3.7					1			2,1	
23		24.0	19,600				<u> </u>		 				1.9	
24	<u> </u>	24.0	28,000		4.0 3.9	ļ	 		<u> </u>	+	 		2.0	
25 26	X X	24.0 24.0	17,800 22,600		4.0			_		1	1		1.9	
27	X	24.0		1	4.0	<u> </u>	 						2.1	
28	$-\hat{x}$	24.0		1	4.0								2.1	
29	X	24.0	17,100		4,0								2.1	
30		24.0	17,100				1			4	 			
3 may 1		24.0	507.555						<u></u>				,!	
		10 ES 20	687,300 22,910											

Maximum 87,500

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



See Pages 4 for Instructi		of: October, 20	110							
. General Information for	the Month Year	gj: Ockober, zo	J10:							*** *** *** *** *** *** *** *** *** **
A. Public Water System (P	Wel Information			\$						
	isure Lakes/Covered Bri	idae			·		PWS Identification	Number:	6280064	
	Community	Non-Transient Non-Commu	244	Transient Non-Com	nunity		onsecutive			
PWS Type:	A Tark and the American		ш(ү	Transient Hon Com	riuincy	100	opulation Served at	End of Month:	632	
	S Water Services Corpor	lune rad	·			17.55.77.55	7.		-	
- 71.0	elisa Rotteveel	ation				Contac	t Person's Title:	Compliance	Manager	
Contact Person's Mailing Addre		Cross Bayou Blvd			City: Nev	v Port Rich	State: Florida		Zip Code:	34652
Contact Person's Telephone Nur	2000	753-8292			L	Contac	t Person's Fax Num	ber: 727-849-421		
Contact Person's E-Mail Addres		otteveel@uswatercorp.n	iet		***************************************					
. Water Treatment Plant			WHY T							
	isure Lakes/Covered Br	idee					Plant Telephone N	umber:	941-377-945	6
	0 Woodside Drive				City: Lak	e Placid	State: Florida		Zip Code:	33852
Type of Water Treatment by Pla		Raw Ground Water	Purchased FI	inished Water						
Permitted Maximum Day Opera				72,000						
Plant Category (per subsection of								n 62-699,310(4), F.A.(
Licensed Operators	The second secon		1.00	License Class	License	Number	11.00	Day(s) / Shift	(s) Worked	Products Accessed
Lead/Chief Operator: Sh				C	133	268	Utility Manager			
	ndrew Borrenans			C	22	604	Operator	Days 1st Shift		
A STATE OF THE STA				F						
是2007年2月2日 第二章 (1984年2月2日)									,	
The state of the s										
[4] (1) (中国 [4] (1) (中国 [4] (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)										
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		m,								
	· · · · · · · · · · · · · · · · · · ·					:.				
\$ 950 rest constitution in the second										addin ar at an ar a marketina
II. Certification by Lead/C	hief Operator								- le	
I the undersigned water t	treatment plant one	rator licensed in Florida,	am the lead/chi	ief operator of the	water trea	tment pla	nt identified in p	part I of this repor	t. I certify th	at the
information provided in t	this report is true as	nd accurate to the best of t	ny knowledge :	and belief. I certi	fy that all	drinking v	water treatment	chemicals used at	this plant coi	ntorm to NSF
International Standard of	or other applicable	e standards referenced in	subsection 62-	555.320(3), F.A.C	. I also ce	rtify that	the following ac	lditional operatio	ns records for	this plant were
International Standard of	o or omer appricant	taffed or visited this plant	during the mor	oth indicated above	e: (1) rec	ords of ar	nounts of chemi	cals used and che	mical feed ra	tes; and (2) if
prepared each day that a	Hoensed Oberator 2	erformance records. Furth	Ammara I neme	to omvide these	additional	coention	s records to the	PWS owner so th	e PWS owne	r can retain
applicable, appropriate tr	reaument process pe	atornance records. Furth	cimore, i agree	o prortoc mose	umateros (G)	Spendor	O. TOOLED TO MIS	and the second s	ಪ್ರಾಥಾ ಕ್ಷಮ್	The second of the second of
_1, 40	ana e e e e e e e e e e e e e e e e e e	11. 19	Sharon Pur	niance					C - 13268	
Containing Contraction	mover,	W W A		Typed Name				(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	License Nu	nber
Signature and Date			i tunca Of	- Shame summer						

PWS ID:		(5280064		Plant Name:	Leisure Lak	ces/Covere	d Bridge							
		······			# <u>\$</u>										
III. Daily Data for	the Month	/Year of:			October, 2018							······································			
			- (Pamauni)	П	ree Chlorine		Chlo	rine Dioxide		Ozo	one		✓ Combined C	hlorine (Chloramine:	3)
Means of Achieving Fo		is inactivatio			ree Chonne			IIIC DIVAGE						,	•
Ultraviolet Radiatio				Other (Describe):			······································			1 -	1				
Type of Disinfectant	Residual I	Maintained :	in Distributi	on System:	✓ Free Chlori	ine 🔲	Combined	Chlorine (Chlo	ramines)			ne Dioxide		A CONTRACTOR OF THE CONTRACTOR	-375 (0) and 1-37
	14.0	1.00	。	T Calculations, o	or UV Dose, to	Demostate	Four-Log	Virus Inaci	ivation, if A	\pplica	ible*	1,000	4.125.42		
Days Plant		NAME OF TAXABLE PARTY.	and the second	を通過的型型 - 4K以前	CTC	culations :		1 com	() in ()		UV Do	ose	10,000,000		Large market his
and the second		Language F	NE STATE		Application of the last of the	Lowest CT		and the second	SIRE CHUINE		0.50	1000	品/EST/000000		
Days Plant Day of Staffed or 1		Vet Quantity	100		Disinfectara	Provided	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							企业基本的	与原生生生生
Day of Staffed or I fine Visited by		of Finished		Lowest Residual	Contact Time	Before or a		144	5.50学品的			Minimum	Lowest Residual	最後學者是一個的	ent Herita Lauren alle Stelle 1974
	A. 123	Water	Peak Flow	Disinfectant	(T) at C	Pust		pH of Water, if Applicable		Low		UV Dose	Disinfectant Concentration at		
(Place X7)		roduced, gal.	Rate, gpd.	Concentration (C)	Measurement	Customer		lit Applicable	Minimum CT	Open	100000000000000000000000000000000000000	Required,	Remote Point in	- Emergency or Abr	ormal Operating Conditions:
Asset Filtra		100	ALTE	Before or at First Customer During	Point During Peak Flow,	During Peal Flow, mg-			Required me			mW	Distribution 4		ace Work that Involves Takin
(Mace X')		34年20日 司	3,0324	Peak Flow, mg/L	minutes	min/L	Water, 0		min/L	mW-se		sec/cm²	System mg/L		imponents Out of Operation
-I x	24.0	18,800	E-PERENTAL I	4,0									2.1		
2 X	24.0	21,300		4.0									2.1		
3 X	24,0	17,400		3.9						1			1.9		
X X	24.0	11,000		3,4	<u> </u>			<u> </u>		╂──			1.9		<u></u>
X	24.0	20,600		3,4 4.0	_	-		 	 	 			2.2		
6 X	24.0 24.0	15,600 15,700		4.0	 	+	+			1					
8 X	24.0	18,000		4.0	1								2.1		
9 X	24.0	14,700		4,0		L _r .							2.0	ļ	
-10 X	24.0	17,100		4.0		<u> </u>			ļ	-			2.0 1.9	 	
Addis X	24.0	18,500		3.8				 	ļ	+	-		1,9	<u> </u>	
5	24.0 24.0	20,400 18,600		3.0 3.2		 		_		+			1.8	1	
13 X	24.0	18,600							<u> </u>						
15 X	24.0	18,900		2.9									1.3		
16", X	24.0	17,400	: .	1.9					ļ	4	-		1.1		
17/2 X	24.0	23,200		2.7									2.2	 	
18 X	24.0	16,200		3.0 1.8					 	+			1.1		
19 X	24.0 24.0	22,000 18,100		2.2		+	_		 	1			1.8		
20 X	24.0	18,100		<u> </u>			4	1							
22 X	24.0	20,600		4.0									2.2		
23 X	24.0	17,800		4.0									2.2	 	umumbu
24 X	24.0	17,300		4.0					 	-			1.8	 	
25 X	24.0	16,300		3.7 3.7		_			+	+			1.8	1	
26 X 27 X	24.0 24.0	22,600 20,500		3.7					<u> </u>	†			1.8		
27 X	24.0	20,500		<u> </u>											
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	_1			1	_L	
Total Children Communication		569,200 18 361													

Maximum 23,200

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



	em (PWS) Informat	ion						
	Leisure Lakes/Covere	ed Bridge			PWS Identification	Number:	6280064	· · · · · · · · · · · · · · · · · · ·
/S Name:		Non-Transient Non-Commun	ity Transient Non-	Community	Consecutive			
/S Type:	✓ Community			-	Total Population Served at	End of Month:	632	
	nections at End of Month:			·				
/S Owner:	US Water Services C	orporación	<u> </u>		Contact Person's Title:	Compliance		
ntact Person:	Melisa Rotteveel	4939 Cross Bayou Blvd		City: New Po	rt Rich State: Florida		Zip Code:	34652
ntact Person's Mailing		866-753-8292			Contact Person's Fax Numb	per: 727-849-421	9	
ntact Person's Telepho		mrotteveel@uswatercorp.ne	of *				2.27	
ntact Person's E-Mail	Address:	mitotteveel@uswatercorpxite	<u> 31. </u>		· /			
ater Treatment	Plant Information				Plant Telephone Nu	ımber:	941-377-945	56
nt Name:	Leisure Lakes/Coverd			City: Lake P	acid State: Florida		Zip Code:	33852
nt Address:	140 Woodside Drive	· · · · · · · · · · · · · · · · · · ·	Purchased Finished Water	PANNE AMERICA	N			
e of Water Treatmen	nt by Plant:	✓ Raw Ground Water	Purchased Finished Water 72,000					
mitted Maximum Da	y Operating Capacity of P	'lant, gallons per day:	72,000		Plant Class (per subsection	162-699.310(4), F.A.	C.): C	
nt Category (per subs	section 62-699.310(4), F.A	A.C.): V		lass License Ni			(s) Worked	100
acensed Operator	rs i de la companya d	Name		13268	Utility Manager			
ad/Chief Operate	r: Sharon Purviance		<u> </u>	22604	Operator	Days 1st Shift		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
her Operators:								
the undersigned uformation providutemational Stand	water treatment planted in this report is treatment for the transfer applicant to the treatment applicant in the treatment applicant app	t operator licensed in Florida, a rue and accurate to the best of m icable standards referenced in s ator staffed or visited this plant a ess performance records. Further	subsection 62-555, 320(3), F	A.C. I also certi	fy that the following a	dditional operation	ons records fo emical feed ra	r this plant ites; and (2)
repared each day pplicable, approp	riate treatment proce	ess performance records. Furthe	Amore, Lagree to provide a				C - 13268	

PWS ID: 6280064				Plant Name:	Leisure Lakes/Covered Bridge										
_D	III. Daily Data for the Month/Year of: November, 2018														
			irus Inactivati		Пе	ree Chlorine		Chlorine Dioxide		Ozone		✓ Combined Ch	nlorine (Chioramines)		
			uus machvau			rec GROUNE	□'	-1 enterine manner					on to the second to the second		
	violet Radiati				ner (Describe):	Пенания Пенания				T	in a second				
Type of	Disinfecta	nt Residual	Maintained	l in Distribution	System:	☑ Free Chlorin		Combined Chlorine (Chloramines)			Chlorine Dioxide			-124-F	
10.5	建设设施			GS.CI.				ostate Four-Log Virus Inactivation, if		Applicable UV Dose		12. 1			
SEC.				ar sat silver		CT Calc	and the second control of the second	CONTRACTOR DESCRIPTION OF RESIDENCE AND ACCUSE AND ACCU		TALLET STORY LIVES				1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1	
	Days Plant	14929	Net Quantity	· 大学 - 10 155	主		Lowest CT		01124		ALCO DE		A FEMALES		
Day of the	Staffed or	Hours blants	of Finished		Lowest Residual	Disinfectant Contact Time	Provided Before or at	. Programa	Bearing Co.	(100 to 1		Lowest Residual	e in the second	APPENDED	
the	Visited by	3 4 4 7	Water	Peak Flow	Disinfectaur	(F) at C	First	pli of Water			Minimum	Disinfectant			
Month	Operator (Place "X")	Operation	Produced, gal		encentation (C)	Measurement	Gustomer,	if Applicable	Z TSP (TOM.	Lowest	UV Dose	Concentration at		Problems are a	
		a salah			Sefore or at Pirst	Point During	During Peak	port services	Minimum CI Required, ins	Operating UV Dose	Required.	Remote Point in	Emergency or Abnormal		
100	43.50	en en Gil	1.45	Property of C	Automer During	Peak Flow,	Flow mg Water			mW-sec/cm		Distribution System mg/L	Repair or Maintenance Wo Water System Compon		
	v	24.0	23,800	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Peak Flow, mg/L 4,0	minutes	- Control - Agreement	Carrier Control		The It Sections		1.3			
2.7	X X	24.0	17,700	1	2.7	L						1.2			
	x	24.0	20,500		2.9	1						1.3			
4 11		24.0	20,500		3.4				 	+		1.2		<u> </u>	
6	X X	24.0 24.0	16,400 23,000	 	2.7 2.6	1	1		 	1	\vdash	1.2			
7.5	$\frac{x}{x}$	24.0	20,400		3.6							1.4		·	
8 -	х	24,0	22,000		3,9							1.4			
9,	X	24.0	22,600	<u> </u>	3.6 4.0	_	 		 	+	 	1.3			
10 11a	X	24.0 24.0	20,400 20,500		4.0		 		t	1		1 1			
12	x	24.0	20,600		4.0							1.5			
13	х	24.0	22,200		4.0							1.5			
14	X	24.0	20,200		4.0				 	+	<u> </u>	1.7			
16.	X X	24.0 24.0	17,700 21,900	 	4.0 4.0	1	1		+	+	t	2.0	<u></u>		
17	$\frac{x}{x}$	24.0	20,200	 	4.0				<u> </u>			1.9			
18		24.0	20,200								<u> </u>				
18 19	X	24.0	22,900		4.0					+	<u> </u>	1.9 2.2			
-20.	X	24.0 24.0	18,400 17,700	 	4.0 4.0	1			+	+	 	2.2			
22	X X X X X X X X	24.0	20,300	 	4.0	<u> </u>						2.2			
23	$\frac{x}{x}$	24.0	20,300		4,0	<u> </u>					ļ	2.3			
74	Х	24.0	20,700		4.0	<u></u>	 			-	 	2.2			
= 25 - 52		24.0	20,700 20,300		2.7		 	+	+	+	 	2,0			
-27	$-\frac{x}{x}$	24.0	20,300 18,200	 	2.2	†	1 1			1	<u> </u>	1,4			
28	<u>x</u>	24.0	19,800		1.8	1						1.2			
29	X	24.0	20,700		2.3		<u> </u>		+	+	 	1,7			
30	X	24.0	24,900	 	4.0	+	 		 	1	 				
Total	No. of the last of	24.0	615,700	 			<u> </u>								
Avgerage	100,000,000	100	20,523	1											

Mardinum

24,900

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



Polymer Page 3 Due in December

	Leisure Lakes/Co	mation overed Bridge					PWS Identification	n Number:	6280064	
WS Name: WS Type:	✓ Community	2002 S. S. S. S. S. S. S. S. S. S. S. S.	nmunity	Transient Non-Co	rnmunity		Consecutive	· · · · · · · · · · · · · · · · · · ·	. 1	
lumber of Service Conf	-		my di ncy				opulation Served a	t End of Month:	632	
WS Owner:	US Water Service	27.25°.					- Christolijisha anima in a	<u> </u>		
ontact Person:	Melisa Rotteveel		, the special control of the special control			Conta	t Person's Title:	Compliance	Manager	
ontact Person's Mailing		4939 Cross Bayou Blvd	····	····	City:	New Port Rich	State: Florida		Zip Code:	34652
ontact Person's Telephe	COLOR SALES SALES	866-753-8292	***************************************			Conta	t Person's Fax Nun	iber: 727-849-421	9	
ontact Person's E-Mail		mrotteveel@uswatercon	p.net							
Vater Treatment	Plant Informatio)n								
lant Name:	Leisure Lakes/Co						Plant Telephone N	umber.	941-377-94	
lant Address:	140 Woodside D				City:	Lake Placid	State: Florida		Zip Code:	33852
ype of Water Treatmen	t by Plant:	✓ Raw Ground Water	Purchas	ed Finished Water						
		of Plant, gallons per day:		72,000					والمستهور والمستستمين	
lant Category (per subs	ection 62-699.310(4),	, F.A.C.):	٧					n 62-699.310(4), F.A.(
Licensed Operator	S Marine	Name		License Cla	ss Lic	ense Number		a Day(s) / Shift	(s) Worked	
ead/Chief Operato	rt. Sharon Purviano	C		C		13268	Utility Manager			
other Operators:	Andrew Borrena	ns		Ç		22604	Operator	Days 1st Shift		
Allegania Artic										
CONTRACTOR CONTRACTOR				1		- <u>:</u>				
MATERIAL AND AND AND AND AND AND AND AND AND AND		<u></u>								
SAME PROPERTY.										
	Pilling Name								iizthis	
Physical American				·	_					- -
30 m							<u> </u>			
The sale of the sale of the									····	
The distribution is	<u> </u>			<u>k</u>			1	······································		
· · · · · · · · · · · · · · · · · · ·	WCI - CO							пин		
Certification by Lo	ad/Ciner Opera	[U]	in the second section is seen	versease en en en en en en en en en en en en en	sammentata e e ette.	durante se se se de la collection de la		and the Cabin man	t I months th	ant than
, the undersigned v	vater treatment pl	lant operator licensed in Florid	a, am the lead	chief operator of tr	ie water	treatment pla	nt identifica in	barr 1 or mis repor	т. гестану п	iai ne
iformation provide	d in this report is	s true and accurate to the best o	of my knowled	ige and belief. I ce	rtify that	all drinking	water treatment	chemicals used at	this plant co	ntorm to N
-tational Claude	ard 60 or other ar	policable standards referenced	in subsection (62-555.320(3), F.A	.C. I als	so certify that	the following a	dditional operation	ns records fo	r this plant
ncinauonai sianu		with the batteria and the state of the	ant during the	month indicated ab	ove: (1)	records of a	nounts of chem	icals used and the	mical feed ra	ites; and (2
ncomanonai Sianua renared each day t	hat a licensed one	STALOF SEALIGH OF VISILEY HIS DR								
renared each day t	hat a licensed ope	erator statted or visited this plancess performance records. Fu	thermore 1 as	gree to provide thes	e additi	onal operation	is records to the	PWS owner so th	e PWS own	er can retai

PWS ID:				6280064		Plant Name:	Leisure La	kes/Covere	d Bridge						
. 41.0 1.07.		······································													
III Do	the Boto for	the Mon	th/Year of:			December, 20	18								
				/Damous!	n.	ree Chlorine		Chlor	ine Dioxide		Ozone		✓ Combined	Chlorine (Chloramines)	
			rus Inactivatio			ICE CHOINE		C.1701						i i i i i i i i i i i i i i i i i i i	
	violet Radiati				Other (Describe):	Die ei			GL1		Псы	orine Dioxide	1 .		
Type of	Disinfectar	t Residual		in Distribut	ion System:	✓ Free Chlori	ne 📋	Combined	Chlorine (Chlor	ramines)			Page Falls	a Samuela Alexanda	40.4
	1000	200	34 AB		CT Calculations.		Demostat	c I ()UI=LO)	virus macu	rations 11 7	TIV.	Dose		· 有型扩张 1985年	1. (1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.
		1,000		A PARTY OF		CICA	Commercial Commercial			en and a second second		20 mm (40)	(2) (2) (2) (2) (2) (2) (2) (2) (2) (2)	· 医克勒克斯 1000	Karker Salah
Devot	Days Plant	- 編集			A STATE OF THE STA	100	Lowest C		Part Car		140.00		in the second	建筑是建筑。	1. A E E E E E E E E
Day of	Staffed or		Net Quantily of Emished		Lowest Residual	Disinfectant Contact Time	Before or		16.4		4.00	and a second	Lowest Residus		
inc	Visited by	in Operation	Water	Peak Flow	Disinfectant	(T) a C	Part	100	pH of Water		S. 114 ⁵⁰	Minimum	Disinfectant		
Month	Operator (Place X*)	Operation	Produced gal-	Rate gpd.	Coocentration (C)	Measurement	Clustoma		if Applicable	Language Committee	Lowest	UV Dose	Concentration a		
100	(MIX A	中型			Before or at First	Point During	During Per			Minimum C	Operating UV Dose,	Remired.	Remote Point n Distribution	Repair of Manifestance W	Operating Conditions;
1000				A Paracet	Customer During	Peak Flow:	Flow, ung	Water.		min/L	mW-sec/cm²	section*	System Crap/L		ents Out of Operation
	1 <u>1.</u> 35,6	34.0	21.600	Washington and the second	Peak Flow, mg/L 4.0	minutes	- Thurston	, in the second		4	Z katiki katendari		1.8		
2,	X	24.0 24.0	21,600 21,700		7.7		1						1		
-E38*	х	24.0	14,900		3.8						_	<u> </u>	1.8		
	Х	24.0	19,900		3.4	1	4				1	 	1.7		
9 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	X	24.0 24.0	14,300 17,500		4.0 3.8		 						1.5	, , , , , , , , , , , , , , , , , , , 	
'6 '7	X	24.0	14,900		3.2	<u> </u>							1,4		
. 8	x	24.0	19,800		3,0						1		1.5		
19.9 1		24.0	19,800		2.5	_		+-	-		1	 	1.0		
= 10 = 11 =	_ X	24.0 24.0	20,800 18,800		2.5 2.6	1							1.2		
12	X X	24.0	27,500		3.0								1,3		
13	$\hat{\mathbf{x}}$	24.0	15,400		2,0						_		1.2	 	
14	X	24.0	18,800		1.8						<u> </u>		2.0		
5	X	24.0 24.0	19,200 19,300		4.0	-	-				1				
0	×	24.0	22,600		4.0								1.9		
18	X	24.0	19,200		4.0							<u> </u>	1.8		
19	X	24.0	15,100		4.0	4					1	 	1.7		
20	X	24.0	18,300		3.7 3.9	_			-	 		+	1.5		
21 22	X X	24.0 24.0	19,600 15,900		4.0	1							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		
Z6	X	24.0 24.0	17,300 22,000		4.0		-						1.3		
28	$\frac{\hat{x}}{x}$	24.0	11,600		4.0						4	-	1,4		
29	Х	24.0	25,100		4.0				_	 		-	1.3		
25 26 27 28 29 30 31 Total		24.0	25,200		3.9	-	+			1	1	<u> </u>	1.3		
Total	Х	24.0	20,200 590,000	 	J. 337										
Avoerane	200117	IETER Security States	19.032	1											

Maximum 27,500

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

PWS	ID:	6280064	Plant Name:	Leisure Lake	s/Covered Bridg	e		
IV. S	Summary of Use of Polyi	ner Containing Acrylam	ide, Polymer Ce	ontaining Ep	ichlorohydrii	ı, and Iron c	or Manganese Sequestrant for the Year: *	2018
A. I	s any polymer containing the mo	momer acrylamide used at the wa	ater treatment plant?		☑ No	Yes, and	the polymer dose and the acrylamide level in the polymer a	ire as
f	ollows:				,		* # * * * * * * * * * * * * * * * * * *	
F	olymer Dose ppm =				Acrylamide Leve	:I, % ⁱ =		
B. I	s any polymer containing the mo	nomer <u>epichlorohydrin</u> used at t	he water treatment pl	ant?	☑ No	☐ Yes,	and the polymer dose and the epichlorohydrin level in the	-
p	olymer are as follows:					•		
F	olymer Dose ppm =				Epichlorohydrin	Level, %'=		
C. I	s any iron or manganese sequest	rant used at the water treatment p	olant?	☑ No	☐ Yes, a	nd the type of	sequestrant, sequestrant dose, etc., are as follows:	
Т	'ype of Sequestrant (polyphosph	ate or sodium silicate):						
s	equestrant Dose, mg/L of phosp	hate as PO4 or mg/L of silicate a	s SiO ₂ =					
I	f sodium silicate is used, the amo	ount of added plus naturally occu	urring 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.



ice Pages 4 for Instructions. General Information for the Month	/Year of: March, 2019		· · · · · · · · · · · · · · · · · · ·				
ublic Water System (PWS) Inforn	nation			PWS Identification Num	nber.	6280064	
VS Name: Leisure Lakes/Co				Consecutive			
/S Type: ✓ Community		/ Transient Non-Comm		Population Served at End	of Month:	632	
mber of Service Connections at End of Mor			1				
/S Owner: US Water Service	s Corporation		Conta	ct Person's Title:	Compliance N	Manager	
ntact Person: Melisa Rotteveel	70.00		City: New Port Ric				34652
ontact Person's Mailing Address:	4939 Cross Bayou Blvd 866-753-8292			ct Person's Fax Number:	727-849-4219	<u>.</u>	
ntact Person's Telephone Number:	mrotteveel@uswatercorp.net				-		
ntact Person's E-Mail Address:							
Vater Treatment Plant Informatio	d			Plant Telephone Number	er;	941-377-9456	
ant Name: Leisure Lakes/Co			City: Lake Placid	State: Florida		Zip Code:	33852
III MOUTOD.		Purchased Finished Water	<u> </u>				
pe of Water Treatment by Plant: rmitted Maximum Day Operating Capacity	Lan Cidano (Care	72,000					
rmitted Maximum Day Operating Capacity	PACA: V		Plant	Class (per subsection 62-	699.310(4), F.A.C	,): C	
ant Category (per subsection 62-699.310(4), Accessed Operators	Name Name	License Class	License Number		Day(s) / Smft(s)Worked 🖺	5,000
ad/Chief Operator: Sharon Purviano	(1995) (1995年) (1995年) (1995年) (1995年) (1995年) (1995年) (1995年) (1995年) (1995年) (1995年) (1995年) (1995年) (1995年)	ic i	13268	Utility Manager			·
ther Operators: Andrew Borrena		c	22604	Operator D	Days 1st Shift		
2004-100 Late							
			1				
果14岁的温度。							
		т.	1				
	tor						
Certification by Lead/Chief Opera	man to the second of the secon	the lead/chief operator of the	water freatment p	ant identified in part	I of this repor	t. I certify the	at the
formation provided in this report i	lant operator licensed in Florida, am s true and accurate to the best of my pplicable standards referenced in sul	knowledge and belief. I cold	I also sartifieths	or the following addit	ional operation	s records for	this plant v
ternational Standard 60 or other a	oplicable standards referenced in sul	bsection 62-333.320(3), F.A.C	. I also certify the	n no tonowing into	oused and che	mical feed rat	es and (2)
pplicable, appropriate treatment pro	erator staffed or visited this plant du ocess performance records. Further	more, I agree to provide these	additional operation	ons records to the Pv	A 2 DANIEL 20 III	E F W 3 UWING	Can Icean
. 6	and the same of th	ero - compressivados:				C - 13268	
survey Lande	e 4/5/2019	Sharon Purviance				License Nur	nber
gnature and Date	**	Printed or Typed Name					

PWS ID:				6280064		Plant Name:	Leisure La	kes/Covered	Bridge						
<u> </u>															······································
III. Da	ily Data fo	r the Mon	th/Year of:			March, 2019					<u></u>			11. 302 (Objects 2012)	
Means of	Achieving	Four-Log Vi	rus Inactivatio	on/Removal:	□F	ree Chlorine		Chlorid	ne Dioxide		Ozone		[✓] Combined C	hlorine (Chloramines)	
Ultra	violet Radiat	ion		Other	(Describe):										
			Maintained	in Distribution Sy	stem:	✓ Free Chlor	ine 🔲	Combined C	hlorine (Chlo	ramines)		rine Dioxid	е	- parker 20/6/00-100	
	. F	11 1	and the same	書 CT Ca	lculations,	or UV Dose, to	Demostate	Four-Log	Virus Inact	vation, if A	Applicable*	4.46	建設 提		
Day of the Moult and the Moult				STANDARD TO	经验	CT/Ca	loulations **	100		ar tal	/UVI	Jose	100		THE RESERVE OF THE PARTY OF THE
	Days Plant				and the		Lowest CT				10 mm 1 mm 1 mm 1 mm 1 mm 1 mm 1 mm 1 m				(1984年)
Day of	Staffed or	Hours plant	Net Quantity	4500世紀 京皇中	G-90	Diginfectant	Provided						Lowest Residual		
the	Visited by	all in the	of Finished Water		est Residual sinfectant	Contact Time (T) at C	Before or a First		pH of Water		Contract of	Minmun	Disinfectant	1000年中	
Month	Operator	Operation	Produced Fall	Rate and Conc	entration (C)	Measurement	Customer		if Applicable		Lowest		Concentration at	Land Company	
1,3,4	(Place 'X')			Befo	ne or at First.	Point During	During Per	k e		Minimum CT	Operating	Required, mW-	Remote Point in Distribution	Emergency of Abusi	mat Operating Conductors. Work that involves Taking
海南		100	· 萨尔斯特		oner During	Peak Flow.	I Flow mg-	Temp of Water, O		min/L	UV-Dose mW-sec/cm	sec/cm²	System, mg/L		poments Out of Operation
10.14	estado de	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	and the second	Peak	Flow, mg/I. 4.0	minutes	danra					n Amir III	2.0		
7.5	X X	24.0 24.0	28,100 21,200		4.0					11		7.	1.9		
- 1		24.0	21,300										2.0		
4,00	X	24.0	28,200		4.0	 	-	_			1		1.9		
2.76	X X	24.0 24.0	24,100 28,600		4.0	+	_						2.0		
7	×	24.0	19,300		4.0								1.9		y and any one b
8.4	Х	24.0	25,300		4.0			_			-		1.8		······································
9.	Х	24.0	25,400		4.0	-	+	+							
, 10 (11	x	24.0 24.0	25,400 28,800		4.0								1.9		
12	-	24.0	21,500		4.0						_		2.0 1.9	<u> </u>	
13.	X	24.0	27,000		4.0				2 6 E	 	-		2.0		
14	X	24.0	24,400		4.0 3.9		1			-			1.9		
15 -16 d	X	24.0 24.0	25,300 22,100		3.9								1,8		
17.4		24.0	22,100									ļ	1.9	<u> </u>	······································
18	Х	24,0	29,700		3.9		_		<u> </u>		 	 	2.0	<u> </u>	
19	X	24.0	27,100	· · ·	4.0 4.0	-			 		†		2.0		
20 21	X X	24.0 24.0	20,300 25,000	 	4.0								2.0		
22	×	24.0	27,700		4.0					1	+	<u> </u>	2.0	 	
.23	Х	24.0	27,600		4.0	_			<u> </u>	 	+				
24	v	24.0 24.0	27,600 23,300	 	4.0								1.9		
26	X X	24.0	26,200		3,4							ļ	1.8		
27	X	24.0	25,200		3.8			_	 	<u> </u>	1	 	1.7		· · · · · · · · · · · · · · · · · · ·
-28	Х	24.0			3.7 4.0	-	+		 				1.8		
29 30	X X	24.0 24.0	27,500 26,300		4.0	1							1,8		
17831	^_	24.0								1	<u> </u>	<u> </u>		1	
Total	Linkson (Inc.)	mide of Francis	795,300												
Avgerage		A FOREST	25,655 37,400	1											
* Refer to	n o the instruction	ons for this re	port to determin] ie which plants must pr	ovide this info	ormation.									



WS Name:	Leisure Lakes/Covered Bridge					PWS Identification	Number:	6280064	
WS Type:	✓ Community Non-Transient N	on-Community	Transient Non-C	ommunity		Consecutive	· M. Dai Villiy		
umber of Service Co	onnections at End of Month:	276				Population Served at	End of Month:	632	
WS Owner:	US Water Services Corporation					**			
ontact Person:	Melisa Rotteveel				Conta	ct Person's Title:	Compliance	Manager	
ontact Person's Mail	ing Address: 4939 Cross Bayou Blvd			City:	New Port Ric	h State: Florida		Zip Code:	34652
ontact Person's Telej					Conta	ct Person's Fax Numl	эег: 727-849-421	9	
ontact Person's E-Ma		tercorp.net							
later Treatmen	t Plant Information								
ant Name:	Leisure Lakes/Covered Bridge		*** -100			Plant Telephone Nu	ımber:	941-377-945	6
ant Address;	140 Woodside Drive			City:	Lake Placid	State: Florida		Zip Code:	33852
pe of Water Treatm		er Purch	nased Finished Water	and a life annual					
	Day Operating Capacity of Plant, gallons per day:		72,000						***************************************
	bsection 62-699.310(4), F.A.C.):	V					62-699.310(4), F.A.C	;): C	
vicensed Operat		F10 2005	License Cla	ss Lice	nse Number	Missian by	Day(s) / Shift	s) Worked	34 - L
ad/Chief Opera	IOC: Sharon Purviance		C	I	13268	Utility Manager			
her Operators:	Andrew Borrenans		¢	1	22604	Operator	Days 1st Shift	· · · · · · · · · · · · · · · · · · ·	
				1			·····	······································	
der betrette gegen									**************************************
用在中间编售条件			~		······································		 		
	8224				······································				- til-
		······································							
"你是是特种。"			i		·			*************************************	
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	-35			4				 	
		·····		-					
		· · · · · · · · · · · · · · · · · · ·	<u> </u>			<u> </u>			
ctification by I	Lead/Chief Operator								
		religiot del con Michigan	5 19:4 2 38	na Mara Andrea	ensi izera Singi ze r is	The State of the S	engerren arian en en en en en en en	Tarana 190 - 21	ministration
	water treatment plant operator licensed in								
	ded in this report is true and accurate to the								
ernational Stan	dard 60 or other applicable standards refere	enced in subsectio	n 62-555.320(3), F.A	C. I also	o certify that	the following ad-	ditional operation	s records for	this plant
pared each day	that a licensed operator staffed or visited t	his plant during th	e month indicated ab	ove: (1)	records of a	nounts of chemic	als used and cher	nical feed rat	es: and (2
	oriate treatment process performance record								
Enter a servicio de la servició de l	भ्यासस्य एकः प्रस्ताना अनुस्थिते । स्वत्य के स्वत्य स्वत्य । इ त्याने स्वत्येती स्वत्यानी हे निर्देशी से हैं है सिर्देशी है		-P in Provide mos		operation	soores to the i	on nor 30 mi		. oan retar
	~								
1.	Punorice 5/8/19		ron Purviance					C - 13268	

PWS II	D:			6280064		Plant Name:	Leisure Lal	ces/Covere	d Bridge						
		for the Mon				April, 2019					***************************************	***************************************			
	-		irus Inactiva	tion/Removal:		Free Chlorine		Chlor	ine Dioxide		Ozone		✓ Combined	Chlorine (Chloramines)	
Ultr	aviolet Radia	ation			ther (Describe):										
Type o	f Disinfect	ant Residua	l Maintaine	d in Distributio	n System:	☑ Free Chlori	ne 🗍	Combined (Chlorine (Chl	oramines)	Chic	rine Dioxid	•		
F 7 AU		State Life	entile.	IN THE LEG	l) Calculations,	or UV Dose in	Demostate	Four-Los	Vinis linie	bisalion ii A	on loablet		12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AND THE STATE OF T	and the same
A. Jakob	Days Plant		THE STATE		aran all	his screen	culations	19.4%	BAGETS.		i iiv	Dose :	40.5	Control of the second	10 P. S.
9.5416			THE ST			This was a second	Lowest CT	The Later	AND LONG.	1 10 10 10	for the second	30 miles	The same of the same		THE STATE OF
Day of	o Staffed or		Net Quantity	A SHARASTER		Districtions	Portlet	The Asi	100	196 Tales	STATE OF LEGIS	4.4		于建筑企业的企业的企业	
ike a	Visied by:	House plant Him To Coeration	of Finished	PER PER I	Lowest Residual	Contact Time	Before or a	100	Mary.	184500	Printers	华斯	Lowest Residual		
Month	Operators	Сренноп	Water w		EDixiilie and	The court of	L Joseph	100000000000000000000000000000000000000	pi koli Water i PApplicatile		Part of	Minimum	Ditto for each	1. "我是福斯拉。" "我 是我一个孩	100
	(Place X.)		Provinced pal		Concentration (C)	Measurement			if Applicable		Lowest	UVDote	Refresidential		
i de car	tion at the				Beloreor at First Constanter Daryo	Floid Lungs	During Peak				SUPSTALING.	e pricedi	Complete Local in	Principles of Americal Operating	Constitutions
		中学學博	rate de		teal Flow mort		Clove the	Water-6		#fan ee	mW-sectom	. In Wal	Distribution System rog/is		
ne le le	X	24.0	26,000	ACTUAL AND	4.0								1.8	No man ta departación de la composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della composition della co	N. Carlotte and Carlotte and Carlotte and Carlotte and Carlotte and Carlotte and Carlotte and Carlotte and Car
1992	X	24.0	25,400		3.8			r i	K. J. P. Lephane				1.6		
e to an	X	24.0	29,100		4.0								1.6		
ii ja va Ura s ka	X X	24.0 24.0	25,100 36,200		4.0 4.0		-						1,3		
47620	X	24.0	22,700		4.0			 					1,4 1.4		
Paniania.		24.0	22,700	ing the second of									1,4		
	X	24,0	32,300		4.0								1.4		
2/4	X	24.0	30,000		4.0								1.4		***************************************
11.4	X X	24.0 24.0	25,600 25,600	-	4.0 4.0		_						1.4		
12	X	24.0	28,900		3.8		+	 			9		1.3 1.3		
13+	X	24.0	25,000	1	4.0	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1		Here the second				13		
14		24.0	25,100												
15	X	24.0	24,500		4.0		111						1.5		· · · · · · · · · · · · · · · · · · ·
16 -	X	24.0	18,000		4.0								1.6		
18	X X	24.0 24.0	18,500 18,400	.	3.6 3.8	4		e cara					1.6 1.5		
219	X	24.0	17,700		4.0	 	<u> </u>	ļ	1115		Sa		1.6		
1/20	X	24.0	18,800		4.0			†					1.6		
12L		24.0	18,900							The state					
192 - 1923 - 1841	X	24,0	17,600		4.0		Control of the Contro						1.6		
	X	24.0 24.0	18,600 16,700		4.0	4							1.6		
- 6. 5	X	24.0	15,800	 	4.0		 	 					1.6 1.6		
26	X	24.0	18,400	 	3.3								1.4		***
2.24	X	24.0	18,900		4.0					: "			1.6		
10 28 lin.		24.0	19,000		4.0										71
30	X	24.0 24.0	37,800 14,600		4.0 4.0	 	_	 					1.6		
4.64		24.0	14,000		7.0		i	 					1.7		
	a de la companya de la companya de la companya de la companya de la companya de la companya de la companya de		691,900	<u> </u>			·!				L	·			
Accessorated to a	CONTRACTOR OF THE PARTY OF THE		22.062	7											

Avgorage 23,063

Maximum 37,800

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



General Information		ear of:	May	, 2019									
. Public Water Syster	m (PWS) Informati	ion											
PWS Name:	Leisure Lakes/Covere		ė		·····				PWS Identificat	ion Numb	er:	6280064	
PWS Type;	✓ Community		on-Transient Non-C	ommunity	Πī	ransient Non-Com	munity		Consecutive				·
Number of Service Conne		- Lund 7.7	276	- Constitution of		TOTAL TOTAL COST			Population Serve	d at End o	f Month:	632	· · · · · · · · · · · · · · · · · · ·
PWS Owner:	US Water Services C	orporatio	n					1					
Contact Person:	Melisa Rotteveel	-						Conta	ct Person's Title;		Compliance	Manager	
Contact Person's Mailing A	Address:	4939 Cro	oss Bayou Blvd				City:			i i		Zip Code:	34652
Contact Person's Telephon	e Number:	866-753-	8292				1		t Person's Fax N	umber:	727-849-421		
Contact Person's E-Mail A	ddress:	mrotte	veel@uswaterc	orp.net		·.·				n jiyaan tas			****
Water Treatment Pl	lant Information						***************			····	<u> </u>		
Plant Name:	Leisure Lakes/Covere	d Bridge							Plant Telephone	Number:		941-377-94:	56
Plant Address:	140 Woodside Drive						City:	Lake Placid	State: Florida	ŀ.		Zip Code:	33852
Type of Water Treatment I	by Plant;	✓ Ra	w Ground Water	p	urchased Fini	shed Water		······································	-				
Permitted Maximum Day	Operating Capacity of Pl					72,000		······································					
Plant Category (per subsec	tion 62-699.310(4), F.A.	C.):	M 	٧	II. 100 att att att att att att att att att a	· · · · · · · · · · · · · · · · · · ·	I	Plant	Class (per subsec	tion 62-69	9.310(4), F.A.	2): C	
Licensed Operators	100000000000000000000000000000000000000	enta Origina	Name			License Class	Lice	nse Number	5050cc	D	ay(s) / Shift	s) Worked	***************************************
Lead/Chief Operator:						c		13268	Utility Manager				
Other Operators:	Andrew Borrenans			***************************************		lc	1	22604	Operator		s 1st Shift	***	
				10*			 						
diametera men						1	†		 				
	<u> </u>				***************************************	<u> </u>	 			,			
and the state of t				,		1	+						
STORY THE STREET	(t)			-		<u> </u>	 					·	
A TRANSPORT OF THE PROPERTY OF										+			
and more constrained to the		· · · · · · · · · · · · · · · · · · ·				 	1		<u> </u>	· · · · · · · · · · · · · · · · · · ·			
Martin Martin Service	1				,	<u> </u>	 						
termina in a lateral sale					 	 	 						
ANT CONTRACTOR		u		·····			<u> </u>						
Certification by Lea	d/Chief Onerster										<u> </u>		
			14 1 6 550	* * · · · · · · ·	1 1/10						200		
I, the undersigned wa													
information provided		a need no	ccurate to the hes	it of my kn	iowledge an	d belief. I certif							
					ction 62-55	5.320(3), F.A.C	. I also	o certify that	the following	addition	nal operation	is records for	this plant were
International Standard	d 60 or other applic	able sta	andards reference	d in subse									
International Standard prepared each day that	d 60 or other applic at a licensed operate	able sta r staffe	andards reference ed or visited this p	d in subse plant durin	g the montl	indicated abov	e: (1)	records of ar	nounts of che	micals u	sed and che	mical feed ra	tes; and (2) if
International Standard prepared each day the applicable, appropriate	d 60 or other applic at a licensed operate	able sta r staffe	andards reference ed or visited this p	d in subse plant durin	g the montl	indicated abov	e: (1)	records of ar	nounts of che	micals u	sed and che	mical feed ra	tes; and (2) if
International Standard prepared each day that	d 60 or other applic at a licensed operate	able sta r staffe	andards reference ed or visited this p	d in subse plant durin	g the montl	indicated abov	e: (1)	records of ar	nounts of che	micals u	sed and che	mical feed ra	tes; and (2) if
International Standard prepared each day that	d 60 or other applic at a licensed operate	able sta r staffe perfor	andards reference and or visited this properties. I	d in subse plant durin	g the montl	indicated above provide these a	e: (1)	records of ar	nounts of che	micals u	sed and che	mical feed ra	tes; and (2) if

PWS ID:				6280064		Plant Name:	Leisure 1	.akes/Covere	d Bridge					
III. Daily	Data f	or the Moi	nth/Year of	:		May, 2019								
Means of A	chieving	Four-Log V	irus Inactivat	ion/Removal:		ree Chlorine		Chilor	ine Dioxide		Ozone		Combined (Chlorine (Chloramines)
Ultraviol	let Radia	tion			Other (Describe):									,
	sinfecta	nt Residua	l Maintaine	d in Distribu		Free Chlori		Combined (Chlorine (Chl	oramines)	Chic	rine Dioxide	<u> </u>	
1970	les de la	1 1000	de la de manda	Market States	CT Calculations.	or UV Dose, to	Demosta	te Four-Log	Virus Inac	tivation, if A	pplicable*	f)-47	117000	
Da	497,648	Million Heads			SECTION CONTRACTOR AND			Managara	-			Dose	Birting La	阿特斯 克勒 医肾髓病 1983年
W-95-44		o-come	against a ceana	raction of the	Section 1	TO SOURCE AND	Lowest (1 7	35 0 S 10 P	1個公前4950000	TESTS.	1000	Baltine Co.	
Bulletine	rys Plant affed or	Union Mane	Net Quantity	and the same		Disinfectant	Provide		Children .	White Acres		The Park of	Antonio	
	sited by	Hours plant in	of Finished	The Contract	Lowest Residual	Contact Time	Before or		100000	denninger.	and the second second	1174	Lowest Residual	翻翻发出发展的 网络埃斯特人 医牙
	perator	Operation	Water	L CON TION	Disinfectant	(T) at C	First	A.0 () () () () () () () () () (pH of Water		0.00	Minimum	Disinfectant	"是这种的人"。
(29)	ace "X")	da a see a	Produced, gal.	Rate, gpd.	Concentration (C)	Measurement	Custom	a	if Applicable	distance the	Lowest	UV Dose	Concentration at	
	13. H	NO. COME	25, 12, 5,652	G Notice (Before or at First	Point During	During Pr		FIG. 7.12	Minimum CT		Required,	Remote Point in	
	e esta A	THE STREET		and the parties	Customer During	Peak Flow,	Flow, m	g. Temp of		Required, mg		mW-	Distribution	Repair or Maintenance Work that Involves Taking
	•		Tage #	MC CREW VICE	Peak Flow, mg/L	minutes	min/L	Water, C	1 1 1 1 1 1	min/L	mW-sec/cm ²	sec/cm²	System, mg/L	Water System Components Out of Operation
2 1	X X	24.0 24.0		 	4.0 4.0		-			ļ			1.7	
+3	$\frac{\hat{x}}{x}$	24.0	17,600		3.9	 	†			 	 		1.4	
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Avvernoe		Military Co.	16 287	ł										

Maximum 23,300

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



Number of Service Connections at End of Month: 276 PWS Owner: US Water Services Corporation Contact Person: Melisa Rotteveel Contact Person's Mailing Address: 4939 Cross Bayou Blvd Contact Person's Telephone Number: 866-753-8292 Contact Person's E-Mail Address: mrotteveel@uswatercorp.net Water Treatment Plant Information Plant Name: Leisure Lakes/Covered Bridge Plant Address: 140 Woodside Drive Type of Water Treatment by Plant: Y Raw Ground Water Purchased Finished Permitted Maximum Day Operating Capacity of Plant, gallons per day: 72,00 Plant Category (per subsection 62-699,310(4), F.A.C.): V Licensed Operators Name: Licensed Services Corporation Page 1576 Plant Category (per subsection 62-699,310(4), F.A.C.): V		Total P Contac New Port Rich Contac	State: Florida	Compliance Manager Zip Code: 27-849-4219 941-377-945	34652
Number of Service Connections at End of Month: 276 278 278 279 279 270 270 270 271 272 273 275 276 277 277 277 277 277 277	City:	Contac	opulation Served at End of Mo Person's Title: C State: Florida Person's Fax Number: 7 Plant Telephone Number:	Compliance Manager Zip Code: 27-849-4219 941-377-945	34652
Contact Person: Melisa Rotteveel Contact Person's Mailing Address: 4939 Cross Bayou Blvd Contact Person's Telephone Number: 866-753-8292 Contact Person's E-Mail Address: mrotteveel@uswatercorp.net Water Treatment Plant Information Clant Name: Leisure Lakes/Covered Bridge Clant Address: 140 Woodside Drive Cype of Water Treatment by Plant: Y Raw Ground Water Purchased Finished Cermitted Maximum Day Operating Capacity of Plant, gallons per day: 72,00 Clant Category (per subsection 62-699,310(4), F.A.C.): V Licensed Operators Name License	City:	Contac New Port Rich Contac	Person's Title: C State: Florida Person's Fax Number: 7 Plant Telephone Number:	Compliance Manager Zip Code: 27-849-4219 941-377-945	34652
Contact Person's Mailing Address: 4939 Cross Bayou Blvd Contact Person's Telephone Number: 866-753-8292 Contact Person's E-Mail Address: mrotteveel@uswatercorp.net Vater Treatment Plant Information lant Name: Leisure Lakes/Covered Bridge lant Address: 140 Woodside Drive ype of Water Treatment by Plant: Y Raw Ground Water Purchased Finished ermitted Maximum Day Operating Capacity of Plant, gallons per day: 72,00 lant Category (per subsection 62-699,310(4), F.A.C.): V Licensed Operators Name Licensed	City:	New Port Rich	State: Florida Person's Fax Number: 7 Plant Telephone Number:	Zip Code: 27-849-4219 941-377-945	34652
Contact Person's Telephone Number: 866-753-8292 Contact Person's E-Mail Address: mrotteveel@uswatercorp.net Vater Treatment Plant Information lant Name: Leisure Lakes/Covered Bridge lant Address: 140 Woodside Drive ype of Water Treatment by Plant: Y Raw Ground Water Purchased Finished ermitted Maximum Day Operating Capacity of Plant, gallons per day: 72,00 lant Category (per subsection 62-699,310(4), F.A.C.): V Licensed Operators Name Lice	City:	Contac	Plant Telephone Number: 7	941-377-945	34652
ontact Person's E-Mail Address: mrotteveel@uswatercorp.net Vater Treatment Plant Information lant Name: Leisure Lakes/Covered Bridge lant Address: 140 Woodside Drive ype of Water Treatment by Plant:	Water	P	Plant Telephone Number:	941-377-945	
Vater Treatment Plant Information lant Name: Leisure Lakes/Covered Bridge lant Address: 140 Woodside Drive ype of Water Treatment by Plant:	Water			27 N. J. F. F. M. J. A. F.	
lant Name: Leisure Lakes/Covered Bridge lant Address: 140 Woodside Drive ype of Water Treatment by Plant:	Water			27 N. J. F. F. M. J. A. F.	
Idant Address: 140 Woodside Drive Type of Water Treatment by Plant:	Water			27 N. J. F. F. M. J. A. F.	
Spe of Water Treatment by Plant: Araw Ground Water Purchased Finished	Water	Lake Placid	State: Florida		6
ermitted Maximum Day Operating Capacity of Plant, gallons per day: 72,00 lant Category (per subsection 62-699,310(4), F.A.C.): V Licensed Operators Name Licensed				Zip Code:	33852
ant Category (per subsection 62-699,310(4), F.A.C.): Licensed Operators Name Lic	90				
Licensed Operators Name Lic					
The state of the s	1	Plant C	lass (per subsection 62-699.3		
	ense Class Lic	ense Number	Day(s) / Shift(s) Worked	Elitaria de la
ead/Chief Operator: Sharon Purviance C		13268	Utility Manager		
Other Operators: Andrew Borrenans C		22604	Operator Days 1s	t Shift	
2003 Carlo (1903)					

Salah persana kanasa					
ertification by Lead/Chief Operator					

PWS ID	r.			6280064		Plant Name:	Leisure Lak	es/Covered	l Bridge					· ·
*************************************												, , , , , , , , , , , , , , , , , , , ,		
III. Da	ily Data fo	or the Mon	ith/Year of:			June, 2019				······································				
1	<u> </u>		irus Inactivati			ree Chlorine		Chlor	ine Dioxide		☐ Ozone		[/] Combined C	hlorine (Chloramines)
			irus macmvau			ree Chlonne		LI CHON	ille Dioxide		Ozone		Contonied C	mornie (Choratinies)
	violet Radiat	- 1			Other (Describe):				· · · · · · · · · · · · · · · · · · ·					
Type of	Disinfecta	nt Residua	l Maintained	in Distribut	tion System:	☑ Free Chlori			hlorine (Chlo			rine Dioxide	ì	
- nation	ALC: NO			高麗など	CT Calculations, o	r UV Dose, to	Demostate	Four-Log	Virus Inact	ivation, if A	pplicable*		\$4.5 PM	Administration of the commence
	Se to Project Con-	4.449		para lipitati	Eller State of the	- CT Cale	ulations		100		UV.	Dose	gg, 3, MC28000100	
変別を基	100	1000		all administration	SH Heavier Co.	A SECTION	Lowest CT	y Herallina i e		1000		Section 18	essentinolinación de	多4、27美元公约4000000000000000000000000000000000000
Day of	Days Plant Staffed or	Hours plant	Net Quantity,	and a picture		Disinfectant	Provided	and the	GREET THE SHAPE	CONTRACTOR OF THE PARTY OF THE		4000	1.0 m 1.00 (1.0)	america de pero Arado escape de socia-
the	Visited by	in	of Finished		Lowest Residual	Contact Time	Before or at			177	agen (#14 of K	and the state of	Lowest Residual	D. · · · · · · · · · · · · · · · · · · ·
Month	Operator		Water	Peak Flow	Disinfectant	(T) at C	First	3-11/2/11/06	pH of Water,	en en en en	especialist (ibi) à	Minimum	Disinfectant	高於 2個 2000 Mac 2000 計算 2000 A
	(Place "X")	nating 1	Produced, gal.	Rate, gpd.	Concentration (C)	Measurement	Customer	e neltion	if Applicable		Lowest	UV Dose	Concentration at	TO THE PROPERTY OF THE PARTY OF
- 100000	authorite (F	an in the		Market State	Before or at First	Point During	During Peak	Temp of	III AND A BETTER	Minimum CT Required, mg	Operating UV Dose	Required, mW-	Remote Point in	Emergency or Abnormal Operating Conditions;
	agagana Magagan sa tangga	2012 AND 1	the Guida Millions 20	Control of	Customer During	Peak Flow, minutes	Flow, mg-	Water, OC	seculation B	min/L	mW-sec/cm²	sec/cm²	Distribution	Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
Month	X	24.0	20,600	es es establishe	Peak Flow, mg/L 4.0	118010162	THE RUMBILS	nates, c		925,25	mw-souch	SOLAGO	System, mg/L 1.3	Maria System Combonega Om OrtShawnon
2		24.0	20,700		Ti		 						1	
3 mi	X	24.0	29,900		4,0		1				1		1,3	
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- 8	X	24.0	23,750		4.0		 					-	1.4	
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10	X	24.0	17,900		3.7								1,3	
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a 412 j	X	24.0	17,800		4.0		ļ						1.4	
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15	X	24.0	21,500		4.0		l						1.4	
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17	х	24.0	22,500		4.0								1,4	
18	Х	24.0	23,800		3.9								1.5	
19	Х	24.0	29,300		3.2		<u> </u>						1.3	
20 21	X	24.0 24.0	22,700		4.0 4.0								1.3	BWN - Covered Bridge
22	X X	24.0	47,400 33,200		4.0	<u> </u>	 			 			1.4	
23		24.0	33,200		7:9		<u> </u>				†	†	1	Rescinded
24	X	24.0	38,200		4.0								1.4	
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-1		24.0										1	1	
Total	100 CO 10	NEW YEAR	657,200											

Avgerage 21,907

Maximum 47,400

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



l. General Information	for the Month/Y	ear of: July,	2019						
i make William Same	annies toto								
A. Public Water System	(PWS) Informat Leisure Lakes/Cover					PWS Identification 1	Museukasa	6280064	
PWS Name; PWS Type:	Community			Transient Non-Com	Caracia III	Consecutive	Namoci.	0200004	· · · · · · · · · · · · · · · · · · ·
Number of Service Connecti		Non-Transient Non-Co	onanunity (j transient Non-Comi	- Triples	consecutive Population Served at I	End of Month	632	
PWS Owner.	US Water Services C				[TOTAL 1	opulation acryed at i	card or resonan.	032	······································
Contact Person:	Melisa Rotteveel	urporation			Contac	t Person's Title.	Compliance N	Janaoer	
Contact Person's Mailing Ad	A STATE OF THE PARTY OF THE PAR	4939 Cross Bayou Blvd	<u></u>	**************************************	1	State: Florida		Zip Code:	34652
Contact Person's Telephone	1,041,041,000	866-753-8292				t Person's Fax Numb	er: 727-849-4219		
Contact Person's E-Mail Add		mrotteveel@uswaterco	orp.net		Lx		5-22 A S 7 H C - 2841 1		
. Water Treatment Pla	- 24 G 15 PC							······································	
Plant Name:	Leisure Lakes/Covere	ed Bridge	······································			Plant Telephone Nu	mber:	941-377-945	56
Plant Address:	140 Woodside Drive				City: Lake Placid	State: Florida		Zip Code:	33852
Type of Water Treatment by	Plant:	✓ Raw Ground Water	Purchased F	inished Water					
Permitted Maximum Day O				72,000					
Plant Category (per subsection			V	,	himmer and the second second		62-699,310(4), F.A.C		
Licensed Operators		Name	delibration of the second	License Class	License Number		Day(s) / Shift(s) Worked	The state of the s
Lead/Chief Operator:	Sharon Purviance			e	13268	Utility Manager			
Other Operators:	Andrew Borrenans			C	22604	Operator	Days 1st Shift		
的是表示的图像形式									
		ill at a second							
								1/// 17 55 51	
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en de la Calabra Salabra									
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		·	<u>,</u>					······································	
A CONTINUE DE LA CONT							., 		
CONTRACTOR CONTRACTOR	: 								
	61: 60						9		-
I Certification by Lead							12.25		
		operator licensed in Flori							
information provided i	n this report is tru	e and accurate to the best	t of my knowledge	and belief. I certif	y that all drinking v	vater treatment cl	hemicals used at t	his plant coi	nform to NSF
International Standard	60 or other applic	cable standards referenced	d in subsection 62-:	555,320(3), F.A.C.	I also certify that	the following add	litional operation:	s records for	this plant were
prepared each day that	a licensed operate	or staffed or visited this p	lant during the mor	nth indicated above	:: (1) records of an	nounts of chemic	als used and chem	nical feed rat	tes; and (2) if
applicable, appropriate	treatment proces	s performance records. F	urthermore, I agree	to provide these a	dditional operation	s records to the P	WS owner so the	PWS owne	r can retain
വം മ		man de la Visionia						1.6a 0 to - 11	
Konorco	noww	P1/7/8 23	Sharon Pur	- Apr 64 - 1				C - 13268	
Signature and Date	* ************************************	*	Printed or	Typed Name				License Nur	nber

PWS II):			6280064		Plant Name:	Leisure Lak	es/Covered	Bridge					
											<u> </u>			A STATE OF THE STA
			th/Year of:			July, 2019							[] a 12-15	the diag (Chiangeniana)
Means	of Achieving	Four-Log V	irus Inactivati	on/Removal:	☐ Fr	ee Chlorine		☐ Chlori	ne Dioxide		☐ Ozone			hlorine (Chloramines)
	aviolet Radiat				Other (Describe):						·			
			Maintained	in Distribut	ion System:	☑ Free Chlorin	· 🗆	ombined C	hlorine (Chlo	ramines)		rine Dioxide	:1	
type	Districcia	in residua			T Calculations, o	r UV Dose, to	Demostate	Four-Log	Virus Inact	ivation, if A	pplicable*		n All	
hand of			100	OFF SE		CT Calc		100	1444		_ UV I)ose	100 PM 100 PM	
				100	ALC: UNKNOWN	15年11年	Lowest CT	100	APPE			4.4		
	Days Plant		Net Quantity		Action and the	Disinfectant	Provided	100	44 m			all distributions and the second	and the second	是自己的特别,但是这种的人,但是是 以 是我们的
Day of	Staffed or Visited by	Hours plant in	of Finished		Lowest Residual	Contact Time	Before or at	100	(4) U G			A Hardinary	Lowest Residual	
the Month	Operator	Operation	Water	Peak Flow	Disinfectant	(T) at C	First		pH of Water, if Applicable		Lowest	Minimum UV Dose	Disinfectant Concentration at	
	(Place "X")	2.00	Produced, gal.	Rate, gpd.	Concentration (C)	Measurement	Customer	2	ii Applicatiic	Minimum CT	BECONG SHARE	Required,	Remote Point in	Emergency or Abnormal Operating Conditions,
1				46 A 10 A 10 A 10 A 10 A 10 A 10 A 10 A 1	Before or at First Customer During	Point During Peak Flow.	During Peak Flow, mg-	Temp of	ec. mil	Required, mg		mW-	Distribution	Repair or Maintenance Work that Involves Taking
100			and the second		Peak Flow, mg/L	minutes	min/L	Water, °C		min/L	mW-sec/cm ²	sec/cm²	System, mg/L	Water System Components Out of Operation
1	X	24.0	12,200	GISTA TELESCOPE	2.1		900000						1.5	
2	X	24.0	15,500		3.4						<u> </u>		1.4	
3 17	Х	24.0	16,300		3,4	ļ.:	·			<u> </u>	 		1.3	
. 4 . 5	X	24.0	24,300		3.0 4.0			 					1.4	
5	X	24.0 24.0	17,500 21,600		4.0			†					1.4	
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8	х	24.0	29,500		4.0						<u> </u>		1.4	
9	X	24.0	25,900		3.9			1					1.4	
10.	X	24.0	19,100		3.9 4.0			 		t — — —	1		1.4	
11 712	X	24.0 24.0	19,800 25,600		4.0	†							1.3	
134	X	24.0	24,100		4.0			T					1.4	
	<u> </u>	24.0	24,100							<u> </u>	ļ		1.4	
14	X	24.0	14,900		4.0			 			 		1.2	
16	X	24.0	16,000		3,5 3,8			 			-		1.3	
19.0	X	24.0 24.0	16,300 2,230		4.0			1					1,3	
18	X	24.0	21,300		4.0								1.3	
20	X	24.0	15,900		4.0				ļ	ļ	ļ		1.4	
, 21		24.0	15,900			<u> </u>		-			+		1,3	
22-	X	24.0	16,800		3.5 4,0			-	 	 	 	1	1.4	
23 24	X	24.0 24.0	2,290 13,300		3.9	<u> </u>				·			1.4	
25	- x	24.0	18,000		4.0								1.4	
26	 	24.0	21,300		3,6						- h	<u> </u>	1,2	
27	Х	24.0	14,700		4.0			+		 	+			
28		24.0 24.0	14,700 23,700	 	4.0	 	 		1				1.4	
29 30	X	24.0	16,000		3.9	1		1					1.2	
31	Î x	24.0	23,000		4.0		<u> </u>		<u> </u>			1	1.4	
Total	100		563,420 18 175	1										

Avgcrage 18,175

Maximum 25,000

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

Carlos Lopez-Cantera Lt. Governor

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Noah Valenstein Secretary

Rick Scott

Governor

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.

Leisure Lakes

PWS I.D. Number: 6280064 Compliance Assistance Offer

Page 2 of 2

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

Jenifer L. Carperter

Assistant Director

South District

Florida Department of Environmental Protection

Enclosure:

Inspection Report

cc:

Ron DeRossett, Facility Contact <u>rderossett@uswatercorp.net</u> Dustin Williams, Operator <u>dwilliams@uswatercorp.net</u>

Florida Department of Environmental Protection South District Public Water System Sanitary Survey Inspection Report

Water system: Leisure Lakes	System PWS #: 6280064
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.r	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 Immedi	ate Action Required?: N Inspection recap given? N
Food Service: Yes No No N/A GENERAL INFORMATION Number of Service Connections 276	RAW WATER SOURCE GROUND; Number of Wells 2 SURFACE/UDI; Source PURCHASED from PWS ID #
Population Served 632	Emergency Water Source
Plant Design Capacity 72,000	Emergency Water Capacity
Average Day (from MORs) 27,700	Emergency vvalor Capacity
Max. Day (from MORs) <u>80,500</u>	AUXILIARY POWER SOURCE
Total Storage Capacity 50,000	
Comments	Source Generator Capacity of Standby (kW) UNK
Commence	Capacity of Standby (kW)UNK
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	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
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	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/i 5 yrs? Yes No Unk N/A Backflow Prevention: Yes No Cross-connections Cross-connections Cross-connection Control Program: Yes No NA Coliform Sampling Plan: Yes No Stage 2 DBPs Sampling Plan: Yes No No Lead & Copper Sampling Plan: Yes No No NA Comments

GROUND WATER SOURCE

Well Number (PWS Identification)		1	2	
Well Name	(System Identification)	# 1 Inside Well	# 2 Outside Well	
Year Drille	d	1974	1975	
Depth Drill	ed	1,520	590	
Florida We	II ID	AAH9357	AAH9358	
Static Wat	er Level	UNK	UNK	
Normal Yie	eld (if different than rated capacity)	UNK	UNK	
Length (ou	tside casing)	485	492	
Diameter (outside casing)		8"	4"	
Material (o	utside casing)	UNK	UNK	
Is inundati	on of well possible?	UNK	UNK	
6' X 6' X 4	' Concrete Pad	Y	Y	
	Туре	Vert Turbine	Submersible	
1	Manufacturer Name	UNK	UNK	
PUMP	Model Number	UNK	UNK	
	Rated Capacity (gpm)	200	50	
	Motor Horsepower	UNK	UNK	
Well casin	g 12" above grade?	Υ	Υ	
Well Casir	ng Sanitary Seal	Υ	Υ	
Raw Wate	r Sampling Tap	Υ	Υ	
Above Gro	ound Check Valve	Υ	Υ	
Fence/Ho	using	Υ	Υ	
Well Vent	Protection	Υ	Υ	

COMMENTS	 	

PWS ID#	6280064
Survey Date	11/21/2017

CHLORINATION (Disinfection)
Type: Sodium hypochlorite
Make <u>UNK</u> Capacity <u>UNK</u> Chlorine Feed Rate <u>20 GPD</u>
Chlorine Feed Rate 20 GPD
Avg. Amount of Cl ₂ gas used N/A
Chlorine Residuals: Plant <u>4.2</u> Remote
Remote tap location: Sample not taken
DPD Test Kit: ⊠ On-site ⊠ With operator
☐ None ☐ Not Used Daily
Injection Points <u>UNK</u>
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	Υ	
PRV/ARV	Υ	
Protected Openings	Y	
Pressure Gauge	Y	
Sight Glass or Level Indicator	Y	
Fittings for Sight Glass	Y	
Access Padlocked	Υ	
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 PLIMPS

HIGH SERVICE	PUNIFS		
Pump Number	1	2	
Туре	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

	MONITO	ORING VIOLATIONS		MCL VIOLATIONS					
		N/A		N/A					
10	NITORING COMM	MENTS:							
N/	Α								
)E	FICIENCIES:								
#	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.	complaints regardicolor and odor with water. Please descactions the facility the color and odor the potable water. actions entail systeplease provide a descard of the color and odor the potable water.	nin the potable ribe, in detail, what has taken to resolve complaints within f the corrective					
'n	y deficiency marke	d with an asterisk (*)	is a repeat violation.	ms to be completed.					
۱D	DITIONAL COMM	IENTS:							
			Marine Control of the						
			ew L Price						
In	spector: Andre	W FIICE	***						



Florida Department of Environmental Protection

Rick Scott Governor

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Lt. Governor

Carlos Lopez-Cantera

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: H

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.

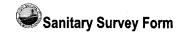
Please be advised that this Warning Letter is part of an agency investigation, preliminary to agency action in accordance with Section 120.57(5), Florida Statutes. We look forward to your cooperation in completing the investigation and resolving this matter.

Sincerely,

Jon M. Iglehart

Director of District Management

ec: Ron Derossett: rderossett@uswatercorp.net



٠,	ASIC SURVEY	INFORM	ATION						
W	/ater System Name:	Lake Jose	phine Heights						
Di	ate(s) Surveyed:	04/20/17						<u>_</u>	
Sı	urvey Inspector(s):	Narrisa Pa	nnell and Tim Schwan						
Pe	erson(s) Contacted:	Dustin Will	iams (772)812-1610						
C	ONTACT INFORMA	TION							
				drago: 10/	O Canany M	Jay Cobrina	EL 22075		
	WS ID: <u>6280162</u>		System (Office) Add						
PI	hone: <u>(863)465-0</u>	552	-	Cell:			Email/Fax:		
4	Owner Name:	Ron Deros	sett				Title: Owner		
OWNER	Address:	4939 Cros	s Bayou Blvd.	City:	New Port	Richey	State: FL	Zip:	34652
Ì	Owner Phone:	(727)848-8	3292	Cell:	(904)540-	9765	Email/Fax rderos	sett@uswa	atercorp.net
9 3	Operator Name:	Dustin Will	iams		Lead Opera	ator Class &	Certification Number:	D22520	
OPSEATOR	Address:	, ,,		City:		·	State: FL	Zip:	
9	Phone:	(772)812-1	1610	Cell:			Email or Fax	: dwilliam	s@uswatercorp.net
0)	YSTEM CHARACTE	nieziec ei	inus isv			WE WELLER			r in the company
		MOINGO			di di di	continue de la companya de la companya de la companya de la companya de la companya de la companya de la compa	<u> </u>	in the second	illen stand on Admir on Standard Standard
JIR(Ground X Surface	Name of	Surface Source(s):				<u></u>		
E S((check boxes for treatment	at used)					
A I	Number of Plants:	1	✓ Aeration ☐ Coagulat	,	Disinfection	⊠Filtrati	ion □Flocculation	1	
22			⊠Membrane □Softening	g □:	Stabilization	□Corros	sion Control		
Comme TREATME SOURCE	N/A								
	ERVICE AREA CHA	RACTERIS	TICS SUMMARY		rati f				
To	otal service connection	ons: 536	Population served:	1,250		Survey are	a characteristics: Sub	division/Co	ommunity
	OTAL SYSTEM CAP	ACITY AN	DEMAND		7 5 5 5 5	i Antoni		i i i i i i	
CAPACITY DATA	System Design: <u>6</u>	<u>0,000</u> GPD	Pri	mary Limit	ng Factor:	Membrane	media	High Ser	vice Pumps: 250 GPM
ACIT	Routinely utilized in			_					ic capacity? UNK GPD
CAP	Max: <u>287,000</u> GPD GPD)	25% Max: <u>71,750</u> GPI	J		143,723 AV	erage: GPD	Last su	rvey max <u>161,000:</u>
	May daily domand	ia lana than	750/ of design consists?	⊠Va	o □No		Commont		
λH	-		75% of design capacity?		s □No		Comment		
CAPACITY	Storage capacity n	nore than 25	% of max daily demand?	⊠Y€	s □No		Comment		
70	Firm capacity more	e than avera	ge (avg) daily demand?	⊠Ye	s □No		Comment		
	Standby/avg powe	r capacity m	ore than avg daily demand	d? ⊠Ye	s □No		Standby power capa	city: 60,0	000 GPD
Com	N/A								



TR	EATMENT			
CHE	MICAL			
Che	mical storage appear to be compliant	? ⊠Yes □No	Facilities & chemicals properly la	ibeled? ⊠Yes □No
ı	all chemical feed systems tied to flow		Corrosive vapors properly con	trolled?⊠ Yes □No
Are	dusty and dry chemicals and feed eq	uipment housed separately?	□Yes □No ⊠N/A	
-	Location	Chemical	Purpose	NSF/ANSI?
Ø	Lake Josephine Heights	Sodium hypochlorite	Filter aid, disinfection	⊠Yes □No
POINTS	Sebring Lakes	Sodium hypochlorite	Filter aid, disinfection	⊠Yes □No
<u> </u>				□Yes □No
ĕ				□Yes □No
IN VEC				□Yes □No
Comme	Sebring Lakes is being utilized as a	a back-up well.		

Ake Josephine Heights Hypo Good 55 GPD Flow N N/A N/A N/A N/A	Sebring Lakes Hypo Good 55 GPD Flow N N/A N/A N/A	
Good 55 GPD Flow N N/A N/A N/A N/A N/A	Good 55 GPD Flow N N/A N/A	
55 GPD Flow N N/A N/A N/A N/A N/A	55 GPD Flow N N/A N/A	
Flow N N/A N/A N/A N/A	Flow N N/A N/A	
N N/A N/A N/A N/A	N N/A N/A	
N/A N/A N/A N/A	N/A N/A	
N/A N/A N/A	N/A	
N/A N/A		
N/A	N/A	
h1/4	N/A	
N/A	N/A	
Sodium	Sodium	
Peristaltic	Peristaltic	
12.5%	12.5%	
Υ	Υ	
Υ	Υ	
N/A	N/A	
N/A	N/A	
N/A	N/A	
1		
	N/A N/A N/A N/A N/A N/A Sodium Peristaltic 12.5% Y Y N/A N/A N/A	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A Sodium Sodium Peristaltic Peristaltic 12.5% 12.5% Y Y Y Y N/A N/A N/A N/A



TF	REATMENT (Page 2)								
	Location of sampling (POE Plant 1, East Remote,	Lake Josephine POE	Remote corner of Knight Ave & Tangelo	St.					
VI.S	What test kit was used for the sampling?	PW-2	PW-2						
ags	Time sample was collected?	11:05 am	11:37 am						
E S	Result? (note whether free or total)	5.7 mg/L Total	1.9 mg/L Total						
DISINFECTANT RESIDUALS	Sampler Name? (if other than lead inspector)	Tim Schwan	Tim Schwan						
SINE	Are disinfectant residuals tested in the distribut	tion system as established	by rule? ⊠Yes □No						
The facility reported issues regarding color, odor, and particulate material in the potable water during the inspection.									
4106	Are injection points located in positions indicated Are the minimum tank levels specified in appropriate the minimum tank levels specified in appropriate the minimum tank levels specified in appropriate the minimum tank levels are the minimum tank levels and the minimum tank levels are the minimum tand the minimum tank levels are the minimum tank levels are the mi	aintained? □Yes □No	Analyzers calibrated? □Yes □No						
	D/N A/N								
	Why is aeration used? Remove Hydroge	en sulfide							
AERATION	Type of aeration Tray Aerator adequately protected from contaminan		eening intact? ⊠ Yes □ No ly)? ⊠Yes □No	Mesh size #24? ⊠Yes □N					
	N/A A/N								
8	Why is stabilization practiced?								
LEAT	What chemicals are being used:								
STABILIZATION	N/A A/N								
/AL	What treatment process is used?								
FE/MN REMOVAL	What chemicals are used?								
IM/EL	A/N BA								
Z	Why is activated carbon used?								
ARBON.	GAC types used								
Œ	PAC stored properly? □Yes □No □N/A	GAC backwash complian							
ACTIVATED CA	What testing is performed to determine effective	eness of activated carbon?		property and the second					
4	A/N A/N								
9≝	Why is softening being used?								
SOFTENING	D/N A/N								
NOL	Proper fluoride concentration in distribution?	⊐Yes □No							
RIDA		⊐Yes □No	Safety consider	rations compliant? □Yes □No					
Ĭ	Donard N/N								
ANGE	Why is ion exchange used?								
ION EXCHANGE FLUORIDATION	N/N A/N		·						

I	REA.	TMENT (PAGE 3)						
		st the type and combination of coagulants:						
CONVENTIONAL TREATMENT	List the types of coagulant <u>aids</u> being used:							
T TWICE	Lis	st flocculation facilities that are being used:						
ENT	Ra	apid mix unit adequate? □Yes □No Flocculation adequate? □Yes □No Flocculation detention time?						
<u>}</u>	Comme	N/A						
	Ту	pes of filtration utilized: □Gravity ☑Pressure □Constant □Declining rate Other: H2S removal filters						
	1	/pes of media installed: □Mono □Dual □Multi ⊠ Other: <u>Manganese oxide</u>						
		Itration and related equipment operated properly and in good repair? Yes No Are mud balls / cracks prevented? Yes No Iter called a point in good condition? Yes No						
		Iter gallery piping in good condition? ⊠Yes □No Color coded? ⊠Yes □No Filter gallery floor drained? □Yes □No						
		hat initiates a backwash? Gallons of flow Backwash flow rate:						
<u>₹</u>		re-wash (filter-to-waste) capability available? ⊠Yes □No If so, it is used? ⊠Yes □No How often?						
FILTRATION		and a second of a						
Ť.		re the disinfection byproduct precursor removal requirements of the Stage 1 Disinfectants/Disinfection Byproducts Rule being met? \(\subseteq \text{Yes} \subseteq \text{No} \) /stem required to prepare disinfection profile? \(\subseteq \text{Yes} \subseteq \text{No} \) Profile available for review? \(\subseteq \text{Yes} \subseteq \text{No} \)						
		ny individual filter excursions occurred in past? ⊠Yes □No						
		N/A						
	Con	N/A						
	481	What are the shortest & average times between filter replacements?						
	SAGICARTR Comme	N/A A/V						
	45							
'n		/pe of membrane(s) used: Safeguards in place to warn of membrane failure? □Yes □No						
MEMBRANES	j	/pe of pre-treatment used: Date of membrane installation:						
MEMB	Fo	buling rate of membranes? Expected life of membranes:						
		hat's the percent recovery? Operating pressure:						
	Comm	N/A						
		pes of sedimentation/clarification process & facilities being used?						
SEDIMENTATION								
ENT.		ow distributed evenly to basins? □Yes □No Mechanical equipment working? □Yes □No Settled water turbidity?						
SE		dication of excess sludge in basin(s)? □Yes □No How often is sludge removed?						
	Comm	N/A						
	т							
		pes of sedimentation/clarification process & facilities being used?						
RO	etc							
	Fre	equency of cleaning and disposal of cleaning fluids and brines:						
	Сотт	N/A						
뿕	Is	the dose utilized currently adequate? □Yes □No Is the equipment room kept clean and dry? □Yes □No						
OZONE	Сотт	N/A						



2400000-00	DURCE			Market Seeker Seeker Seeker Seeker Seeker Seeker Seeker Seeker Seeker Seeker Seeker Seeker Seeker Seeker Seeker			
	ROUNDWATER QUANTITY, Q						计算机算机型
Total Source Capacity exceeds Maximum Daily Demand? ☐Yes ☐No				Firm capacity exceeds Average Daily Demand? □Yes □No			
Any unused or improperly abandoned wells within system?□Yes □No			System	have a well head prot	ection program? [⊒Yes □No	
Does the system have an emergency spill response plan? ☐Yes ☐No							
Comment	N/A						
§							
G	ROUNDWATER WELLS			234865			
	Well name	Lake Josephine	Lake Josephine	Sebring Lakes #1	Cabring Lalvas #4		
	YVEII Harrie	Hts Well 1	Hts Well 2		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.		
DATA	Aquifer name	Floridan Aquifer	Floridan Aquifer	Floridan Aquifer	Floridan Aquifer		
ద	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		
SITE	Setbacks compliant?	Υ	Y	Y	Y		
	Any past contamination?	Υ	Υ	Y	Υ		
	Raw water tap compliant?	Υ	Υ	Υ	Υ		
	Well head sealed?	Y	Y	Υ	Y		
SE	Casing >12" above grade?	Υ	Y	Y	Υ		
APPURTENANCES	Casing vent compliant?	Y	Y	Υ	Υ		
10	Check valve compliant?	Υ	Y	Υ	Υ		
š	Water meter compliant?	Y	Y	Υ	Y		
Δď	Air-relief valve installed?	Υ	Y	Υ	Y	· .	
	Dumpline installed?	N/A	N/A	N/A	N/A		
	Stand-by Power?	Y	Y	Υ	Y		
nent					<u> </u>		<u> </u>
Somment	N/A						

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	
Pump Use Pump Type Horsepower	15	30	20	20	
Capacity-MG/day	100	300	300	300	
Lubricant NSF?	N/A	N/A	N/A	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	ŀ	low often exercised? Qtly				
N/A							



S	STORAGE FACILITIES								
Т	ank Name or Number	Hydro Tank 1	Canary Way Ground Storage 2	Ground Storage Tank 1					
S	torage type (ground, elevated, hydro, etc.)	Hydropneumatic	Ground	Ground					
T	ank material (steel, concrete, etc.)	Steel	Steel	Steel					
T	ank size (Gallons)	10,000	71,000	15,000					
	Watertight roof/hatch?	Υ Υ	Υ	у					
2	Venting/screens compliant?	Υ	Υ	Y					
NEW (Overflow compliant?	Υ	Υ	Υ					
COMPONENTS	Level/PSI indicator compliant?	Υ	N/A	Y					
Ü	Drain & bypass installed?	Υ	Y	Υ					
	Interior coating meet NSF?	Υ	Υ	Y					
ļ,	Date of last annual inspection	2017/04	2017/04	2017/04					
INSPECT	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					
ST	Altitude valves present? (elevated)	N/A	N/A	N/A					
CONTROLS	Adequate turnover provided?	Υ	Y	Υ					
0.0	How are tanks levels controlled	□Manually ⊠Auto onsite □SCADA	□Manually ⊠Auto onsite □SCADA	□Manually ⊠Auto onsite □SCADA	□Manually □Auto onsite □SCADA	☐Manually ☐Auto onsite ☐SCADA	☐Manually ☐Auto onsite ☐SCADA	☐Manually ☐Auto onsite ☐SCADA	
ment	Well # 2 was offline due to road	construction. It is be	ing used as a ba	ick-up well				1 200,000	
Commen			9	.o up 110					
	MONITORING, REPORTING, & D	ATA VERIFICATIO	V						
PLANS	Written available required monit	oring plans? ⊠Bacte	eriological DB	P □Pb/Cu an	d WQP □Other	•			
ਰ	Monitoring program maintained	and followed per rule	? ⊠Yes □No			Records retenti	on compliant? 🗵	Yes □No	
ŝ	Is testing required monitoring ed	quipment compliant?	⊠Yes □No			Are the	reagents in date	te? ⊠Yes □No	
***	Proper procedures for calibrating						per the FDEP 🗵	Yes □No	
	Parameters currently monitored				JTurbidity □Oth	er:			
ERS	Any monitoring & reporting, treat				***				
SAMETERS	Control of the Contro	Violation	AND THE PERSON NAMED IN COLUMN TWO	SHOW IN THE SECOND	ALCOHOLD BY	ALIANIA KANTURA KINA MEN	ollow-up Date	STATE OF THE PARTY	
PAR									
	· · · · · · · · · · · · · · · · · · ·		***************************************						
nent									
Comment	N/A								
	PERATOR STAFFING REQUIRE	MENTS		WWW.					
PLANT	Plant Category/Class: 5 C	:	Lead	operator class	compliant? ⊠Yes	s □No Numb	per of plant opera	ators: 5	
	Treatment O&M log type: Boun	nd journal				Approved f	or reduced staffi	ng? □Yes ⊠No	
ÓK	Distribution category: Level	13							
DISTRIBUTION PLANT	Distribution O&M log type: ⊠Pa	per □Approved Ele	ectronic □In Pla	ant Log Book		J.	s the log complia	nt? ⊠Yes □No	
	e all licenses valid? ⊠Yes □No	□NA			Does staffing me	et requirements	of 62-699, FAC?	Yes □No	
Comment	N/A			10-1474		*			



	SYSTEM MANAGEMENT AND OPERATION								
	Formal Org Chart: ⊠Avail	lable □Not available	Is there a Capital	Improvement Plan or plan for system	sustainability?:	⊠Yes □No			
ADMIIN	N/A								
<u>"</u>	Are financial, operational data, and maintenance records maintained? ⊠Yes □No								
ANA /	Are main breaks reported and recorded ⊠Yes □No Are boil water notices issued when applicable? ⊠Yes □No								
INFO MANAGE	N/A N/A								
	Emergency response plan on-file? ⊠Yes □No Compliant security in place (e.g. wells, plants, storage, pumps, etc.)? ⊠Yes □No								
dala .	A/N								
F									
§ /		M Manuals for: ⊠Flushing ⊠Va	ilves ⊠Plants ⊠Clea	rances ⊠New Line Installations					
PMs & SOPs	N/A								
\$ N	Maps Include: ⊠Lines (all	•	⊠Flush/Fire Hydrants	☐ Storage/Booster Pumps	⊠Interconne	ections			
ij_	⊠Line Size		□Updates	⊠Air relief/Blow-off Valves	☐ Complaint	is			
ENGINEERING Comment									
<u>ğ</u> [Does the system have and	implement a written cross conne	ction control program?	⊠Yes □No □NA					
ੂ § ⊦	las the cross connection of	control annual report been submit	ted?	□Yes □No ⊠NA					
	o any of the past three ye	ears of annual reports indicate any	deficiencies?	□Yes □No ⊠NA					
ÿ A	Are there any cross connec	ctions observed onsite or in the di		□Yes ⊠No					
PERSONNEL GROSS CONNECTION CONTROL	N/A								
H 19	s continuous training provi	ided? ⊠Yes □No [Toes the system annear	to have adequate staff to maintain co	ampliance2 MVs				
) (a)			Soos the System appear	to have adequate stail to maintain of	ompliance: MTe	S LJIVU			
PERSON	N/A	100	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			· ·			
9	Switchover: Automatic	□ Manual		Capacity of Stand					
99	s stand-by equipment exer		⊠Yes □No	nrs Opera	ated Under Load:	.5h/wk			
	satisfy average daily dema								
E5000000	Vhat equipment does it op		···· Service Pumps ⊠Treat	tment Equipment					
	udio-visual alarm? □Yes			anon Equipmon					
Comment									
	TERMINATIONS					·			
Area	s of Concern Noted? ⊠Y	es □No							
	Areas of Concern	Rule	C	orrective Action	Date Corrected	Significant Deficiency?			
in t con resi	Complaints received of color in the potable water. Utility confirmed that it came from resin from the filters ending up in the distribution system Contact the Department to set up a meeting to discuss corrective action measures.								
Tech	nical assistance providers	recommended? □Yes □No	1			L			

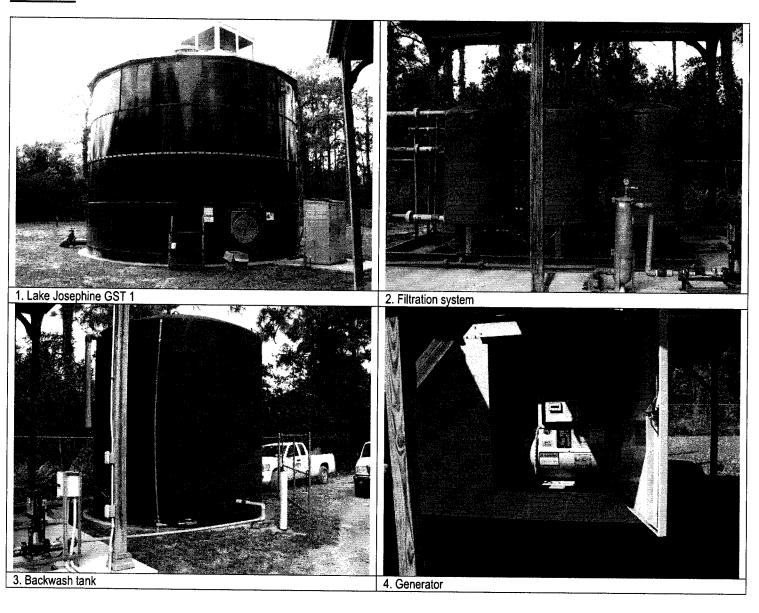


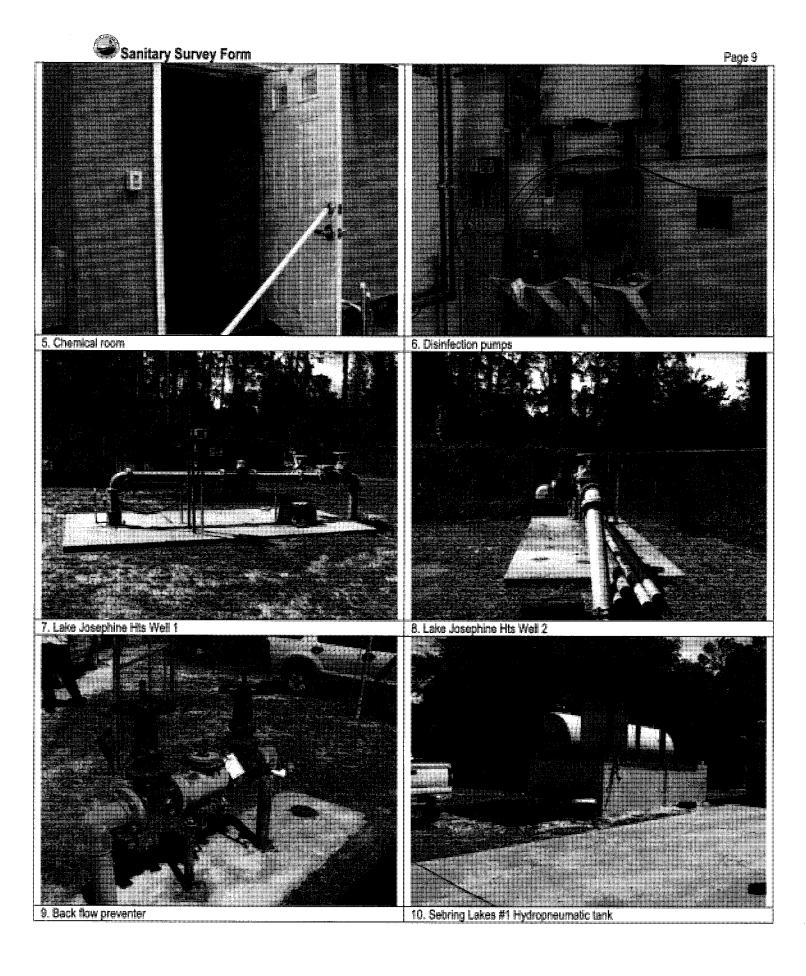
SUMMARY OF DEFICIENCIES AND RECOMMENDATIONS FOR TECHNICAL ASSISTANCE.

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

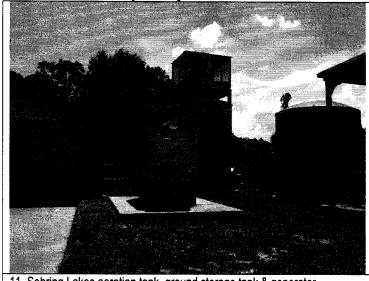
PHOTOS





Sanitary Survey Form

Page 10





11. Sebring Lakes aeration tank, ground storage tank & generator

12. Sebring Lakes well

Inspector's Signature

Harrisa Farnell

Date: May 19, 2017

Reviewer's Signature

Date: <u>05/18/2017</u>

HC Waterworks, Inc. Docket No. 20190166-WU

Additional Engineering Information

Permits



Florida Department of **Environmental Protection**

Carlos Lopez-Cantera Lt. Governor

South District Post Office Box 2549 Fort Myers, Florida 33902-2549 SouthDistrict@dep.state.fl.us

Noah Valenstein Secretary

Rick Scott

Governor

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:

- The name and address of each agency affected and each agency's file or identification number, if
- (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:
- 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.

Permittee: HC Waterworks, Inc.

Page 2 of 2

PWS ID 6280162 Permit No. 356321-001-WC

A petition that does not dispute the materials 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

ex M Jesta

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 <u>September 25, 2017</u> 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.

Permittee: HC Waterworks, Inc.

Page 2 of 5

Permit No. 356321-001-WC

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

Permittee: HC Waterworks, Inc.

Page 3 of 5

PWS ID 6280162

Permit No. 356321-001-WC

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.

Permittee: HC Waterworks, Inc.

Page 4 of 5

PWS ID 6280162 Permit No. 356321-001-WC

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.
- 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

Carlos Lopez-Cantera Lt. Governor

> Noah Valenstein Secretary

Rick Scott Governor

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

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 Edwards by telephone at 239-344-5688 or by e-mail at Ashlee Edwards by telephone at 239-344-5688 or by e-mail at Ashlee Edwards by telephone at 239-344-5688 or by e-mail at Ashlee Edwards by telephone at 239-344-5688 or by e-mail at Ashlee Edwards by telephone at 239-344-5688 or by e-mail at Ashlee Edwards by telephone at 239-344-5688 or by e-mail at Ashlee Edwards@floridadep.gov.

Sincerely,

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

Carlos Lopez-Cantera Lt. Governor

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Noah Valenstein Secretary

Rick Scott

Governor

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.

Permittee: HC Waterworks, Inc.

Page 2 of 2

PWS ID 6280064 Permit No. 349439-002-WC

A petition that does not dispute the materials 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 <u>January 18, 2018</u>, 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:

Stacy Gardine.

Mohammed Y. Kader, P.E. <u>mkader@uswatercorp.net</u>

Keith Keegan, P.E. kkeegan@uswatercorp.net



Florida Department of Environmental Protection

Carlos Lopez-Cantera Lt. Governor

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Noah Valenstein Secretary

Rick Scott

Governor

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:

- 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.

Permittee: HC Waterworks, Inc.

Page 2 of 5

PWS ID 6280064 Permit No. 349439-002-WC

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

Permittee: HC Waterworks, Inc.
Page 3 of 5

PWS ID 6280064
Permit No. 349439-002-WC

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.

Permittee: HC Waterworks, Inc. PWS ID 6280064 Permit No. 349439-002-WC

Page 4 of 5

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.

 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.
- 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. 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 Ron DeSantis Governor

Jeanette Nuñez Lt. Governor

Noah Valenstein Secretary

POTABLE WATER CLEARANCE - PARTIAL

SouthDistrict@dep.state.fl.us

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,

O. James Oni

Professional Engineer

Water Facilities

Florida Department of Environmental Protection

cc:

Mohammed Y. Kader, P.E. <u>mkader@uswatercorp.net</u>



Florida Department of Environmental Protection

Rick Scott Governor

Carlos Lopez-Cantera Lt. Governor

> Noah Valenstein Secretary

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@floridadep.gov

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: <u>Highlands County – PW</u>

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,

O. James Oni Professional Engineer

Water Facilities

OJO/AE/rcd

cc: Mohammed Y. Kader, P.E. <u>mkader@uswatercorp.net</u>



Florida Department of Environmental Protection

Carlos Lopez-Cantera Lt. Governor

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Noah Valenstein Secretary

Rick Scott

Governor

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 <u>Rule 62-4.540</u>, Florida Administrative Code, and the specific requirements of this general permit, as specified in <u>Rule 62-555.405</u>, Florida Administrative Code. Additionally, you must abide by the applicable rules of <u>Chapters 62-4</u>, 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,

Nolin Moon

Environmental Manager

South District

Attachments:

Clearance Requirements

Copes 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 <u>ryan.snyder@Floridadep.gov</u> or 239-344-5695. Your cooperation in resolving this case is appreciated.

Sincerely,

cc:

Jon M. Iglehart

Director of District Management

Enclosure: Executed Consent Order

Lea Crandall, FDEP Agency Clerk@dep.state.fl.us

BEFORE THE STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION)	IN THE OFFICE OF THE 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

PW_CO_DBP

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.
- 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;
- 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;

DEP vs. HC Waterworks, Inc. Consent Order, OGC No. 18-1214 Page 6

- 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 (<u>received</u>) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS# 35, Tallahassee, Florida 32399-3000 within <u>21 days</u> of receipt of this notice. A copy of the petition must also be mailed at the time of filing to the District Office at 2295Victoria 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.

62-110	0.106(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.	
	TOK THE KEST CHUELVE.	
	Gary Deremer	Date
	President	

DEP vs. HC Waterworks, Inc. Consent Order, OGC No. 18-1214 Page 7

DONE AND ORDERED this 15 day of Ocroser 2018, in Lectoury, 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.

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
			OP/stanton 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		
190957	LAKE JOSEPHINE	J 9.0 Water Quality	S/O	OPrstanton	08/19/2019 08:31 AM
			OPIdrost 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,		
189869	LAKE JOSEPHINE	J 9.0 Water Quality	DIL	OPIdrost	08/01/2019 09:42 AM
			OPIdrost 07/31/2019: MICHAEL CALLED IN, LM. WATER IS CLOUDY AND HE MUST RUN IT FOR MINUTES BEFORE IT	00144	07/24/2040 42:02 DN
4821313	LAKE JOSEPHINE		CLEARS UP. MAIN BREAK YESTERDAY. CALLED MICHAEL BACK, LMOM, THIS IS NORMAL BUT IF IT LASTS PAST TOD	OPigrost	07/31/2019 12:03 PM
190996	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
			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 DIDN'T ANSWER,	OPcbrann	07/15/2019 02:30 PM
4821680	LAKE JOSEPHINE		TECH WAS FIXIN	OPpschramm	06/27/2019 11:55 AN
4800954	LAKE JOSEPHINE	J 9.0 Water Quality	OPpschramm 06/27/2019: SARA CALLED IN BOIL WATER IS RESENTED.	OPpschramin	U012112015 11.00 AN
	i		OPISTANTON 06/17/2019: PER KTURBETT MAIN BREAK AFFECTING OAK BEACH AREA RESIDENTS; CALLED SONDRA	OPrstanton	06/17/2019 10:50 AM
190897	LAKE JOSEPHINE	J 9.0 Water Quality	BROOMHALL; NO ANSWER LMOM ADVISING OF MAIN BREAK & BWN OPISTANTON 06/17/2019: SONDRA BROOMHALL CALLED TO SEE IF THERES ANY ISSUES IN THE AREA ADV HAVENT	OPISIAMON	00/1//2019 10.30 AN
			IOPISTANTON 06/17/2019: SONDIKA BROOMHALL CALLED TO SEE IF THERES ANY ISSUES IN THE AREA ADV HAVEIN		
			HEARD OF ANYTHING YET; CALLED LMOM FOR CBERISH; ADV CUST WILL CALL BACK IF ANY ISSUES OR WILL	OPrstanton	06/17/2019 10:41 AM
190897	LAKE JOSEPHINE	J 9.0 Water Quality	CREATE S OPCIDENT OF THE STATE		00/11/2010 10:41 / 11/
			PREV A BWN; I ADV I WOULD PUT IN A NEW S/O TO HAVE IT CHECKED OUT, CALL DIANE WHEN COMING OUT @ 907-		
	l			OPcbrann	06/04/2019 03:43 PM
1189708	LAKE JOSEPHINE	J 9.0 Water Quality	230 OPIdrost 05/30/2019: DANIEL CALLED IN TO REPORT THEIR WATER HAS HAD A BAD ODOR FOR ABOUT A WEEK	Or Coraini	00/04/2010 00:401 10
			(SULPHUR/ROTTEN EGG/SEWER SMELL). SUBMITTED S/O. DANIEL WILL NEED A CALL WHEN THEY ARE ON THEIR		
				OPidrost	05/30/2019 09:03 AM
1190957	LAKE JOSEPHINE	J 9.0 Water Quality	WAY. NFA OPischultz 04/25/2019: PER KELLY: address is part of an ongoing project where us water is replacing their service lines next	Of Raidat	00/00/2010 00:00 / 110
				OPjschultz	04/25/2019 09:53 AN
54800081	LAKE JOSEPHINE	J 9.0 Water Quality	week. I've already put flush valves near their home. Water will not impr OPjschultz 04/25/2019: PER KELLY: address is part of an ongoing project where us water is replacing their service lines next	Or Journal	0-1/20/20/10 00:00 / 110
		100101-1	week. I've already put flush valves near their home. Water will not impr	OPjschułtz	04/25/2019 09:50 AM
54801045	LAKE JUSEPHINE	J 9.0 Water Quality	OPkdrost 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	. ,	
F400404F	ANE IOCEDIUME	J 9.0 Water Quality	been submitted to address this issue including the replacement of the va	OPidrost	04/17/2019 09:45 AM
54801045		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
1191021	LAKE JUSEPHINE	3 9.0 Water Quality	OPTSTANTON 03/05/2019: KATHLEEN NORTH CALLED TO ADV COLOR OF WATER IS BROWNISH & IT HAS A BAD ODOR;		
54799781	I AKE IOSEBHINE	J 9.0 Water Quality	CREATED S/O	OPrstanton	03/05/2019 03:18 PM
54796259		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
34/90239	LAKE JUSEFHINE	J 5.0 Water Quanty	OPIMIONISM 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.]	
1191017	LAKE INSEPHINE	J 9.0 Water Quality	ASKED TO HA	OPImjohnson	01/02/2019 08:05 AM
1131017	LAKE SOOLI TIME	U U.U VIGIOI GGGIII,	OPweinberger 12/17/2018: MRS. MATHY ADV LIVES ACROSS FROM PLANT AND IT HAS NOT BEEN RUNNING FOR THE		
1191017	AKE JOSEPHINE	J 9.0 Water Quality	LAST WEEK, FOR THE LAST 2 WEEKS HER WATER SMELLS LIKE SEWAGE; CREATED S/O NFAN	OPvweinberge	12/17/2018 02:15 PM
1131011	EARL GOOLI TIME	o o.o vrator quanty	OPWINKIER 11/27/2018: BRITNEY CALLED IN TO REPORT SMELLY AND DISCOLORED WATER. CREATED AND		
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	DISPATCHED S/O	OPwinkler	11/27/2018 08:29 AM
011.001.0			OPWINKIER 11/26/2018: JAMES CALLED IN AND LEFT VM. CALLED BACK BECAUSE HE SAYS HIS WATER SMELLS LIKE	-	
1189780	AKE JOSEPHINE	J 9.0 Water Quality	SULFUR, CREATED A S/O/ TO HAVE A TECH OUT TO CHECK 11-27-18	OPvwinkler	11/26/2018 03:01 PN
1100700	LITTLE SOCIETING	lo oto tranor adamity	OPIMIONNSON 11/26/2018: CAROL SNOW CALLED, WATER IS BROWN AND SMELLS LIKE SEWER. SAYS THEY CANNOT		
1190947	LAKE JOSEPHINE	J 9.0 Water Quality	EVEN SHOWER BECAUSE THE WATER IS SO BAD. CREATED S.O.	OPImjohnson	11/26/2018 07:13 AM
1190955		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
			OPIMJohnson 11/19/2018: SHARON CALLED TO REPORT WATER STILL SMELLS FOUL. HAS NOT IMPROVED SINCE		
54796933	LAKE JOSEPHINE	J 9.0 Water Quality	LAST TIME TECH WAS OUT, CREATED S.O.	OPImjohnson	11/19/2018 08:41 AM
1190950		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
			OPweinberger 11/13/2018: MR. HERNANDEZ SAID HIS WATER IS BROWN AND HAS A BAD ORDER FOR A COUPLE		
1191398	LAKE JOSEPHINE	J 9.0 Water Quality	MONTHS; CREATED S/O	OPvweinberge	11/13/2018 11:13 AM
			den de la companya del companya de la companya del companya de la		

	1		OPmrodgers 11/01/2018: RENE BELL CALLED TAINTED WATER STATED SHE TALKS TO TECHS IN AREA AND THEY	T	1
			ARE TELLING HER THE WATER IS BAD THEREFORE THE REASON SHE GETS A RASH WHEN SHOWERING HAD 2		
1190376	AVE IOSEDUINE	J 9.0 Water Quality	ANIMALS DIE	OPmrodgers	11/01/2018 11:39 AM
1190376	LAKE JOSEPHINE	3 5.0 Water Quality	OPISTANTON 10/26/2018: JOHANNA VASQUEZ CALLED SD HER WATER IS GETTING WORSE & IS NOW STARTING TO	Or mougaio	7 770 1120 10 11100 1111
54801045	I AKE IOSEBUINE	J 9.0 Water Quality	LOSE HER HAIR. THE WATER IS YELLOW & SMELLS STRONGLY OF IRON, CREATED S/O	OPrstanton	10/26/2018 09:47 AM
34601043	LAKE JOSEPHINE	3 5.0 Water Quality	OP winkler 10/24/2018: JOHANNA CALLED STILL YELLOW WATER AND STAINING CLOTHES SMELLS LIKE SULFUR.		
54801045	AKE IOSEPHINE	J 9.0 Water Quality	CREATED AND DISPATCHED A S.O.	OPvwinkler	10/24/2018 10:14 AM
54798106	LAKE JOSEPHINE		OPrstanton 10/23/2018: REYNA PEREZ CALLED ABOUT STATUS OF WATER	OPrstanton	10/23/2018 04:58 PM
04730100	ETITE GOOD! THITE	U U.U Trace Quanty	OPmrodgers 10/23/2018: LORI CALLED STATED WATER SMELLS LIKE SULFUR DOES NOT LIVE @ HOME PLEASE		
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	SCHEDULE FOR FRI 10.26.18 CALL 30 PROIR SO HOMEOWNER CAN BE THERE	OPmrodgers	10/23/2018 09:11 AM
			OPTSIANTON 10/23/2018: SHARON RILEY CALLED IN AND WOULD LIKE SOMEONE TO COME OUT. SHE SD HER WATER		
54796933	LAKE JOSEPHINE	J 9.0 Water Quality	HAS A STRONG ODOR, CREATED S/O	OPrstanton	10/23/2018 09:09 AM
			OPywinkler 10/23/2018: REYNA CALLE DIN TO FOLLOW UP ON HER S.O. ADV IT HAS NOT BEEN COMPLETED YET.		
54798106	LAKE JOSEPHINE	J 9.0 Water Quality	SENT EMAIL TO LINDA TO FOLLOW UP WITH TECHS	OPvwinkler	10/23/2018 08:05 AM
			OPrestanton 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.		
54798106	LAKE JOSEPHINE	J 9.0 Water Quality	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
			OP-winkler 09/28/2018: SANDRA CALLED IN ABOUT A STRON ROTTEN EGG SMELL. CREATED AND DISPATCHED A	00 111	00/00/0040 00:05 444
1190955		J 9.0 Water Quality	S.O.	OPvwinkler OP	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
			OPmrodgers 09/26/2018: MARGARET CALLED SMELLY WATER STATES WE CHANGED THE CHEMICALS AND NOW HER		09/26/2018 09:17 AM
1190812	LAKE JOSEPHINE	J 9.0 Water Quality	WATER STINKS AND SMELLS UP HER HOUSE OP weinberger 09/20/2018: JOHNNY WINKLER CALLED ADV HAS HAD SMELLY WATER FOR THE LAST WEEK; ADV	OPmrodgers	U9/20/2010 U9.17 AN
4400000	LAKE IOOFBUILIF		WILL CREATE S/O	OBweinherne	09/20/2018 01:36 PM
1190929	LAKE JUSEPHINE	J 9.0 Water Quality	OPImjohnson 09/19/2018: LORI CALLED. SAYS THE WATER IS FOUL. READ HER THE TECH NOTES, BUT SHE SAYS	Or westbeige	03/20/2010 01:30 F W
			THAT CAN'T BE RIGHT. THE WATER STINKS AND DISCOLORED. ADV SHE SHOULD CALL WHEN SHE IS GOING TO BE	ĺ	
54821299	AVE IOCEDUINE	J 9.0 Water Quality	AT	OPImjohnson	09/19/2018 07:58 AM
34021299	LAKE JUSEFHINE	3 5.0 Water Quality	OPIMjohnson 09/19/2018: LINDA CALLED TO COMPLAIN OF FOUL TASTING AND FOUL SMELLING WATER. CREATED	Or migenious.	
1190839	I AKE IOSEDHINE	J 9.0 Water Quality	S.O.	OPImiohnson	09/19/2018 07:22 AM
1130033	EARL SOOLI TIIVE	5 5.6 Water Quality	OPweinberger 09/18/2018: JOHANNA VASQUEZ CALLED AGAIN FOR YELLOW WATER DID S/O FOR YELLOW WATER	1	
			LAST WEEK, LINES WERE FLUSHED YELLOW WATER CAME BACK ON 9/16/18, CUSTOMER SAYS IT'S STAINING HER		
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	CLOTHE	OPvweinberge	09/18/2018 11:20 AM
1190884		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
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			OPIMIONISON 09/17/2018: LORI CALLED AGAIN REGARDING HER WATER. EMAILED TECH CHRIS B AGAIN TO PLEASE		
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	GO SEE THIS CUSTOMER.	OPImjohnson	09/17/2018 08:55 AM
			OPmrodgers 09/17/2018: LORI CALLED UPSET SHE HASNT HEARD FROM ANYONE ADV LMJ HAS REACHED OUT TO		
		1	THE TECH AND THEY WILL BE IN TOUCH WITH HER. SHE IS NOT OK WITH THAT ANSWER STATED IF SHE WILL CALL]	
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	DAI	OPmrodgers	09/17/2018 08:47 AM
			OPIMIONNSON 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		
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	AN	OPImjohnson	09/13/2018 07:26 AM
			OPmrodgers 09/05/2018: LORI CALLED WATER SMELLS LIKE SULFUR AND IS RUSTY STAINING TOILET BOWELS		00/05/0040 00:40 414
54821299	LAKE JOSEPHINE	J 9.0 Water Quality	ETC; OPwinkler 09/05/2018: S.O. CREATED AND DISPATCHED	OPvwinkler	09/05/2018 08:10 AM
			OPmrodgers 09/04/2018: CUST CALLED STATES SMELL IS STILL THERE WOULD LIKE SOMETHING ELSE DONE CANT	1	1
			STAND EGG SMELLING WATER	OD: a de la le-	00/04/2019 01:30 514
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	CUST WOULD LIKE THEM TO COME INSIDE HOME; OP/winkler 09/04/2018: CREATED S.	OPvwinkler	09/04/2018 01:30 PM
			OD WAR AND DENIES OALLED CORONE SHI END SMELL OR OF SHIP SO OR STED SOON SHIP	OPvwinkler	09/04/2018 11:29 AM
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	OFVWINKIER	03/04/2010 11:29 AM
£ 4707050	. AVE 100550 1005	10044-00-0	OPMRODGERS 09/04/2018: SCOTT CALLED WATER IS BROWN AND SMELLS. HAS BEEN THIS WAY FOR A MONTH OR	OPvwinkler	09/04/2018 07:58 AM
54797859	LAKE JOSEPHINE	J 9.0 Water Quality	SO BUT GETTING WORSE; OP-winkler 09/04/2018: S.O. CREATED AND DISPATCHED FOR TODAY	IO SAMILIKIEL	10310412010 01.36 AM

	1	1	OPwinkler 08/31/2018: SHEILA CALLED IN TO REPORT HER WATER SMELLS HORRIBLE. CREATED AND DISPATCHED	T	
54795310		J 9.0 Water Quality	S.O.	OPwinkler	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
,			OP winkler 08/27/2018: BARBARA CALLED IN WITH DIRTY WATER THATS LEAVING MARKS IN HER TOILET. CREATED		
1189855	LAKE JOSEPHINE	J 9.0 Water Quality	AND DISPATCHED S.O.	OPvwinkler	08/27/2018 07:42 AM
1190890		J 9.0 Water Quality	OPmrodgers 08/16/2018: DANNY CALLED SMELLY WATER ALREADY RAN WATER OUTSIDE	OPmrodgers	08/16/2018 08:59 AM
			OPmrodgers 08/08/2018: JOHANNA CALLED YELLOW WATER SMELLS LIKE IRON STAINING TOILET AND CLOTHES	Ĭ	
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	EMAILED VW TO CREATE S/O; OPmrodgers 08/08/2018; NFAN	OPmrodgers	08/08/2018 09:37 AM
54801045		J 9.0 Water Quality	OPmrodgers 07/13/2018: JOHANNA CALLED STILL HAS YELLOW WATER EMAILED VW INFO FOR ANOTHER S.O		07/13/2018 10:55 AM
1190395		J 9.0 Water Quality	OPImjohnson 07/12/2018: CUSTOMER CALLED TO COMPLAIN OF BROWN WATER; CREATED S.O.		07/12/2018 07:24 AM
1100000	D WE GOOD! THINE	o o.o viator adamy	OP-winkler 06/26/2018: PATSY CALLED IN JUST RETURNED HOME AND WATER HAS AN EXTREMELY BAD SMELL.	Or anjointoon	0771272010 01.247144
			DISPATCHED S.O. TO CHECK; OPwinkler 06/26/2018: "CLOSED S.O. WITH ORIGINAL NOTE SENT 30 MINUTES		
1189848	I AKE IOSEBUINE	J 9.0 Water Quality	EARLIER	OPwinkler	06/26/2018 12:45 PM
1103040	LAKE JUSEPHINE	3 9.0 Water Quality	OPweinberger 06/19/2018: JOHANNA VASQUEZ ADV HER WATER IS COMING OUT YELLOW WITH A VERY BAD ODOR;	OF WILKIE	00/20/2016 12.45 FM
54801045	LAKE JOSEPHINE	J 9.0 Water Quality	CREATED S/O	OPvweinberge	06/19/2018 12:16 PM
			OPImjohnson 06/11/2018: TAMRA CALLED ABOUT THE POOR WATER QUALITY AT HER HOME. SHE SAYS THE	i	
			CHLORINE LEVEL IS SO HIGH IT BURNS HER EYES. WHEN SHE SHOWERS, WATER COMES OUT GRITTY. SHE		
1191017	LAKE JOSEPHINE	J 9.0 Water Quality	FILLED HER POOL	OPImjohnson	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 Imj	OPmrodgers	06/11/2018 08:06 AM
			OPrking 06/06/2018: Tamra called and demanded to speak with a regional manager because she is very concerned over the		
1191017	LAKE JOSEPHINE	J 9.0 Water Quality	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	OPImjohnson 06/05/2018: JOHNNY CALLED TO REPORT FOUL SMELLING SULFUR SMELL TO WATER; CREATED S.O.	OPImjohnson	06/05/2018 09:32 AM
			OPmrodgers 06/05/2018: CINDY CALLED UPSET PERSISENT ON SPEAKING WITH A SUPERVISOR TRANSERRED TO		
1190934	AKE JOSEPHINE	J 9.0 Water Quality	LMJ	OPmrodgers	06/05/2018 07:54 AM
1130334	EARL SOSETTIME	J 5.0 Water Quality	in the second se	Ormiougeis	00/03/2010 07:54 AIII
1190934	LAKE JOSEPHINE	J 9.0 Water Quality	OPweinberger 06/04/2018: CINDY BANKS CALLED ABOUT BAD SMELL FROM WATER; ADV S/O WAS DISPATCHED	OPvweinberge	06/04/2018 01:54 PM
			OPmrodgers 06/04/2018: SHEŁLY CALLED WATER HAS SULFUR SMELL. S/O FORM FILLED OUT FOR TECH; OPwinkler		
1191952	LAKE JOSEPHINE	J 9.0 Water Quality	06/04/2018: S.O. DISPATCHED	OPvwinkler	06/04/2018 10:36 AM
			OPmrodgers 06/04/2018: CINDY CALLED WATER SMELLS AND IS SMELLING UP ENTIRE HOME WANTS A DISCOUNT		
1190934	LAKE JOSEPHINE	J 9.0 Water Quality	ON BILL. ADV S/O WILL BE DONE FOR TECH TO COME OUT TO HOME	OPmrodgers	06/04/2018 07:42 AM
54821095		J 9.0 Water Quality	OPImjohnson 05/29/2018: ANDREA CALLED. WATER IS BROWN AND SMELLS LIKE SULFUR. CREATED S.O.		05/29/2018 09:53 AM
54821095	LAKE JOSEPHINE	J 9.0 Water Quality	OPImiohnson 05/16/2018: CUSTOMER CALLED AND COMPLAINED ABOUT FOUL SMELL TO THE WATER; CREATED S.O.	OPlmiohnson	05/16/2018 01:53 PM
			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		
54821182	AKE IOSEDHINE	J 9.0 Water Quality	WHY THE WATER S	OPImiobneon	05/09/2018 10:48 AM
54821182		J 9.0 Water Quality	OP-winkler 05/07/2018: NADINE CALLED IN ABOUT THE SMELL OF THE WATER. CREATED S.O.	OPwinkler	05/07/2018 02:20 PM
04021102	LAKE SOCE TIME	1 5.0 Frator Quanty	OPmindgers 03/30/2018: ROBERT CALLED FILLED POOL AND WATER WAS GREEN USED CHEMICALS TO BALANCE	OI WHITE	03/01/2010 02:201 111
1190825	AVE IOCEDUINE	J 9.0 Water Quality	AND MAKE BLUE ADDED 4 MORE INCHES OF WATER AGAIN TODAY AND IT TURNED GREEN AGAIN.	OPmrodgers	03/30/2018 01:24 PM
1190023	LAKE JUSEPHINE	J 5.0 Water Quarty	OP-weinberger 03/02/2018: CUSTOMER SAID WATER BURNS THERE EYES, AND HAS A BAD ORDER, PLEASE CHECK	Ormiougeis	U3/30/2018 U1.24 FM
			WATER QUALITY, PLEASE CALL LINDA CAULFIELD PH#201-618-3921, SHE ADV RENTING FOR THE SEASON, BUT	l	
54796377	LAKE JOSEPHINE	J 9.0 Water Quality	OWNER	OPvweinberge	03/02/2018 01:45 PM
			OP:weinberger 03/2/2018: CAROL WISEMEN PH#863-449-1515 SAID WATER IN JACUZZI IS COMING OUT VERY		
54799781	LAKE JOSEPHINE	J 9.0 Water Quality	BROWN; CREATED S/O	OPvweinberge	03/02/2018 11:26 AM
			OPvweinberger 02/19/2018: CATHERINE ERNHART CALLED SAID WATER IS COMING OUT BLACK; CREATED S/O WITH		
1191021	LAKE JOSEPHINE		REQ FOR TECH TO CALL WHEN HE'S COMING		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		01/24/2018 02:38 PM
			OPImjohnson 11/29/2017: RECEIVED COMPLAINT FROM CORPORATE THAT CUSTOMER STILL COMPLAINS OF SMELLY		
54795637	LAKE JOSEPHINE	J 9.0 Water Quality	AND DISCOLORED WATER. CREATED S.O.	OPImjohnson	11/29/2017 02:59 PM
			OPweinberger 11/29/2017: BRITNEY RODE CALLED UPSET SAID SHE HAD DISCOLORED WATER, SAYS SHE JUST		
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	WASHED A LOAD OF DARK CLOTHES AND WATER BLEACHED THEM; CREATED S/O	OPvweinberge	11/29/2017 11:48 AM
			OPkjohnson 11/22/2017; Britney called she wanted to know what was the results of the tech because her water is still tented she		
54799413	LAKE JOSEPHINE	J 9.0 Water Quality	would like to know if the water safe to us yet.; OPImjohnson 11/22/2017:		11/22/2017 03:13 PM
	1	,	Income are as income a man are as a man said as an inclusions and a man as a said as a man are a man a	1	

			AND WATER LOOKS INC. TEACHER CALLED SAID HIS WATER LOOKS LIKE TEA. ADVISIONE SAID TAKE CARE OF		
4400070	LAKE IOCEDIUNE	LO O Metar Overlite	OPweinberger 11/21/2017: DAVID ZEISS CALLED SAID HIS WATER LOOKS LIKE TEA; ADV S/O HE SAID TAKE CARE OF	OPweinheme	11/21/2017 05:47 PM
1190973	LAKE JUSEPHINE	J 9.0 Water Quality	OTHER PEOPLE WHO ARE COMPLAINING ABOUT IT OPweinberger 11/21/2017: BRITNEY RODE CALLED TO SEE IF TECH EVER SHOWED FOR S/O YESTERDAY, SAID HE	Or vwelliberge	11/21/2017 03.47 1 10
F 4700 440	LAKE IOOEDUINE	LOOMA AND CONTRACT	NEVER CAME WHILE SHE WAS HOME. SHE'S VERY CONCERNED WITH COLOR AND IT STAINING THINGS	OPweinheme	11/21/2017 11:55 AM
54799413	LAKE JUSEPHINE	J 9.0 Water Quality	INCLUDE CAME WHILE SHE WAS HOME. SHE'S VERY CONCERNED WITH COLOR AND HI STAINING THINGS	OF Well beige	11/21/2017 11:55 / NW
			OP-winkler 11/20/2017: BRITNEY CALLED IN ABOUT HER SERVICE ORDER FOR A TECH TO COME OUT THAT SHE		
54700440	LAKE IOOEBUINE	1 O O 14/-1 O 15	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
54799413			OPmwilliams 11/07/2017: JAMES MARTIN CALLED TO REPORT BROWN WATER		11/07/2017 08:55 AM
54800540	LAKE JUSEPHINE	J 9.0 Water Quality	OPTIMINATIS 11/01/2017. JAMES MARTIN CALLED TO REPORT BROWN WATER	O mwilliams	1170772017 00:00744
1189802	LAKE JOSEPHINE	LO O Mater Ouglity	OPmwilliams 11/06/2017: DEBRA BLISS CALLED TO REPORT BROWN WATER; CREATED SERVICE ORDER AND LMOM.	OPmwilliams	11/06/2017 09:11 AM
1109002	LAKE JUSEPHINE	5 5.0 VValor Quanty	OPmwilliams 10/25/2017: PAM COLDING REPORTS ORANGE WATER AND DISCOLORED LAUNDRY. SHE WOULD LIKE		
54798213	I AKE IOSEDHINE	J 9.0 Water Quality	A TECH TO EVALUATE. PLS CALL HER PRIOR AT 863.273.9921.	OPmwilliams	10/25/2017 08:25 AM
34796213	LAKE JUSEPHINE	J 5.0 Water Quality	OPmwilliams 09/26/2017: JESSICA VICKERS REPORTS THAT WATER HAS BEEN MILKY 3 DAYS NOW AND DOES NOT		70.20.2011 00.2011
1190507	I AKE IOSEDHINE	J 9.0 Water Quality	CLEAR AFTER STANDING. PLS EVALUATE AND LET HER KNOW AT 863.835.0014. CREATED SO	OPmwilliams	09/26/2017 07:45 AM
	LAKE JOSEPHINE		OPTKING 09/25/2017: MARIE CALLED TO COMPLAIN ABOUT THE WATER AND THE BWN AND HER BILL.		09/25/2017 04:16 PM
	LAKE JOSEPHINE		OPmwilliams 09/25/2017: GRACE PLANTS CALLED TO VERIFY BWN; ADV STILL IN EFFECT.		09/25/2017 10:41 AM
	LAKE JOSEPHINE		OPmwilliams 06/22/2017: MARIA MCCULLEN CALL RE: BWM; EXPLAINED-CALL DROPPED.		06/22/2017 08:57 AM
1131430	LAKE JOSEF HINE	5 5.0 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	1	
1190114	LAKE JOSEPHINE	I Q O Water Ouslity	CONCE	OPmwilliams	06/06/2017 10:39 AM
1130114	EARL JOSEF TIME	5 5.0 Water Quanty	OPImiohnson 05/22/2017; JUDI JOHNSON CALLED TO SEE OF BWN WAS LIFTED. ADV IT WAS. SAYS SHE NEVER GOT		
1			NOTIFIED. ADV THERE WILL BE ANOTHER ONE TOMORROW. SHE ASKED ABOUT COMPENSATION FOR THE WATER		
1189770	I ARE IOSEBUINE	J 9.0 Water Quality	AND IC	OPImjohnson	05/22/2017 02:45 PM
1190290	LAKE JOSEPHINE		OPmwilliams 05/18/2017: MARY REED CALLED FOR STATUS ON BWN; ADVISED LIFTED TODAY.		05/18/2017 09:07 AM
1130230	EARL JOSEFIRME	3 5.0 VValor Quality	OPmwilliams 05/04/2017: KAREN SMITH CALLED RE: NO WATER AND SMELLY WATER PREVIOUSLY-EXPLAINED		
54796898	LAKE JOSEPHINE	LO O Wotos Ouglity	ONGOING REPAIR.	OPmwilliams	05/04/2017 03:09 PM
	LAKE JOSEPHINE		OPmwilliams 03/28/2017: MR. CLEGG CALLED TO VERIFY THAT THE BWN HAS BEEN LIFTED.		03/28/2017 08:56 AM
34/9/031	LAKE JUSEPHINE	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	OT THE STATE OF	00.20.2011 00.0071111
E 4700043	LAVE IOCEDUINE	LO O Motor Ouglitu	TECH.CREATED SO	ophwhaley	03/27/2017 03:48 PM
54798213	LAKE JOSEPHINE	J 9.0 VValer Quality	ophwhaley 03/22/2017; CATHERINE ERNHART CALLED TO ADDRESS HER CONCERNS FOR HAVING BROWN WATER,	oprimidity	CONTRICT CONTRACT III
	1	1	ADV HER NOT TO USE BLEACH AND THAT IT IS IRON DEPOSITS SHE IS SEEING. SHE SAID IT SEEMS TO BE		
	1 AVE 1005DUINE	100101-1	,	ophwhaley	03/22/2017 09:21 AM
1191021	LAKE JOSEPHINE	J 9.0 water Quality	IMPROVING, OPkmccarthy 02/13/2017: DIANE CALLED IN (PH 863-835-0622)STATING WATER SMELLS FUNNY. FILLED OUT SERVICE	Optiwitaley	03/22/2017 03.21 AN
				OPkmccarthy	02/13/2017 10:17 AM
54799200		J 9.0 Water Quality	ORDER. INFORMED WILL CALLBACK. OPImiohnson 02/10/2017: CUSTOMER CALLED TO REPORT BLACK WATER; CREATED S.O. FOR TECH TO GO OUT	OPImiohnson	02/10/2017 10:17 AM
1189965	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	OF migorinson	02/10/2017 12.32 1 10
	LAKE IOOEBUINE			ophwhaley	12/20/2016 09:10 AM
1190816	LAKE JOSEPHINE	J 9.0 Water Quality	WATER,ADV I WOULD SEND SOMEONE OUT TO TAKE A LOOK PH#863-655-2061 OPVKnight 11/16/2016: TIM CALLED TO REPORT BROWN WATER; ADV WILL SEND TECH OUT TODAY; HE SAID THAT	Opiswilaicy	12/20/2010 00:10 / ((1)
1	LAKE IOOEBUINE	10014(-1015		OPvknight	11/16/2016 07:24 AM
1190194	LAKE JUSEPHINE	J 9.0 Water Quality	HIS NAME IS TIM NOT KEN, SO UPDATED NAME. OPastchison 11/15/2016: WILLIAM CALLED TO STATE HE HAS BROWN NASTY WATER. ADV HE IS UNDER A BOIL	OF WRINGIN	11/10/2010 07:24 /(11)
			WATER NOTICE UNTIL FURTHER NOTICE. HE IS NOT HAPPY IT HAPPEN TO FREQUENTLY. ADV THAT THEY ARE	1	
4400040	LAKE TOCEDI IINE	LOOMeter Ovelley	WORKING O	OPaatchison	11/15/2016 11:07 AM
1189640		J 9.0 Water Quality	Opsmyers 11/01/2016: RETURNED LEO GUSHEE CALL LMOM	Opsmyers	11/01/2016 09:46 AM
1189641		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
1190955	LAKE JUSEPHINE	J 9.0 Water Quality	OPVKnight 10/12/2016: MARGARET CALLED TO REPORT SMELLY WATER AND CANNOT SHOWER BECAUSE OF THE	Opaniyaia	10/14/2010 00:40 / (///
1190812	AVE IOCEDUINE	J 9.0 Water Quality	SMELL; ADV WILL SEND TECH OUT AND ARE WORKING TO REPAIR FILTERS AT THE PLANT.	OPvknight	10/12/2016 08:43 AM
1190612	LAKE JUSEPHINE	J 5.0 Water Quality	OPVKnight 10/11/2016: MARY CALLED TO SAY THAT TECH HAD NOT BEEN THERE YET; SHE SAID SHE IS VERY TIRED		
I	l	1	OF WAITING; ADV WILL FOLLOW UP AND ADV TECH SHE IS WAITING; SHE WANTED TO KNOW IF THERE WAS AN		
4400000	LAKE IOSEDUINE	LO O Minter Overline		OPvknight	10/11/2016 11:51 AM
1190290	FVVE 109ELUINE	J 9.0 Water Quality	ADJ		
4404000	I AKE IOSEDUINE	LO O Motor Outlier	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
1191288	LAKE JUSEPHINE	J 9.0 Water Quality	OPSMYERS 10/11/2016: MICHAEL BRANNEN CALLED ABOUT THE POUL SMELL OF HIS ORDER ADV 10 FOT A 3/0 IN OPSMYERS 10/11/2016: CINDY BANKS CALLED ABOUT FOUL ODOR IN WATER SHE DOES HAVE A OPEN ORDER BUT	Or only or a	1.5. 1 1/20 10 00.20 AW
		1001111111		OPsmyers	10/11/2016 07:41 AM
1190934	LAKE JUSEPHINE	J 9.0 Water Quality	SHE STATES A TECH DID COME BY PUT IN ANOTHER S/O	OF SILLYETS	10/11/2010 U/.41 AM
		10014-1-0-15	OPIMIONNSON 10/10/2016: MARY CALLED. WATER STILL SMELLS FOUL. REQUESTS TECH TO COME OUT. SCHEDULED	OPImichaeca	10/10/2016 06:44 PM
1190290	LAKE JUSEPHINE	J 9.0 Water Quality	S.O. FOR 10/11/2016	TOT III JOHNSON	10/10/2010 00:44 FM

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1190290	I AKE IOSEDHINE	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		J 9.0 Water Quality	OPSMyers 10/03/2016: WATER IS STILL SMELLY AVD WILL SEE IF TECH CAN RETURN	OPsmyers	10/03/2016 08:43 AM
1109041	LAKE JUSEPHINE	J 9.0 Water Quarty	OPSMIYERS 10/03/2016: JOHN REED CALLED ABOUT SMELLY WATER BUT A S/O HAS BEEN ISSUED AND A TECH WILL	Or sinyors	10/00/2010 00:40 / 18/
1190290	I AVE IOSEDUINE	J 9.0 Water Quality	GO OUT TODAY	OPsmyers	09/30/2016 07:50 AM
1190290	LAKE JUSEPHINE	J 5.0 VValer Quality	OPastchison 09/29/2016: JOHN REED CALLED STATING THAT THE SMELLY WATER HAD RETURNED TO THE HOUSE.	Or diliyers	00/00/20 /0 01:00 / 1111
	ł		HE STATED THAT DUSTIN WAS AT THE PROPERTY AND TOLD JOHN TO HAVE US PAGE HIM IF THE SMELL CAME		
1190290	I AKE IOSEDHINE	J 9.0 Water Quality	BACK. AD	OPaatchison	09/29/2016 05:10 PM
1190290	LAKE JOSEPHINE	J 5.0 VValer Quality	BACK, AD	O' datoo	00.20.20.00.10.1
			ophwhaley 09/26/2016: RET CALL TO DANNY AGAIN,HE HAS BEEN CALLING ALL WEEKEND TO REPORT SMELLY	į	
1190890	I AKE IUGEBRINE	J 9.0 Water Quality	WATER,SO TO SEND SOMEONE OUT TO CHECK,PH#863-655-4193; OPrking 09/29/2016: returned message to danny. he	OPrking	09/29/2016 04:17 PM
1130030	LAKE JOSEF IMAL	5 5.0 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		
1190290	AKE IOSEPHINE	J 9.0 Water Quality	THEY ARE	OPhwhaley	09/28/2016 09:49 AM
	D III GOOD THEE	O D. D TTURO CHARRY	OPhwhaley 09/28/2016: MARY REED CALLED AGAIN TODAY UPSET WANTING TO FILE A COMPLAINT AGAINST A REP		
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	HERE, I TRSF HER TO VICKI	OPhwhaley	09/28/2016 09:17 AM
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			ophwhaley 09/27/2016: MARY CALLED TO SEE IF ANYONE HAD A CHANCE TO ADDRESS THE SMELLY WATER, I ADV		
1191860	LAKE JOSEPHINE	J 9.0 Water Quality	THAT THEY ARE FLUSHING LINES IN THE AREA AND THAT THERE IS A BWN IN PLACE	ophwhaley	09/27/2016 02:48 PM
			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		
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	HEARD THER	ophwhaley	09/27/2016 01:42 PM
			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-	ļ	
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	658-2	ophwhaley	09/27/2016 08:47 AM
			OPImjohnson 09/26/2016: CUSTOMER CALLED DUE TO THE FOUL ODOR OF THE WATER. SAYS IT SMELLS LIKE		
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	SEWER. CREATED S.O. FOR METER INSPECTION	OPImjohnson	09/26/2016 06:20 PM
			OPaatchison 09/26/2016: NEIL CALLED STATING HE HAS SMELLY WATER. ADV WILL GET A TECH TO TAKE CARE OF		
1189641	LAKE JOSEPHINE	J 9.0 Water Quality	THINGS. IT WILL BE TUES BEFORE THE TECH WILL BE TO THE PROPERTY. PH# 863-381-2606.		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
			ophwhaley 09/23/2016: CINDY BANKS CALLED TO REORT A FOULD ODOR FROM THE WATER,ADV WILL SEND A TECH	1	
1190934	LAKE JOSEPHINE	J 9.0 Water Quality	OUT 863-655-2076	ophwhaley	09/23/2016 09:14 AM
			OPYRING 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	Ontina	09/09/2016 06:15 PM
54799413		J 9.0 Water Quality	AND ADV.	OPrking OPsmyers	09/02/2016 08:49 AM
1191451	LAKE JUSEPHINE	J 9.0 Water Quality	OPsmyers 09/02/2016: AL CALLED DUE TO NO WATER; WE HAVE LEAK AT PLANT	Orsinyers	09/02/2010 00.49 AM
			OPivandelanotte 08/16/2016: JOHNNY WINKLER CALLED RE: SMELLY & PURPLISH/GREY WATER; JOHNNY STATED	1	
1190929	AVE IOSEDUINE	J 9.0 Water Quality	HAS BEEN LIKE THIS OFF AND ON FOR PAST WEEK; ADV WILL HAVE TECH OUT; CREATED SERVICE ORDER.	OPivandelano	08/16/2016 10:06 AM
1190929	LAKE JUSEPHINE	J 5.0 Water Quality	OPImiohnson 08/09/2016: RENE CALLED TO SEE IF BOIL WATER WAS LIFTED. ALSO SAYS HER NOTICE WAS PUT	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
1191467	I AKE INSERHINE	J 9.0 Water Quality	INTO HER MAILBOX, NOT ON THE DOOR.	OPImiohnson	08/09/2016 02:19 PM
1131407	LAKE JOSEF HINE	3 3.0 Water Quality	THE HELL WINESON. HOT ON THE BOOK.		
			OPivandelanotte 08/02/2016; JANE MERRITT CALLED RE: SMELLY WATER AND COLOR IS YELLOW; JANE STATED HAS		
1191018	LAKE JOSEPHINE	J 9.0 Water Quality	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
,,,,,,,					
			OPjvandelanotte 07/20/2016: JOHNNY WINKLER CALLED RE: SMELLY & PURPLISH/GREY COLOR OF WATER; ADV WILL		
1190929	LAKE JOSEPHINE	J 9.0 Water Quality	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
			OPjvandelanotte 07/11/2016: JOHNNY WINKLER CALLED RE: SMELLY WATER; ADV BOIL WATER NOTICE IN EFFECT	1	
1190929	LAKE JOSEPHINE	J 9.0 Water Quality	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
			OPvknight 06/21/2016: SHERRY CALLED RE BROWN WATER; WANTED TO KNOW WHEN TECH WOULD BE OUT; ADV	1	
			TECH HAS BEEN DISPATCHED AND THAT WHEN PLANT WAS TURNED BACK ON AFTER FIXING THE TANK LAST	1.	
54795637	LAKE JOSEPHINE	J 9.0 Water Quality	WEEK, BROWN WA	OPvknight	06/21/2016 02:41 PM
			OPhwhaley 06/21/2016: RET CALL TO SUSAN TO CHECK ON THE WATER QUALITY, SHE JUST GOT HOME BUT WILL	l	
1190893	ILAKE IOSEDHINE	J 9.0 Water Quality	CALL US TOMMORROW IF WATER IS STILL BROWN,	OPhwhaley	[06/21/2016 01:58 PM

OPhwhaley 062/12/016: VICKI(DAUGHTER) CALLED TO REPORT THE BROWN WATER IS GETTING MUCH WORSE, ADV I WILL SEND A TECH OUT WILL SEND A TECH OUT WILL SEND SOMEONE OUT CREATED SO VICKI'S PH#863-253-1039 OPhwhaley 062/12/016: RET CALL TO VICKI ANDERSON, VERY UPSET ABOUT THE WATER QUALITY, FOR HERS AND OPhwhaley 062/12/016: SAUSAN WATERS CALLED AGAIN HER WATER IS GETTING WORSE AND BROWN, THE LAUNDRY OPhwhaley 062/12/016: SAUSAN WATERS CALLED AGAIN HER WATER IS GETTING WORSE AND BROWN, THE LAUNDRY OPhwhaley 062/12/016: SAUSAN WATERS CALLED AGAIN HER WATER IS GETTING WORSE AND BROWN, THE LAUNDRY OPhwhaley 062/12/016: JANE CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 062/12/016: JANE CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 062/12/016: JANE CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 062/12/016: JANE CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 062/12/016: JANE CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 062/12/016: JANE CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 062/12/016: JANE CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 062/12/016: JANE CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 062/12/016: JANE STATED THEY WILL TRY THAT AND CALL BACK IF THIS DOES OPHwhaley 062/12/016: JANE STATED THEY WILL TRY THAT AND CALL BACK IF THIS DOES OPHwhaley 062/12/016: JANE STATED THEY WILL TRY THAT AND CALL BACK IF THIS DOES OPHwhaley 062/12/016: JANE STATED THEY WILL TRY THAT AND CALL BACK IF THIS DOES OPHwhaley 062/12/016: JANE STATED THEY WILL TRY THAT AND CALL BACK IF THIS DOES OPHwhaley 062/12/016: JANE STATED THEY WILL TRY THAT AND AGAE SAGED THERE IS A USE OF THE OWN AND THE DUTSING SPIGOT AND THE CALLED TO ASK AGAIN WATER CALLED TO AGAIN THE OWN AND THE DUTSING SPIGOT AND THE AGAIN THEY OWN AND THE DUTSING SPIGOT AND THE AGAIN THEY OWN	
1190915 LAKE JOSEPHINE J 9.0 Water Quality 54797013 LAKE JOSEPHINE J 9.0 Water Quality 1190893 LAKE JOSEPHINE J 9.0 Water Quality 1190895 LAKE JOSEPHINE J 9.0 Water Quality 1190896 LAKE JOSEPHINE J	
DPhwhaley 069/1/2016: VICKIDAUGHTER) CALLED TO REPORT THE BROWN WATER IS GETTING MUCH WORSE, ADV I WILL SEND A TECH OUT WILL SEND AS TECH OUT THE WATER IS GETTING MUCH WORSE, ADV I WILL SEND AS TECH OUT THE WATER GUALITY, FOR HERS AND OPHwhaley 061/12016: RET CALL TO VICKI ANDERSON VERY UPSET ABOUT THE WATER GUALITY, FOR HERS AND OPHwhaley 061/12016: RET CALL TO JAIN HER WATER IS GETTING WORSE AND BROWN, THE LAUNDRY OPHwhaley 061/12016: AUX MATERS CALLED AGAIN HER WATER IS GETTING WORSE AND BROWN, THE LAUNDRY OPHwhaley 061/12016: AUX MATERS CALLED AGAIN HER WATER IS GETTING WORSE AND BROWN, THE LAUNDRY OPHwhaley 061/12016: AUX MATERS CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 061/12016: AUX MATERS CALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR OPHwhaley 061/12016: AUX MILL CONTACT HER TODAY, SHE ABRUPTLY ENDED THE CALL. OPHwhaley 061/12016: AUX MILLIANDRY OF AUX MILL CONTACT HER TODAY, SHE ABRUPTLY ENDED THE CALL. OPHwhaley 061/12016: AUX MILLIANDRY OF AUX MERCALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR WILL CONTACT HER TODAY, SHE ABRUPTLY ENDED THE CALL. OPHwhaley 061/12016: AUX MILLIANDRY OF AUX MILLIANDRY OF AUX MILL CONTACT HER TODAY, SHE ABRUPTLY ENDED THE CALL. OPHwhaley 061/12016: AUX MILLIANDRY OF AUX MERCALLED BACK AGAIN VERY UPSET ABOUT THE WATER, I ADV HER THE SUPERVISOR WILL CONTACT HER TODAY, SHE ABRUPTLY ENDED THE CALL. OPHwhaley 061/12016: AUX MILLIANDRY OF	
S4797013 LAKE JOSEPHINE J. 9. 0 Water Quality OPhwhaley 0672/12016: RET CALL TO VICKI ANDERSON, VERY UPSET ABOUT THE WATER QUALITY, FOR HERS AND OPhwhaley 0672/12016: SUSAN WATERS CALLED AGAIN HER WATER IS GETTING WORSE AND BROWN, THE LAUNDRY IS COMING OUT STANLER SHOWED AND KNILLS OF MANY OF A COMMENS OF A	06/21/2016 01:57 PM
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Deprivation of the vertical control of the vertical co	
LAKE JOSEPHINE J 9.0 Water Quality LAKE JOSEPHINE J 9.0 Water Qua	06/17/2016 11:38 AM
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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, OPvknight 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: JUSTIN FULLER CALLED ABOUT THE BROWN WATER, I EXPLAINED ABOUT THE REPAIR AND HE WAS SATISFIED WITH RESPONSE 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 KNOW THE EXACT LOCATION OF THE TECHS BECAUSE SHE SAYS SHE DRIVES RIGHT BY THE PLANT AND SEES NO	
AT PLANT TODAY AND EXPECT WATER TO BE CLEAR BY EOD; SHE ASKED IF SAFE TO DRINK; ADV PER TECH, WATER CHL OPvknight	06/16/2016 12:27 PM
LAKE JOSEPHINE J 9.0 Water Quality LAKE JOSEPHINE J 9.0 Water Quality LAKE JOSEPHINE J 9.0 Water Quality LAKE JOSEPHINE J 9.0 Water Quality LAKE JOSEPHINE J 9.0 Water Quality Derking 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. 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: 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 EXPLAINED 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	
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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. 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: 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 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	06/14/2016 08:57 AM
1190936 LAKE JOSEPHINE J 9.0 Water Quality ADV. HER TO FLUSH HER LINES FROM OUTSIDE SPIGOT AND TO CALL BACK IF THIS ISSUE DOESN'T RESOLVE. OPrking 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: 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 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	
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: JUSTIN FULLER CALLED ABOUT THE BROWN WATER, I EXPLAINED ABOUT THE REPAIR AND OPhwhaley 06/13/2016: JUSTIN FULLER 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 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	
54798225 LAKE JOSEPHINE J 9.0 Water Quality HE WAS SATISFIED WITH RESPONSE 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 THE BEST TO TRY TO 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	06/13/2016 04:21 PM
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 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	
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1189767 LAKE JOSEPHINE J 9.0 Water Quality EXPLAIN OPvknight O	
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	
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	06/13/2016 02:08 PM
KNOW THE EXACT LOCATION OF THE TECHS BECAUSE SHE SAYS SHE DRIVES RIGHT BY THE PLANT AND SEES NO	
54795637 LAKE JOSEPHINE J 9.0 Water Quality ONE IN OPhwhaley	06/13/2016 01:53 PM
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	
54797038 LAKE JOSEPHINE J 9.0 Water Quality BROWN	06/13/2016 01:44 PM
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	
1189912 LAKE JOSEPHINE J 9.0 Water Quality WATER SHOU OPvknight (06/13/2016 01:10 PM
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	
1190012 ILAVE TOCEDURIE 1100 Mater 0	06/13/2016 11:36 AM

			SET IDNES ON LITE DANISH MCCUE SET 7522 DE PROMN WATER I MOM DETAILING		
			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	OD: delene	06/43/3046 41:33 AM
1190194	LAKE JOSEPHINE	J 9.0 Water Quality	BROW	OPjvandelano	06/13/2016 11:32 AM
			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	:	
54798956	LAKE JOSEPHINE		HER INFO	OPvknight	06/13/2016 11:14 AM
34730330	LAKE SOOL! TIME	0 0.0 114.0. 4.4	OPhwhaley 06/13/2016: DOUGLAS CALLED ASKING IF WE HAVE GOTTEN CALLS ABOUT THE BROWN WATER, ADV HIM		
1190376	LAKE JOSEPHINE	10 0 Water Quality	WE ARE WORKING ON IT	OPhwhaley	06/13/2016 10:30 AM
1190376	LAKE JUSEPHINE	J J.O 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	OPivandelano	06/13/2016 10:16 AM
54796733	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		1
	1			OPivandelano	06/13/2016 10:08 AM
1190888	LAKE JOSEPHINE	J 9.0 Water Quality	WATER PRESSUR	Of Jeanaolano	00.10.2010 10.001
			OPjvandelanotte 06/13/2016: BARBARA SETHMAN CALLED RE: BROWN WATER; ADV WATER IS DRINKABLE; ADV		1
			FLUSHING LINES TO FLUSH OUT BROWN WATER; ADV WILL HAVE LOW WATER PRESSURE NEXT COUPLE DAYS;	ODirect delega	06/13/2016 09:59 AM
1191380	LAKE JOSEPHINE	J 9.0 Water Quality	ADV CAN CALL	OPjvandelano	06/13/2016 09:59 AM
			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		
1191042	LAKE JOSEPHINE	J 9.0 Water Quality	WEDS OR THURS	OPjvandelano	06/13/2016 09:46 AM
1131042	LAKE JOSET THIVE	5 5.5 Water Quanty	OPjvandelanotte 06/13/2016: JOHN TAVANO CALLED RE: WATER; JOHN STATED IT IS BLACK WITH SAND GRANULES		
1100046	I AKE IOSEDHINE	J 9.0 Water Quality	COMING FROM FAUCET; ADV TECH IS OUT WORKING ON IT; VER PH #.	OPjvandelano	06/13/2016 09:03 AM
1189946	LAKE JUSEPHINE	J 5.0 Water Quality	COMMITTED THE CONTROL OF THE CONTROL		
		ł	OPhwhaley 06/13/2016: RET CALL TO JEFF FAULKNER,HE IS VERY DISTRAUGHT OVER THE WATER BEING BROWN,HE		1
			SAID IT TASTES AND SMELLS VERY BAD, I ADV HIM PER THE EMAIL WE ARE WORKING ON THE ISSUE AND IT IS SAF	OPhwhalev	06/13/2016 09:02 AM
1190992	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: THOMAS MIKULEC CALLED IN RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED		
				ODivandelano	06/13/2016 08:44 AM
1191175	LAKE JOSEPHINE	J 9.0 Water Quality	A TECH AND THEY ARE LOOKING AT IT TODAY.	Or judituoidito	00, 10,20 10 00, 11, 1, 1, 1, 1
			OPvknight 06/13/2016: MAXIMILIANO CALLED TO REPORT BROWN WATER SINCE FRIDAY; ADV HAVE SPOKEN TO	OPvknight	06/13/2016 08:37 AM
54797731	LAKE JOSEPHINE	J 9.0 Water Quality	TECH AND THEY ARE WORKING ON GETTING IT CLEARED UP TODAY.	OPVKnight	06/13/2010 00:37 AW
			OPjvandelanotte 06/13/2016: JOYCE SABOL CALLED RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED TECH	l	
1189720	LAKE JOSEPHINE	J 9.0 Water Quality	AND LOOKING INTO ISSUE.	OPjvandelano	06/13/2016 08:35 AM
			OPjvandelanotte 06/13/2016: GLEN PETERSON CALLED RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED		
	j		TECH TO FIND OUT THE ISSUE;		
1190945	AVE IOSEDHINE	J 9.0 Water Quality	VER PH#	OPjvandelano	06/13/2016 08:33 AM
1190945	LAKE JUSEFTHINE	J J.O VValor Quality	OPyknight 06/13/2016: SHERRY CALLED AND IS UPSET THAT SHE HAS NOT SEEN A TECH AND STILL HAS BROWN		1
			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
54795637	LAKE JOSEPHINE	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: RETURNED CALL TO MRS. BILL GOAD 863-655-4871 RE: BROWN WATER; ADV		
			OPYRANGERANDE UNITAGED THE LAND THEY ARE TAKEN CARE OF IT TODAY	OPivandelano	06/13/2016 07:49 AM
1190885	LAKE JOSEPHINE	J 9.0 Water Quality	SUPERVISOR HAS CONTACTED TECH AND THEY ARE TAKEN CARE OF IT TODAY. OPivandelanotte 06/13/2016: DAVID BLISS CALLED RE: BROWN WATER; ADV SUPERVISOR HAS NOTIFIED TECH AND	Or jean action	
				OBhandelano	06/13/2016 07:43 AM
1189802	LAKE JOSEPHINE	J 9.0 Water Quality	THEY ARE LOOKING AT IT TODAY; VER PH #.	Or jvandeland	00/10/2010 07:40 / tim
			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		001101001007.00 444
1191001	LAKE JOSEPHINE	J 9.0 Water Quality	OUT TOD		06/13/2016 07:26 AM
			OPjvandelanotte 06/13/2016: SHELLIE CRUZ CALLED RE: BROWN WATER; ADV SUPERVISOR HAS EMAILED TECH AND	l .	İ
1189830	AKE IOSEPHINE	J 9.0 Water Quality	THEY ARE FINDING A SOLUTION: VER PH #	OPjvandelano	06/13/2016 07:22 AM
1109030	EARL JOOLI TIIVE	U U.U VVIII.U QUILINY	OPyknight 06/13/2016: JANET CALLED TO REPORT "MUDDY" WATER, STARTED OVER WEEKEND; ADV WILL SEND		
1101002	I AVE IOSEDHINE	J 9.0 Water Quality	TECH TO FLUSH LINES	OPvknight	06/13/2016 07:18 AM
1191003	LAKE JUSEPHINE	J J.O VValer Guality	OPrking 06/10/2016: RETURNED JEFF BRONSING. HE IS CONCERNED ABOUT THE BROWN WATER, THIS STARTED ON		
	i		6/9/16, AND STATED THAT IF HE DIDN'T GET RESOLUTION/ANSWERS REGARDING THIS ISSUE, HE WILL CONTACT		1
	1			OPrking	06/10/2016 06:33 PM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	THE	1	
	1		OPIMIONNSON 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	1	
			TANKLING THE DART COUDLE OF DAVE AND HAS NOT SEEN A TECH ADVISUIT GET A TECH ULT TUNGET IV		1
			ADDRESS HER	ODimichases	06/10/2016 06:32 PM

			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		
				OPaatchison	06/10/2016 03:02 PM
54795637	LAKE JOSEPHINE	3 9.0 water Quality	HAS BEEN	OT GENERAL SERVICE	
ı İ			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	OPivandelano	06/10/2016 09:31 AM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	WATER; ADV WILL HAVE TECH COME OUT TO CHECK METER, ADV JEFF THAT CHECKINE BONN STANTED ON STANTED	Or juanaoiano	00/10/2010 00:01/1
			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	OPhwhalev	06/09/2016 04:09 PM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	OPartchison 06/09/2016: JOHN TAVANO CALLED STATING HE HAS BLACK WATER. ADV I WILL GET A TECH OUT TO	Or namaley	00,00,2010 01.001 1.11
				OPaatchison	06/09/2016 01:20 PM
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	SEE WHAT IS GOING ON AS SOON AS POSSIBLE. VER PH# 954-614-3222. OPhwhaley 06/09/2016: JEFF BRONSING CALLED,HE HAS BROWN WATER ALL THRU THE HOUSE,ADV WE WILL SEND	OT GUICHIOOT	00/00/2010 01/201/10
				OPhwhaley	06/09/2016 11:17 AM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	A TECH TO CHECK IT OUT	OFITWINIAICY	00/03/2010 11:17 AM
			OPhwhaley 06/08/2016: JIM CALLED, HE IS VERY ABUSIVE VERBALLY, CALLED ME A SERIES OF DIRTY NAMES, HE		
i I			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	OPIRING 06/08/2016: CALLER STATED A NAME THAT WAS NOT ON AN ACCOUNT. THERE IS NO ACTIVE ACCOUNT ON	O. manuacy	CONCONED TO CONEED T IN
i I			OPKING 06/08/2016: CALLER STATED A NAME INAT WAS NOT UNAN ACCOUNT. THERE IS NO ACTUAL ACCOUNT ON		
1			THIS PROPERTY. CALLER WOULD NOT GIVE HIS NAME, AND PROCEEDED TO GIVE THIS CSR HIS NEIGHBOR'S	OPrking	06/08/2016 05:19 PM
54797834	LAKE JOSEPHINE	J 9.0 Water Quality	ACCOUNT.	OFIKING	00/00/2010 03.13 1 W
1 1			OPIKING 06/08/2016: JIM, CALLED TO ASK ABOUT BROWN WATER. THERE IS NO ACTIVE ACCOUNT AT THIS ADDRESS	į	
1	l l		WITH THAT NAME. ADV. HIM THERE ARE NO SERVICES CONNECTED FOR THIS ACCOUNT/PROPERTY.JIM TRIED TO	OPrking	06/08/2016 05:11 PM
54797834	LAKE JOSEPHINE	J 9.0 Water Quality	GIV	OFIKING	00/00/2010 03.111 18
			OPhwhaley 06/07/2016: MRS MCCLAIN CALLED TO REPORT BLACK WATER WITH DIRT AND SOOT IN IT,HAVE NOT	OPhwhalev	06/07/2016 09:37 AM
1190936	LAKE JOSEPHINE	J 9.0 Water Quality	HEARD OF ANY PROBLEMS IN AREA SO WILL COMPLETE SO FOR TECH TO CHECK PH#863-381-8073	OPTIWITATES	00/01/2010 03.37 AM
			OPjvandelanotte 06/06/2016: MAXINE BOSTON CALLED & ASK ABOUT HER SMELLY WATER; ADV IN HER AREA		ļ
			STARTING ON 5/16/16 A CHLORINE BURN HAS STARTED AND ADV TO LET US KNOW IF IT GET WORSE OR BETTER;	000	00/00/2016 01:42 DM
1189785	LAKE JOSEPHINE	J 9.0 Water Quality	MAXINE	OPjvandelano	06/06/2016 01:42 PM
			OPImjohnson 06/01/2016: SHARVIA CALLED DUE TO FOUL ODOR OF THE WATER. ADV THEY ARE DOING A CHLORINE	OD!	00/04/2016 04:57 DM
1189907	LAKE JOSEPHINE	J 9.0 Water Quality	BURN IN HER AREA.	OPINIJONIISON	06/01/2016 04:57 PM
			OPImjohnson 05/19/2016: MARIE WANTS ME TO NOTE HER ACCOUNT THAT SHE IS VERY DISSATISFIED WITH USW.		
1 1			PRICES ARE TOO HIGH FOR UNDRINKABLE WATER. SHE BUYS BOTTLED WATER AND GUESTS BRING THEIR OWN	ODInish assa	05/40/2046 02:50 DM
1189869	LAKE JOSEPHINE	J 9.0 Water Quality	BOTTLED	OPIMJohnson	05/19/2016 03:50 PM
			OPjvandelanotte 05/18/2016: BOB LE FILES CALLED RE: STINKY WATER; BOB STATED SMELL IS ALL GONE; BOB	OBi delene	05/40/2046 00:24 AM
1190892	LAKE JOSEPHINE	J 9.0 Water Quality	RECEIVED LETTER RE: CHLORINE BURN & IT SEEMS TO BE WORKING.	OPjvandelano	05/18/2016 09:31 AM
			OPjvandelanotte 05/16/2016: RETURNED CALL TO JOELL BARTFIELD 863-446-2688 RE: SMELLY & BLACK WATER;	000	05/40/0040 40/57 414
1190805	LAKE JOSEPHINE	J 9.0 Water Quality	LMOM.	OPjvandelano	05/16/2016 10:57 AM
			OPhwhaley 05/13/2016: MARY REED CALLED, SAID THE WATER IS CRYSTAL CLEAR BUT THEY DON'T LIKE THE TASTE	1	
			OF IT, ADV THEY ARE DOING THEIR ANNUAL CHECKS AND SHE SHOULD SEE IMPROVEMENT, SHE WILL CALL IF SHE	0.51	05/40/0040 40:05 DM
1190290	LAKE JOSEPHINE	J 9.0 Water Quality	HAS	OPhwhaley	05/13/2016 12:05 PM
				1	
1 1			OPjvandelanotte 05/12/2016: RETURNED CALL TO SANDRA HUGHES 863-414-1102 RE: SMELLY & BROWN WATER; ADV	ODison delica	05/10/2016 10:57 444
1190927	LAKE JOSEPHINE	J 9.0 Water Quality	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
			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		0544400404000
1190825	LAKE JOSEPHINE	J 9.0 Water Quality	WAS SATIS	OPhwhaley	05/11/2016 12:09 PM
			OPhwhaley 05/11/2016: JOHN TAVANO CALLED BACK THE TECH WAS OUT AND TOLD THEM TO CALL HIM BACK IF THE	1	
,			PROBLEM CAME BACK, THEY FLUSHED LINES IN THE HOME AND WATER HEATER AND WHILE THE SMELL HAS	lone	05/44/0040 00:40 ***
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	IMPROVED	OPhwhaley	05/11/2016 08:49 AM
			OPhwhaley 05/10/2016: THOMAS CALLED ABOUT THE SMELLY WATER, ADV THEY ARE WORKING ON THE LINES, HE	l	054000404440
1191175	LAKE JOSEPHINE	J 9.0 Water Quality	SAID IF IT IS STILL NOT FIXED HE WILL KEEP CALLING BACK	OPhwhaley	05/10/2016 11:12 AM
			ophwhaley 04/29/2016: RET CALL TO SANDRA, SHE IS REPORTING VERY LOW PRESSURE AND SMELLY WATER, SAYS		
ļ ,			THIS IS GOING ON WITH ALL HER NEIGHBORS AS WELL AS PEOPLE ON THE NEXT STREET,HER PH#863-655-	1	
1190955	I AKE JOSEPHINE	J 9.0 Water Quality	1156,CREAT	OPvknight	05/09/2016 02:40 PM

	T	1	OPvknight 05/09/2016: ROBERT CALLED TO REPORT SMELLY WATER; JUST PURCHASED NEW WATER HEATER AND		1
			DOES NOT THINK THAT IS THE CAUSE; HAS SPOKEN TO NEIGHBORS AND SAYS THEY HAVE CONTACTED THE EPA		
190892	LAKE JOSEPHINE	J 9.0 Water Quality	IRE SLOW R	OPvknight	05/09/2016 02:37 PM
	LI THE COOL! THINK	o o.o vvalor quality	OPhwhaley 05/09/2016: JOELL BARTFIELD CALLED CONCERNED ABOUT THE SMELLY WATER, ASDV THEY ARE	OFVKIIGH	US/US/2016 UZ.S7 PW
1190805	LAKE JOSEPHINE	J 9.0 Water Quality	FLUSHING LINES IN THE AREA AND WORKING ON THEM AND SHE SHOULD SEE AN IMPROVEMENT	OPhwhaley	05/09/2016 12:22 PM
			OPvknight 05/09/2016: returned call to Linda re no water/water smelly and black; Imom to adv flushing lines in area and pressure		03/03/2010 12.22 FN
1190839	LAKE JOSEPHINE	J 9.0 Water Quality	will return to normal.	OPvknight	05/09/2016 11:27 AM
			OPVknight 05/09/2016: RETURNED VM LEFT AT 9:18 AM- BEFORE CUSTOMER CALLED BACK AND SPOKE TO REP. NO	Or thangin	100/00/2010 11:27 74
			NAME, ACCT NUMBER OR ADDRESS ON VM SO DID NOT KNOW CUSTOMER ALREADY TALKED TO SOMEONE. SHE		
1190897	LAKE JOSEPHINE	J 9.0 Water Quality	SAID THE	OPvknight	05/09/2016 11:18 AM
			OPhwhaley 05/09/2016: MRS BROOMHILL CALLED, TO REPORT LOSS OF PRESSURE, AND VERY SMELLY		
1190897	LAKE JOSEPHINE	J 9.0 Water Quality	WATER, CREATED SO TO HAVE TECH CHECK THE ISSUE	OPhwhaley	05/09/2016 10:17 AM
			OPhwhaley 05/09/2016: JEANNE COMBS CALLED TO REPORT SMELLY AND CLOUDY WATER, SHE HAS TRIED		
			FLUSHING HOWEVER IT HAS NOT IMPROVED		
1191037	LAKE JOSEPHINE	J 9.0 Water Quality	SHE ALSO FEELS THAT SHE SHOULD GET SOME COMPENSATION BACK BECAUSE THEY A	OPhwhaley	05/09/2016 09:11 AN
1400007	1 AKE 100EDUNE		OPyknight 05/09/2016: SANDRA CALLED TO ASK WHAT IS WRONG WITH THE WATER SYSTEM, SHE SAID THAT HER		
1190927	LAKE JOSEPHINE	J 9.0 Water Quality	WATER HAS A STRONG ODOR AND IS STAINING HER TOILETS. ADV WILL SEND TECH	OPvknight	05/09/2016 08:12 AM
1190170	LAKE JOSEPHINE	10004	OPjvandelanotte 05/09/2016: LELIA SAMPSON CALLED IN RE: GREY & SMELLY WATER; LELIA STATED SHE FLUSHED		.
1130170	LAKE JUSEPHINE	J 9.0 Water Quanty	LINES; ADV WILL HAVE TECH COME OUT; VER PH #. OPhwhaley 05/06/2016: RET CALL TO DANNY W FIELDS SR CALLED AGAIN, HIS WATER IS GETTING WORSE, HE TRIED	OPjvandelano	05/09/2016 07:34 AM
	İ		FLUSHING LINES AND IT DIDN'T HELP		
1190890	LAKE JOSEPHINE	J 9 0 Water Quality	ADV I WILL HAVE A TECH SENT OUT ON MONDAY TO CHECK IT	OPhwhaley	05/06/2016 02:31 PM
		o o o o o o o o o o o o o o o o o o o	OPjyandelanotte 05/05/2016: JOHN TAVANO CALLED RE: BLACK & SMELLY WATER: ADV THAT TECH WILL COME TO	OFIIWITAICY	03/00/2010 02.31 PK
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	CHECK OUT; TECH WAS OUT ON 5/2/16 ALSO. VER PH #.	OPivandelano	05/05/2016 07:57 AN
			OPhwhaley 05/04/2016: DIANA MAISONET CALLED REGARDING NOW HAVING VERY LOW PRESSURE ADV THAT THE	TOT TVAITACIANTO	00/00/2010 07:37 All
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	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
			OPrking 05/02/2016: DIANA CALLED EARLIER REGARDING SULFUR SMELLING WATER AND WAS ADV. A TECH	i i i i i i i i i i i i i i i i i i i	
			WOULD BE NOTIFIED AND SENT 5/3. SHE WANTED TO LET US KNOW THAT SHE WOULDN'T BE HOME TOMORROW.		
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	ADV. HER THAT	OPrking	05/02/2016 04:03 PM
			OPvknight 05/02/2016: DIANA CALLED RE ODOR IN WATER; SAID THE WHOLE NEIGHBORHOOD IS EXPERIENCING	i i	
1191402	LAKE JOSEPHINE	J 9.0 Water Quality	THE SAME; ADV WILL SEND TECH IN THE MORNING TO CHECK IT OUT.	OPvknight	05/02/2016 03:16 PM
			OPjvandelanotte 05/02/2016: DANNY FIELDS CALLED IN RE: SMELLY FOUL WATER; ADV FLUSH OUT LINES FOR 5-10		
1190890	LAKE JOSEPHINE	J 9.0 Water Quality	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 AN
			OPVANIGHT 05/02/2016: JOHN CALLED TO REPORT THAT THE WATER IS BLACK AND UNDRINKABLE; ADV WILL SEND		
190940	LAKE JOSEPHINE	J 9.0 Water Quality	TECH OUT TODAY.	OPvknight	05/02/2016 10:19 AN
1190824	AVE TOCEDUINE	LO O Michael Overling	OPImjohnson 04/29/2016: TOM CALLED TO REPORT THAT THE WATER WAS STILL SMELLY, ADV SUPERVISOR WHO		
1190024	LAKE JOSEPHINE	J 9.0 Water Quality	ADVISED TECH ophwhaley 04/28/2016: JOHN TAVANO CALLED CONCERNING BLACK WATER, I ADV THEY ARE FLUSHIG THE LINES IN	OPImjohnson	04/29/2016 01:25 PN
1190940	LAKE JOSEPHINE	J 9.0 Water Quality	HIS AREA AND IT SHOULD CLEAR UP	a a book a last	04/00/0046 44-44 48
100040	CARE SOCI TIME	J J.O Water Quality	OPjvandelanotte 04/27/2016: THOMAS EATON CALLED RE: APRIL 21ST LINE BREAK DID NOT RECEIVE BOIL WATER	ophwhaley	04/28/2016 11:44 AN
			NOTICE; THOMAS SAID WATER IS SMELLY AND WHITE; STATED HE RAN SPIGOT AND FAUCETS FOR 5-10 MINUTES:	İ	
190824	LAKE JOSEPHINE	J 9.0 Water Quality	A	OPivandelano	04/27/2016 10:33 AM
			OPhwhaley 04/26/2016: JUDY JOHNSON CALLED TO SAY SHE IS STILL HAVING SMELLY WATER LIKE SULFUR, ADV	Or jeandolano	04/2/12010 10.33 All
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	WILL SEND SOMEONE OUT	OPhwhalev	04/26/2016 10:58 AN
			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		
4796259	LAKE JOSEPHINE	J 9.0 Water Quality	PROPERTY. DU	OPaatchison	04/25/2016 02:45 PM
			OPrking 04/20/2016: SONDRA 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		
190897	LAKE JOSEPHINE	J 9.0 Water Quality	WOULD IM	OPrking	04/20/2016 02:30 PM
			OPrking 04/18/2016: RETURNED MESSAGE TO PAT. SHE WANTED TO REPORT LOW WATER PRESSURE TODAY, BUT		
	I		SAID IT HAS RESOLVED. ADV. HER TO CALL BACK IF SHE HAS ISSUE WITH THAT AGAIN, SHE INQUIRED ALSO		1
1191203	LAKE JOSEPHINE	J 9.0 Water Quality	ABOUT TH	OPrking	04/18/2016 05:35 PM

			OPhwhaley 04/18/2016: BARBARA MC ADAM CALLED BECAUSE WATER SMELLS LIKE ROTTEN EGGS, AND THE		
	'		GROUND BY METER STINKS TOO	O Dudonie ba	04/40/2016 02:46 DM
1190803	LAKE JOSEPHINE	J 9.0 Water Quality	THIS IS A ESCUALTED CALL, CUSTOMER SAID SHE HAS LEFT MSG FOR RON THE UTILTY MGR,AN	OPvknight	04/18/2016 03:46 PM
			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		04/44/0040 40:00 484
1189527	LAKE JOSEPHINE	J 9.0 Water Quality	SEND TEC	OPvknight	04/11/2016 10:03 AM
			OPjvandelanotte 04/06/2016: STEVEN HINESLEY CALLED BACK STATED HE DRAINED WATER HEATER AND CHANGED		
1190976	LAKE JOSEPHINE	J 9.0 Water Quality	A FILTER AND STATED WATER IS MUCH CLEARER.	OPjvandelano	04/06/2016 11:46 AM
			OPjvandelanotte 04/06/2016: FOLLOW UP CALL TO STEVEN HINESLEY 863-655-2379 RE: STINKY & BROWN WATER;		04/00/004044.04.444
1190976	LAKE JOSEPHINE	J 9.0 Water Quality	LMOM.	OPjvandelano	04/06/2016 11:21 AM
			OPjvandelanotte 04/04/2016: CALLED STEVEN HINESLEY RE: STINKY & BROWN WATER; LMOM ADVISING HIM THAT	l	04/04/00/50 444
1190976	LAKE JOSEPHINE	J 9.0 Water Quality	TECH IS WORKING ON IT AND WILL FOLLOW UP WITH HIM LATER IN THE WEEK.	OPjvandelano	04/04/2016 08:58 AM
			OPvknight 04/04/2016: RETURNED CALL TO JOAN LEFT ON 4/1/6 RE WATER QUALITY; SAID WATER SMELLS AGAIN		
		1	AND LOOKS DIRTY; ADV TECH NOTED ON 3/8 THAT CUSTOMER NOT HOME VERY OFTEN AND IS THE LIKELY	l	
1189769	LAKE JOSEPHINE	J 9.0 Water Quality	CULPRIT S	OPvknight	04/04/2016 08:25 AM
i		1	OPvknight 04/04/2016: RETURNED CALL TO MILTON LEFT ON 4/2/16; HE SAID THAT HE HAS AN ODOR TO THE WATER		
1189527	LAKE JOSEPHINE	J 9.0 Water Quality		OPvknight	04/04/2016 08:23 AM
			OPhwhaley 04/01/2016: RET CALL TO IDA JEAN, ADV HER TO RUN THE OUTSIDE SPICKET, AND THEN SEE IF THE	ļ	
		:	SMELL GOES AWAY, PASSED INFO TO TEAM LEAD TO CALL TECHS AND SEE IF THEY CAN PLS GO BACK OUT		
1190993	LAKE JOSEPHINE	J 9.0 Water Quality	THERE; OPIm	OPImjohnson	04/01/2016 11:18 AM
			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		
1190993	LAKE JOSEPHINE	J 9.0 Water Quality	HOT WATER	OPhwhaley	03/31/2016 09:57 AM
			OPjvandelanotte 03/31/2016: STEVEN HINESLEY CALLED RE: STINKY WATER; STATED THE HOT/COLD WATER IS		
1190976	LAKE JOSEPHINE	J 9.0 Water Quality	BROWN & STINKY. ADV WILL TALK WITH SUPERVISOR & FOLLOW UP WITH HIM NEXT WEEK. VER PH #.	OPjvandelano	03/31/2016 07:45 AM
			OPhwhaley 03/24/2016: RET CALL TO IDA JEAN; SHE SAID WATER SMELLS LIKE SULFUR; ADV WE WILL SEND		
1190993	LAKE JOSEPHINE	J 9.0 Water Quality	SOMEONE OUT; TOLD VICKI WHO WILL LET TECHS KNOW	OPhwhaley	03/24/2016 08:52 AM
]
			OPImjohnson 03/21/2016: SANDRA CALLED TO DISCONNECT WATER/DR ADVISED HER TO MOVE OUT OF HOME AS		
54796918	LAKE JOSEPHINE	J 9.0 Water Quality	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
			OPbcallender 03/22/2016; RONALD CLEVELAND CALLED TO SAY A TECH CAME OUT AND FLUSHED HIS HOUSE AND		İ
			THE HOT WATER HEATER AND IT DIDN'T MAKE ANY DIFFERENCE; WATER STILL CONTINUES TO BE BLACK AND	1	
1189916	LAKE JOSEPHINE	J 9.0 Water Quality	SMELLY:	OPbcallender	03/22/2016 08:11 AM
1100010			OPaatchison 03/21/2016: JUDY JOHNSON CALLED TO REPORT THE WATER IS STILL SMELLY AND GRAY. JUDY	ł	
	1		JOHNSON SAID A TECH HAS BEEN OUT TO THE ADDRESS 1TIME. SHE IS VERY FRUSTRATED. ADV THAT VICKI IS		
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	FOLLOWIN .		03/21/2016 12:01 PM
			OPIKING 03/17/2016: NORMA GRUNWELL CALLED TO SAY WATER PRESSURE WAS STILL LOW. SHE CALLED EARLIER	:	
1189857	LAKE JOSEPHINE	J 9.0 Water Quality	TODAY PER THE ACCOUNT NOTES, WITH SAME ISSUE.	OPrking	03/17/2016 05:34 PM
			OPastchison 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.;		
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	OPvknight 03/	OPvknight	03/17/2016 01:15 PM
			OPyknight 03/17/2016: JESSICA CALLED TO REPORT BLACK, SMELLY WATER; SAID SHE HAS TRIED FLUSHING BUT	1	
]			WILL NOT CLEAR AND IS VERY UNHAPPY WITH THE POOR WATER QUALITY; SHE ASKED HOW READS ARE TAKEN	1	
54798100	LAKE JOSEPHINE	J 9.0 Water Quality	AND IS	OPvknight	03/17/2016 10:59 AM
			OPvknight 03/17/2016: Judy called to report black, smelly water said tech flushed line and hot water heater on Tuesday but it		
1189770	LAKE JOSEPHINE	J 9.0 Water Quality	hack to as had as it was: adv will have tech return to property today and	OPvknight	03/17/2016 07:14 AM
		1	OPIKING 03/15/2016: EPIFANIO GOMEZ'S SON CALLED ABOUT SMELLY BLACK WATER. ADV. HIM A TECH WAS	1	
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	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
			OPhwhaley 03/15/2016: DAUGHTER IN LAW CALLED BECAUSE EPIFANO DOES NOT SPEAK ENGLISH; REPORTED		
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	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
1.100,02		1	OPbcallender 03/15/2016: LAURA BOWEN CALLED TO SAY THAT HER WATER HAD A STRONG CHLORINE SMELL; ADV		
1190925	I AKE JOSEPHINE	J 9.0 Water Quality	WE WERE NOT AWARE OF ANY ADDED CHLORINE OR OTHER EVENTS IN THE AREA.	OPbcallender	03/15/2016 09:52 AM
1.30320	In are soon that	10 0.5 Fractor Quality			

			OTHER DESIGNATION OF THE PROPERTY OF THE PROPE		
			OPyknight 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 GO BACK OUT; WILL INCLUDE PH FOR TECH	OPvknight	03/14/2016 12:12 PM
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	TO CA	OFVKIIGH	03/14/2010 12.121 10
			OPjvandelanotte 03/14/2016: JUDY CALLED TO SAY SHE HAD SMELLY & BLACK WATER; ADV WILL TALK TO	OPvknight	03/14/2016 12:12 PM
1189770	LAKE JOSEPHINE	J 9.0 Water Quality		OPVKIIGIII	U3/14/2010 12.12 FW
			OPIMIONNSON 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	OD: doe!mb4	03/14/2016 12:11 PM
1189801	LAKE JOSEPHINE	J 9.0 Water Quality	NOT WA	OPvknight	U3/14/2010 12.11 FWI
			OPjvandelanotte 03/14/2016: TRACY CARPENTER CALLED RE: STINKY, BLACK WATER; ADV WILL TALK TO	OD. domining	03/14/2016 12:08 PM
1189795	LAKE JOSEPHINE	J 9.0 Water Quality	SUPERVISOR AND CALL BACK, UPDATE PH#; OPvknight 03/14/2016: emailed Ron, he will send tech to home to flus	OPvknight	U3/14/2010 12.00 FW
			OPhcallender 03/11/2016: JUDY CALLED TO SAY SHE HAD SMELLY WATER; SUGGESTED FLUSHING THE HOUSE	005	02/44/2046 12:10 DM
1189770	LAKE JOSEPHINE	LO C Minton Overlity	I INCO BY THENING ON THE OUTSIDE FALICET(S) AND LETTER THE WATER RUN FOR 10 MINUTES.		03/11/2016 12:19 PM
1189792	LAKE JOSEPHINE	LO O Motor Quality	OBliming 1997 03/10/2016: CUSTOMER CALLED TO COMPLAIN OF STRONG SMELL OF SULPHER. CREATED S.O.	OPIMjonnson	03/10/2016 03:33 PM
1100702	2711,00000000000000000000000000000000000		OBINION 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		00/00/0040 02:22 DM
1189792	LAKE JOSEPHINE		lf	OPrking	03/09/2016 03:33 PM
1100702					
			OPIKING 03/08/2016: ARISTA CALLED REGARDING THE SMELLY WATER, ADV. HER TO FLUSH HER LINES AND HOW		00/00/0040 05:00 DM
1189820	LAKE JOSEPHINE		TO DO THAT, SHE SAID SHE HAS TRIED THAT IN THE PAST, AND THAT SINCE THE BREAK THE MAIN, THE QUALITY HA	OPrking	03/08/2016 05:08 PM
1103020	LATICE GOOD! THINE		ORDS SIED OF 103/08/2016: RONALD CALLED TO SAY THAT HIS WATER SMELLS AND TASTES BAD; SAID HE HAD BE		
			VERY PATIENT WITH THIS SITUATION THAT HAD GONE ON FOR WEEKS; ASKED IF IT WAS GOING TO BE FIXED; ADV		
1189916	LAKE JOSEPHINE	.I 9 0 Water Quality	lc	OPbcallender	03/08/2016 03:48 PM
1103310	LAKE SOOLI TIINE	0.0 ((0.0)	OPbcallender 03/08/2016: SUSAN CALLED TO SAY SHE HAD SMELLY WATER THAT WAS CAUSING STAINING; ADV TO		
1189778	LAKE JOSEPHINE	J 9 0 Water Quality	ELIER THE HOUSE LINES WHICH SUSAN SAID SHE WOULD DO.		03/08/2016 12:36 PM
1189820	LAKE JOSEPHINE		OD-Majort 03/07/2016: PETLIBNED CALL TO ARISTA RE WATER QUALITY: STINKS AND IS STILL BLACK; LMOM	OPvknight	03/07/2016 03:13 PM
1109020	LAKE JOSEFINAL	J J.O Trates Galley	OP/vandelanotte 03/07/2016: GEORGE CALLED IN SAYS WATER IS MUDDY & STINKS. VERIFIED & UPDATED PH #. PER		
4400700	LAKE JOSEPHINE	LO O Mater Oustity	VICKL HAND WRITTEN NOTE TO VICKLTO CONTACT TECH.	OPjvandelano	03/07/2016 07:58 AM
1189769	LAKE JUSEPHINE	3 5.0 Water Quarty	OPvknight 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		
4400000	LAKE JOSEPHINE	LO A Water Augisty	hast unter thanks to you give. Even his dog drinks it now!!! He said ?Kud	OPvknight	03/01/2016 02:45 PM
1189688	LAKE JUSEPHINE	J 5.0 Water Quality	OPVKnight 02/29/2016: RETURNED CALL TO CHARLOTTE; SHE HAS TRIED FLUSHING HER LINE BUT WATER STILL HAS		
4400054	AVE JOSEPHINE	J 9.0 Water Quality	STRONG ODOR: ADV WILL SEND TECH	OPvknight	02/29/2016 10:16 AM
1189851	LAKE JUSEPHINE	J 5.0 Water equality	OBIDERING 02/23/2016: ARRISTA POTTLE CALLED TO REPORT THE WATER QUALITY; SAID EVER SINCE THE BREAK IT	1	
			HAS NOT BEEN RECOVERED; SAID THEY HAVE FLUSHED THE LINES AND WORKS TEMPORARILY, BUT IF WATER		
	LAKE TOCEDHINE	1 C O Motor Ouglity	CETC A	OPjdavid	02/23/2016 11:26 AM
1189820	LAKE JUSEPHINE	J 9.0 Water Quality	OPbcallender 02/15/2016: CUSTOMER CALLED TO SAY WATER SMELLED; RECOMMENDED FLUSHING FOR 5-10		
	LAKE TOOLDHINE	LO O Meter Ougliby	MAINUTES ON OUTSIDE FAUCET: CUSOTMER WILL CALL BACK IF STILL A PROBLEM.	OPbcallender	02/15/2016 01:44 PM
1189820	LAKE JUSEPHINE	J 9.0 Water Quality	TORIGONIA 02/03/2016: MARC CALLED TO ASK ABOUT WATER QUALITY: SAID NOTICED ABOUT A WEEK AGO THERE		
1			WAS LOW PRESSURE AND AFTER THAT PERIOD IT CAME BACK TO NORMAL PRESSURE BUT HAS BEEN BAD WATER		
			EVER SINC	OPjdavid	02/03/2016 10:30 AM
1189801	LAKE JUSEPHINE	J 9.0 Water Quality	OPbcallender 02/03/2016: GROVER JOHNSON CALLED SAYING THEIR WATER SMELLED AND HAD A BLACK TINT;		
		LO O Miraton Overlite	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 JUSEPHINE	J 9.0 Water Quality	OPECALED BOOK OF THE WATER WAS REALLY		
1			BAD; SMELLY AND DARK TINTED; ADV THAT USW IS AWARE OF THE SITUATION AND IS WORKING ON IT; PH#863-253	4	
		LO O Minton Overline	72	OPbcallender	02/01/2016 09:08 AM
1190479	LAKE JUSEPHINE	J 9.0 Water Quality	12		
			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	OPIMIONNON 01/25/2016: JAMES CALLED/WATER STILL SMELLS LIKE ROTTEN EGGS/WHEN WILL THIS BE FIXED;		
1		1004/40	Constraint 04/29/2016: repair at plant caused smell: resolved	OPvknight	01/28/2016 12:07 PM
1189780	LAKE JOSEPHINE	J 9.0 Water Quality	OPIMIONNO 01/26/2016: WATER IS STILL SMELLY, UNDRINKABLE. WHEN WILL IT BE FIXED? ADV CUSTOMER THAT		
1				OPImjohnson	01/26/2016 04:49 PM
1189935	LAKE JOSEPHINE	J 9.0 Water Quality	WE ARE WORKING ON IT. OPbcallender 01/26/2016: JJESSICA GRANT CALLED TO ADV WATER SMELLS; ADV THERE IS A WATER QUALITY		
l			ISSUE IN LAKE JOSEPHINE WHICH IS BEING WORKED ON; CUSTOMER ALSO ASKED WHEN SHE WOULD RECEIVE		
				OPbcallender	01/26/2016 02:31 PM
54798100	LAKE JOSEPHINE	J 9.0 Water Quality	HER FIRST	•	

	T	T	Ioo.		-
			OPjdavid 01/26/2016: KAREN CALLED ABOUT WATER QUALITY, SHE SAID THAT NOTHING HAS CHANGED AND IS		
54795606	AVE IOSEBUINE	LO O Meter Overity	STILL UNABLE TO USE THE WATER, SMELL IS EXTREMELY BAD (NAUSEATING) AND IS STILL TAKING SHOWERS AT	İ	
34/93606	LAKE JUSEPHINE	J 9.0 Water Quality	HER FR	OPjdavid	01/26/2016 01:50 PM
1189819	I AKE IOSEDHINE	J 9.0 Water Quality	OPVKnight 01/26/2016: WILLIAM CALLED TO REPORT TERRIBLE SMELL AND COLOR TO WATER; ADV WILL DISPATCH		
1103013	LAKE JOSEFTHINE	3 5.0 Water Quality	TECH TO PLANT; HE QUESTIONED IF THE FILTERS WERE WORKING PROPERLY	OPvknight	01/26/2016 09:12 AM
			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		
1189848	LAKE JOSEPHINE	J 9.0 Water Quality	WATER A	0014-114	04/05/0040 40 04 04
	LI WE GOOD! THINE	5 5.5 Water adamy	OPbcallender 01/21/2016: RETURNED CALL TO WILLIAM WOODHOUSE REC'D 1/20/16 @8:45PM; CUSTOMER ADV HAS	OPjdavid	01/25/2016 12:31 PM
			HAD SMELLY WATER FOR 3 DAYS AND WOULD LIKE IT FIXED; ADV WE ARE AWARE OF THE PROBLEM AND IT IS		
1190307	LAKE JOSEPHINE	J 9.0 Water Quality	BEING	OPbcallender	01/21/2016 08:11 AM
			OPjdavid 01/18/2016: KAREN CALLED ABOUT WATER QUALITY, SAID IT IS STILL HORRIBLE, THE SMELL IS SO BAD	OF DCallerides	01/21/2010 00.11 AM
			THAT THEY HAVE TO LEAVE THE BATHROOM DOOR CLOSED AND GO TO A FRIENDS HOUSE TO SHOWER, ALSO		
54795606	LAKE JOSEPHINE	J 9.0 Water Quality	HAS TO	OPjdavid	01/18/2016 01:23 PM
			OPjdavid 01/15/2016: CYNTHIA CALLED ABOUT THE WATER QUALITY; SAID DOES NOT NORMALLY COMPLAIN BUT	U. Juana	017101201001120111
			DOES NOT FEEL THE WATER IS CORRECT; SAID IT SMELLS AWFUL AND HAS THE HER WHOLE HOUSE WITH THIS		
1189841	LAKE JOSEPHINE	J 9.0 Water Quality	BAD SMEL	OPidavid	01/15/2016 09:43 AM
			OPtsheegog 01/13/2016: KAREN CALLED AND SAID HER WATER HAS BEEN BLACK WITH A HORRIBLE SMELL FOR	1	
	i		TWO DAYS AND SHE HAS ALREADY TRIED TO FLUSHING SYSTEM AND NOTHING IS WORKING; I ADV THAT I WILL		
54795606	LAKE JOSEPHINE	J 9.0 Water Quality	SUBMIT A	OPtsheegog	01/13/2016 12:30 PM
	1				
	1		OPjdavid 01/08/2016: JOHN CALLED TO ASK IF THERE IS A PROBLEM W/ THE WATER QUALITY AND PRESSURE, ADV		
1189767	LAKE JOSEPHINE	J 9.0 Water Quality	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
			OPbcallender 12/22/2015: RETURNED CALL TO BARRY JONES 12/21/16 7:04PM #863-655-3822; BARRY ADVISED		
1189935	LAKE JOSEPHINE	J 9.0 Water Quality	WATER IS BLACK AND SMELLY; ADV TECH HAD BEEN SCHEDULED TO COME OUT 12/22/15.	OPbcallender	12/22/2015 07:41 AM
- 47007-4			OPINIONNSON 11/30/2015: PAULA CALLED TO ADVISE THAT SMELL WAS COMING BACK INTO THE WATER/CREATED	1	
54796754	LAKE JOSEPHINE	J 9.0 Water Quality	S.O.	OPImjohnson	11/30/2015 02:02 PM
			OPvknight 11/20/2015: KAREN CALLED TO SAY THEY WERE AWAY ALL SUMMER AND ARRIVED YESTERDAY AND THE]	
54796660	AVE IOCEDIUME	1.0.0.14/-4	WATER SMELLS HORRIBLE DESPITE FLUSHING TOILETS AND WASHING HANDS FOR ONE DAY; ADV TO FLUSH		
34790000	LAKE JOSEPHINE	J 9.0 Water Quality	FROM OUTSID	OPvknight	11/20/2015 07:37 AM
			OPtsheegog 09/10/2015: ROBERT CALLED ABOUT A STRONG CHLORINE SMELL THATS COMING FROM THE APT OVER		
1194065	AKE IOSEPHINE	J 9.0 Water Quality	THEIR GARAGE; ADV TO FLUSH IT BY RUNNING WATER FOR 5MIN OR SO; CUST STATED THAT HIS DAUGHTER IS LIVING		
1104000	LAKE JOSEFTINE	3 5.0 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	OPtsheegog	09/10/2015 09:46 AM
			LONG WORK IS BEING DONE IN THE AREA DUE TO SMELLY WATER AND DISCOLORED WATER, HAD JUST CAME		
1190327	LAKE JOSEPHINE	J 9.0 Water Quality	BACK	ODb	00/00/0045 04:00 DM
	E tite GOOLI Tilite	o o.o water adding	DAUN.	OPhvang	08/26/2015 04:36 PM
			OPtsheegog 08/19/2015: RACHEL CALLED TO REPORT THAT A TECH IS NEEDED BECAUSE THE WATER IS BLACK AND	l	
1189905	LAKE JOSEPHINE	J 9.0 Water Quality	THEYRE 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
7.00			OPtsheegog 08/19/2015: JUDY CALLED TO REPORT THAT HER WATER IS STILL SMELLY AND HAS A BLACK RING IN	Ortalleegog	00/13/2013 03.23 FM
			HER TOILET, I ASKED CUST TO GO RUN THE FAUCET IN HER BACK YARD FOR 3-5 MINS TO DRAW THE WATER OUT:		
1189816	LAKE JOSEPHINE	J 9.0 Water Quality	Α	OPtsheegog	08/19/2015 08:43 AM
			OPhvang 08/18/2015: RTRN VM TO BAPTIST CHURCH @ PH 863-655-1524, YELLOW WATER, WATER HAS BAD ODOR;	i i i i i i i i i i i i i i i i i i i	
1189905	LAKE JOSEPHINE	J 9.0 Water Quality	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
			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		
1189781	LAKE JOSEPHINE	J 9.0 Water Quality	SUPERVISOR AND	OPjdavid	08/18/2015 09:44 AM
			OPID OPID OPID OPID OF THE OPID OF THE OPID OF THE OPID OF THE OPID OPID OF THE OPID OPID OPID OPID OPID OPID OPID OPID	·	
			HAVING A BAD SMELL AND COLOR, NOW TODAY THE WATER LOOKS BLACKISH, LIKE IF YOU WOULD HAVE		
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	CHARCOAL IN WATE	OPjdavid	08/18/2015 09:36 AM
44000=0			OPdrbrooks 08/17/2015: JAIME CALLED ABOUT FOUL SMELL TO THE WATER. HE WOULD LIKE SOMEONE TO COME		
1189879	LAKE JOSEPHINE	J 9.0 Water Quality	OUT TO THE PROPERTY AND CHECK THE LINES. CREATED METER INSPECTION SERVICE ORDER.	OPdrbrooks	08/17/2015 10:32 AM
4400704	LAKE IOOEBUILE	100111-10	OPvknight 08/17/2015: JOHN CALLED BECAUSE HIS WATER SMELLS, ADV WILL DISPATCH TECH TODAY.; OPvknight		
1189781	LAKE JOSEPHINE	J 9.U Water Quality	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

		I			
			OPtholden 08/17/2015: MARY CALLED TO INQUIRE ABOUT THE ONGOING ISSUE WITH THE FOUL WATER. WANTS TO		
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	KNOW ABOUT COMPENSATION DUE TO HAVING TAKE CLOTHES TO LAUNDROMAT AND BUY DRINKING WATER.	OPtholden	08/17/2015 09:18 AM
			OPvknight 08/17/2015: JUDY CALLED TO REPORT BLACK, SMELLY WATER. ADV WILL DISPATCH TECH; UPDATED PH	00.4	00/47/0045 00/53 444
1189816	LAKE JOSEPHINE	J 9.0 Water Quality	ON ACCT	OPvknight	08/17/2015 08:52 AM
			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		
1189806	LAKE JOSEPHINE	LO O Motor Ovolity	MUD. ADV	OPdrbrooks	08/17/2015 08:02 AM
1109000	LAKE JUSEPHINE	J 9.0 Water Quality	OPdrbrooks 08/17/2015: BOB CALLED ABOUT THE FOUL SMELL IN HIS WATER. HE STATED THAT IT STILL SMELLS	O. G.D. GOM	
			EVEN AFTER THE AERATOR / BLOWER VALVE WAS INSTALLED. HE WOULD LIKE SOMEONE TO COME OUT AND		
1189955	LAKE JOSEPHINE	J 9.0 Water Quality	CHECK THE	OPdrbrooks	08/17/2015 07:54 AM
			OPdrbrooks 08/14/2015: ERNEST CALLED ABOUT HIS WATER SMELLING FOUL. ADVISED HIM THAT THE DEPARTMENT	•	
	1		OF ENVIRONMENTAL PROTECTION WAS IN THE AREA YESTERDAY (8/12/15) TESTING THE WATER AND THE TESTS		
54796243	LAKE JOSEPHINE	J 9.0 Water Quality	CAME	OPdrbrooks	08/14/2015 08:06 AM
	i		OPdrbrooks 08/14/2015: CYNTHIA CALLED AND STATED THAT HER WATER STILL SMELLS FOUL. TRIED TO ADVISE		
		l	HER OF WHAT THE ISSUE IS AND SHE INTERRUPTED ME STATING THAT SHE HAS RUN HER OUTSIDE WATER FOR	OPdrbrooks	08/14/2015 07:48 AM
1190311	LAKE JOSEPHINE	J 9.0 Water Quality	10 MIN OPdrbrooks 08/13/2015: RETURNED VM TO JIM WITH JAYVEE CONVENIENT STORE AT 863-655-5500 THAT WAS LEFT	OPUIDIOOKS	U0/14/2013 U/.40 AM
			AT 2:30PM, HE WAS CALLING ABOUT SMELLY WATER. ADVISED HIM THAT THE CAUSE OF THIS IS DUE TO NOT		
1189806	ANE IOSEBUINE	J 9.0 Water Quality	ENOU	OPdrbrooks	08/13/2015 03:16 PM
1109000	LAKE JUSEPHINE	J 5.0 Water Quality	OPdrbrooks 08/13/2015: ERNEST CALLED ABOUT HIS WATER SMELLING FOUL. ADVISED HIM THAT THE DEPARTMENT		
	1		OF ENVIRONMENTAL PROTECTION WAS IN THE AREA YESTERDAY (8/12/15) TESTING THE WATER AND THE TESTS		
54796243	LAKE JOSEPHINE	J 9.0 Water Quality	CAME	OPdrbrooks	08/13/2015 09:09 AM
			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.		l
1191956	LAKE JOSEPHINE	J 9.0 Water Quality	CREA	OPdrbrooks	08/13/2015 07:38 AM
			OPvknight 08/13/2015: RETURNED CALL TO PAULA; SHE SAID THE WATER STILL SMELLS LIKE SULFUR; ADV WILL	OD desirbs	00/43/2045 07:33 444
54796754	LAKE JOSEPHINE	J 9.0 Water Quality	SEND TECH TO PROPERTY AND CHECK IT OUT.	OPvknight	08/13/2015 07:23 AM
			OPdrbrooks 08/13/2015: RICHARD CALLED AND STATED THAT EVER SINCE THE MAIN BREAK THAT HAPPENED ABOUT		
1100569	I AVE IOCEDUINE	J 9.0 Water Quality	10 DAYS AGO, HIS WATER SMELLS LIKE SULFER. HE STATED THAT HE HAS RUN HIS LINES TO TRY CLEARING THE S	OPdrbrooks	08/13/2015 07:14 AM
1190568	LAKE JOSEFTHINE	J 5.0 Water Quanty	OPSTOCKETT 08/10/2015: CYNTHIA CALLED ABOUT HER WATER HAVING A FOUL SMELL. ADVISED HER THAT A TECH		
1190311	LAKE JOSEPHINE	J 9.0 Water Quality	HAS BEEN SCH TO COME OUT TOMORROW TO FLUSH OUT THE LINE, CHUA SCHEDULED VER PHONE#	OPsrockett	08/10/2015 07:38 PM
1100011					
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
			OPdrbrooks 08/10/2015: DONNA CALLED ABOUT SMELLY WATER. ADVISED HER OF WHAT THE ISSUE IS AND	1	
			ADVISED THAT THE TECHS HAD PLANNED TO INSTALL A BLOWER VALVE OR AERATOR TO HELP WITH THAT SMELL.	1	
54796974	LAKE JOSEPHINE	J 9.0 Water Quality	SHE STATED	OPdrbrooks	08/10/2015 02:31 PM
ł		l	OPCVANG 08/10/2015: MARY CLLD BACK STATED SHE REC'VD VM - ADV DAVID CLLD AND LMOM ON OUR LINE	OPcvang	08/10/2015 12:49 PM
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	STATING STRONG ODOR SMELL - ADV TECH WILL LOOK INTO IT AND FLUSH THE LINES VERIFY PH # Opvknight 08/10/2015: RETURNED VM TO DAVID LEFT ON 8/10/ AT 8:21AM; HE REPORTS A STRONG ODOR IN THE	OPcvang	08/10/2015 12.49 PM
			WATER; NO PH ON VM; CALLED PH ON ACCT (863) 273-4191 - DISCONNECTED AND REMOVED FROM ACCT; CALLED		
1189883	I AKE IOSEBUINE	J 9.0 Water Quality	OT	Opvknight	08/10/2015 09:15 AM
1109003	LAKE JUSEPHINE	J 5.0 Water Quality	OPhvang 08/04/2015: RTRN CLL TO LUKE @ PH 863-304-8045 DUE TO SYSTEM DOWN, CUST WAS INQUIRING ABOUT	1	
			SMELLY WATER, ADV NOT ENOUGH WATER BEING USED, A BLOWOUT WILL BE INSTALLED, SHOULD NOTICE		
54796600	LAKE JOSEPHINE	J 9.0 Water Quality	DIFFERENCE	OPhvang	08/04/2015 10:27 AM
			OPdrbrooks 08/03/2015: CALLED THOMAS BACK AT 863-655-9295. HE WAS CALLING ABOUT THE FOUL SMELL OF THE		
		1	WATER. ADVISED HIM THAT THE SMELL WAS DUE TO NOT ENOUGH WATER BEING USED SO THE REMAINING		
1190323	LAKE JOSEPHINE	J 9.0 Water Quality	WATER WA	OPdrbrooks	08/03/2015 03:38 PM
			OPtholden 08/03/2015: RICHARD HAS HOUSE FILTERS AND HE JUST CHANGED THEM, FOUND LOTS OF BUGS AND	004-14	00,000,0045,00,00
1189870	LAKE JOSEPHINE	J 9.0 Water Quality	OTHER DEBRIS IN SYSTEM.	OPthoiden	08/03/2015 03:00 PM
1	1	1	OPCVANG 08/03/2015: RETURNED VM FOR JAIME AND ADV ODOR SMELL WAS DUE TO NOT ENOUGH WATER USAGE		
4400070		10014/242200	AT PARK THAT CAUSED WATER TO SIT ON PIPE AND CAUSED THE STRONG SMELL AND DISCOLORATION. IF	OPcvang	08/03/2015 02:58 PM
1189879	ILAKE JUSEPHINE	J 9.0 Water Quality	DISCOLORATION	TOT CHAIRY	10010012010 02.00 PM

			OPcvang 08/03/2015: RETURND VM TO MS. WILEY SPOKE WITH RICHARD - ADV THERE WAS ODOR SMELL DO TO		- "
i			NOT ENOUGH WATER BEING CONSUMED AT THE PARK THAT CAUSE WATER TO SIT ON PIPE AND IF THERE IS		
			DISCOLORATIO	OPcvang	08/03/2015 02:53 PM
190568	LAKE JOSEPHINE	J 9.0 Water Quality	OPCVANG 08/03/2015: RETURNED VM FOR CHARLES - LMOM ADV THAT WATER ODOR SMELL CAME FROM WATER		
1			THAT WAS JUST SITTING ON THE PIPE FROM THE PARK BECAUSE THERE WAS NO USAGE. IF EXPERIENCING		
			DISCOLORATION T	OPcvang	08/03/2015 02:48 PM
189872	LAKE JOSEPHINE	J 9.0 water Quality	OPCVANG 08/03/2015: RETURNED VM FOR DAVID AND MARY REGARDING SMELLY WATER - ADV THAT WATER ODOR		
1			AND DESCOLORATION 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
189883	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		
1			CONSUMED AT THE PARK SO IT JUST SITS ON THE PIPE AND IS CAUSING THE SMELL AND DISCOLORATION. ADV TO		
		1 0 0 141-4 O19	FLUS	OPcvang	08/03/2015 02:32 PM
189871	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		
	LAKE IOOFDUINE		IN	OPvknight	08/03/2015 02:03 PM
190327	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		
•	1		TIME WE HAVE NOT HEARD FROM THE TECH AS TO WHAT THE ISSUE IS BUT ADVISED THAT WE WILL CONTACT THE	1	
400044	LAKE JOSEPHINE	LO O Motor Ouglity	TE	OPdrbrooks	08/03/2015 08:07 AM
190311	LAKE JUSEPHINE	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		
400004	LAKE JOSEPHINE	LO O Mater Ouslity	HIM T	OPdrbrooks	08/03/2015 07:11 AM
189884	LAKE JUSEPHINE	3 3.0 Water Quanty	OPIDIANIO 07/31/2015: CYNTHIA CALLED TO ASK ABOUT TECH COMING TO CHECK WATER QUALITY, ADV HAS BEEN		
1			DISPATCHED BUT NOT YET COMPLETED; SAID OK AND JUST WANTED TO MAKE SURE THEY ARE STILL COMING AS		
1100211	LAKE JOSEPHINE	LO O Water Ouslity	HAVE H	OPjdavid	07/31/2015 11:49 AM
190311	LAKE JUSEPHINE	J J.O Water Quality	OPhvang 07/30/2015: MARGARET(SPS) CLLD STATES WATER SMELLS LIKE ROTTEN EGGS FOR 2-3 DAYS; ADV HER		
189871	LAKE JOSEPHINE	LQ 0 Water Ouslity	TECH HAS BEEN NOTIFIED PER VICKI: SHE SAID OK	OPhvang	07/30/2015 02:20 PM
1090/1	LAKE JUSEPHINE	J 5.0 Water Quality	OPCVANG 07/30/2015: MARY CLLD STATED THAT WATER SMELLS TERRIBLY WOULD LIKE TO KNOW WHAT'S GOING		
1189278	LAKE JOSEPHINE	LO N Water Custity	ON - ADV WILL LOOK INTO IT AND CALL BACK AT PH # 863-304-8454 - UPDATED PH #	OPcvang	07/30/2015 01:23 PM
109276	LAKE JOSEFTIME	3 3.0 Water duality	OPHITIMONS 07/30/2015: CYNTHIA CALLED AND STATED THAT HER WATER HAS A VERY STRONG FOUL SMELL OF		
ŀ			ROTTEN EGGS AND WOULD LIKE SOMEONE TO COME OUT AND CHECK THE WATER LINES. HER PHONE NUMBER IS		
1190311	LAKE IOSEPHINE	J 9.0 Water Quality	863-446-07	OPdrbrooks	07/30/2015 12:31 PM
190311	EARL SOCE THINE	J J.D Fraker Guanty	OPhvang 07/30/2015: SYLVIA(WIFE) CLLD STATED HER WATER SMELLS LIKE ROTTEN EGGS, GAGS EVERY		
1189872	LAKE IOSEPHINE	J 9.0 Water Quality	MORNING: ADV WILL PASS INFO	OPhvang	07/30/2015 10:09 AM
103012	DAKE SOCETIME	0 0:0 114.0. 444	OPISheegon 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		
1189278	LAKE JOSEPHINE	.1 9.0 Water Quality	TO MY	OPtsheegog	07/28/2015 08:58 AM
100210			OPhvang 07/24/2015: STEPHANIE CALLED SAID HER WATER HAS VERY STRONG SMELL OF SULFUR, SCARED TO		
54797699	LAKE JOSEPHINE	J 9.0 Water Quality	USE WATER ADV WILL PASS INFO AND GET SOMEONE OUT THERE, SHE SAID OK; VRFY PH	OPhvang	07/24/2015 08:40 AM
			OPCYANG 06/16/2015: DAWN CLLD STATED THAT THEY WERE SCHED FOR WATER TESTING DUE TO SULFER SMELL	1	
		İ	IN WATER AND WOULD LIKE TO GET RESULTS ON IT - ADV WILL LOOK INTO AND CALL HER BACK; OPCVANG		
54796659	LAKE JOSEPHINE	J 9.0 Water Quality	06/16/2015:	OPcvang	06/16/2015 01:24 PM
			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		00/45/0045 40:03 DM
1190763	LAKE JOSEPHINE	J 9.0 Water Quality	THE ISSUE	OPsrbridges	06/15/2015 12:03 PM
		-	OPsrbridges 06/11/2015: DAWN CROSSON CALLED, VERIFIED PH#. SHE SAID THEIR WATER CONSTANTLY		
	Ì		SMELLS/TASTES OF SULFUR. SHE STATED IT DOESN'T GO AWAY IF THEY RUN WATER AND HAS BEEN GOING ON	00.44	0044/0045 00:04 444
54796659	LAKE JOSEPHINE	J 9.0 Water Quality	FOR WEEKS (P	OPsrbridges	06/11/2015 09:01 AM
			THE STATE OF THE S	1	1
			OPIgillet 03/09/2015: GEORGE CALLED AND STATED WATER IS PURE CHLORINE RIGHT NOW. PUT IN S.O. TO HAVE	OPvknight	03/12/2015 11:29 AM
1190917	LAKE JOSEPHINE	J 9.0 Water Quality	LINES FLUSHED, PASSING TO VICKI, CUST PHONE # 863-658-1041; OPvknight 03/09/2015: emailed Ron and C	OPVKriight	U3/12/2013 11.29 AW
			OPdgross 02/02/2015: MAX CALLED STATING THAT THERES A LEAK BEFORE THE METER. ADV THAT WE WOULD	OBlaillet	02/03/2015 12:46 PM
1189909	LAKE JOSEPHINE	J 9.0 Water Quality	SEND SOMEBODY OUT TO REPAIR IT.; OPIgillet 02/02/2015: Created meter inspection S.O. and will pass to Vic	OPIgillet	UZ/US/ZU13 12.40 FW
			TARE ALMARAGE BETTY OUT B OTATED THAT THERE IS CAND IN HER INVALED AND MEEDS II) HAVE THERE (III)		i e
		J 9.0 Water Quality	OPCVAING 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

			OPcvang 01/15/2015: FRAN CLLD STATED THAT THERE IS SAND IN HER WATER AND NEEDS TO HAVE TECH GO OUT	ODdaroos	01/15/2015 01:11 PM
1191846	LAKE JOSEPHINE	J 9.0 Water Quality	TO PROP AND TAKE A LOOK AT IT. PH # (239) 770-2443; OPvknight 01/15/2015: dispatched tech; OPdgross 0	OPdgross	01/13/2013 01.11 FW
			OPrewariboko 09/22/2014: DAVID CALLED TO LET US KNOW THAT SINCE THE TREATMENT WAS DONE TO THEIR	ODroveriboko	09/22/2014 09:51 AM
1189883	LAKE JOSEPHINE	J 9.0 Water Quality	WATER, THEY HAVEN'T HAD A SINGLE PROBLEM WITH IT AND HE JUST WANTED US TO KNOW THAT.	OPrewariboko	U9/22/2014 U9.51 AW
			OPDJohnson 09/16/2019: KURTS CI. SAYS SMELLY WATER AND ORGANIC MATTER IN WATER. I ADV WOULD SUBMIT	OD diabases	09/16/2019 02:35 PM
54822163	LEISURE LAKES	J 9.0 Water Quality	SO, ASKED ABOUT WATER QUALITY REPORT, I ADV HE CAN FIND ONLINE, NFAN	OPdjohnson	USI 10/2013 UZ.33 FM
			OPIdrost 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.	00144	07/00/0010 11:E1 AM
54822556	LEISURE LAKES	J 9.0 Water Quality	SHE DOES		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
			OPrstanton 01/16/2019: BARBARA JACKSON CALLED TO ADV THAT HER WATER IS A BLACKISH/BROWNISH COLOR,		04/46/0040 00:56 0M
1191101	LEISURE LAKES	J 9.0 Water Quality	CREATED S/O	OPrstanton	01/16/2019 02:56 PM
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			OPISTANTON 01/11/2019: BETTY DOWNER CALLED TO ADV THAT THE COLOR & ODOR OF WATER ARE BAD, CREATED	00-4-4-	04/44/2040 00:47 AM
54799890	LEISURE LAKES	J 9.0 Water Quality	S/O	OPrstanton	01/11/2019 09:17 AM
				1	
			OPywinkler 06/27/2018: JACKIE CALLED IN FOR S.O.# THERE WAS NO S.O. CREATED FOR TODAY. TECH ANDREW	l	00/07/0040 40:00 414
54799626	LEISURE LAKES	J 9.0 Water Quality	INVAS AT HOME CREATED SIG. FOR THE SUI PHUR SMELL IN THE HOME AND DISPATCHED TO ANDREW	OPvwinkler	06/27/2018 10:02 AM
01100020			OPImjohnson 12/05/2017: CAROL CALLED. ALL OF HER WHITE CLOTHES TURNED YELLOW IN TODAY'S WASH.		
1190402	LEISURE LAKES	J 9.0 Water Quality	COBATED C O FOR METER INSPECTION	OPImjohnson	12/05/2017 08:38 AM
7100102		1	OPIMIONISON 11/22/2017; LAURA CALLED. SHE JUST GOT BACK TO HER HOME IN FLORIDA AND FOUND A NOTICE ON		
1189468	LEISURE LAKES	J 9.0 Water Quality	HER DOOR FROM MAY. WANTED TO KNOW IF THE WATER WAS OKAY. ADV IT IS FINE TO DRINK.	OPImjohnson	11/22/2017 07:27 AM
1100400	ELIOUNE D'INEU				
			OPweinberger 10/05/2017: JUDY ROGERS CALLED BACK VERY UPSET SAID HER WATER IS STILL BLACK, WANTS		
1191464	LEISURE LAKES	J 9.0 Water Quality	ISOMEONE OUT THEIR NOW: ADV S/O ON 10/03/17, JUDY SAYS NO ONE HAS BEEN OUT THERE THIS WEEK	OPvweinberge	10/05/2017 01:57 PM
1151404	ELISONE ENNES	5 0.0 Water Guanty	OP winkler 10/02/2017: BEVERLY CALLED IN TO HAVE TECH OUT DUE TO HER WATER HAVING SMELL AND COMING		
1190756	LEISURE LAKES	J 9.0 Water Quality	OUT KITCHEN AND BATHROOM FAUCET BLACK, CREATED S.O.	OPvwinkler	10/02/2017 10:30 AM
1190750	ELISONE LANES	5 5.6 Water Quality	OPImjohnson 09/29/2017: CUSTOMER CALLED TO CANCEL REQUEST FOR TECH. WATER DOES NOT SMELL		
54798930	LEISURE LAKES	J 9.0 Water Quality	ANYMORE THERE IS NO SERVICE ORDER ON THIS ACCT. NOR NOTES THAT SHE CALLED??	OPImjohnson	09/29/2017 12:42 PM
54/96930	LEISORE LAKES	3 3.0 Water Quality	OPweinberger 09/28/2017: ELAINE ADELMANN CALLED HAS SMELLY WATER AND IT IS GREYISH COLOR; ADV S/O		
54798214	LEISURE LAKES	J 9.0 Water Quality	CREATED FOR TODAY	OPvweinberge	09/28/2017 02:17 PM
34790214	ELISONE LANES	3 3.0 Water Quanty	OP-weinberger 09/28/2017: CORRINE BAUMGARTNER COMPLAINED OF SMELLY WATER SINCE THE STORM; ADV WILL		
E 470004E	LEISURE LAKES	J 9.0 Water Quality	CREATE SIO	OPvweinberge	09/28/2017 12:34 PM
54799845	LEISUKL LAKES	3 3.0 Water addity	OPMWIIIams 09/28/2017: LINDA CARL CALLED TO REPORT THAT THE SMELL IN HER WATER IS BACK AGAIN. AFTER	İ	İ
54797869	LEISURE LAKES	J 9.0 Water Quality	ELICHING VESTERDAY IT WAS BETTER FOR A FEW HOURS.	OPmwilliams	09/28/2017 10:50 AM
54/9/609	LEISUKE LAKES	J 5 0 Water Quality	OPMWIIIAMS 09/27/2017: ELAINE ADELMANN CALLED ABOUT A ROTTEN EGG SMELL IN HER WATER. PLS EVALUATE.		
E 4700244	LEISURE LAKES	J 9,0 Water Quality	SHE CAN BE REACHED AT 863 633 0479 SO CREATED	OPmwilliams	09/27/2017 10:06 AM
54798214	LEISUKE LAKES	J J.O VValer Quality	OPJIEVASSEUR 09/26/2017: JUD CALLED IN TO INFORM US OF BLACK WATER COMING FROM FAUCET. ADVISED I WILL		
4404464	LEISURE LAKES	J 9.0 Water Quality	GET A TECHNICIAN DISPATCHED TO THE AREA.	OPjlevasseur	09/26/2017 03:33 PM
1191464	LEISUKE LAKES	J 5.0 Water Quality			
			OPMWIlliams 09/26/2017: JOHN NARCZEWSKI CALLED TO REPORT BLACK, SULPHURIC WATER. PLS CK AND LET HIM		
4400774	LEICHDE LAKES	J 9.0 Water Quality	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
1189771	LEISURE LAKES	J 9.0 Water Quanty	OPPNOTES 09/26/2017: MRS BLANKENSHIP CALLED TO REPORT YELOW FOUL SMELLING WATER. ADVISED TECH		
4400000	L FIGURE LAKES	J 9.0 Water Quality	MOUSE DE DISPATCHED	OPpnorris	09/26/2017 09:14 AM
1189903	LEISURE LAKES	J 5.0 VValer Quanty	OPweinberger 09/25/2017: CARLA PRIEBOY CALLED THAT WATER IS YELLOW AND IT STINKS; ADV TEC H HAS BEEN		1
	L EIGUDE LAKES	LO O Morton Ouglitu	SENT OVER THERE A VEW BLOCKS DOWN FOR THE SAME REASON	OPvweinberge	09/25/2017 06:03 PM
54796477	LEISURE LAKES	J 9.0 Water Quality	OPIKING 09/25/2017: CUSTOMER CALLED TO REPORT SMELLY WATER. HE DIDN'T LEAVE A NAME OR PHONE		
l -	L FIGURE LAVES	LO O Martine Outsithe	NUMBER.; OPrking 09/25/2017: CREATED S/O.	OPrking	09/25/2017 05:03 PM
1190403	LEISURE LAKES	J 9.0 Water Quality	OPPROVIDE 09/35/2017: DOROTHY CALLED REGARDING SMELLY WATER, ADVISED TECH WILL BE DISPATCHED	OPpnorris	09/25/2017 03:21 PM
1190412	LEISURE LAKES	J 9.0 Water Quality	OPINIONS 09/25/2017: DOROTHY CALLED REGARDING SMELET WATER, DAYS IT IS WORSE FIRST THING		
1		100100-0-0	IN THE MORNING. ADV I WOULD SCHEDULE A TECH	OPImjohnson	09/25/2017 01:10 PM
1191275	LEISURE LAKES	J 9.0 Water Quality	OPPNOMS 09/25/2017: GENE CALLED TO REPORT SMELL IN WATER. ADVISED WE WOULD DISPATCH TECHS.	OPpnorris	09/25/2017 09:35 AM
54798919	LEISURE LAKES	J 9.0 Water Quality	OPPROMS 09/25/2017: GENE CALLED TO REPORT SMELL IN WATER. ADVISED WE WOOLD BIS ATTENTION. OPMWIlliams 09/25/2017: MRS POLLOK REPORTS THAT HER WATER SMELLS AND HER HOUSE STINKS BECAUSE OF	1	1
		1		OPmwilliams	09/25/2017 07:56 AM
54795309	LEISURE LAKES	J 9.0 Water Quality	IT; PLS FLUSH; SO CREATED OPImjohnson 09/21/2017: FRANK CALLED TO REPORT BLACK, FOUL SMELLING WATER. CREATED S.O.		09/21/2017 03:41 PM
1189903	LEISURE LAKES	J 9.0 Water Quality	IDPIMJONNSON U9/21/2017: FRANK CALLED TO REPORT BLACK, FOOL SMELLING WATER. CREATED 6:0.	1	•

r	1	r			
			OPmwilliams 09/20/2017: DEBRA PLANK CALLED TO REPORT BAD SMELL (SEWER) IN WATER; ADV THAT RECOVERY		
54796731	LEISURE LAKES	J 9.0 Water Quality	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
			OPImjohnson 09/20/2017: EMAILED TECHS TO SEE IF SOMEONE COULD GET OVER TO THIS PROPERTY TODAY. SENT		
1190227	LEISURE LAKES	J 9.0 Water Quality	S.O. YESTERDAY AND NO ONE HAS BEEN THERE.	OPImjohnson	09/20/2017 07:06 AM
			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	1	
1189766	LEISURE LAKES	J 9.0 Water Quality	BACK T	OPImiohnson	05/26/2017 02:21 PM
1103700	ELIOUNE BANCO	U U.U VValor Quarry	OPdhaynes 05/24/2017: EDWARD CUNNINGHAM CALLED; REPORTED HE HAS NO WATER AT THIS TIME. ADV TECH		
54797709	LEISURE LAKES	J 9.0 Water Quality	WILL COME OUT.	OPdhaynes	05/24/2017 01:14 PM
34131103	LEISONE LANES	3 3.0 Water Quality	OPINING 05/22/2017: JOAN LEITCH CALLED REGARDING THE WATER. SHE STATED THAT IT'S BEEN BLACK AND		
1189910	LEISURE LAKES	J 9.0 Water Quality	STINKY FOR ABOUT A WEEK. CREATED S/O.	OPrking	05/22/2017 05:14 PM
1109910	LEISURE LAKES	J 9.0 VValer Quality	OPMWIIIams 05/22/2017: RONNIE HANGLEY CALLED TO REPORT THAT TECH OPENED WATER FAUCET AND WANTED	- Italy	0012272017 001171141
	İ		TO LEAVE IT ON ALL NIGHT. SHE IS NOW CONCERNED ABOUT THE AMOUNT OF STANDING AND SPREADING	1	
				OPmwilliams	05/22/2017 08:26 AM
54797051	LEISURE LAKES	J 9.0 Water Quality	WATER.	OFTHWINIAITIS	03/22/2017 00:20 AM
			OPmwilliams 05/22/2017: BARBARA JACKSON CALLED TO REPORT BLACK AND SULPHURIC WATER; ADV THAT	OPmwilliams	05/22/2017 08:10 AM
1191101	LEISURE LAKES	J 9.0 Water Quality	TECHNICIANS ARE ALREADY DISPATCHED.		
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
İ	1		OPdhaynes 05/18/2017: ELAINE ADELMANN CALLED; GOT A LETTER WITH BILL, ADV HER NOT TO DRINK THE WATER.	l	
54798214	LEISURE LAKES	J 9.0 Water Quality	ADV HER THAT THE WATER IS FINE TO DRINK.	OPdhaynes	05/18/2017 02:30 PM
			ophwhaley 03/29/2017: MS SAUNDERS CALLED QUITE UPSET OF HAVING BROWN WATER AGAIN, HER HUSBAND IS		
1190641	LEISURE LAKES	J 9.0 Water Quality	VERY SICK AND RECEIVES IN HOME CARE,SO TO FLUSH LINES CREATED PH#863-465-7011	ophwhaley	03/29/2017 03:40 PM
			ophwhaley 03/24/2017: GEORGE STEIGELMAN CALLED TO REPORT BROWN WATER, I ADV HIM NOT TO USE BLEACH		ŀ
54799741	LEISURE LAKES	J 9.0 Water Quality	AND HE COULD TRY RUNNING THE WATER OUTSIDE TO TRY AND FLUSH	ophwhaley	03/24/2017 08:53 AM
			ophwhaley 03/21/2017: BRIAN GOLNICK(OWNER) CALLED HE IS THE SON OF REBA SHE HAS PASSED,HE HAS A		1
1			TENANT NAMED DARRELL, I ADV THAT I WILL LOOK INTO THIS BECAUSE A TECH WAS SCHEDULED YESTERDAY TO		
1190601	LEISURE LAKES	J 9.0 Water Quality	CHECK ON	ophwhaley	03/21/2017 01:53 PM
			OPrking 03/20/2017: DEBORAH PLANK CALLED BECAUSE THE WATER SMELLS, SHE STATED IT USUALLY HAS AN		
54796731	LEISURE LAKES	J 9.0 Water Quality	ODOR, LIKE SULFUR BUT TODAY IT SMELLS LIKE BLEACH. CREATED S/O.	OPrking	03/20/2017 05:30 PM
			ophwhaley 03/20/2017: MICHAEL CALLED THEY HAVE BROWN WATER, THEY HAVE RUINED LAUNDRY, WILL EMAIL		
İ			VICKI TO REQUEST TECH TO FLUSH LINES AND BRING CUSTOMER SOME IRON OUT.; ophwhaley 03/20/2017: ph#678)		
1189277	LEISURE LAKES	J 9.0 Water Quality	617	ophwhaley	03/20/2017 03:50 PM
1103277	LEISONE DANCS	J J.D Water Quanty	OPivandelanotte 09/13/2016: RETURNED CALL TO MARIA SHEEHAN 863-465-2327 RE: SMELLY & BROWN WATER,	1=1	1
			VERY UPSET TALKED ABOUT BETTER BUSINESS BUREAU AND CLASS ACTION SUIT IN RE: TO HAVING HORRIBLE		
4400400	LEISURE LAKES	J 9.0 Water Quality	WATER A	OPivandelano	09/13/2016 09:01 AM
1190409	LEISUKE LAKES	J 9.0 Water Quality	OPaatchison 06/02/2016: RANDY CALLED TO REPORT SMELLY WATER. ADV THEY ARE WORKING ON THIS ISSUE AND		00/10/2010 00:01 / 1111
4400400	L EIGUDE LAKEO	LO O Minter Overline		OPaatchison	06/02/2016 01:00 PM
1190403	LEISURE LAKES	J 9.0 Water Quality	SHOULD BE FIXED BY THE END OF TODAY. VER PH# 863-699-5717	- aatomson	00/02/2010 01:001 141
			OPARTCHISON 06/01/2016: DIANE CALLED STATING SHE HAS SMELLY WATER FOR A COUPLE DAYS. DIANE STATES		1
		1	SHE HAD TALKED WITH A NEIGHBOR AND THEY ARE EXPERIENCING THE SAME ISSUE. ADV I WILL HAVE A TECH	OPaatchison	06/01/2016 01:15 PM
1191056	LEISURE LAKES	J 9.0 Water Quality	DISPAT	OPaatchison	U0/U1/2010 U1.13 PW
l			OPvknight 11/18/2015: BARBARA CALLED TO HAVE ACCOUNT ADJUSTED FOR \$30.70 FOR THE POOR WATER		
ŧ			QUALITY EXPERIENCED IN AUGUST; ADV WILL RESEARCH TO SEE IF SHE IS ELIGIBLE AND CALL HER AT 863-465-		
1191101	LEISURE LAKES	J 9.0 Water Quality	4902	OPvknight	11/18/2015 10:27 AM
1			OPjdavid 11/16/2015: SHEILA CALLED AND IS VERY UPSET; SAID SHE HAS HAD TO CONTINUOUSLY BUY BOTTLED		
İ			WATER TO USE FOR DRINKING AND COOKING, SAID HER WATER IS SO BROWN THAT IT IS STAINING THE TOILETS		
1190065	LEISURE LAKES	J 9.0 Water Quality	AND	OPjdavid	11/16/2015 09:15 AM
			OPdrbrooks 09/14/2015: RETURNED VM TO DOROTHY WISSINGER AT 863-465-9264 THAT WAS LEFT ON 9/12/15 AT		
1189960	LEISURE LAKES	J 9.0 Water Quality	1:58PM AND LMOM. SHE WAS CALLING ABOUT HAVING BROWN WATER.	OPdrbrooks	09/14/2015 10:17 AM
			OPvknight 09/10/2015: MR HURM MAILED IN PICTURES OF BROWN WATER IN TOILET BOWL WHILE FLUSHING AND		1
	İ		NOTED "AND YOU WANT ME TO PAY FOR THIS WATER? I WILL BE SENDING A PICTURE OF THIS WATER TO THE TV		1
54796417	LEISURE LAKES	J 9.0 Water Quality	STAT	OPvknight	09/10/2015 11:41 AM
				T .	1
	1		OPdrbrooks 08/27/2015: CUSTOMER SAYS THERE IS STILL BROWN WATER AFTER FLUSHING FOR 1 HOUR AND THE	1	1

			OPhvang 08/21/2015: ROGER CLLD SAID WATER IS BROWN, ADV THERE WAS AN ISSUE CAUSING WATER	OPhyang	08/21/2015 02:47 PM
1189301	LEISURE LAKES	J 9.0 Water Quality	DISCOLORATION, TECHS ARE WORKING IN AREA; HE SAID OK, VRFY PH.	Ornvaily	00/21/2013 02.47 1 10
			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	OPdrbrooks	08/21/2015 01:38 PM
1190641	LEISURE LAKES	J 9.0 Water Quality	PHONE NUMB OPhvang 08/20/2015: MARLENE(WIFE) CALLD UPSET ABOUT DISCOLORED WATER, STATED IT HAS STAINED HER	OF GIDIOOKS	00/21/2010 01:00 1 111
			IOPHVANG 08/20/2015: MARLENE(WIFE) CALLD UPSET ABOUT DISCOLUCKED WATER, STATED IT FASS STAIRED THAN STAIRED T		
			CLOTHES AND NOT HAPPY ABOUT IT; ADV AND APOLOGIZED, THERE HAS BEEN WATER QUALITY ISSUE IN THE	OPhvang	08/20/2015 02:19 PM
1189749	LEISURE LAKES	J 9.0 Water Quality	AREA, IT I OPhvang 08/14/2015: RTRN VM FRM 8/14/15 TO CUST @ PH 863-465-5789, STINKY WATER; SPOKE W/ LADY, SHE	Ornvaing	GOIZOIZO GZ. 10 1 M
				OPhyang	08/14/2015 11:22 AM
1189842	LEISURE LAKES	J 9.0 Water Quality	STATED SOMEONE IS OUT AT PROP WORKING ON ISSUE. OPtsheegog 07/22/2015: JOYCE CALLED AND SAID THE QUALITY OF HER WATER IS TERRIBLE, SHE SAID IT IS	Of many	0011 112010 11121 1111
			CLOUDY AND WOULD LIKE AN EXPLANATION, ADV CUSTOMER THAT WILL GO OVER THIS WITH MY SUPERV AND		
				OPtsheegog	07/23/2015 09:11 AM
1189940	LEISURE LAKES	J 9.0 Water Quality	GIVE HER OPdrbrooks 02/02/2015: JOELLEN CALLED AND STATED THAT SHE RECEIVED A BOIL WATER NOTICE AND WANTED	<u> </u>	
			TO KNOW IF IT HAD BEEN RESCINDED. ADVISED HER THAT SHE WOULD RECEIVE NOTIFICATION ONCE THE BWN		
	L EIGHBE LAKES	LO O Meter Ovelity	HAS BEE	OPdrbrooks	02/02/2015 10:32 AM
54795309	LEISURE LAKES	J 9.0 Water Quality	OPSCONWAY 10/27/2014: DEREK CALLED IN REGARD TO MAIN WATER BREAK, MILKEY WATER. RECEIVED BOIL		
	L FIGURE LAKES	J 9.0 Water Quality	WATER NOTICE. TOLD DEREK TO CONTINUE BOILING WATER UNTIL NOTIFIED	OPsconway	10/27/2014 07:33 AM
1189721	LEISURE LAKES	3 9.0 Water Quality	OPIdrost 05/23/2019: NESTER CALLED IN - WATER HAS BEEN SPUTTERING/LOW-HIGH FLOW AND SMELL OF IODINE		
4400500	CERDING LAKES	J 9.0 Water Quality	AND WATER NOT CLEAR FOR THE LAST 4 DAYS. FILLED OUT S/O TO HAVE SOMEONE CHECK. NFAN	OPIdrost	05/23/2019 09:36 AM
1190538	SEBRING LAKES	J 9.0 Water Quality	OPkirost 04/22/2019: Kayla called in - are filling their pool and noticed water is yellow. When tech came out to fix this problem		
1190354	CERDING LAKES	J 9.0 Water Quality	last time (6/18) tech said that should not be happening. Filled out	OPIdrost	04/22/2019 08:00 AM
1190354	SEBRING LAKES	J 5.0 Water Quality	OPTS AND OPT		
			YELLING SAYING THATS NOT GOING TO DO ANY GOOD, I ASKED WHAT IS IT SHE WOULD LIKE FOR ME TO DO & SHE		
1190463	SEDDING LAKES	J 9.0 Water Quality	HUNG	OPrstanton	01/07/2019 11:42 AM
1190463		J 9.0 Water Quality	OPmrodgers 12/11/2018: DONNA CALLED STATED GREEN WATER S/O	OPmrodgers	12/11/2018 08:34 AM
1190463	SEBRING LAKES	3 5.0 Water Quality	OPImjohnson 09/20/2018: BARBARA CALLED. WATER SMELLS LIKE SEWAGE. CREATED S.O. FOR METER		
1191387	SEBBING LAKES	J 9.0 Water Quality	INSPECTION. ADVISED CUSTOMER THEY ARE FLUSHING DUE TO SEVERAL LIKE CALLS. NFAN	OPImjohnson	09/20/2018 03:42 PM
1190496		J 9.0 Water Quality	OP/winkler 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
1150334	GEDINING DAILE	3 3.0 Water addity	OPWINKIER 05/14/2018: CLYDE CALLED IN ABOUT REALLY STRONG CHLORINE SMELL. CREATED AND DISPATCHED		
54820969	SERRING LAKES	J 9.0 Water Quality	\$.0	OPwinkler	05/14/2018 10:27 AM
1190487		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		J 9.0 Water Quality	OPImjohnson 01/29/2018: PAT CALLED TO HAVE A BOTTLE OF IRON OUT DROPPED OUT. EMAILED TECH	OPImjohnson	01/29/2018 09:55 AM
1100001	OLDININO DINEO	O C.O VValue G. Comp.			
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
1100100	025,,,,,,		OPdhaynes 06/01/2017: BARBARA GREENE CALLED; COMPLAINED ABOUT ONLY THE TOILET WATER BEING BLACK;		1
1190519	SEBRING LAKES	J 9.0 Water Quality	ADV HER TO BUY IRON OUT TO FIX THAT PROBLEM.	OPdhaynes	06/01/2017 02:13 PM
1100010	025		OPIKING 05/25/2017: ANDREA EBERSOLE CALLED TO REPORT BLACK WATER. ADV. HER I WOULD SEND A TECH OUT		
54799990	SEBRING LAKES	J 9.0 Water Quality	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
			OPIMjohnson 05/19/2017: PAT CALLED. SHE STILL HAS NOT RECEIVED THE IRON OUT. CALLED TECH. HE WILL SEND		
1190531	SEBRING LAKES	J 9.0 Water Quality	A TECH OVER THERE.	OPImjohnson	05/19/2017 01:14 PM
			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		05/40/0047 02:40 044
1191383	SEBRING LAKES	J 9.0 Water Quality	MINU	OPrking	05/18/2017 03:12 PM
			OPVknight 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	OD: dominate	05/47/2017 09:24 444
1190531	SEBRING LAKES	J 9.0 Water Quality	REQUESTE	OPvknight	05/17/2017 08:24 AM
			OPvknight 05/15/2017: DONNA CALLED TO REPORT BROWN WATER; ADV WILL GET IN TOUCH WITH TECH AND	OD: dominate	DE 11 E 12017 10:10 44
1190463	SEBRING LAKES	J 9.0 Water Quality	REPORT IT.	OPvknight	05/15/2017 10:19 AM
			OPmailens 05/10/2017: BARBARA CALLED DUE TO CLOUDY WATER COMING OUT OF THE KITCHEN SINK, LAND	1	
			RUSTY WATER COMING OUT OF HER SHOWER. SHE SAID IT HAS BEEN HAPPENING FOR A FEW DAYS NOW. THE	ODmottons	05/10/2017 11:07 AM
54796865	ISERRING LAKES	J 9.0 Water Quality	RUSTY WATER	OPmallens	JUSTICIZUTT TI.UT AM

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			OPmwilliams 05/04/2017: MRS BILL LEE CALLED TO SEE WHY THEIR IS SIGNAGE WARNING NOT TO USE BLEACH -		
1190458	SEBRING LAKES	J 9.0 Water Quality	EXPLAINED THAT WATER IS BEING TREATED FOR IRON. SHE WILL LIKELY CALL FOR STATUS TOMORROW.	OPmwilliams	05/04/2017 02:52 PM
				00.45	05/04/0047 00:42 DM
54798044	SEBRING LAKES	J 9.0 Water Quality		OPdhaynes	05/01/2017 06:13 PM
			OPvknight 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:		
				OPmwilliams	04/28/2017 11:54 AM
1189716	SEBRING LAKES	J 9.0 Water Quality	TECH CA OPvknight 04/25/2017: KATHLEEN CALLED TO REPORT THAT HER WATER IS BROWN AND HER POOL HAS TURNED	OT TITOTHIA THE	0.1120/2011 1110111111
1190466	SEBRING LAKES	J 9.0 Water Quality	GREEN; ADV WILL FOLLOW UP WITH TECH FOR ORDER DISPATCHED ON 4/19	OPvknight	04/25/2017 06:44 PM
1190400	SEBRING LAKES	J 9.0 VValer 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.		
1190482	SEBRING LAKES	J 9.0 Water Quality	SHE MI	OPmwilliams	04/20/2017 07:40 AM
			OPmwilliams 04/19/2017: RET'D MSG TO KATHLEEN ALVIANO RE: WATER QUALITY. LMOM ADVISING THAT TECH WILL		
1190466	SEBRING LAKES	J 9.0 Water Quality	BE OUT TODAY.	OPmwilliams	04/19/2017 07:24 AM
			OPvknight 11/30/2016: BARBARA CALLED TO REPORT BROWN WATER AND SAID SHE WILL CALL EVERY DAY UNTIL	00.4	44/20/2046 00:40 414
1191387	SEBRING LAKES	J 9.0 Water Quality	IT'S CLEARED UP; ADV WILL SEND TECH OUT TODAY.	OPvknight	11/30/2016 08:10 AM
		l	OPyknight 11/23/2016: ROY CALLED TO REGISTER HIS COMPLAINT FOR BEING CHARGED FULL PRICE FOR BROWN	OPvknight	11/23/2016 08:10 AM
1190531	SEBRING LAKES	J 9.0 Water Quality	WATER THAT STAINED HIS CLOTHES, APPLIANCES, SINKS, TOILETS AND THE OUTSIDE OF HIS HOME. OPVknight 11/22/2016: JACOB CALLED AND SPOKE TO A REP AND BEGAN CONVERSATION BY SAYING WE "AREN'T	Or vangue	11/20/2010 00:10 / 1111
			TAKING ME SERIOUSLY!" AND ASKING FOR A SUPERVISOR; CALL WAS TRANSFERRED TO ME AND HE SAID THAT A		
1191462	SEBRING LAKES	J 9.0 Water Quality	TECH	OPvknight	11/22/2016 12:21 PM
1191402	SEBRING LAKES	J 5.0 Water Quality	OPyknight 11/22/2016: NESTER CALLED TO FOR BALANCE AND ASKED FOR IRON OUT; ADV WILL SEND TECH OUT		
1190538	SEBRING LAKES	J 9.0 Water Quality	TOMORROW	OPvknight	11/22/2016 10:47 AM
1100000	1		OPyknight 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		
1190519	SEBRING LAKES	J 9.0 Water Quality	DROP OFF	OPvknight	11/21/2016 10:34 AM
			OPImjohnson 11/18/2016: PATRICIA CALLED. NOBODY HAS RESPONDED TO HER BROWN WATER COMPLAINT.		444000400400
1190496	SEBRING LAKES	J 9.0 Water Quality	EMAILED TECH TO GO TO HER PROPERTY.	OPImjohnson	11/18/2016 01:09 PM
			OPImjohnson 11/15/2016: BARBARA CALLED AGAIN TO COMPLAIN OF THE ROTTEN EGG ODOR AND BROWN WATER.		
		İ	ADV THERE IS A WATER TREATMENT CHANGE GOING ON NOW AND A NEW PUMP WILL BE INSTALLED SOON. SHE	OPImiohnson	11/15/2016 12:13 PM
1191387	SEBRING LAKES	J 9.0 Water Quality	THANKED OPIMJohnson 11/14/2016: KATHY CALLED WITH BROWN WATER COMPLAINT. RETURNED CALL; NO ANSWER; LMOM	Or anjointson	11/10/2010 12:101 14
4400400	CEDDING LAKES	J 9,0 Water Quality	THAT I WOULD SCHEDULE A TECH TO COME OUT.	OPlmiohnson	11/14/2016 11:44 AM
1190466	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		
1190496	SEBRING LAKES	J 9.0 Water Quality	CAN	ophwhaley	11/08/2016 03:40 PM
1					
			OPaatchison 11/08/2016: LAURA CALLED TO STATE SHE IS HAVING STINKY BROWN WATER. ADV WILL SEND OUT A	l	
1189474	SEBRING LAKES	J 9.0 Water Quality	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
			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.	OPaatchison	11/08/2016 01:18 PM
1191387	SEBRING LAKES	J 9.0 Water Quality	PLEASE SEND Ophwhaley 11/07/2016: MICHELE CALLED TO REPORT SMELLY BROWN WATER, SAID SHE USED BLEACH TO CLEAN	OFAAICIISUI	11/00/2010 01.10 FW
			TOILETS, I ADV THAT THE IRON IN THE WATER MIXED WITH BLEACH WILL MAKE IT WORSE, I ADV I WILL REQUEST A		ļ
E 4700640	CEDDING LAVES	J 9.0 Water Quality	TEC	ophwhaley	11/07/2016 01:10 PM
54799642	SEBRING LAKES	3 3.0 VValer Quality	OPvknight 11/07/2016: ELAINE CALLED RE WATER QUALITY; SHE SAID THAT SHE DID NOT USE BLEACH AND HAS	T	T
			USED IRON OUT, BUT LAUNDRY IS STILL BROWN; ADV WILL SEND TECH TODAY; UDPATED NAME ON ACCT AS ITALO		
1189725	SEBRING LAKES	J 9.0 Water Quality	DI	OPvknight	11/07/2016 09:35 AM
1		1	OPaatchison 11/04/2016: CAROLYN CALLED STATING SHE HAS BROWN SMELLY WATER. SMELLS LIKE ROTTEN		
1190368	SEBRING LAKES	J 9.0 Water Quality	IEGGS, STARTED TODAY, FILLED OUT S.O TO SEND TECH TO PROPERTY, PH# 863-214-4249.	OPaatchison	11/04/2016 01:38 PM
			OPIMIONNSON 11/03/2016: BETTY CALLED TO REPORT BROWN WATER. SHE DID A LOAD OF CLOTHES THAT TURNED	opti i	44/00/0040 04:00 5:
1190527	SEBRING LAKES	J 9.0 Water Quality	BROWN. HER WATER IS CLEAR NOW.	JUPIMJohnson	11/03/2016 01:33 PM

			THE PART OF THE PROPERTY OF THE PART OF TH		
			OPaatchison 10/31/2016: KIMBERLY CALLED STATING SHE HAS BROWN WATER. SHE HAS RAN THE HOSE OUTSIDE.		
		1	SHE ALSO STATES THAT SHE HAS NOTICE WATER GUSHING OUT OF A PVC PIPE SINCE FRIDAY MORNING. ADV	OPaatchison	10/31/2016 11:50 AM
54799437	SEBRING LAKES	J 9.0 Water Quality	WILL SE	OF aatchison	10/01/2010 11:00 / ((4)
			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	ophwhaley	10/26/2016 11:40 AM
54799523		J 9.0 Water Quality	DATE DATE DE CONTROL D		10/25/2016 12:38 PM
1190137	SEBRING LAKES	J 9.0 Water Quality	OPImjohnson 10/25/2016: BARBARA CALLED AGAIN ABOUT BROWN WATER. WHEN WILL IT BE CORRECTED?	OFIIIIJOIIIISOII	10/25/2010 12.501 141
			Opsmyers 10/25/2016: RETURNED CALL TO ANGIE LAROSA ABOUT WATER QUALITY BEING YELLOW AND	Opsmyers	10/25/2016 09:01 AM
1189256	SEBRING LAKES	J 9.0 Water Quality	STINKS;CREATED S/O ophwhaley 10/24/2016: LAURA CALLED, VERY UPSET ABOUT STILL HAVING BROWN WATER, SHE STATES SHE CALLED	Opaniyera	10/20/2010 00:01 / 1111
			THE EMERGENCY NUMBER ON SATURDAY AND WAS TOLD SOMEONE WOULD COME OUT, THAT NEVER		
				ophwhaley	10/24/2016 04:48 PM
1189474	SEBRING LAKES	J 9.0 Water Quality	HAPPENED,NOR DID ANYO ophwhaley 10/24/2016: KAYLA CALLED TO REPORT BROWN WATER,I ADV THAT WE HAVE RCD SOME CALLS AND	орининаю	
			JOPHWAILEY 10/24/2016: KAYLA CALLED TO REPORT BROWN WATER, ADV THAT WE HAVE ROB SOME SALES AND	ophwhaley	10/24/2016 10:26 AM
1190354	SEBRING LAKES	J 9.0 Water Quality	HAVE GOTTEN WORK TO THE TECHS WHO ARE AWARE AND SHOULD BE TAKING CARE OF ISSUE ophwhaley 10/24/2016: BARBARA FONG CALLED TO REPORT DARK BROWN WATER, SHE SAID HER NEIGHBORS TOLD	opriwitalcy	10/24/20/0 10:20 / 1.11
			HER THEIRS IS BLACK, I ADV I WOULD PASS HER CONCERN ALONG AS IM SURE THEY ARE IN THE AREA WORKING		
				ophwhaley	10/24/2016 10:01 AM
1190137	SEBRING LAKES	J 9.0 Water Quality	ON TH OPIMIONSON 10/21/2016: CUSTOMER CALLED TO COMPLAIN HIS WATER WAS STILL YELLOW. HE RAN WATER FOR	opnwhaley	1012 1120 10 1010 17111
	1		15 MINUTES AND IT IS STILL YELLOW. ADV WOULD SEND SOMEONE OUT MONDAY, BUT HE INSISTED HE WANTS TO		
				OPlmjohnson	10/21/2016 05:34 PM
54796865_	SEBRING LAKES	J 9.0 Water Quality	HAVE ophwhaley 10/21/2016: RAOL CALLED TO REPORT YELLOW WATER,I ADV THAT WORK IS BEING DONE IN AREA TO	O. miljoniteon	
			Opnimaley 10/21/2016: RAUL FOR CALLED TO REPORT TELLOW WATER, ADV THAT WORK IS BEING BONE INVICENT	ophwhaley	10/21/2016 02:05 PM
54796865	SEBRING LAKES	J 9.0 Water Quality	IMPROVE THIS, AND IF IT DOESNT IMPROVE TO CALL US BACK OPHWHAIGH 10/21/2016: RET CALL TO SANDRA STONE THE WATER IS RUSTY COLORED AND STAINING THE TOILETS	<u> </u>	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
			AND SINKS, CUST WANTED TO KNOW WHAT DO DO TO REMOVE THE STAINS BECAUSE WHAT SHE WAS USING		
				ophwhaley	10/21/2016 12:27 PM
1191446	SEBRING LAKES	J 9.0 Water Quality	DIDNT WORK,A Ophwhaley 09/30/2016: MELISSA CALLED TO SAY THE WATER WAS STILL SMELLY,I ADV WE HAD DISPATCHED A		
	1		TECH, I EMAILED VICKI TO FOLLOW UP WITH TECH SINCE THERE HAS BEEN NO IMPROVEMENT IN WATER;	1	
				OPImjohnson	10/13/2016 06:13 PM
1190508	SEBRING LAKES	J 9.0 Water Quality	OPImjohnson 1 OPImjohnson 10/13/2016: LUCKY CALLED AGAIN ABOUT HIS BROWN WATER. SAID NO TECH HAS COME OUT TO	Cr anjerateur	
			TALK TO HIM. IF SOMEONE DOESN'T COME TODAY, HE IS CALLING THE HEALTH DEPARTMENT. ADV SUPERVISOR		
				OPImiohnson	10/13/2016 11:46 AM
54796915	SEBRING LAKES	J 9.0 Water Quality	AND SHE		
İ			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
1190513	SEBRING LAKES	J 9.0 Water Quality	OPYKNIGHT 10/10/2016: MS JOHNSON CALLED AGAIN ABOUT THE WATER QUALITY; SHE SAID THE WATER IS BROWN	<u> </u>	
			AND UNDRINKABLE; IF BOILED CAUSES A CRUST ON TOP; SHE HAS THROWN AWAY LAUNDRY BECAUSE IT IS		
		10014-1		OPvknight	10/10/2016 09:45 AM
1190531	SEBRING LAKES	J 9.0 Water Quality	BROWN A OPSmyers 10/07/2016: DICK CAMPBELL CALLED TO SEE IF TECH WENT OUT TO CHECK FOR SMELLY WATER, ADV I	<u> </u>	
			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
1190459	SEBRING LAKES	J 9.0 Water Quality	OPIMIONNON 10/06/2016: NESTER CALLED BECAUSE HIS WATER IS STILL BROWN. ADV TO HAVE HIS DAUGHTER GO		
1	1		OUT AND FLUSH THE LINES. HE IS ALSO CONCERNED THAT THERE IS AN EXPOSED PIPE ON THE SIDE OF HIS		
4400500	OCODINIC LAKES	LO O Morton Outslifts	DRIVE	OPImjohnson	10/06/2016 01:09 PM
1190538	SEBRING LAKES	J 9.0 Water Quality	OPaatchison 10/05/2016: CANDELARIA CALLED STATING SHE HAS BROWN WATER AND ITS STAINING EVERYTHING.		
1			CLOTHES THE SINKS AND BATHTUB. SHE WANTS TO KNOW WHAT SHE CAN USE TO CLEAN UP THE STAIN. ADV		
	OEDDING LAKES	LO O Motor Ouglitu	WILL SEN	OPaatchison	10/05/2016 03:21 PM
1190035	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		
5 4 7 0 0 0 4 5	OCEDBINO LAKES	LO O Meter Quelity	SUPERVISOR ABOUT THIS AND ADD TO CALL BEFORE COMING	OPsmyers	09/22/2016 08:34 AM
54796915	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	1	
1	1	1	OUT TO SEE HER RUINED LAUNDRY AND RUINED WHITE SINK, SHE SAYS SHE IS CALLING THE EPA, AND FLORIDA	1	
4480725	SEBRING LAKES	J 9.0 Water Quality	HEA	OPImjohnson	09/20/2016 01:12 PM
1189725	SEBRING LAKES	3 3.0 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	1	
E 4700045	SEBBING LAKES	J 9.0 Water Quality	BETTER	OPaatchison	09/19/2016 02:35 PM
54796915	SEBRING LAKES	J J.U WAIEI QUAIRY	OPvknight 09/19/2016: returned call to William; he reports brown water that stained his clothes and inside of washer and would		1
E 4707004	SEBBING LAKES	LO O Motor Ouglity	like to talk to someone about it. Adv will have tech go out today and ask	OPvknight	09/19/2016 09:39 AM
54797801	ISERKING TAKES	J 9.0 Water Quality	Tille to talk to someone about it. Adv will have took go out today and don	<u> </u>	

			THE SUF IS STILL HAVING PROMININATED AND HAS NOT		
			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	OPaatchison	09/15/2016 01:58 PM
1189725	SEBRING LAKES	J 9.0 Water Quality	POSSIB	OT daterneen	00.70.20.00
			OPTKING 09/13/2016: JACOB MCCLELLAND 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	OPrking	09/13/2016 04:27 PM
1191462	SEBRING LAKES	J 9.0 Water Quality	COULD FLUS ophwhaley 09/13/2016: RET CALL TO SHARON CAMPBELL,C/O SMELLY WATER FOR ABOUT A WEEK AND HAS	Og	
			Ophwhaley 09/13/2016: RET CALL TO SHARON CAMPBELL, OO SMELLT WATER TO RESOURT WEEK AND THE	ophwhaley	09/13/2016 11:10 AM
1190459	SEBRING LAKES	J 9.0 Water Quality	GOTTEN WORSE,SO TO SEND OUT TECH TO CHECK PH#863-655-2627 OPhwhaley 09/12/2016: CANDELARIA GALVAN CALLED HER QUESTION "WHY ARE YOU CHARGING US ALMOST \$200	<u></u>	
			FOR WATER THAT IS BROWN AND STINKY"? I ADV THAT THEY COULD FLUSH LINES, SHE PROCEEDED TO KEEP		
				OPhwhaley	09/12/2016 03:13 PM
1190035	SEBRING LAKES	J 9.0 Water Quality	COMPLAININ OP/vandelanotte 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;		
	0500000000000	LO O Minton Ounding	MELISSA	OPjvandelano	09/12/2016 10:00 AM
1190508	SEBRING LAKES	J 9.0 Water Quality	OPSMyers 09/12/2016: ITALO PANOZZO CALLED STATING WATER WAS RUSTY LOOKING AND RUINED HIS CLOTHES		
	1		IN WASHER WANTS TECH TO COME OUT AND INSPECT WATER EXPLAIN TO FLUSH OUT LINES, STILL WANTS TECH;	ł	
1189725	SEBRING LAKES	J 9.0 Water Quality	lany i	OPsmyers	09/12/2016 09:58 AM
1189725	SEBRING LAKES	J 5.0 Water Quality	OPjvandelanotte 08/22/2016: MISSY FOTHERINGHAM CALLED RE: SMELLY WATER; ADV WILL LET SUPERVISOR KNOW		
1189719	SEBRING LAKES	J 9.0 Water Quality	TO CONTACT TECH: VERBALLY TOLD VICKLABOUT ISSUE	OPjvandelano	08/22/2016 07:38 AM
1109/19	SEBRING LAKES	3 3.0 Water Quality	OPaatchison 08/17/2016: MYRA CALLED AGAIN ABOUT THE BROWN SMELLY WATER, ADV THE TECH HAS BEEN		
1190487	SEBRING LAKES	J 9.0 Water Quality	NOTIFIED AND WILL BE AT THE PROPERTY AS SOON AS POSSIBLE, PH# 863-212-2735.	OPaatchison	08/17/2016 11:57 AM
1130407	SEDIMINO EMILEO	0 0.0 trater quanty	Johnwhaley 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		
1190487	SEBRING LAKES	J 9.0 Water Quality	NOTES	ophwhaley	08/15/2016 03:57 PM
1100401	OLDITATE DATE	7			
	1		OPjvandelanotte 08/11/2016: MYRA GARZA CALLED RE: FOUL ODOR AND BLACK WATER; ADV WILL MAKE		
1190487	SEBRING LAKES	J 9.0 Water Quality	ISUPERVISOR AWARE AND WILL FOLLOW UP: COMPUTERS WERE DOWN; CREATED SERVICE ORDER FOR VICKI.	OPjvandelano.	08/11/2016 11:16 AM
1100101	0		TOPigandelangte 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;		
1190513	SEBRING LAKES	J 9.0 Water Quality	MB 1	OPjvandelano	05/20/2016 10:18 AM
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			OPhwhaley 05/19/2016: KAYLA CALLED TO SAY THE WATER STILL SMELLED, ADV OF THE MAINTANCE STILL GOING		0514010040 00.00 DM
1190354	SEBRING LAKES	J 9.0 Water Quality	ON	OPhwhaley	05/19/2016 02:29 PM
			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;	OD: desireh	05/02/2016 10:20 AM
1190480	SEBRING LAKES	J 9.0 Water Quality	SHE SA	OPvknight	05/03/2016 10:39 AM
			OPIMIONNSON 04/13/2016: NORMA CALLED. SHE HAS HAD BLACK, SMELLY WATER FOR THE PAST 3 DAYS. ADVISED I	OPImiohneon	04/13/2016 01:54 PM
1190461	SEBRING LAKES	J 9.0 Water Quality	WOULD SEND A TECH OUT TODAY OR TOMORROW. CREATED S.O.	OFINIONISON	04/13/2010 01:04 1 10
			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	OPrking	04/01/2016 06:19 PM
1190354	SEBRING LAKES	J 9.0 Water Quality	CHLOR 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		
				OPhwhalev	04/01/2016 11:58 AM
54798033	SEBRING LAKES	J 9.0 Water Quality	LOOK,CREAT 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-	1	
		LO O MATERIA OLIVEITA	655-2627.	Opvknight	03/31/2016 11:31 AM
1190459	SEBRING LAKES	J 9.0 Water Quality	OPivandelanotte 03/22/2016: BARBARA MUTCHLER CALLED RE: SMELLY WATER; ADV VICKI EMAILED TECH AND I		
	OEDDING! AKEO	LO O Metos Ovolitu	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	OPECAllender 03/15/2016: BARBARA CALLED TO COMPLAIN ABOUT SMELLY WATER; ADV WE WERE AWARE OF THIS		
1101207	SEBBING LAKES	J 9.0 Water Quality	AND WORKING TO DETERMINE A RESOLUTION.	OPbcallender	03/15/2016 01:17 PM
1191387	DEBRING LAKES	3 3.0 Water Quality	OPINIO 03/03/2016 MELISSA CALLED ABOUT SMELLY WATER, THERE IS A S/O DISPATCHED IN THE SYSTEM, NO		
i			NOTE FROM TECH. ADV. HER WE WOULD NEED TIME TO INVESTIGATE MATTER. SHE WAS SATISFIED WITH THAT.	1	
1100500	SEBRING LAKES	J 9.0 Water Quality	863.8	OPvknight	03/04/2016 09:46 AM
1190508	SEBRING LAKES	J J.U Water Widality	OPImiohnson 02/03/2016: MELISSA CALLED/WATER STILL SMELLS/ADV TO RUN WATER FOR 5 MINS FROM OUTSIDE		
1190508	SEBBING LAKES	J 9.0 Water Quality	SPIGOT AND THAT SHOULD CLEAR THE LINES (PER EMAIL)	OPImjohnson	02/03/2016 06:22 PM
1 190900	TOPPKING TVVES	10 0.0 Water Quality	10.100.11000		

			OPvknight 02/02/2016: MELISSA CALLED TO REPORT STRONG SMELL IN HER WATER; ADV WILL FOLLOW UP WITH	-	
1190508	SEBRING LAKES	J 9.0 Water Quality	TECH AND CALL HER AT 863-873-3267	OPvknight	02/02/2016 09:12 AM
			OPdrbrooks 08/17/2015: MISSY CALLED ABOUT ODOR TO HER WATER. SHE WOULD LIKE SOMEONE TO COME OUT		
1189719	SEBRING LAKES	J 9.0 Water Quality	AND CHECK THE LINES. CREATED METER INSPECTION SERVICE ORDER.	OPdrbrooks	08/17/2015 12:03 PM
			OPdrbrooks 08/12/2015: RETURNED VM TO DONNA AT 863-655-5140 THAT WAS LEFT AT 1:41PM AND LMOM. SHE WAS		
1190463	SEBRING LAKES	J 9.0 Water Quality	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. MCray,

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. The 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,

Troy Rendell Vice President

Investor Owned Utilities

/// For HC Waterworks, Inc.

Consumer Information Name: JOHN LEONARD` Business Name: Svc Address: 2073 OAK BEACH BLVD	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: SHONNA MCCRAY Entered By: SGL Date: 07/15/2019 Time: 14:26		
County: Highlands Phone: (863) -414-3351 City/Zip: Sebring / 33875- Account Number: 1190980 Caller's Name: JOHN LEONARD` Mailing Address: 2073 OAK BEACH BLVD	Utility Information Company: HC WATERWORKS, INC. Attn. Troy Rendelll313154W Response Needed From Company? Y Date Due: 08/05/2019	Via: PHONE Prelim Type: QUALITY OF SERVICE PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / /		
City/Zip: SEBRING , FL 33875- Can Be Reached: E-Tracking Number:	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N		

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. 1313154W Name LEONARD`, JOHN MR. Business Name

PAGE NO:

- 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

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. 1313150W

Business Name

C	Λn	CII	m	or	In	fΛ	rm	ati	Λ	n
	OH	SH	111	er.	111	w	1311	au	o	Ш

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

Utility Information

Company: HC WATERWORKS, INC.

Attn. Troy Rendell1313150W

Response Needed From Company?

Date Due: 08/05/2019

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.:

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

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. 1313150W

Name 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.

<u>Second Response</u>: 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.

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

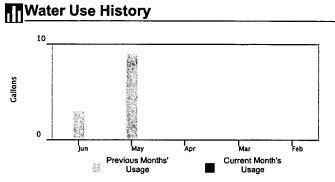
If you have any questions please contact our customer service number: 1-888-228-2134

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 06/03/2019	33	1 Actual 4 Actual	1 4	TGAL
	Total Days:	33	Total Usage	: 3	TGAL

§ Billing Detail Amount Owed From Last Bill\$166.03 Total Payments Received\$129.55 **New Charges** Base Charge...\$21.06 Water 3 @ 8.100000......\$24.30 Total Water 3 TGAL Charges\$45,36 Base Charge. Waste Water 3 @ 7.990000.....\$23.97 Total Sewer Charges\$35.92 HCWW - Water Res 58 Usage Adj.....--\$12.90 HCWW - Late Fee..... Total Other Charges and Services\$7.82 Total Current Charges\$73.46 Total Amount Due 07/03/2019......\$109.94



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.

Make Checks Payable To:

MARTY SWYERS

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

\$109.94

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

HC Waterworks Inc
C/O US WATER
DO DOY 151045

Amount Due by 07/03/2019

Amount Enclosed: \$

P.O. BOX 151245 CAPE CORAL, FL 33915-1245

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

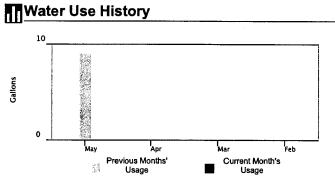
If you have any questions please contact our customer service number: 1-888-228-2134

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 Reading	gs	Usage	Units
	04/17/2019	14	0 Ac	ctual	0	TGAL
	05/01/2019		1 Ac	ctual	1	
	04/01/2019	16	222 Ad	ctual	222	TGAL
	04/17/2019		230 Ac	ctual	230	
	Total Days:	30		Total Usage:	9	TGAL

§ Billing Detail	
Amount Owed From Last Bill	\$33.01
Adjustments	\$0.00
Total Payments Received	
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	
Total Current Charges	
Total Amount Due 06/02/2019	\$166.03



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

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

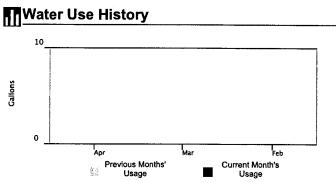
If you have any questions please contact our customer service number: 1-888-228-2134

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	ys Meter Readings		Usage	Units
		03/01/2019 3 04/01/2019	31		Actual Actual	222 222	TGØAL
		Total Days:	31		Total Usage:	0	TGAL

8 Billing Detail Amount Owed From Last Bill\$33.01 Total Payments Received\$33.01 Prior Balance\$0.00 **New Charges** Total Water 0 TGAL Charges\$21.06 Total Current Charges\$33,01 Total Amount Due 05/02/2019...... \$33.01



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
- Pay by phone, call 1-844-500-7358.

Make Checks Payable To:

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

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

ուվեննակիլուն իլիկնուկի իմյուկինուկին ինկանի ինկեն ինկ

Amount Due by 05/02/2019	\$33.01
Amount Enclosed: \$	

HC Waterworks Inc C/O US WATER P.O. BOX 151245 CAPE CORAL, FL 33915-1245

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

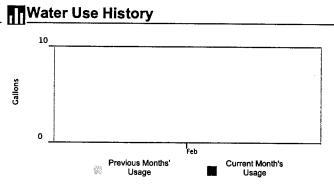
If you have any questions please contact our customer service number: 1-888-228-2134

Total Amount Due	\$178.96
Due Date	03/04/2019
Bill Date	02/12/2019
Account Number	

For Service To: **35 VENETIAN PKWY**

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	01/25/2019 02/01/2019	7	222 Actual 222 Actual	222 222	TGAL
	Total Davis	_			
	Total Days:	7	Total Usag	je: 0	TGAL

§ Billing Detail Amount Owed From Last Bill Total Payments Received Prior Balance\$0.00 **New Charges** Base Charge..... e Charge......\$4.85 Base Charge..... Total Sewer Charges\$2,75 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



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

MARTY SWYERS 35 VENETIAN PKWY LAKE PLACID FL 33852-6025 ուվուսովիլույլիկինուկիի կանիկոնունի կենկոլի և ինկ

Amount Due by 03/04/2019	\$178.96
Amount Enclosed: \$	

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: Flag Status:

Follow up Flagged

Categories:

Important - follow up

NAME: MARTY SWYERS

CASE NO:

1308795W

CALLER NAME:

ZEEB

ROGER

COMPANY:

HC WATERWORKS, INC.

BUSINESS:

Lake Placid

ZIP:

CITY:

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:

ACCOUNT NO.:

54822-103

CATEGORY/INFRACTION CODE:

ENTERED BY:

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 April17,2019, 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 April17, 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

\$ > 6.44

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.

Csutomer 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.

Csutomer 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.

<u>Second Response</u>: Mr. Swyers was <u>not</u> 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

②	Tump To	System Functions	****	· · · · · · · · · · · · · · · · · · ·
(3)	Jump To	•		* 1

21

Closed (7)

International

Return

Service Order Type	HCWW - Move In	Dispatch Date	01/25/2019
	Selected	į t	
	Service Center	ř.	
	**************************************	ĺ	
Dispatch Locations	i		Available
	i		

Requested By Default Schedule Date 01/25/2019 Call Back Number

Priority 1 Call before close

State

Close Automatically

Information

Service Location Information Physical Address 35 VENETIAN PKWY LAKE PLACID FL 33852-6025

Route **Customer Information**

SWYERS, MARTY Name Mailing Address 35 VENETIAN PKWY

LAKE PLACID FL 33852-6025

Update Address to Servica Location's

Account Information

Account Number 54822103

Mailing Address 35 VENETIAN PKWY

LAKE PLACID FL 33852-6025

3di Aice	•
Current	_

Current Services 5	ervice Seq #	Charge Meter Type No.	Service Date	Deposit Type	Deposit # of Deposit Default	ts .	Depends service	Rate Schedule	Service Class
54822103 Sewer	0	Based on water usage	01/25/2019 HCWW Sew	er Res Deposit	50.00	Water,	Meter 38362857	HCWW - SEWER ALL SZ	Residential
54822103 * Water	0	-	301/25/2019 HCWW Wat	er Res Deposit	99.00			HCWW - WATER R 58	Residential

Mailing Address for Account To Be Disconnected

Malling Address

(Ž)

Address Line 5729 THUNDER RD

SEBRING City

Zip 33876-5401 \square G

Fees			
Selected			ailable
HCWW - 1	Initial Connection Fee - 22.36	1	
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Disconne	ecting Fees		
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Default Comments	i.v.		Available
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		**	
	MOVE IN, EFF:01/25/19 NEW DWNER MARTY SWYERS.	Meter r	.i :ead/0222398
Comments	Meter is on		
	СВ		
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recall!			† Move To Top Of The Page †
User: Troy i	Rendell		Go To eSupport
-	06/10/2019 12:42 PM	Com	wight © 2013 Harris ESP Software Inc. All Bights Recented

04/09/2019

Available



Service Order Input Service Order Number: 37244

System Functions Jump To...

21

Return

Closed

Service Order Type

HCWW - Meter Chg Out

Selected

Dispatch Locations

Service Center

Requested Code

Dispatch Date

Close Automatically

Default Schedule Date 04/09/2019

Call Back Number

Call before close

Priority

Information

Requested By

Service Location Information

Physical Address 35 VENETIAN PKWY

LAKE PLACID FL 33852-6025

Route 211

Customer Information

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
<u>54822103</u>	Sewer _	0	Based on water usage			HCWW - SEWER ALL SZ	Residential
<u>54822103</u>		0	Metered	56584983	04/17/2019	HCWW - WATER R 58	Residential

Available





Comments



Available

Comments Old S/N 56584987 Old read 0230800 Old Ert. 73852066

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

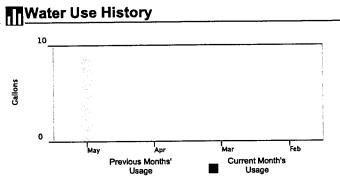
If you have any questions please contact our customer service number: 1-888-228-2134

Account Number	54822103
Bill Date	05/13/2019
Due Date	06/02/2019
Total Amount Due	

For Service To: 35 VENETIAN PKWY

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	04/17/2019	14	0 Actual 1 Actual	0	TGAL
	05/01/2019 04/01/2019 04/17/2019	16	222 Actual 230 Actual	222 230	TGAL
- Carlos Carlos Carlos Carlos Carlos Carlos Carlos Carlos Carlos Carlos Carlos Carlos Carlos Carlos Carlos Car	Total Days:	30	Total Usage:	9	TGAL

§ Billing Detail	9 9 9	
Amount Owed From Last Bill		
Adjustments		\$0.00
Total Payments Received		\$33.01
Total Payments Received		\$0.00
New Charges		
Rase Charne		\$21.06
Base ChargeWater 3 @ 8.100000		\$24.30
Water 6 @ 10 130000	\$60.78	
Total Water 9 TGAL Charges	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		
Total Amount Due 06/02/2019		\$166.03



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, cail 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

 HC Waterworks Inc C/O US WATER P.O. BOX 151245 CAPE CORAL, FL 33915-1245

Amount Due by 06/02/2019 **\$166.03**Amount Enclosed: \$

HC Waterworks Inc

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

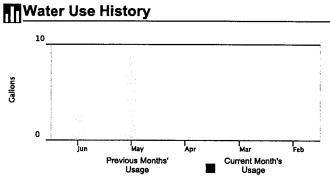
If you have any questions please contact our customer service number: 1-888-228-2134

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 06/03/2019	33	1 Actual 4 Actual	1 4	TGAL
-					-
	Total Days:	33	Total Usage	: 3	TGAL

§ Billing Detail	113	
Amount Owed From Last Bill		\$166.03
Adjustments		\$0.00
Adjustments Total Payments Received		\$129.55
Prior Balance		\$36.48
New Charges		
		\$21.06
Base Charge		\$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		
Total Current Charges	**********	\$68.38
Total Amount Due 07/03/2019	*******************	\$104.86



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
- 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

MARTY SWYERS 35 VENETIAN PKWY LAKE PLACID FL 33852-6025 ում[BBBB[[ըրՄ][ը[կհոհլի]ինըը[[իրմոլ]|Մ|[կիիլիի]

Amount Due by 07/03/2019	\$104.86
Amount Enclosed: \$	

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

Jump To...

Starts With V Filter Clear

showing 1 - 9 of 9 Quick Jump: All ▼

showing 1 - 9

Return	Refresh	View Aging Vi	ew Billing I	listory Report	View All Billing I	Details	Transfer Balar	nce					Adjust	
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	05/10/2019	05/13/2019	05/10/2019	Bill	06/02/2019	166.03	166.03	Drill Down		View Statemen	<u>View Bill History</u> <u>Details</u>			
	05/03/2019	05/03/2019	05/03/2019	Payment		-33.01	0.00	Drill Down	View Payment Details					
٠	04/09/2019	04/12/2019	04/10/2019	Bill	05/02/2019	33.01	33.01	Drill Down		View Statemen	t <u>View Bill History</u> <u>Details</u>			
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, 1	03/08/2019	03/12/2019	03/12/2019	BIR	04/01/2019	33.01	33,01	Drill Down		View Statemen	<u>View Bill History</u> <u>Details</u>			
	03/03/2019	03/03/2019	03/03/2019	Payment		-178,96	0.00	<u>Drill Down</u>	View Payment <u>Details</u>					
	02/12/2019	02/12/2019	02/12/2019	Bill - Open Bill	03/04/2019	178.96	178.96	Drill Down		View Statemen	t View Bill History Details			

Adjust

showing 1

User: Troy Rendell



Meter Read Select Meter No: 56584983

Starts With V Fifter Clear

showing 1 - 16 of 86| <u>Next</u>

Add Refresh

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5658496	3 04/01/2019	222.000	TGAL	1	Active	03/01/2019	222,000		anonymous	54822103		Upload	Normal	٠	Water	5	1.00000	0.00	0000	31
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5658498	3 01/25/2019	222.000	TGAL	1	Active		4		opvwinkler	54822103		Service Order	Open	•	Water	5	1,00000	0.00	0000	7
5658496	3 01/25/2019	222.000	TGAL	1	Active	01/02/2019	222.000		opvwinkler	54796731		Service Order	Close	٠	Water	5	1.00000	0.00	0000	23
5658498	3 01/02/2019	222,000	TGAL	1	Active	12/03/2018	222.000		anonymous	54796731		Upload	Normal	•	Water	5	1.00000	0.00	0000	30
5658498	3 12/03/2018	222.000	TGAL	1	Active	11/01/2018	222.000		anonymous	54796731		Upload	Normal	٠	Water	5	1.00000	0.00	0000	32
5658496	3 11/01/2018	222.000	TGAL	1	Active	10/01/2018	222,000		anonymous	<u>54796731</u>		Upload	Normal	٠	Water	5	1.00000	0.00	0000	31
5658498	3 10/01/2018	222.000	TGAL	1	Active	08/31/2018	222,000		anonymous	54796731		Upload	Normal		Water	5	1,00000	0.00	0000	31
5658498	3 08/31/2018	222,000	TGAL	1	Active	08/02/2018	222.000		anonymous	54796731		Upload	Normal	٠	Water	5	1,00000	0.00	0000	29
5658498	3 08/02/2018	222,000	TGAL	1	Active	07/04/2018	222,000		anonymous	54796731		Upload	Normal	۵	Water	5	1.00000	0.00	0000	29
5658498	3 07/04/2018	222,000	TGAL	1	Active	06/01/2018	222,000		anonymous	54796731		Upload	Normal	ă	Water	5	1.00000	0.00	0000	33
5658498	3 06/01/2018	222.000	TGAL	1	Active	05/02/2018	222.000		anonymous	54796731		Upload	Normal	Ă	Water	5	1.00000	0.00	0000	30
5658498	3 05/02/2018	222,000	TGAL	1	Active	04/02/2018	222.000		anonymous			Upload	Normal	Ă	Water	5	1.00000	0.00	0000	30
5658498	3 04/02/2018	222.000	TGAL	1		03/01/2018			anonymous			Upload	Normal	Ă	Water	5	1.00000	1,00	0000	32

Add Refresh

showing 1 - 16 of 86 | <u>Next</u>

User: Troy Rendell Last Login: 06/10/2019 12:42 PM † Move To Top Of The Page †

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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 02/12/2019 03/12/2019 04/12/2019 05/13/2019	Bill Days 7 28 31 30	Consumption 0.0000 0.0000 0.0000 9.0000	Total Charge: 4.8! 21.0: 21.0: 106.1:
Totals	96	9.0000	153.1:
Averages		2.2500	38.21

Consumer Information PSC Information Florida Public Service **Commission - Consumer Request** Name: MARTY SWYERS Assigned To: REY CASTILLO 2540 Shumard Oak Boulevard Entered By: DR **Business Name:** Tallahassee, Florida 32399 Date: 05/22/2019 850-413-6480 Svc Address: 35 venetian parkway Time: 09:48 Via: PHONE **Utility Information** County: Highlands Phone: (305) -393-7632 Prelim Type: IMPROPER BILLS City/Zip:Lake Placid / 33852-Company: HC WATERWORKS, INC. PO: Attn. Troy Rendell1308795W Account Number: 54822-103 Disputed Amt: 166.03 Caller's Name: ROGER Response Needed From Company? Supmntl Rpt Reg'd: / / Date Due: 06/13/2019 Mailing Address: 35 VENETIAN PARKWAY Certified Letter Sent: Certified Letter Rec'd: 1 1 **Interim Report Received:** City/Zip: LAKE PLACID , FL 33852-Closed by: Reply Received: 05/22/2019 Can Be Reached: Date: / / Reply Received Timely/Late: **Closeout Type:** E-Tracking Number: **Informal Conf.:** 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:

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 Na	ame

PAGE NO:

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,

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

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.

<u>Response</u>: 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,

Troy Rendell
Vice President

Investor Owned Utilities /// For HC Waterworks, Inc.

/// TOTTIC Water Works, inc.

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

PSC Information Florida Public Service **Consumer Information Commission - Consumer Request** Assigned To: REY CASTILLO Name: MARTY SWYERS 2540 Shumard Oak Boulevard Entered By: DR **Business Name:** Tallahassee, Florida 32399 Date: 05/22/2019 850-413-6480 Svc Address: 35 VENETIAN PARKWAY Time: 09:48 Via: PHONE **Utility Information** County: Highlands Phone: (305) -393-7632 Prelim Type: IMPROPER BILLS City/Zip:Lake Placid / 33852-Company: HC WATERWORKS, INC. PO: Attn. Troy Rendell1308795W Disputed Amt: 166.03 Account Number: 54822-103 Response Needed From Company? Caller's Name: ROGER Supmntl Rpt Reg'd: Date Due: 06/13/2019 **Certified Letter Sent:** Mailing Address: 35 VENETIAN PARKWAY Certified Letter Rec'd:

Interim Report Received:

Reply Received Timely/Late:

1 1

N

Reply Received:

Informal Conf.:

E-Tracking Number:

Preclose Type - Improper Bills

Can Be Reached:

What is the amount of the bill in dispute?

City/Zip: LAKE PLACID ,FL 33852-

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:

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

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: Evelvn 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:<u>DRojas@psc.state.fl.us</u>]
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.

- 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.
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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 - <u>pscreply@psc.state.fl.us</u>
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.

<u>Response</u>: 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.

Consumer Information Florida Public Service **PSC Information Commission - Consumer Request** Name: KEN RITOLA Assigned To: SHONNA MCCRAY 2540 Shumard Oak Boulevard Entered By: DR **Business Name:** Tallahassee, Florida 32399 Date: 05/15/2019 850-413-6480 Svc Address: 408 day lily st Time: 11:16 Via: PHONE **Utility Information** County: Highlands Phone: (810) -599-7091 Prelim Type: QUALITY OF SERVICE City/Zip: Sebring / 33876-Company: HC WATERWORKS, INC. PO: Attn. Troy Rendell1308268W Account Number: 11898-82 Disputed Amt: 0.00 Caller's Name: KEN Response Needed From Company? RITOLA Supmntl Rpt Reg'd: Date Due: 06/06/2019 Mailing Address: 7355 WINDRIDGE DR Certified Letter Sent: Certified Letter Rec'd: / / Interim Report Received: City/Zip: PINCKNEY ,MI 48169 Closed by: Reply Received: Can Be Reached: Date: / / Reply Received Timely/Late: Closeout Type: E-Tracking Number: Informal Conf.: Apparent Rule Violation: 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:

- 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

Request No. 1308268W Name RITOLA ,KEN MR. Business Name

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

Ì

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 0.01 mg/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; <u>joterrell@yahoo.com</u>; 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:

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



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.

<u>Historical Issues</u>

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 Projection (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

Page 2 of 5 Ms. Tamra Mathy

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 Monochlorimines, 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

Page 3 of 5 Ms. Tamra Mathy

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.

<u>Lake Josephine Drive - Main Replacement</u>

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 <u>minimum</u> of 0.2 mg/L and a <u>maximum</u> of 6.0 mg/L <u>at the farthest remote point</u> 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 you 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.

Page 5 of 5 Ms. Tamra Mathy

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.

Troy Rendell

From:

Sharon Purviance

Sent:

Friday, April 26, 2019 4:26 PM

To:

Troy Rendell

Subject:

Fwd:

Follow Up Flag: Flag Status:

Follow up Flagged

Categories:

Important - follow up

On Fri, Apr 26, 2019 at 3:53 PM Mathy, Tamra < <u>Tamra.Mathy@southflorida.edu</u>> 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: Cc:

'Arlene Jordan' 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----
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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 <u>not</u> 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.

Bulletin Brand: Row D.

- aoughy Carls:

Consumer Information	Florida Public Service	PSC Information		
Name: ROBERT BLOCK Business Name: Svc Address: 10433 HIGH GROVE AVE	Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	Assigned To: SHONNA MCCRAY Entered By: DH Date: 01/07/2019 Time: 08:24 Via: E-FORM Prelim Type: OUTAGES		
County: Highlands Phone: (239)-777-8877	Utility Information			
City/Zip:Lake Placid / 33852-	Company: HC WATERWORKS, INC.	PO:		
Account Number: 54801103	Attn. Troy Rendell1296565W	Disputed Amt: 0.00		
Caller's Name: ROBERT BLOCK	Response Needed From Company?			
Mailing Address: 10433 HIGH GROVE AVE	Date Due: 01/29/2019	Supmntl Rpt Rcq'd: / / Certified Letter Sent: / /		
City/Zip: LAKE PLACID ,FL 33852-	Interim Report Received: / /	Certified Letter Rec'd: / /		
Can Be Reached:	Reply Received: / /	Closed by:		
E-Tracking Number: 128163	Reply Received Timely/Late: Informal Conf.: N	Date: / / Closeout Type: Apparent Rule Violation: N		

riease 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 M	R.	Business	Name	
PAGE NO:	2					•		

Consumer Information Florida Public Service **PSC Information Commission - Consumer Request** Name: ROBERT BLOCK Assigned To: SHONNA MCCRAY 2540 Shumard Oak Boulevard Entered By: DH **Business Name:** Tallahassee, Florida 32399 Date: 01/07/2019 Svc Address: 10433 HIGH GROVE AVE 850-413-6480 Time: 08:24 Via: E-FORM **Utility Information** County: Highlands Phone: (239) -777-8877 Prelim Type: OUTAGES City/Zip:Lake Placid / 33852-Company: HC WATERWORKS, INC. PO: Attn. Troy Rendell1296565W Account Number: 54801103 Disputed Amt: 0.00 Caller's Name: ROBERT Response Needed From Company? Supmntl Rpt Req'd: Date Due: 01/29/2019 Mailing Address: 10433 HIGH GROVE AVE **Certified Letter Sent:** Certified Letter Rec'd: **Interim Report Received:** City/Zip: LAKE PLACID ,FL 33852-Closed by: Reply Received: / / Can Be Reached: Date: / / Reply Received Timely/Late: **Closeout Type:** E-Tracking Number: 128163

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

Informal Conf.:

N

Apparent Rule Violation: N

"---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.	В	usiness	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.

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 - 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				•	

	e rsc, and copies of an correspondence wi	th 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 32399-08	50	
Case taken by Diane Hood		
		•
Request No. 1296565W	Name BLOCK , ROBERT MR.	Business Name



Activity Log Select 54801103, ROBERT & KAREN BLOCK - US Water Services Corporation

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showing 1 - 6 of 6

User: Troy Rendell

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Go To eSupport

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.

<u>Response</u>: 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 Monochlorimines, 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

Page 3 of 6 Mr. Leonard PSC – 12/4/2018

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	Direct Chlorination2
	Dissolved Iron < 0.1 mg/L1	
Moderate	0.3 mg/L Total Sulfide 0.6 mg/L @ pH □7.2 or	Conventional Aeration3 (maximum removal efficiency 40-50%)
	0.3 mg/L Total Sulfide 0.6 mg/L @ pH > 7.2	or Conventional Aeration with pH Adjustment4,5 (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 Aeration3 (maximum removal efficiency 90%) or
	3 2 7	Forced Draft Aeration with pH Adjustment4,5 (maximum removal efficiency 90%)
Very Significant	Total Sulfide > 3.0 mg/L	Packed Tower Aeration with pH Adjustment4,5 (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.

Page 5 of 6 Mr. Leonard PSC – 12/4/2018

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

Page 6 of 6 Mr. Leonard PSC – 12/4/2018

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

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 bellow 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

PARTICACTUE COLTANIANTS							
Contaminant and Unit of Measurement	Dates of Sampling (mo.lyr.)	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

Morganio confiminants:					•			
Contaminant and Unit of Measurement	Dates of Sampling (mo.lyr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely So	urce of Contamination
Arsenic (ppb)	05/2015	N	1.8	1.1 – 1.8	0	10		of natural deposits; runoff from ; runoff from glass and electronics on wastes
Barium (ppm)	05/2015	N	0.081	0.062 - 0.081	2	2	Discharge refineries;	of drilling wastes; discharge from metal erosion of natural deposits
Fluoride (ppm)	05/2015	N	0.29	N/A	4	4.0	Erosion of natural deposits; discharge from fi and aluminum factories. Water additive which promotes strong teeth when at optimum leve	
Selenium (ppb)	05/2015	N	1.5	0.9 – 1.5	50	50	Discharg	e from petroleum and metal refineries; f natural deposits; discharge from
Sodium (ppm)	05/2015	N	40.3	28.7 – 40.3	N/A	160	Saltwater	intrusion, leaching from soil
Stage to sinfectant and i	HAINEECHONERVER	inters						
Disinfectant or Contaminant and Unit of Measurement	Dates of Sampling (mo.lyr.)	MCL Violation Y/N	Level Detected	Range of Results	i MC	LG	MCL	Likely Source of Contamination
Chlorine (ppm)	Monthly 2017	N	3.07	0.90 - 3.8	MRDI	.G=4	MRDL = 4.0	Water additive used to control microbes
STACE Z DISINEE GTANT AND C	DISINFEGRONESPER	mucits :						
Haloacetic Acids (five) (HAA5) (ppb)	10/2017	N	31	N/A	N	Α	MCL = 60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	10/2017	N	19	N/A	N/A NA I		MCL = 80	By-product of drinking water disinfection

ileadand copperçias	WATER,						
Contaminant and Unit of Measurement	Dates of sampling (mo.lyr.)	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

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

Utility Information

Company: HC WATERWORKS, INC.

Attn. Troy Rendell1293475W

Response Needed From Company?

Date Due: 12/18/2018

Interim Report Received: / /

Reply Received: /

Reply Received Timely/Late:

Informal Conf.:

N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 11/27/2018

Time: 13:15 Via: PHONE

D II m ----

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

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).

Request No. 1293475W

Name LEONARD , JOHN MR.

Business Name

JC4. 1190980

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

From:

Troy Rendell

Sent:

Monday, September 24, 2018 7:43 AM

To: Cc:

'Arlene Jordan' 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.

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 fun 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 lose 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

From:

Sent:

```
Troy Rendell, Rita Varona
To:
                      Re: 40 Venetian Parkway - Covered Bridge
Subject:
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,
>
>
>
>
> Yes, the meter was inoperable and is being replaced today. As far as
>
> consumption, I'm in discussions with Rita on this. In reviewing the
>
> customer's usage history from March 2016 through December 2017 (the
```

Arlene Jordan

Tuesday, July 17, 2018 3:40 PM

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> last
>
> time she was billed for consumption) she averages around 682 gallons
>
          The majority of months she was billed for 1,000 gallons, while
> month.
 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)
>
>
>
                    3 \times $8.03 = $24.09
> Water:
>
>
>
> Wastewater:
                    3 \times \$7.86 = \$ 23.58
>
>
>
                    *$47.67*
  Total:
>
>
>
> 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.
>
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> 
> 
> Looking forward to hearing from you regarding Ms. Ludgate's water bill.
> 
> 
> 
Arlene
```

From:

Rita Varona

Sent:

Tuesday, July 17, 2018 12:17 PM

To: Cc:

Troy Rendell 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 \times 8.03 = 24.09

Wastewater: $3 \times \$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.

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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The calculation would be as follows:

(500 gallons X 6 months = 3,000 gallons)

Water:

 $3 \times $8.03 = 24.09

Wastewater:

 $3 \times \$7.86 = \$ 23.58$

Total:

\$47.67

[&]quot;Good morning Arlene,

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.

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:ealicea@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,

<u>Request</u>: Ms. Parent was concerned about being held responsible for a former tenant's past due balance prior to receiving water service turned on.

<u>Response</u>: 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,

Troy Rendell

Vice President

Investor Owned Utilities

/// For HC Waterworks, Inc.

Consumer Information	Florida Public Service	PSC Information
Name: ASHLEY PARENT	Commission - Consumer Request 2540 Shumard Oak Boulevard	Assigned To: REY CASTILLO
Business Name:	Tallahassee, Florida 32399	Entered By: SGL
Svc Address: 109 LEONA DRIVE	850-413-6480	Date: 06/26/2018
STOTE STATE OF THE	350 113 0100	Time: 10:15
County: Highlands Phone: (863)-243-5059	Utility Information	Via: PHONE Prelim Type: IMPROPER BILLS
City/Zip:Sebring / 33875-		PO:
Account Number:	Attn. Troy Rendell1281188W	Disputed Amt: 200.00
Caller's Name: RICHARD KLOCKO	Response Needed From Company? Y	Supmntl Rpt Req'd: / /
Mailing Address: 109 LEONA DRIVE	Date Due: 07/18/2018	Certified Letter Sent: / /
	Interim Report Received: / /	Certified Letter Rec'd: / /
City/Zip: SEBRING , FL 33875-	Reply Received: / /	Closed by:
Can Be Reached: (863) -202-1175		Date: / /
E-Tracking Number:	Reply Received Timely/Late: Informal Conf.: ท	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	

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

PAGE NO:

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. OPImjohnson 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

From:

Troy Rendell

Sent:

Thursday, June 21, 2018 8:05 AM

To:

'Arlene Jordan'

Cc: Subject: Rita Varona; Evelyn Alicea 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. 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: Wastewater:

 $3 \times $8.03 = 24.09 $3 \times \$7.86 = \$ 23.58$

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, nonregistering 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.

```
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
>> 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.
>> know you said there will be a water bill increase but a $16.00 dollar
>> increase is outrages! Please explain why such a high increase.
>>
>> Arlene
```

>>

From:

Troy Rendell

Sent:

Wednesday, June 20, 2018 3:24 PM

To:

'Arlene Jordan'

Cc: Subject: Rita Varona; Evelyn Alicea 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 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.

```
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

> rem: 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 outrages! Please explain why such a high increase.
> Arlene
```

From:

Trov Rendell

Sent:

Tuesday, June 19, 2018 11:10 AM

To:

'Arlene Jordan'

Cc: Subject: Rita Varona; Evelyn Alicea 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 outrages! Please explain why such a high increase.

From:

Troy Rendell

Sent:

Tuesday, June 19, 2018 11:22 AM

To:

'Arlene Jordan'

Cc: Subject: Rita Varona; Evelyn Alicea 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 outrages! Please explain why such a high increase.

HC Waterworks Inc

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

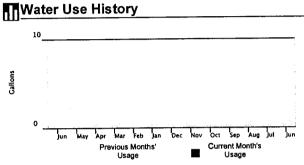
If you have any questions please contact our customer service number: 1-888-228-2134

Account Number	54795785
Bill Date	
Due Date	07/04/2018
Total Amount Due	

For Service To: 158 PARKVIEW CIR

🛂 Usage Data	Billing Period Days		Meter Readings	Usage	Units
	05/02/2018 30 06/01/2018	30	21 Actual 23 Actual	21 23	TGAL
	Total Dave	30	Total Usage	2	TGAL

8 Billing Detail	
Amount Owed From Last Bill	\$48.52
Adjustments	
Total Payments Received	\$48.52
Total Payments Received	\$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



Message Center

- View the Leisure Lakes 2017 Water Quality Report at: mywaterservice.com/leisurelakes2017 The report contains important information about the view the Letsure Lakes 2017 Water Quality Report at. Thy water saw the Letsure Lakes 2017 water and the Lakes 2017 water
- 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

			•		
Matar November	Danid Data	D di	F-4:41	0	# - f D
Meter Number	Read Date	Reading		Consumption	•
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
		2.00	2.00	=.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.

Kenlell

Consumer Information	Florida Public Service	PSC Information	
Name: KENNETH RITOLA Business Name: Svc Address: 408 DAY LILLY STREET	Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	Assigned To: SHONNA MCCRAY Entered By: CD Date: 06/05/2018 Time: 13:10	
County: Highlands Phone: (810)-599-7091	Utility Information	Via: PHONE Prelim Type: QUALITY OF SERVICE	
City/Zip:Sebring / 33876-	Company: HC WATERWORKS, INC.	PO:	
Account Number: 1189882	Attn. Troy Rendell1279526W	Disputed Amt: 0.00	
Caller's Name: KENNETH RITOLA Mailing Address: 7355 WINDRIDGE DR	Response Needed From Company? Y Date Due: 06/26/2018	Supmntl Rpt Req'd: / / Certified Letter Sent: / /	
City/Zip: PINCKNEY, MI 48169 Can Be Reached: E-Tracking Number:	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: 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.

Date: / /

Closeout Type:

Apparent Rule Violation: N

Request No. 1279278W

Name FORTNER , ANDREA MRS

Business Name

Consumer Information PSC Information Florida Public Service **Commission - Consumer Request** Assigned To: REY CASTILLO Name: ANDREA FORTNER 2540 Shumard Oak Boulevard Entered By: BJ **Business Name:** Tallahassee, Florida 32399 Date: 06/01/2018 850-413-6480 Svc Address: 304 YELLOW WILLOW ST Time: 13:57 Via: PHONE **Utility Information** County: Highlands Phone: (814)-771-2454 Prelim Type: IMPROPER BILLS City/Zip:Sebring / 33876-Company: EC WATERWORKS, INC. PO: Attn. Troy Rendell1279278W Disputed Amt: 0.00 Account Number: 54799596 Caller's Name: KEITH Response Needed From Company? Supmntl Rpt Req'd: Date Due: 06/22/2018 Mailing Address: 301 BROADSTREET Certified Letter Sent: Certified Letter Rec'd: 1 1 Interim Report Received: City/Zip: PORT ALLEGANY , PA 16743-Closed by:

Reply Received Timely/Late:

Preclose Type - Improper Bills

Other Comments:

Can Be Reached:

E-Tracking Number:

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.

Reply Received:

Informal Conf.:

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

PAGE NO:

2

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 05/02/2018	30	218 Actual 220 Actual	218 220	TGAL
	Total Days:	30	Total Usa	ge: 2	TGAL

s Billing Detail	Water Use History
Amount Owed From Last Bill \$53.02 Adjustments \$0.00 Total Payments Received \$53.02 Prior Balance \$0.00	10
New Charges \$20.87 Base Charge	Callons of the control of the contro
Total Amount Due 05/30/2018\$36.93	May Apr Mar Feb Jan Dec Nov Oct Sep Aug Jul Ju Previous Months' Current Month's Usage Usage

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.

EFT - No Envelope

Pay by phone, call 1-844-500-7358.
Pay by phone, call 1-844-500-7358.
Pay by 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

|Ավիրց:Արվիլից|ԱրահՈւրսևովը:Աֆելիելիահանիժակ

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 Monochlorimines, 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,

Troy Rendell Vice President

Investor Owned Utilities
/// For HC Waterworks, Inc.

Cc: Shonna McCray, Florida Public Service Commission

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

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-MATL

Prelim Type: WATER

D∩ ·

Disputed Amt:

0.00

Supmntl Rot Reg'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]

Phone: (863)-655-1665

/ 33875-

ERNHART

Sent: Tuesday, May 29, 2018 9:37 PM

Mailing Address: 1912 SENTINEL POINT RD.

To: Consumer Contact

Can Be Reached:

E-Tracking Number:

Subject: Fwd: HC Water Works

City/Zip: SEBRING ,FL 33875-

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

ERNHART MANUEL & KATHER MR. Business Name Request No. 1279005W Name

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

PAGE NO:

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 drop s 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!

W

hen 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

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.

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- 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
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- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer
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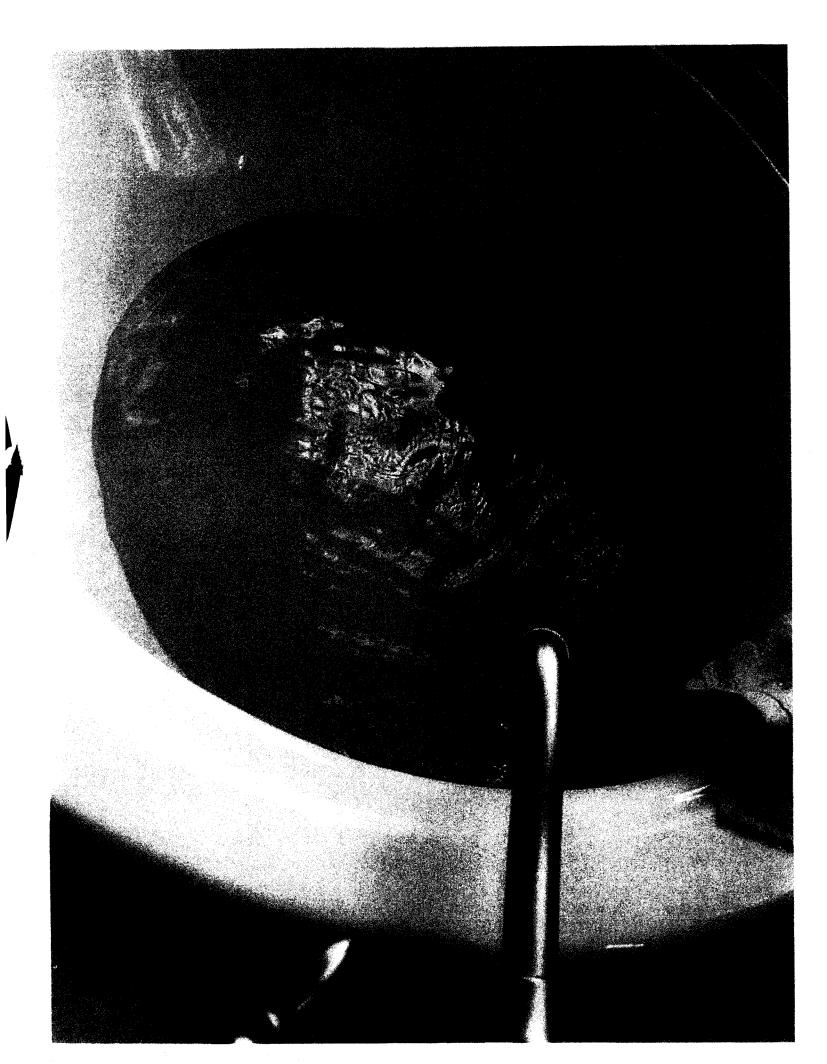
E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case 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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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.

Ms. Patricia Johns

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.

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

Business Name

Consumer Information	Florida Public Service	PSC Information
Name: PATRICIA JOHNS Business Name: Svc Address: 5408 PRINCE AVE	Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	signed To: SHONNA MCCRAY ntered By: DV nte: 05/16/2018 me: 16:44
County: Highlands Phone: (863)-214-3739	Utility Information	Via: PHONE Prelim Type: WATER
City/Zip:Sebring / 33875-	Company: HC WATERWORKS, INC.	PO:
Account Number: 54797744	Attn. Troy Rendell1278194W	Disputed Amt: 0.00
Caller's Name: PATRICIA JOHNS Mailing Address: 5408 PRINCE AVE	Response Needed From Company? Y Date Due: 06/07/2018	Supmntl Rpt Req'd: / / Certified Letter Sent: / /
	Interim Report Received: / /	Certified Letter Rec'd: / /
City/Zip: SEBRING , FL 33875-	Reply Received: / /	Closed by:
Can Be Reached:	Reply Received Timely/Late:	Date: / /
E-Tracking Number:	Informal Conf.: N	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.

								<u> </u>
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.
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 - 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



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."

Certified Letter Sent:

Certified Letter Rec'd:

Apparent Rule Violation: N

Closed by:

Date: / /

Closeout Type:

Request No. 1278194W Name JOHNS , PATR	ICIA MS. Business Name		
Consumer Information Name: PATRICIA JOHNS Business Name: Svc Address: 5408 PRINCE AVE	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	
County: Highlands Phone: (863)-214-3739	Utility Information	Via: PHONE Prelim Type: WATER	
City/Zip:Sebring / 33875- Account Number: 54797744 Caller's Name: PATRICIA JOHNS	Company: EC WATERWORKS, INC. Attn. Troy Rendell1278194W Response Needed From Company?	PO: Disputed Amt: 0.00	
John D. Comp.	Response Needed From Company? Y	Supmntl Rpt Req'd: / /	

Date Due: 06/07/2018

Interim Report Received:

Reply Received Timely/Late:

Reply Received:

Informal Conf.:

Preclose type - Water Quality/Pressure

Mailing Address: 5408 PRINCE AVE

City/Zip: SEBRING , FL 33875-

Customer Comments:

E-Tracking Number:

Can Be Reached:

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Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diana Vizcarrondo

Troy Rendell

From:

Troy Rendell

Sent:

Thursday, May 10, 2018 9:06 AM

Subject:

'Arlene Jordan'; 'joterrell@yahoo.com'; 'Clifford Hangley' 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: To: Friday, May 4, 2018 12:59 PM '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.

<u>Chlorine</u> – 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 <u>well below</u> the MCL set by FDEP. This company had an inaccurate range on this result.

<u>TDS</u> – this is "total dissolved solids." The MCL established by FDEP and EPA is 500 mg/l. This result of 370 is <u>well below</u> 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:	Test Results	Water Supply Source:					
2-4 112	(by request) Florida Water Analysis	City		Count	ty	Privat	e Well
Date: 4/10//7	119 Ave D SE Winter Haven FL 33880	Test	Raw	Bottle	Filter	Other 1	Other 2
Testing Technician:	www.floridawateranalysis.com 888-95-WATER (92837)	Hardness	10	- 6	200	les	5
M. helpbles	freewatertest@floridawateranalysis.com	Chlorine/ Chloramines	3		,5	- 1	5
Name: George St	eigelman_	TDS - Total Dissolved Solids	370	/	20	och	peloco
	me st	Precip.					
City: LP	Florida Zip: <u>33</u> 45)	PH	7.5		Nuc	etre	/
Home Phone :	MP:	Iron					
Notes:		Sulfur					
		Other					
Recommendation: Mart	ha Webster - 3/4-5930						
805	3/4 0 / 00				<u></u>		
					<u></u>		

Business:	



PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

DHood

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850

850-413-6100					
Name PREUSS ,HENRI & SUSAN MR.	_	Company HC WATERWORKS	INC.	Request No. 1	268456C
Business Name		Company Code WS968	By D	H Time 09:0	3 Date 01/24/2018
Address 32 PINECREST ST		County Highlands Consumer's Telephone #	•		MAIL
City/Zip Lake Placid	33852-	Can be Reached			
Account Number	E-Mail Address		Outreach		Date 01/24/2018
			Public Officia	l N	

01/24/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP.

PAGE NO:

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 contaminates 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

Susen Preuss

Susan Preuss

Name S	LOTTEN	,DONALD	MR
--------	--------	---------	----

Business:



Public Service Commission

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850

850-413-6100				
Name SLOTTEN , DONALD MR.		Company HC WATERWORKS, INC	C. Request N	No. 1269337C
Business Name		Company Code WS968	By DH Time	09:17 Date 02/01/2018
Address 104 EDGEWATER DR. S		County Highlands	BA DU LIME	03.17 2000 0270172018
		Consumer's (863)-699-9787	7 Type GI-16	Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached		
City/ Dip Bake Flacia				
Account Number	E-Mail Address	Ou	treach	Date 02/01/2018
		Pul	blic Official N	***************************************

02/01/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc. and DEP.



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 ar Consumer Services Division of Consumer Services 2005 Apalachee Parkway Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toll-free from w 850-410-3800 - Cailing from eu: 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:	Complaint is Against.
Ms./Mrs./Mr. SLotten Dunald A.	HC WATERWORKS & U.S. Water Services Name of Business
Last Name, First Name, Middle Initial	Name of Business
Mailing Address	Mailing Address
LAKE PLACID FL. 3385Z U.S.A.	4939 Cross Bayou Blvd - New Port Richey City, State, Zip Code 33652
City, State, Zip Code and Country	City, State, Zip Code '
863-6999787	
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 Consulation and information and is distributed by email.	mer E-Newsletter. Our newsletter provides monthly cons. 5,
Product or Service involved: WATER	Amount Paid: \$
1	
Date of Transaction:	tournated ply.
**What would satisfy your complaint? Water qual	ely - All allackment
,	
**The Department cannot require businesses to take a particular	action such as repairing or replacing a product, or refunding
The Department carried require businesses to take a particular The Department may act as a mediator to attempt dispute res remedy through the court system.	olutions; however, on occasion, the only recourse is to se
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, inve	pices, or other supporting documents?
Please check your age group (Optional): Under 25 2 2 Enhanced penalties may be available based upon your age.	5 – 35 🔲 36 – 45 🔲 46 – 55 🗍 Over 55
PLEASE ATTACH COPIE	S, DO NOT SEND ORIGINALS.

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 118
- 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.

179 01 2011

3

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 <u>no</u> 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.

- 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

Sincerety

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

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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.

www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES 2005 APALACHEE PKWX 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

ADDITIONAL NOTIFICATIONS MIKE

5 paymen

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:	
Name of Owner:	
Name, title, telephone number, email address of person Please state your position relative to the complaint. (Co	
Picase return completed form to:	(Signature)
Florida Department of Agriculture & Consumer Service Division of Consumer Services	es (Title)
2005 Apalachee Pkwy Tallabassee FL 32399-6500	(Date)



Florida Department of Agriculture and Consumer Services Division of Consumer Services

CONSUMER COMPLAINT FORM

. 570.544(3), F.S.

Please return completed complain.

Florida Department of Agriculture as Consumer Services Division of Consumer Services 2005 Applicates Parkway Tallebasses, Florida 32399-6527

1-800-HELP-FLA Toll-free tear 850-410-3800 · Calling from c. www.800tolphis.com

This information MUST be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incomforms CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Purson Making Complaint:	Complaint is Against
Man, / Mrs. / Mrs. Lester Jessey Lex L. Last Name, First Name, Middle Initial	Name of Business
Mailing Address 30 505 00 54- City, State, Zip Code and Country	Mailing Address Lake Plant J FC 37954
City, State, Zip Code and Country	City, State, Zip Code
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 Consu and information and is distributed by email.	- 4
Product or Service Involved: HC Water we	Amount Pald: 5 4070 & WC PORTE
Date of Transaction:	contacted by: Telephone Mail Other Add
"What would satisfy your complaint?	1 INCLESS ON THE
"The Department cannot require businesses to take a particular The Department may act as a mediator to attempt dispute regreedy through the court system.	raction such as repairing or replacing a product, or refundinsolutions; however, on occasion, the only recourse is to se
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, inv	roices, or other supporting documents? 🗌 Yes 💢 Na
Please check your age group (Optional): Under 25 Enhanced penalties may be available based upon your age.	25 – 35 □ 36 – 45 □ 46 – 55 □ Over 65

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 official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775 t 837.06, F.S.

Date:

Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

Florida Department of Agriculture & Consumer Service 2005 Apalachee Parkway Tallahassee, FL 32399-5500

Department of Environmental Protection Attn: Patty Baron 3900 Commonwealth Boulevard Tallahassee, FL 32399-3000 550

2018 JAN 19 - ANC: 2:

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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Respectfully submitted,

Seavine Lester fick hester

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 <u>no</u> 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).

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- 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.
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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.



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

AMIN: 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:	
Telephone:	
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. (Co	ntinue on back if needed)
Please return completed form to:	
Florida Department of Agriculture & Consumer Service	(Signature)
Division of Consumer Services 2005 Apalachee Pkwy	(Title)
Tallahassec FL 32399-6500	(Date)



Florida Department of Agriculture and Consumer Services Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

Please return completed complaint form to:

Florida Department of Agriculture and Consumer Services Division of Consumer Services 2005 Apalachee Parkway Tallahassee, Florida 32399-6500

1-800-HELP-FLA Trib-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 LEGISLY. Only one business per complaint form.

	Complaint is Against:
Person Making Complaint:	45 WATER Wildy Billing Gr.
Ms. / Airs. / Mc. Last Name, First Name, Middle Initial	Name of Business
ALCORN SALLY A. Malling Address 102 SASMINE ST	Mailing Address 15/245
LAKE PLACIO F1.33852 USA	City State 7in Code
City, State, Zip Gode and Country	City, states, zip code
Home and Business Phone, Including Area Code	Cape Cotal 10. 339/5 City, State, Zip Code /-888-228-2/34 Business Phone, Including Area Code
Home and Business Phone, Including Area Code	Business Phone, Including Area Code
Email Address	Business Email and/or Web Address
	•
and information and is distributed by email.	ner E-Newsletter. Our newsletter provides monthly consumer tips
Product or Service involved: WATEL	Amount Paid: \$
n Tunnestien	ontacted by: Telephone Mail Other
"What would satisfy your complaint? The water C	opposy whats to RAISE
*The Department cannot require businesses to take a particular the Department may act as a mediator to attempt dispute rescretedy through the court system.	40% - we CANNOT AFFORD HAAT action such as repairing or replacing a product, or refunding money. Suitions; however, on occasion, the only recourse in to seak logal
Have you retained an attorney? Yes	
Did you sign a contract or other papers, i.e. estimates, invo	ices, or other supporting documents? Yes Tho
Please check your age group (Optional): Under 25 25 25 Enhanced panalties may be available based upon your age.	5-35 □ 36-45 □ 46-55 ☑ Över 55

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 felse statement in writing with the intent to mislesd a public servent 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 y	our complaint.	Attach additional s	Meets II Heceses	ry.	
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Date: _//3/18___

FDACS-10000 Rev. 10/12 Page 2 of 2

Signature: Jelly a. alcon

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 <u>no</u> 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 preveious 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.

- 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,

Troy Rendell Vice President

Investor Owned Utilities

/// For HC Waterworks, Inc.



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 Regulatory Specialist III

850-410-3842 Fax: 850-410-3801

E-mail: jacquelyn.rusb@frcshfromflorida.com

ATTN: TROY
727-848-7701

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES BUSINESS REPLY FORM

Reference No: 1801-01595 / JR Complaint Of: CAROL MILLER Corporate/Logal 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: (Signature) Florida Department of Agriculture & Consumer Services (Title) Division of Consumer Services 2005 Apalachee Pkwy (Datc) Tallahassee FL 32399-6500



Florida Department of Agriculture and Consumer Services Division of Consumer Services

CONSUMER COMPLAINT FORM

a. 570.544(3), F.S.

Piceus return completed compleis...

Florida Department of Agriculture as 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 1. www.800nagnia.com

This information MUST be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incorforms CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint	Complaint is Against 💢		
Ms. / Mrs. / Mr. CAPOL MILLER	US WATER HOWATERWEKS		
Last Name, First Name, Middle Initial	Name of Business		
	POBOX ATLAYS		
Malling Address 179 Wood E IdE DR	Mailing Address		
	CANE CORAL FL 2815		
City, State, Zip Code and Country	CAYE CORAL FL 3915 City, State, Zip Code		
863 699 (307) Home and Business Phone, Including Area Code	Business Phone, Including Area Code		
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Email Address	Business Email and/or Web Address		
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Please check if you would like to receive our Florida Consum and information and is distributed by email.	er c-newsleter. Our nipersonal provides residiny cont		
Product or Service involved: WATER	Amount Paid:\$		
Date of Transaction:	entacted by: 🔲 Telephone 🔛 Mail 🔛 Other		
"What would satisfy your complaint? BETTER WATE	ER LESS COST 40% INCREASE		
IS CRAZY. I dON'T EVEN GIVE THIS WHIER TO MY PETS!			
"The Department cannot require businesses to take a particular s	ction such as repairing or replacing a product, or refunct.		
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? Tyes No Cou	150mil Ballow HAS		
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Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? R Yes D No.			
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PLEASE ATTACH COPIES,	DO NOT SEND ORIGINALS.		
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- Whoever knowingly makes a false existement 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, 775.3 837.05, F.S.

FDACS-10000 Rev. 10/12 Pres 1 of 2

Please explain your complaint. Attach additional sheets if not	cossary.
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My eignature authorizes the Department of Agriculture and Consumer Services to ta purposes of mediation, investigation or enforcement, i understand that the Department	he suy action deemed necest heat down not give legal ad∵
purposes of mediation, investigation or enforcement. I understand that the Department cannot take legal action for me. I am filling this complaint to notify the Department individual and to seek any assistance evaluable. I ACKNOWLEDGE THAT I AM AWAIT IN THE COMPLETE OF	nt of the activities of this k: ARE THAT THE PERSONI BL.
WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.	
Par a mark.	1 - 8 1C
Signature: Card Mulli	Date: /-6-/8
*DAC8-10000 Rev. 10172	
Page 2 of 2	

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 hornbig 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

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, 1/8/18
Card Miller
179 Woodside Dr.
Coured Brilge Cake Plank

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.

Troy Rendell Vice President

Investor Owned Utilities

/// For HC Waterworks, Inc.



DIVISION OF CONSUMER SERVICES 2005 APALACHEE PKWY TALLAHASSEE FL 32399-6500

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
Regulatory Specialist III
850-410-3842

Fax: 850-410-3801

E-mail: jacquelyn.rush@freshfromflorida.com

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1864 FAX. MIKE

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 o	f person to contact for additional information, if necessary:
Please return completed form to:	(Signature)
Florida Department of Agriculture & Consume Division of Consumer Services 2005 Apalachee Pkwy	r Services (Title)
Tallahassee FL 32399-6500	(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 JR

1801-01595

Please return completed complain:

Florida Department of Agriculture a: Consumer Services Division of Consumer Services 2005 Apalachee Parkway Tallahassas, Florida 32399-6506

1-800-HELP-FLA Toll-free from 850-410-3800 - Calling from 2 ... www.800helpfla.com

This information **MUST** be provided for the Department to mediate your complaint, as we correspond via U.S. mail. incomports CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:	Complaint is Against:		
Me. / Mrs. / Mr. CAROL MIWER Last Name, First Name, Middle Initial	Name of Business PO BOX 15/245		
Mailing Address Mg Woods IdE DR	Mailing Address		
LAKE PLAGE FL 338/2	CAPE CORAL FL 33915 City, State, Zip Code		
City, State, Zip Code and Country	City, State, Zip Code		
863 699 (307) Home and Business Phone, including Area Code			
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·	Business Email and/or Web Address		
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Product or Service involved: WATER	Amount Paid:\$		
Date of Transaction:	ntacted by: 🔲 Telephone 🔛 Mail 🔛 Other		
"What would satisfy your complaint? BETTER WATER LESS COST, 40% INCREASE			
"The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to a remedy through the court system.			
Have you retained an attorney? Pres I No COVERED BRIDGE HAS 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 – Enhanced penalties may be available based upon your age.	35 □ 36 – 45 □ 46 – 55 ▼ Over 55		

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS.

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 1:...
- 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.

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 hording 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%.

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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Respectfully submitted Miller Fliedt Woodsede Dr. 149 Woodsede Dr. Fake Placid Fl. 33852



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 a: Consumer Services Division of Consumer Services 2005 Apalachee Parkway Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toll-free from a 850-410-3800 - Calling from a www.800helpfla.com

This information MUST be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incorporate CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:	Complaint is Against:	
	` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` `	
Ms. / Mrs. / Mr. Last Name, First Name, Middle Initial	US WATER WOR	KS
MillER EllioTT A.	Name of Business	
	P.O.Box-15124	<i>5</i> ⊆ 🚊
Mailing Address	Mailing Address	5 SUBJAN 10
LOVE PLOCIS EL 32057	COTTE C ON TA	7701
199 Woods CDE DR LAKE PLACID FL. 33852 City, State, Zip Code and Country	CAPE CORAL FU. City, State, Zip Code	339/5 = ·
_		
863-699-1307	/-888-228-2/ Business Phone, including	34_ w
Home and Business Phone, including Area Code	Business Phone, including	Area Code
-		
Email Address	Business Email and/or Web A	ddress
Please check if you would like to receive our Florida Consum and information and is distributed by email.	er E-Newsletter. Our newslette	er provides monthly cons
Product or Service Involved: WATER	Amount Pald: 1	s
Date of Transaction: I was co	ntacted by: Telephone	☐ Mail ☐ Other
**What would satisfy your complaint? Better water	The Note Eugene	.0
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v and again the boatt by start.		the only recourse is to st
Have you retained an attorney? XYes No Cove	Dad.	
f yes, you should rely on the advice of your attorney.	KE V DKIGGE	
Did you sign a sent set or other service		
Did you sign a contract or other papers, i.e. estimates, invoic	es, or other supporting docu	ments? 🕅 Yes 🗀 Na
Please check your age group (Optional): Under 25 🔲 25 = Enhanced penalties may be available based upon your age.	35 36 - 45 36 - 55	Over 55
PI FACC ATTACH CARLES	-	

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
 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.



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: 1801-03125 / 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,

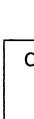
Jacquelyn Rush Jacquelyn Rush Regulatory Specialist III 850-410-3842

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:	
Telephone:	
Name of Owner:	
Name, title, telephone number, email address of person	n to contact for additional information, if necessary:
Please state your position relative to the complaint. (C	Continue on back if needed)
Please return completed form to:	
Florida Department of Agriculture & Consumer Service	ces (Signature)
Division of Consumer Services 2005 Apalachee Pkwy	(Title)
Tallahassee FL 32399-6500	(Date)





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.

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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Ens Hall 17 Vendian (3 Donne Clark @ Richard Wefolin 28 VENETIAN PKNY LAKE PLACES 13 Pinecrest St Lake Placed, Il 33852 3 DONNA PALMATICA Beverly MacCarthy 166 farkview Circle 32 Vilnetian Howy Lake Placed, FL 33852 John GHSIOR UY UENETIAN PKWY John Bather
31 Venetian PKWJ
Lake Placed, FL 33852 6 Edward Adams 8 Pinetree Ct 6 JUDY CLYMER 131 Parkview Circle Thil & Judy O'Bayle 34 Venetian PKW Sake Placed, FL 33552 FIDOROTHY NICHOLS 70 VENETCAN PRW. 3 - Lofan Roya Andrew 1 Mary Porcki 34 Jasmine St -13 VENETIA, Lake Placed FL 33852 154 Woodside Wir. (19) Dubbie + Billy Blankerslys 119 Oak grow st. Polare marisage 105 Edgewater Dr S Marie L. Barrett Dequee Kally House Dilais M Emuson 135 Park View Cir (ia) Susan Davidson 63 Pinecrest

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%.

Joya Swartz 103 HILLCREST ST

Respectfully submitted,

109 Edge WATER Dr. S.

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109 Edge WATER Dr. S.

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Respectfully submitted,

Re

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

Juan Freues 32 Pirecrest St

11 JASMINE ST.

30 Marie, Privis

- 3) TOM + MARGARÉT SCHULTZ 172 PARK VIEW CIR
- BANDY THAYER
 183 WOODSIDE DR
- 30) Joyce RYAN 53 JASMINE ST.
- 124 PARKVIEW CR.
- 9 Je Williams 103 fackvære Cr.
 - 30 Berry H. Cracker
 116 Hillarest St.
- 8 Willard Plank 35 Venetian Pkwy
- B ROHAD N. COBERT 108 OAK GROVE ST. LAKE PLACIN, PL 33852
 - (39) SUS NOTATES
 68 VENETIM 7Km/
 LAKE PLACIA, FL 33853

- By Ruch & Sean ine Lester 30 595 mine 18 Lake Placed
- DON & NANCY LEAVER

 9 Hillcust St.
- 162 WOODSIDE DR.
 LOKE PLACID, PL
- 43) ARIENE JORDAN 158 PARKUREN CIR LAKE PLACITY-L 33552
- Denul Darbson 38 Venetten PKW. Labe Placed 33852
 - (45) Kathleen Melia 41 Jasmine St hake Placed Fl 338
- 46 Sharon + Robert Lawlon 154 Parkview Car. Lake Placia, 7L 33852
- (4) Sue Schnidt 39 Pinerest St. Løle Placed FL 33857

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2118 PARKVIEW CIRCLE
LAKE PLACID FL 338
WARRINGTON 68 Bobbe Snow

(19) Patte may 24 Venetian PRun Sak Placia FA (10) Winiped may 60 Venetia Par L.P. FL D William Legan (2) Cindy Hubbel 110 OAK GROVE Lake Placid, 71. 3) yandra Drake 6 Hillcrast St Sake Placed FL @Barbara Brigani (74) Randall Thoyer 183 woodside dr. foke Placial F.L. (75) Mr & Mrs Etter W. Oni 113 OAK GROVE ST Lake Placed 3/33852 (76) George STeigelnan 43 A TASMING ST Helga Scheik 438 Jasmine St. Lake Placed, Fl. 33852

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(80) Kat Jones 10 Hillerest ST Olive Jackson

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2 Hillcrest ST The Placed, Ha

(83) Roual QH. Colent 108 OAK GROVE ST. LAKE PLACIO, FL 33852

(84) Ellerwelz ILPHILLEREST STO LAKEPHACID FF 33:

(85) Leigh Russ 116 Parkview Circl Lake Placid, FL 33853

86) Cathie Weber 8 Hill crest st. 32

DONNA PALMATICE 9)/lele PARKViewCiRde LAKE PLACIO AL 33852 (8) Claire Leffler 46 Jasmine St. Lake Placed, FL 33852 Claire Leffler 89 Judith & Heraux 60 Jasmins St. Lake Placed, 71 33852 (90 Rhyllis Jung 104H2 Hightrove Ave. Lake Placidy FL 33852 (91) BOB LUNG 10442 HIGHGROUG AVE LAKE PLACIE PL 33852 ENohny Virginia Wiederhold 33 Pinecrest St. Lake Placia, 1913852 David Navolana 63 Pine Crest st Lake Placid Fl (94) Daver Donna Clark 13 Pinecrest St. Lake Placid, F133852 Rondy & Jackie Bannell 2 Denetion Pring

fake Placid Il 33852

(96) JOAN -1EKKEII 139 PARKUIED CIRCLE LAKE PLACID, FL 5385 a) John Howarth 137 Parkules Cir L. P., FL 335 2 (98) Tim Cook 54 PINECREST ST. LAKI Placed FI 23850 99 Kathy Haase 10432 High Grove Av lake Placid FL 338: (100) Ever Modloff 64 Pinerest St. Lake Placet, F 101) MARIE WOLF
16 HILLCREGIT ST. 102) Cose Sharp 3 JAME, STA 103) Seath Charpe Jan 7 20 Tehetian Parker og

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(40) Jack Thomas

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FIORIDA 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 WEEKS , ROBERTO & DORIS MR.		Company HC WATERWORKS, INC.	Request No. 1267819C
Business Name		Company Code WS968	- DV 10.50 Date of /15/0010
Address 117 EDGEWATER DR. S		County Highlands	By DH Time 10:50 Date 01/17/2018
		Consumer's (863)-699-0807	Type GI-16 Phone E-MAIL
City/Zip Lake Placid	33852-	Can be Reached	
Account Number	E-Mail Address	Outre	ach Date 01/17/2018
		Publi	c Official N

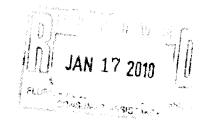
01/17/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc. and DEP. Customer correspondence was forwarded to the PSC via email attachment from DOACS. DHood

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.

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,

Don's Wecks



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 a Consumer Services Division of Consumer Services 2005 Apalachee Parkway Tallahassee, Florida 32399-6500

1-800-HELP-FLA Toff-free from w 850-410-3830 - Calling from ou: www.800helpfia.com

This information MUST be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Inconforms CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:	Complaint is Against:	30. 25
Ms. 1 Mrs. 1 Mr. Resels Robert Dois	HC Waterworks Inc + USI Name of Business Sowie:	vater
Last Name, First Name, Middle Initial	Name of Business Sorved:	n'suc.
Mailing Address 117 legenster dr. 5.	Mailing Address P.O. 13-415 1245	
Lake Placed 7133852 USA City, State, Zip Code and Country	Cape Coul 10 33915 USA City, State, Zip Code :: 25 C	7
Sake Pleas 7133852 USA City, State, Zip Code and Country 863-699-0807 Home and Business Phone, including Area Code	- S Ş	
Email Address	Business Email and/or Web Address T	
Please check if you would like to receive our Florida Consum and Information and is distributed by email.	er E-Newsletter. Our newsletter provides morifily எ	consi
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Product or Service involved: Date of Transaction: I was complaint? Loss, Youlth	ontacted by: Telephone Mail Oth	•••
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Product or Service Involved: Date of Transaction: "What would satisfy your complaint? Learn, Yealth "The Department cannot require businesses to take a particular a The Department may act as a mediator to attempt dispute resolvemedy through the court system. Have you retained an attorney? Yes No	ction such as repairing or replacing a product, or refu	unding to s.
Product or Service Involved: Date of Transaction: "What would satisfy your complaint? Learn, Yould satisfy your complaint? Learn, Yould satisfy your complaint? The Department cannot require businesses to take a particular at the Department may act as a mediator to attempt dispute resolution remedy through the court system. Have you retained an attorney? Yes No If yos, you should rely an the edvice of your attorney.	ction such as repairing or replacing a product, or refutions; however, on occasion, the only recourse is	unding to s.

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.

JAN 17 2010

FDACS-10000 Rev. 10/12 Page 1 of 2



DIVISION OF CONSUMER SERVICES 2005 APALACHEE PKWY TALLAHASSEE FL 32399-6500

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.

JAN 17 2019

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.
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JAN 17 2010
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My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for
DUIDONES OF MADISTON INVESTIGATION OF ANTARCEMENT I INMERICANA Shelf Abel Department desk and also be level and a
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.
WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.
Signature: Date:
FDACS-10000 Rev. 10/12
Pege 2 of 2

Diane Hood

From:

Phillips, Victoria < Victoria. Phillips@freshfromflorida.com>

Sent:

Wednesday, January 17, 2018 10:43 AM

To:

Consumer Contact

Subject:

Attachments:

HC Waterworks, Inc Case#1801-01908 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
<u>Victoria.Phillips@FreshFromFlorida.com</u>
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.

Name	COOK	,TIMOTHY	æ	JACQU	MR.



PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100

Public Service Commission

Name COOK , TIMOTHY & JACQU MR.		Company HC WATERWORKS	, INC. Re	quest No. 1268453C
Business Name		Company Code WS968		00 F0 Pata 01 /04 /0010
Address 54 PINECREST ST		County Highlands	BY DH	Time 08:59 Date 01/24/2018
	***************************************	Consumer's Telephone #	Type GI-	16 Phone MAIL
City/Zip LAKE PLACID	33852-8	Can be Reached		
Account Number	E-Mail Address		Outreach	Date 01/24/2018
	·		Public Official N	

1/24/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP. DHood

Date: InDUARY 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 COMMINISTION

COMMINISTION

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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JAN 24 2010

Respectfully submitted,

54 PINECREST ST

Name	CROCKER	, WAYNE	MR.

Business:		



PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850

850-413-6100				
Name CROCKER , WAYNE MR.		Company HC WATERWORKS, II	NC. Reque	st No. 1268451C
Business Name		Company Code WS968	By DH	rime 08:53 Date 01/24/2018
Address 116 HILLCREST ST		County Highlands	ву	
		Telephone # (863) -464-018	83 Type GI-16	Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached		
Account Number	E-Mail Addre	ss umbagogme@comcast.net	Outreach	Date 01/24/2018
Account name		F	Public Official N	

1/24/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP. DHood

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Florida Department of Agriculture and Consumer Services Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

Please return completed complain

Fiorida Department of Agriculture a: Consumer Services Division of Consumer Services 2005 Apalachee Parkway Tallahassee, Florida 32399-6501

1-800-HELP-FLA Toll-free from 850-410-3800 - Cailing from 6 www.800heipfia.com

This information **MUST** be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incorporate CANNOT be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:	Complaint is Against:
Ms. / Mrs. / Mr. Last Name, First Name, Middle Initial	HC WAKELOUPKS Name of Business
CROCKER, Luayne H.	POBAY 151245 B
Mailing Address	, ,
City, State, Zip Code and Country	Cope Curul FL 33415 City, State, Zip Code 727-848-8292
Home and Business Phone, Including Area Code	- 988 - 238 - シルざけ Business Phone, including Area Code
Umba agama @ gigmenst, Ne	T Don't Know N
Email Address 8 game a concast. Ne	Business Email and/or Web Address
Please check if you would like to receive our Florida Consum and information and is distributed by email.	
Product or Service involved: WAKE+ OLWER	Amount Paid: \$ 64.41 appreced
	inconticuted by: Telephone Mail Other
**What would satisfy your complaint?	ster ganilie und lower
**The Department cannot require businesses to take a particular a The Department may act as a mediator to ettempt dispute resolvemedy through the court system.	is like to also rules not clion such as repairing or replacing a product, or refund
Have you retained an attorney? Yes No	hountby rute
If yes, you should rely on the advice of your attorney.	currently \$3263
Did you sign a contract or other papers, i.e. estimates, invoice	
Please check your age group (Optional): Under 25 25 Enhanced penalties may be available based upon your age.	-35 □ 36 - 45 □ 46 - 55 ☑ Over 55
PLEASE ATTACH COPIES,	DO NOT SEND ORIGINALS.
A	

- 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 official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775 1 837.06, F.S.

FDACS-10000 Rev. 10/12 Page 1 of 2

Please explain your complaint. Attach additional sheets if necessary.

Brown water at times and a stench.
Office times who lorine so very strong.
it how otripped cular from clothing-

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necespurposes of mediation, investigation or enforcement. I understand that the Department does not give legal advicannot take legal action for me. I am filling this complaint to notify the Department of the activities of this Endividual and to seek any assistance available. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON/ BURNHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.

Signature: Wayne It Crocker

Date: 3 44 8.3018



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.

JAN 24 2013

Sincerely,

7arah Grandham Tarah Grantham Regulatory Specialist III

850-410-3814 Fax: 850-410-3801

E-mail: tarah.grantham@freshfromflorida.com

Request No. 12683560	Request	. No.	1268356	C
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Name SANSOM , JOHN & DELORES MR.

Business:	



PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100

				_		
Name SANSOM , JOHN & DELORES MR.		Company HC WATERWORKS	, INC.	Request	No. 1268356C	
Business Name		Company Code WS968				
Address 58 JASMINE ST		County Highlands Consumer's Telephone #	<u> </u>	By DH Tim	Phone E-MAIL	
City/Zip Lake Placid	33852-	Can be Reached				
Account Number	E-Mail Address		Outreach _		Date 01/23/2018	
			Public Off	ficial N		

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

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 Sanson 58 Josnine St habe Placed FL 33857



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.

JAN 23 2017

FLORIUL CONSUMER ASSISTANCE

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 getjobid3820361.pdf; Complaint.pdf

Attachments:

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
<u>Victoria.Phillips@FreshFromFlorida.com</u>
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.

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

Name CALDWELL , JOHN MR.		Company HC	WATERWORKS, INC.	Reques	t No. 1268659C	
Business Name		Company Co	ode_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	
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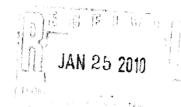
1/25/2018 Filed for water quality. Please contact the customer. Forwarded to HC Waterworks, Inc and DEP. DHood

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.

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Respectfully submitted.



Florida Department of Agriculture and Consumer Services Division of Consumer Services

CONSUMER COMPLAINT FORM

s. 570.544(3), F.S.

550

#1 Quart -

Please return completed complain:

Florida Department of Agriculture a: Consumer Services Division of Consumer Services 2005 Apalachee Parkway Taliahassee, Florida 32399-8501

1-800-HELP-FLA Toll-free from 850-410-3800 - Calling from cawww.800helpfla.com

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This :nformation MUST be provided for the Department to mediat forms CANNOT be processed. PLEASE WRITE LEGIBLY. Only	one business per complaint form.
Person Making Complaint:	Complaint is Against:
Ms. / Mrs. / Mr. CALDIJELL, John L. Last Name, First Name, Middle Initial	HC WATERWERKS ! US WATER Name of Business FNC.
Mailing Address	Mailing Address
16 VENETIAN PHWY, LAKE PLACID FL. City, State, Zip Code and Country 33852 USA	P.C. BUX 1512 45 CAPE CORNL, FL City, State, Zip Code 33915 USA
Pl.3-465.2084 Home and Business Phone, Including Area Code	Business Phone, including Area Code
Email Address	புயபு. NY wAter Service . com Business Email and/or Web Address
Please check if you would like to receive our Florida Consume and information and is distributed by email.	A with and 12 ft d. 1. All and a
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Have you retained an attorney? \times\text{Yes} \tag{Yes} No if yes, you should rely on the advice of your attorney.	Shape is shape of all chase of a prochase of
Did you sign a contract or other papers, i.e. estimates, invok	es, or other supporting documents? ☐ Yes ☐ Nc 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Please check your age group (Optional): Under 25 25 Enhanced penalties may be available based upon your age.	-35 🗆 36 - 45 🗆 48 - 55 🗖 Over 55
PLEASE ATTACH COPIES,	DO NOT SEND ORIGINALS.
All documents and attachments submitted with this complain	t are subject to public inspection surgices to Chanter 4 20 06
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FDACS-10000 Rev. 10/12 Page 1 of 2	

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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 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.

Victoria Phillips

Sincerely,

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
<u>Victoria.Phillips@FreshFromFlorida.com</u>
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.

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.

Troy Rendell Vice President

Investor Owned Utilities

/// For HC Waterworks, Inc.

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: 1801-03125 / 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: Reference No: 1801-03125 / JR
COVERED BRIDGE ASSOCIATION, INC
Corporate/Legal Name: AC Waterworks, Inc.
Fictitious/DBA Name: NAME:
Principal Address: 4939 Cross Bayor Blud, New Port Richey, FL 346.
Mailing Address: 5aml
Registration/License Number (if applicable):
Email Address: trendelle uswatercorp. Met Site: www.my water Service. Com
Telephone: (727) 848-8292 Fax: (727) 848-7701
Email Address: trendelle uswatercop. Web Site: www.my water Service. Com Telephone: 727) 848-8292 Name of Owner: Gay Perener, President
Name, title, telephone number, email address of person to contact for additional information, if necessary:
Troy Rendell, Vill 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 (Title)
2005 Apalachee Pkwy Tallahassee FL 32399-6500 (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

Page 2 of 6 Covered Bridge Association PSC – June 23, 2016

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 Monochlorimines, 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

Page 3 of 6 Covered Bridge Association PSC – June 23, 2016

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 customer's 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 became 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 then 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:

Page 4 of 6
Covered Bridge Association
PSC – June 23, 2016

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 ther 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,

Page 5 of 6 Covered Bridge Association PSC – June 23, 2016

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 inform 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 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 911, the Office of Homeland Security has recommended public water systems maps confidential due to terrorism security issues.

Page 6 of 6 Covered Bridge Association PSC – June 23, 2016

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,

Troy Rendell

Manager of Regulated Utilities

/// For HC Waterworks, Inc.

Cc: Elle

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 $^{\rm t}$	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% tu 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%)

- 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.
- Direct chlorination of sulfide in water in the pH range normally found in potable sources produces S^a_(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.
- 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.
- 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.

 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 conducted to eliminate alternatives that would not achieve county goals. It included:

- Aeration (cascade tray aeration; forceddraft 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 1935; 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	l Advantage	Disadvantage
1. Aeration		
-Cascade or Tray	Inexpensive	Insufficient removals; not effective; turbidity formation.
-Volatilization	Inexpensive	Control is difficult; not effective; sulfide bacteria regrowtl
- 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; scrubbate impact to POTW operations; aerated water can contain undesired microbiological constituents (thiothrix, pseudomonas aeroginosa).
-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 detection/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
. 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)
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
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
Anion Exchange	Controllable; moderate cost	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

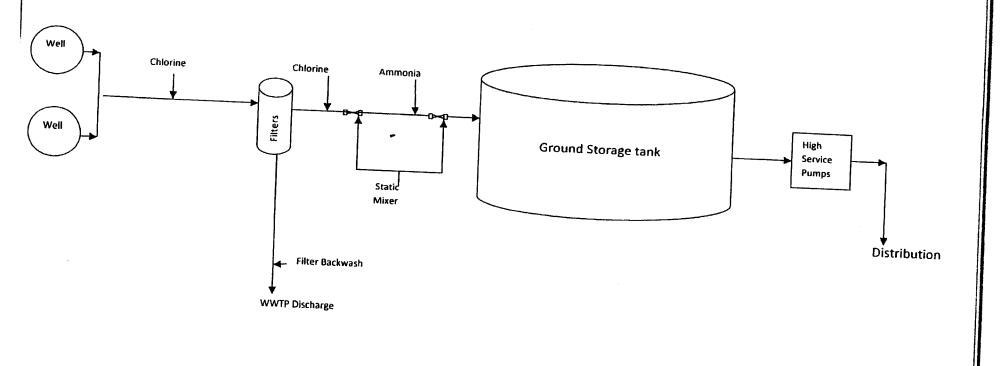
Oxidation of sulfides can be accomplished with oxygen, chlorine, hydrogen peroxide, ozone, potassium permanganate, hydrogen peroxide, and dipotassium ferrate. Historically, chlorine has been used to remove residual sulfides after tray aeration and/or volatilization, but chlorine oxidation results in the formation of colloidal sulfide turbidity (Lyn 1992). Stoichiometrically, 8.34 mg/L of chlorine is required to oxidize I 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

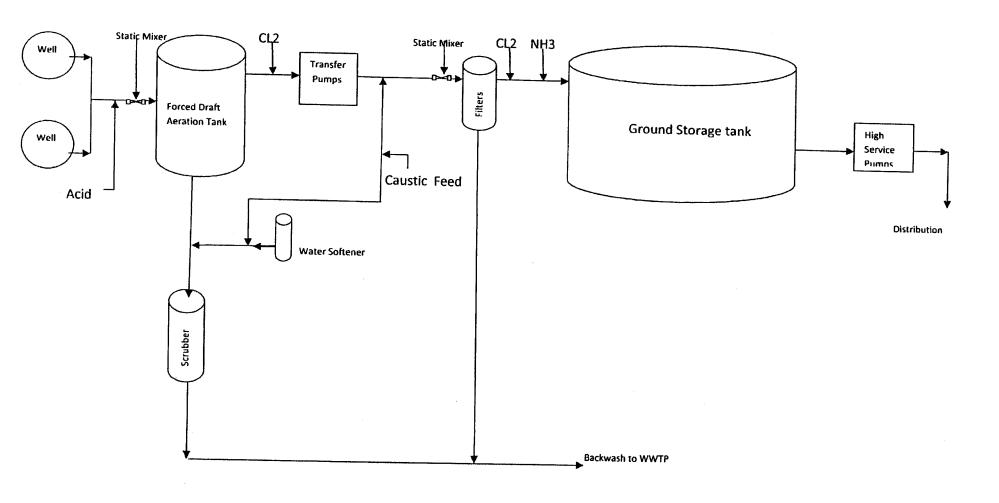


Covered Bridge Existing Schematic of WTP

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:

TO BE THE FILL OF BARE THE PARTIES AND A CONTROL OF STATES AND A CONTROL OF THE PARTIES AND A CONTROL O	AND DESCRIPTION OF THE PERSON	
Pitelininary (905) Issimates (Subject to change): Acid Feed System / Tank / Storage / Containment	e e	45 000
Static Mixer	\$	45,000
Forced Draft Aerator	\$ \$ \$ \$	6,000
Scrubber	ş e	100,000
Caustic Addition / Feed system	ب خ	75,000 15,000
Water Softner for Caustic water supply to scrubber	چ خ	15,000
Transfer Pump Station (Tanks/pumps/control panel/piping)	ç c	
Static Mixer	\$	60,000
Two (2) new high service pumps	\$ \$	6,000
Misc site Work	\$	25,000 10,000
Misc electrical upgrades	ş e	10,000
Misc Yard Piping	\$ \$	15,000
Green Sand Media	\$ \$	20,000
Engineering / Design (10% of total install)	\$ \$	7,000 39,480
Contingency (10% of total)	ڊ خ	38,480 42,329
Total Capital Costs	<u>\$</u> \$	42,328
Total Capital Costs	<u> </u>	414,608.00
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 / sulfer	\$	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	\$	44,903.63
Total Estimated Increase in Revenue Requirement	\$	77,056.48
RAF gross up	7	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	ি elimin্রন্ত Rate Increase Rates
Residential, Irrigation and General Service	e		
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
Gallonage Charge, per 1,000 Gallons			
Charge per 1,000 gallons - Residential and Irr	igation		
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
Typical Residential Bills 5/8" x 3/4" Met	<u>er</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.

Page 2 of 4 Covered Bridge Association June 8, 2017

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.

<u>Proposed Solution to Address Concerns</u>

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

Page 3 of 4
Covered Bridge Association
June 8, 2017

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,

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

Business:		

Public Service Commission

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100

Name ELDRED , ROBERT MR.		Company HC WATERWORKS	, INC. Re	quest No. 1268186C
Business Name		Company Code WS968	n. Du	Time 08:59 Date 01/22/2018
Address 111 EDGEWATER DR S		County Highlands Consumer's Telephone	By_DH - Type GI-	
City/Zip Lake Placid	33852-	Can be Reached		
Account Number	E-Mail Address		Outreach	Date 01/22/2018
			Public Official N	

1/22/2018 Filed for water quality. Please contact the customer. For

Forwarded to HC Waterworks, Inc. and DEP. DHood

Date: /-/2-/8

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.

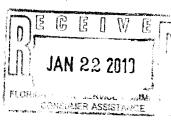
HC Waterworks has attended our HOA meetings several times over the past years to answer questions and inform residents of the water situation. Their solution is to update the filtration system at Covered Bridge and pass along the rate increase in our water bills. We understand the total proposed increase 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%.

LOIS JAN 22 AM 8: 16 and some seasons some s



Letter to FL Public Service Commission

Respectfully submitted,

Florida American Legion

Robert A Eldred 111 Edgewater Dr S Lake Placid, FL 33852

Business: COVERED BRIDGE ASSOC., INC



PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100

Name MANN ,JOHN MR.		Company HC	WATERWORKS, 1	INC.	Req	uest No. 12	68073C
Business Name COVERED BRIDGE ASS	OC., INC	Company Co	de WS968				
Address 101 PARKVIEW CIR		County High	lands		BY DH	Time 09:43	Date 01/19/2018
		Consumer's Telephone #	(863) -465-38	358	Type GI-1	5 Phone	MAIL
City/Zip Lake Placid	33852-	Can be Reached					
Account Number	E-Mail Address			Outreach _			Date 01/19/2018
			I	Public Off	icial 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 COMMISSION COMMISSION

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.

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Ens Yell 17 Vendiar (13) Donne Clark PRichard Defothe 13 Pinecrest St 28 VENETIAN PKWY Lake Placed, Il 33853 DONNA PAIMATICA Beverly MacCarthy 166 Parkview Circle 32 Vilretian Howy Lake Placed; FL 33852 F) JOHN GASIOR PKWY John Baster 5) Edward Adams Lake Placed, FL 33852 8 Pinetree Ct 2) JUDY CLYMER 131 Parkview Circle Thil & Judy O'Boyle 34 Venetian PKW Sake Placed, FL 33852 DOROTHY NICHOLS 70 VENETOAN PRW. Andrew 1 Mary Poruki 34 Justine St 3 - Lofan Roga 一月でをからすりれり Lake Placed FL 33852 (1) Walles Logan 154 woodside Wir. (18) Debbie + Buly Blankenslys 119 Oak grow st 119 Oak grow st 19) Jake placed FC 33852 D Edden 105 Edgewater Dr S Dolance Kally House D'Marie L. Barrett Dilais M Emuson 135 Park View Cir (12) Susan Davidson 63 Pinecrest

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%.

Joya Swartz 103 HILLOREST ST

Respectfully submitted,

109 Edge WATOR Dr. S.

Respectfully submitted,

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Re

cc: Mr. Gary Deremer, President & Director HC Waterworks, Inc. 4939 Cross Bayou Boulevard

New Port Richey, FL 34652

cc: Mr. Ryan Snyder, Environmental Manager 29 Juna Process
South District Assurance Program
2295 Victoria Avenue, Suite 364
Fort Myers, FL 33901

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Business:	



PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850

850-413-6100						
Name HAVERKAMP , DONALD MR.		Company HC WATERWORKS, INC. Reque			nest No. 1268074C	
Business Name		Company Code WS968 By DH Time C			me 09:47 Date 01/19/2018	
Address 162 WOODSIDE DR		County Highlands		By		
		Consumer's Telephone #		Type GI-16	Phone MAIL	
City/Zip Lake Placid	33852-3	Can be Reached				
Account Number	E-Mail Address		Outreach		Date 01/19/2018	
			- Public Of:	ficial N		

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-HPSC 2018 JAN 18 AM 8: 16 COMMISSION

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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pectfully submitted, & Mary Dreves

cc: Mr. Gary Deremer, President & Director HC Waterworks, Inc. 4939 Cross Bayou Boulevard New Port Richey, FL 34652

cc: Mr. Ryan Snyder, Environmental Manager 29 June an Deuss South District Assurance Program 2295 Victoria Avenue, Suite 364 Fort Myers, FL 33901

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LAKE PLACIO, FL 33852 (cb) Thand Loomis 2 Pino Tree ct 107 Rohet an 18 Doug Sarman 160 Woodside Dr. 109) John/Mary Blovsky 170 Woodside Dr (10) PICHARD NORD 35 PINIECREST (II) Both & Bill Bars 104 Sesmine 34 (112) CHARLES + MARKYN MILITELLO 36 PINECREST ST 1Bletuld Statter 104 @dgewater Dr. CHEROSE A Lamoredos (115) Betty Turner 11 finearest (16) Whywe Horsel 184 Woodsick (17) Dan+Lisa Hughes 18 Pinecrest Str. (18) Emily Myeas 112 Hillcrest St

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Business:	

Public Service Commission

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FIORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

Name PLEIMAN ,DAVE & SHARON MR.	_	Company HC WATERWORKS,	, INC.	Requ	uest 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	6 Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached			
Account Number	E-Mail Address		Outreach _		Date 01/02/2018
Brooms summer	. 		Public Off	Ficial N	

01/02/2018 Filed for water quality. DHood

Florida Pubic 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 seams 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 Shawn Dlemon

114 Edgewater Dr. S.

Lake Placed, FL 33852

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 DI ORIO ,ETTORE MR.		Company HC WATERWORKS, INC. Request No. 1266604C				
Business Name		Company Code WS968				
Address 113 OAK GROVE ST		County Highlands	By DH Time 08:49 Date 01/04/2018			
		Consumer's Telephone #	Type GI-16 Phone MAIL			
City/Zip Lake Placid	33852-	Can be Reached	•			
Account Number	E-Mail Address	Outread	2h Date 01/04/2018			
-		Public	Official N			

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

Re: Complaint of proposed 40% increase by HC Waterworks, Inc. and US wear Services, Inc.

Water Commissioners:

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Respectfully submitted, Ettore Di Orio Etter D. Cris

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

Name BRIGINTE ,BARBARA MS	-	Company HC WATERWORKS,	INC. Reque	st No. 1266603C
Business Name		Company Code WS968	By DH	Time 08:48 Date 01/04/2018
Address 2 HILLCREST ST		County Highlands	БУ 2.11	11116 00:40
		Consumer's Telephone #	Type GI-16	Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached		
Account Number	E-Mail Address		Outreach	Date 01/04/2018
	_		Public Official N	

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 2018 JAN -2 AM 8: 50
COMMISSION

RE: Complaint of proposed 40% increase by HC Waterworks, Inc. and US Water Services, Inc.

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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%.



Public Service Commission

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100

050-415-0100					
Name JONES , PATRICIA MS		Company HC WATERWORK	KS, INC.	Request	No. 1266602C
Business Name		Company Code WS968	_	_ ====	00 AC Data 01 (04 (00)
Address 10 HILLCREST ST		County Highlands		By DH Ti	me 08:46 Date 01/04/2018
		Consumer's Telephone #		Type GI-16	Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached			
Account Number	E-Mail Address		Outreach		Date 01/04/2018
			Public Of	ficial N	•

01/04/2018 Filed for water quality. DHood

SAMPLE LETTER FOR RESIDENTS

Date: 12-29-11

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?

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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%.

8 JAN -2 AN 8:5 COMMISSION

Respectfully submitted,

Patricia Jones

Letter to FL Public Service Commission



TAMPA FE 335 SANOT FETERSBENG TE



DISTRIBUTION CENTER

Florida Public Sewar Commession 2540 Shumard Ook Boulevand Talla Rassee, 71 32399-0850

32399-085099

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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 STEIGELMAN , GEORGE MR.		Company HC WATERWORKS,	INC. Request	No. 1266601C
Business Name		Company Code WS968		
Address 43 JASMINE ST		County Highlands	By DH Tim	ne 08:43 Date 01/04/2018
		Consumer's Telephone #	Type GI-16	Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached		
Account Number	E-Mail Address		Outreach	Date 01/04/2018
			Public Official N	

01/04/2018 Filed for water quality. DHood

Florida Dept of Agriculture & Consumer Service

2005 Appalachia Parkway

Tallahassee, FL 32399

Dear: Sir

2018 JAN -2 AM 8: 51
COPPASSION

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 happing 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.

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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.

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 FOWLER , WILLIAM MR.		Company HC WATERWORKS, IN	NC. Request	No. 1267627C
Business Name		Company Code WS968		
Address 119 EDGEWATER DR. S.		County Highlands	By DH Time	e 09:48 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	Ou	utreach	Date 01/16/2018
	\	Pu	ublic Official N	

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 JAN 16 2010

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%.

Respectfully submitted,

William R Towler 119 Edgewater Dr S 1.2, Paris 72 33852 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

Name SONG , ROBERT & PATRIC MR.	_	Company HC WATERWORKS,	INC. R	equest No. 1267705C
Business Name		Company Code WS968		
Address 10442 HIGH GROVE AVE		County Highlands	By DH	Time 13:32 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	

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.

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?

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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,

Lluy llis Grag

Public Service Commission

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

Name BOOR ,MARTIN MR.		Company HC WATERWORKS	, INC.	Request	No. 1267699C
Business Name		Company Code WS968	· · · · · · · · · · · · · · · · · · ·		
Address 112 EDGEWATER DR, S.		County Highlands Consumer's Telephone #		By DH Tim	Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached			
Account Number	E-Mail Address		Outreach _		Date 01/16/2018
			Public Off	icial N	

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

Matin Soor

COMMISSION CLERK 2018 JAN 12 AM 8: 15

Name WIEDERHOLD , JOHN & VIRGINIA

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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 WIEDERHOLD , JOHN & VIRGINIA		Company HC WATERWORKS, INC.	Request No. 1267697C
Business Name		Company Code WS968	
Address 33 PINECREST ST		County Highlands	By DH Time 13:16 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	Outre	ach Date 01/16/2018
4.400		Publi	c Official N

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 COMMISSION

2010 JAN 12 AM 8: 17

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%.

Respectfully submitted,

please w

Request No. 12	6	7	6	9	0	C
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Name	SPENCER	, STEVE	MR.
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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	Out	reach Date 01/16/2018
		Pub	lic 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.

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Respectfully submitted.

Steve Spencer

118 JAN 12 AI

Letter to FL Public Service Commission

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 PATTEN , KAREN MS	·	Company HC WATERWORKS,	INC.	Request No.	1266050C
Business Name		Company Code WS968			
Address 107 EDGEWATER DR. S.		County Highlands	By	DH Time 10:	:50 Date 12/28/2017
		Consumer's Telephone #	Тур	De GI-16 Pho	one MAIL
City/Zip Lake Placid	33852-	Can be Reached	·		
Account Number	E-Mail Address		Outreach		Date 12/28/2017
			Public Officia	l N	-

12/28/2017 Filed for water quality. DHood

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.

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.

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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 Q. Patter

Request	No.	1266049C
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Namo	SKIBA	, JOYCE	MS
иаша		,0010	-14

Business:	



PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100

Public Service Commission

Name SKIBA ,JOYCE MS		Company HC WATERWORKS, INC.	Request No. 1266049C
Business Name		Company Code WS968	
Address 8 VENETIAN PKWY		County Highlands	By DH Time 10:47 Date 12/28/2017
		Consumer's Telephone #	Type GI-16 Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached	_
Account Number	E-Mail Address	Outread	ch Date 12/28/2017
		Public	Official N

12/28/2017 Filed for water quality. DHood

SAMPLE LETTER FOR RESIDENTS

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.

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Respectfully submitted,

Letter to FL Public Service Commission

Public Service Commission

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DIANE HOOD

FLORIDA PUBLIC SERVICE COMMISSION CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100

Name MANN , JOHN & JANET MR.	-	Company HC WATERWORKS	, INC.	Request No.	1265867C
Business Name Address 109 EDGEWATER DR. S		Company Code WS968 County Highlands	B	y DH Time 14	:22 Date 12/26/2017
	And the same of the same	Consumer's Telephone #	- T	ype GI-16 Ph	one MAIL
City/Zip Lake Placid	33852-	Can be Reached			
Account Number	E-Mail Address		Outreach		Date 12/26/2017
			Public Offic	rial N	

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.

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Letter to FL Public Service Commission

Respectfully submitted,

Janet & John Mann 109 Edge water Dr. S. Lake Placed, El



TAMPA FL 335 SAINT PETERSBURG FL

AS DEC BUT PHAY



DICTRIBUTION CENTER

Florida Public Service Commission 3540 Shumard Ook Boulevard Tollahasse,

El.

32399-0850

32399-085099

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FIORIDA 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 HERTEL , TIM & KAREN MR	•	Company HC WATERW	ORKS, INC.	Request	No. 1265864C
Business Name Address 11 JASMINE ST		Company Code WS968 County Highlands		- DI	ne 14:18 Date 12/26/2017
				By DH Tim	16 14:18 Date 12/20/2017
		Consumer's Telephone #		Type GI-16	Phone MAIL
City/Zip Lake Placid	33852-	Can be Reached			
Account Number	E-Mail Address		Outreach		Date 12/26/2017
			Public O	fficial N	

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, Florid 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 Respectfully submitted,

Affect our retirement budget. Tim & Kanen Hertel

Wouldon please Koview the INCRESE

to make it fair Lake Placid. Fl

Letter to FL Public Service Commission

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Tim Herbel Fl. 15852

2017 DEC 26 AM 7: 30

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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

Name ALCORN , FRANK & SALLY MR.		Company HC WATERWO	ORKS, INC.	Request	No. 1265862C	
Business Name		Company Code WS968	3	•		
Address 102 JASMINE ST		County Highlands	·	By DH Tim	e 14:10 Date 12/26/2017	
		Consumer's Telephone #		Type GI-16	Phone MAIL	
City/Zip Lake Placid	33852-	Can be Reached				
Account Number	E-Mail Address		Outreach		Date 12/26/2017	
			Public O	Public Official N		

12/26/2017 Filed for water quality. DHood

12/20/17

RE. Complaint of proposed 40% increase by He waterworks, Inc. and U.S. Water Services, Inc.

Water Commissioners :

We are aretirement community on a fixed income in Covered Bridge of Lake Placed, Il. and Consent of about 325 homes. We are currently paying the highest water rates in Highlands County.

Major complaints enclude taste, adar, discolaration, sulfer smells and laundry problems. We have received notices with our bells individing long term use can cause cancer. He whenvorks polistion is to update the filtration system and pass along the nate increase on our fills. We understand the increase is about 40% of which 31% ferrefits one other community and 9% for our new filter system. We cannot apport a 40% increase. We also question why we need to pay for all of the equipment to improve the nate finally. If the 40% increase is temporary, when will it he elemented from our fill of it is approved? One option determined is to approved?

One option determined is to appeal to the II-Rublic Service Commission. This petition is our formal request to ask that you keep the increase pulsation today lower than 40%

Respectfully submitted,

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2017 DEC 26 AM 7: 40

Horida Public Vervice Commission

2540 Shumard Oak Blod.

Tallahassee,

Il.

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RE: Complaint of proposed 40% increase by HC waterworks, Inc.

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Respectfully submitted, CERTS CO

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Horisa Public Service Commission

2540 Shurard Oak Blod. Tallahassee,

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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 MESSGE

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!
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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. 19^{th} 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

Page 2 of 2 Covered Bridge Association 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		<u>Comparable</u>	
Based	<u>Connections</u>	<u>Sales</u>	Purchase Price
Water	307	\$ 1,921.89	\$ 590,019.44
Wastewater	304	\$ 3,061.67	\$ 930,747.75
			\$1,520,767.19

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,

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 lastest water bill from U.S. Water in the amount of \$34.62 which is now due on 8/31/2017. In the lastest 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,

Troy Rendell

Manager of Regulated Utilities /// For HC Waterworks, Inc.

Consumer Information Name: JEFF BRONSING Business Name: Svc Address: 2137 SUILIVAN ST County: Highlands Phone: (305) -522-0335 City/Zip: Sebring / 33875- Account Number: 1195201 Caller's Name: JEFF BRONSING Mailing Address: 2137 SUILIVAN ST City/Zip: SEBRING , FL 33875- City/Zip: SEBRING , FL 33875- Can Be Reached: Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 Basiness Name: Jest Company Assigned To: REY CASTIILO Entered By: DH Date: 06/22/2017 Time: 13:20 Via: E-FORM Prelim Type: OUTAGES Company: HC WATERWORKS, INC. Attn. Ron DeRossett1245752W Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Reply Received: / / Reply Received: / / Reply Received: / / Reply Received: / / Reply Received: / / Reply Received: / / Reply Received: / / Date: / /	Request No. 1245752W Name BRONSING , JEE	T MR. Business Name	
City/Zip: Sebring / 33875- Company: HC WATERWORKS, INC. Account Number: 1195201 Caller's Name: JEFF BRONSING Mailing Address: 2137 SULLIVAN ST City/Zip: SEBRING, FL 33875- Company: HC WATERWORKS, INC. Attn. Ron DeRossett1245752W Response Needed From Company? Y Date Due: 07/14/2017 City/Zip: SEBRING, FL 33875- Can Be Reached: Prelim Type: OUTAGES Prelim Type: OUTAGES Prelim Type: OUTAGES Prelim Type: OUTAGES Company: HC WATERWORKS, INC. PO: Attn. Ron DeRossett1245752W Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Reply Received: / / Closed by:	Name: JEFF BRONSING Business Name:	Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399	Assigned To: REY CASTILLO Entered By: DH Date: 06/22/2017
Account Number: 1195201 Caller's Name: JEFF BRONSING Mailing Address: 2137 SULLIVAN ST City/Zip: SEBRING, FL 33875- Can Be Reached: Company: He WATERWORKS, INC. Attn. Ron DeRossett1245752W Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by:	(000) 522 0555	Utility Information	
Mailing Address: 2137 SULLIVAN ST Date Due: 07/14/2017 Supmntl Rpt Req'd: / / Certified Letter Sent: / / City/Zip: SEBRING ,FL 33875- Can Be Reached: / / Reply Received: / / Closed by:	Account Number: 1195201	Attn. Ron DeRossett1245752W	
City/Zip: SEBRING , FL 33875- Can Be Reached: Reply Received: / / Closed by:			
Can Be Reached: Reply Received: / / Closed by:	City/Zin: SERRING FT. 33975	Interim Report Received: / /	Certified Letter Rec'd: / /
E-Tracking Number: 123152 Informal Conf.: N Closeout Type:	Can Be Reached:	Reply Received Timely/Late:	Date: / /

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

PAGE NO:

CAILED. 10:40 Am. 1.

equest No.	1245752W	Name	BRONSING , JEFF MR.	Business Name	•
			The state of the s	Dabines Manie	

6/28/17 Returned Care 11:00 Discussed issue with Custome He was concerned shout votices 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	
•				_	

PAGE NO:

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

PAGE NO:

3

Troy Rendell

From:

Trov Rendell

Sent:

Wednesday, June 28, 2017 8:43 AM

To:

'Polly'

Cc:

'Arlene Jordan'

Subject:

RE: Water BIII 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 slinda.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.

<u>Response</u>: 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 <u>janinejones@embarqmail.com</u> 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	m - 1 - 01
06/05/2014	32	7.0000	Total Charges
07/07/2014	29	5.0000	67.39
08/06/2014	31	5.000	51.22
09/05/2014	32	5.0000	51.22
10/09/2014	29	4.0000	51.22
11/07/2014	33	4.0000	44.76
12/05/2014	28	4.0000	44.76
01/07/2015	32	5.0000	44.76
02/06/2015	31	4.0000	51.22
03/06/2015	28	4.0000	44.76
04/07/2015	30	5.0000	44.76
05/05/2015	29	4.0000	51.22
06/08/2015	32	5.0000	44.76
07/08/2015	30	4.0000	51.22
08/10/2015	33	7.0000	44.76
09/08/2015	29	6.0000	67.39
10/08/2015	30	6.0000	57.68
11/06/2015	32	5.0000	75.08
12/09/2015	30	6.0000	65.04
01/11/2016	33	4.0000	75.08
02/09/2016	28	5.000	55.00
03/09/2016	29		65.04
04/11/2016	31	5.0000 5.0000	65.04
05/06/2016	31	6.0000	65.04
06/08/2016	30		75.08
07/08/2016	30	5.0000 5.0000	65.04
08/09/2016	31	6.0000	65.04
09/09/2016	31	7.0000	75.08
10/11/2016	32	7.0000	85.12
11/10/2016	29	5.0000	85.12
12/13/2016	30		65.04
01/13/2017	33	5.0000	65.04
02/10/2017	29	5.0000 4.0000	65.04
03/10/2017	28		55.00
04/10/2017	33	5.0000	65.04
05/10/2017	28	5.0000	65.04
06/12/2017	31	5.0000	65.04
		6.0000	75.08
Totals	1,127	190.0000	2,249.22
Averages			_,
		5.1351	60.79

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

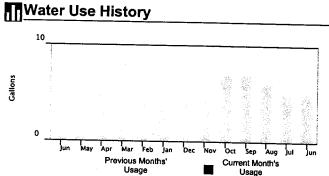
Account Number	1189935
Bill Date	06/12/2017
Due Date	07/02/2017
Total Amount Due	\$75.08

For Service To: 105 SHARON AVE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	05/01/2017 06/01/2017	31	688 Actual 694 Actual	688 694	TŒAL
	Total Days:	31	Total Usage	e: 6	TGAL

§ Billing Detail Amount Owed From Last Bill\$65.04 .. \$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



Message Center

- View the Lake Josephine/Sebring 2016 Water Quality Report at: mywaterservice.com/lakejosephine2016 The report contains important 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
- 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

> **BARRY JONES** 105 SHARON AVE SEBRING FL 33875-6514 ովուկալումիիվոկորկինովորհիրիկովիր

Amount Due by 07/02/2017	\$75.08
Amount Enclosed: \$	

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

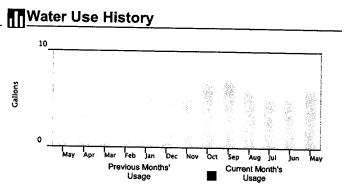
If you have any questions please contact our customer service number: 1-888-228-2134

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 05/01/2017	28	683 Actual 688 Actual	683 688	TŒAL
	Total Days:	28	Total Usag	a· 5	TON

8 Billing Detail Amount Owed From Last Bill\$67.64\$0.00 Total Payments Received\$67.64 Prior Balance\$0.00 Base Charge.... 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



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
- 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 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 ցիուկցին ենիրինից միկեսինընինին կինուկներ

Amount Due by 05/30/2017	\$65.04
Amount Enclosed: \$	

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

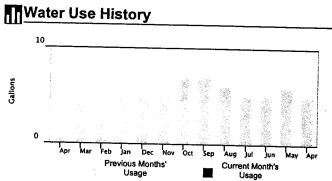
If you have any questions please contact our customer service number: 1-888-228-2134

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 04/03/2017	33	678 Actual 683 Actual	678 683	TŒAL
	Total Days:	33	Total Usa	ge: 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.. Water 3 @ 8.030000.....\$24.09 Water 2 @ 10.040000......\$20.08 Total Other Charges and Services\$2.60 Total Current Charges\$67.64 Total Amount Due 04/30/2017...... \$67.64



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
- 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 սիուրաիությերիկութիրությունների

Amount Due by 04/30/2017	\$67.64
Amount Enclosed: \$	

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

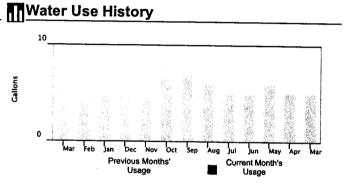
If you have any questions please contact our customer service number: 1-888-228-2134

Account Number	1189935
Bill Date	03/10/2017
Due Date	03/30/2017
Total Amount Due	

For Service To: 105 SHARON AVE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	02/01/2017 03/01/2017	28	673 Actual 678 Actual	673 678	TŒAL
	Total Days:	28	Total Usa	ge: 5	TGAL

8 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.... 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



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
- 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 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 յլ[[ոլելյլ[[ոհեկիիի]իյրեն]|կլեւզ[ներեկյոկ]|իոյքին]

Amount Due by 03/30/2017	\$12.64
Amount Enclosed: \$	***

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

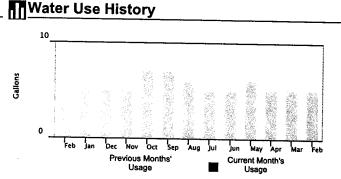
For Service To: 105 SHARON AVE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	01/03/2017 02/01/2017	29 669 Actual 673 Actual		669 673	TGAL
	Total Days:	20			

Total Usage:

TGAL

8 Billing Detail	
Amount Owed From Last Bill	\$67.64
Total Payments Received	\$0.00
Prior Balance	\$0.00
New Charges	
Base Charge	MO 4 00
714101 1 (2) 10.040000	\$40.04
HCWW CC Processing Fee	\$55.00
I VIGI CITIET CHARGES AND SERVICES	# 0
Total Outlett Citarges	\$57.60
Total Amount Due 03/02/2017	\$57.60



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
- 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: 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 րդիուկայի մեկ անակարգություն անակարգություններ

Amount Due by 03/02/2017	\$57.60
Amount Enclosed: \$	

USW Utility Billing Center

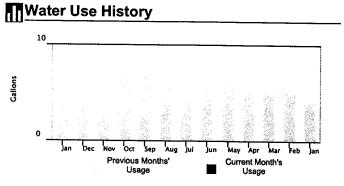
P.O. Box 151245 Cape Coral, FL 33915

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 01/03/2017	33	664 Actual 669 Actual	664 669	TŒAL
	Total Days:	33	Total Usag	e: 5	TGAL



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

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

mount Due by 02/02/2017	\$67.64		
mount Enclosed: \$			

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

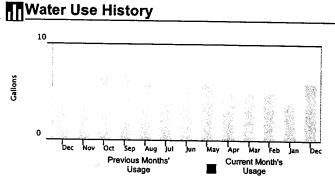
If you have any questions please contact our customer service number: 1-888-228-2134

Account Number	1189935
Bill Date	12/13/2016
Due Date	
Total Amount Due	\$67 GA

For Service To: 105 SHARON AVE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/01/2016 12/01/2016	30	659 Actual 664 Actual	659 664	TŒAL
	Total Days:	30	Total Usag	e: 5	TGAI

8 Billing Detail	
Amount Owed From Last Bill	\$67.64
Adjustments	\$0.00
Total Payments Received	\$67.6 <i>A</i>
Prior Balance	\$0.00
New Charges	
Base Charge	\$20.97
water 3 @ 8.030000	\$24.00
114.0. 2 @ 10.040000	\$20.08
lotal water 5 IGAL Charges	\$65.0 <i>4</i>
TOVVVV CC Processing Fee	\$2.60
lotal Other Charges and Services	\$2.60
Total Current Charges	\$67.64
Total Amount Due 01/02/2017	\$67.64



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

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 րիակարկության բանակարդիկում և բարարանի ի

Amount Due by 01/02/2017	\$67.64
Amount Enclosed: \$	

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

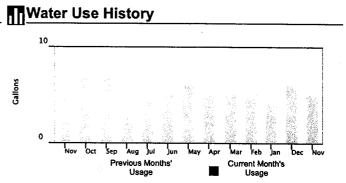
If you have any questions please contact our customer service number: 1-888-228-2134

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 11/01/2016	29	654 Actual 659 Actual	654 659	TŒAL
	Total Days:	29	Total Usa	ge: 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



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
Check this box for address

correction or message. Please print on reverse side.

Acct#: 1189935 105 SHARON AVE

 Amount Due by 11/30/2016 \$67.64

Amount Enclosed: \$

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

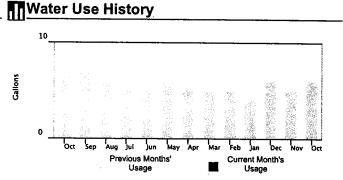
If you have any questions please contact our customer service number: 1-888-228-2134

Account Number	1189935
Bill Date	
Due Date	
Total Amount Due	

For Service To: 105 SHARON AVE

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	09/01/2016 10/03/2016	32	647 Actual 654 Actual	647 654	TGAL
	Total Days:	32	Total Usage	: 7	TGAL

§ Billing Detail	
Amount Owed From Last Bill	\$87.72
Adjustments	\$0.00
Total Payments Received	
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



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 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 ովիակոլվանքիկակարարկնային ներկովիի ուկեմի

Amount Due by 10/31/2016	\$87.72
Amount Enclosed: \$	

USW Utility Billing Center

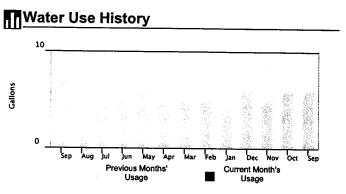
P.O. Box 151245 Cape Coral, FL 33915

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 09/01/2016	31	640 Actual 647 Actual	640 647	TGAL
	Total Days:	31	-	_	_
	rotal Days.	31	Total Usag	je: 7	TGAL



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
Check this box for address
correction or message. Please
print on reverse side.
Acct#: 1189935 105 SHARON AVE

Amount Due by 09/29/2016	\$87.72
Amount Enclosed: \$	

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

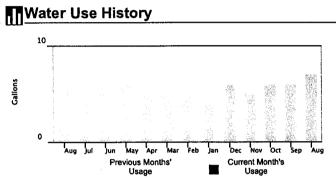
If you have any questions please contact our customer service number: 1-888-228-2134

Account Number	1189935
Bill Date	08/09/2016
Due Date	
Total Amount Due	

For Service To: **105 SHARON AVE**

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	07/01/2016 3 08/01/2016	31	634 Actual 640 Actual	634 640	TGFAL
	Total Days:	31	Total U	sage: 6	TGAL

8 Billing Detail Amount Owed From Last Bill\$67.64\$0.00 Total Payments Received\$67.64 **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..... Total Other Charges and Services\$2.60 Total Current Charges\$77.68 Total Amount Due 08/29/2016...... \$77.68



Message Center

- View the Lake Josephine/Sebring 2015 Water Quality Report at: mywaterservice.com/lakejosephine2015 The report contains important 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
- 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 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 լլ[իդելը[իսեմիլիիիիրիՄիլեսըՄիեհիրի[իիդիՄիե]]

Amount Due by 08/29/2016	\$77.68
Amount Enclosed: \$	

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

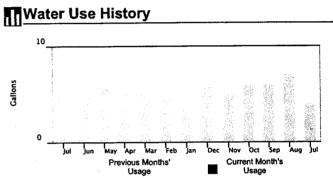
\$67.64
07/28/2016
07/08/2016
1189935

For Service To: **105 SHARON AVE**

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	06/01/2016 07/01/2016	30	629 Actual 634 Actual	629 634	TGAL
	Total Davs:	30	Total Usage:	5	TGAL

§ Billing Detail \$67.64 Amount Owed From Last Bill Adjustments ... Total Payments Received Prior Balance **New Charges** Base Charge... Water 3 @ 8.030000.....\$24.09 Water 2 @ 10.040000 \$20.08

Total Water 5 TGAL Charges \$3.60. HCWW CC Processing Fee...... Total Other Charges and Services\$2.60 Total Current Charges\$67.64 Total Amount Due 07/28/2016.......\$67.64



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
- 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

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

Make Checks Payable To:

BARRY JONES 105 SHARON AVE SEBRING FL 33875-6514 յլ[[ոլելը[[ուեւել]]լո]ոնիչյոնն[[[լեւզ]|Արևելըը[[[[ոլլե]|ել]

Amount Due by 07/28/2016	\$67.64
Amount Enclosed: \$	

USW Utility Billing Center

P.O. Box 151245 Cape Coral, FL 33915

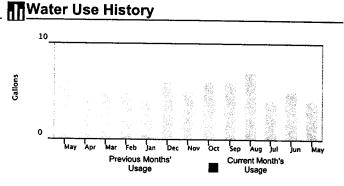
If you have any questions please contact our customer service number: 1-888-228-2134

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 05/02/2016	31	618 Actual 624 Actual	618 624	TŒAL
	Total Days:	31	To	otal Usage: 6	TGAL

§ Billing Detail Amount Owed From Last Bill\$197.37 Total Payments Received\$197.37 Prior Balance\$0.00 **New Charges** Base Charge.... 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



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 գլիուկցիուներիներությունիությունիությունի

Amount Due by 05/26/2016	\$80.28
Amount Enclosed: \$	

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.

Page 2 of 4
Covered Bridge Association
June 8, 2017

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

Page 3 of 4 Covered Bridge Association June 8, 2017

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,

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

FLORIDA PUBLIC SERVICE COMMISSIO CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100)N	·			RETURN THIS FORM EPORT OF ACTION TO: ANGIE CALEOUN
Name JONES , JANINE MS	_	Company HC WATERWOR	KS, INC.	Reques	st No. 1245980C
Business Name		Company Code WS968			
Address 105 SHARON AVE		County Highlands	-	By_AC_T	ime 14:33 Date 06/26/2017
		Consumer's (863)-6	55-3822	Type GI-16	Phone E-FORM
City/Zip Sebring	33875-	Can be Reached			
Account Number	E-Mail Address ja	aninejones@embarqmail.	com Outreach		Date 06/26/2017
INFORMATION REQUEST - A RESPONSE IS			Public Of	fficial N	
Please see customer correspondence be "Original Message From: consumerComplaint@psc.state.fl Sent: Sunday, June 25, 2017 6:18 PM To: Consumer Contact Subject: E-Form Other Complaint TRACI CUSTOMER INFORMATION Name: JANINE JONES Telephone: (863) 655-3822 Email: janinejones@embarqmail.com Address: 105 Sharon Ave SEBRING FL 3: BUSINESS INFORMATION Business Account Name: Barry Jones	.us [mailto:consum KING NUMBER: 12316	merComplaint@psc.state.	fl.us]		
PAGE NO: 1		·	1189	935	

Business:

Request No. 1245980C Name JONES , JANINE MS

Account Number:

Address: 105 SHaron Ave Sebring FL 33875

Water County Selected: Highlands

COMPLAINT INFORMATION

Complaint: Other Complaint against HC 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 outrages 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

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

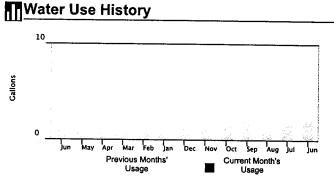
If you have any questions please contact our customer service number: 1-888-228-2134

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 06/01/2017	31	201 Actual 204 Actual	201 204	TGAL
	Total Days:	31	Total Usage:	3	TGAL

§ Billing Detail	
Amount Owed From Last Bill	\$64.41
Adjustments	\$0.00
rotal 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
l otal Sewer Charges	\$35.34
Total Current Charges	\$80.30
Total Amount Due 07/02/2017	\$80.30



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	NO.	Γ ΡΑΥ	,

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

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	25.36 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
Maragae			·
Averages		1.8163	32.71

Troy Rendell

From:

Arlene Jordan

Sent:

Thursday, June 22, 2017 7:07 PM

To: Subject: Troy Rendell; "Anthony D'Angelo" <tonynpatd@gmail.com>

40 Jasmine Street - Covered Bridge

Follow Up Flag: Flag Status:

Follow up 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. ACT 1190599

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.

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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

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.

Page 2 of 4 Covered Bridge Association June 8, 2017

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

Page 3 of 4 Covered Bridge Association June 8, 2017

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,

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, 1015, 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 bekeme

President

He Waterworks, Inc.



September 1, 2015

Mark P. Barnebey Anthony D. Bartirome Robert G. Blalock Ann K. Breitinger 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. Rabinson, Jr. Scott E. Rudacille Jenifer S. Schembri Robert S. Stroud Amanda C. Tullidae Cliffard 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.

Sincerely

Please provide us with assurance as requested above.

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.

Page 2 of 4 HC Waterworks, Inc. PSC – 08/18/15

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 varous 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 Monochlorimines, 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, 1015, 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.

Page 3 of 4 HC Waterworks, Inc. PSC – 08/18/15

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,

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

Chis /Jack 8/ 17/10

				
FLORIDA PUBLIC SERVICE COMMISS CONSUMER REQUEST 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850	SION			PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO: BELKIS JOINER
850-413-6100				
Name GUTIERREZ , KAY MRS		Company HC WATERWO	RKS, INC.	Request No. 1189098C
Business Name		Company Code WS968		
Address 211 WHITE POPLAR ST		County Highlands		By BJ Time 10:12 Date 08/14/20
		Consumer's Telephone # (561) -:	395-5289	Type GI-16 Phone PHONE
City/Zip Sebring	33876-	Can be Reached		
City/Zip Sebring	33876- E-Mail Address		Outreach	Date 08/14/201
			OutreachPublic Offi	

Business:

PLEASE RETURN THIS FORM FLORIDA PUBLIC SERVICE COMMISSION WITH REPORT OF ACTION TO: CONSUMER REQUEST BELKIS JOINER 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-850 850-413-6100 Request No. 1189093C Name RICHARDSON , CYNTHIA MRS COMPANY HC WATERWORKS, INC. Business Name Company Code WS968 By BJ Time 09:23 Date 08/14/2015 County Highlands Address 201 WHITE POPLAR ST Consumer's (863) -446-0737 Type GI-16 Phone PHONE Telephone # Can be City/Zip Sebring 33876-Reached Outreach Account Number 1190311 E-Mail Address Date 08/14/2015 Public Official N Customer states that she has had an ongoing issue with her water for three weeks. Customer states that she has contacted

Name RICHARDSON , CYNTHIA MRS

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 Contected - 8/17/18 Explaid what was son on - Very in fire of technician. 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. 1189093C

Request No. 13	18	9	3	9	6C	•
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Name MCGRATH , JOHN MR.

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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 MCGRATH , JOHN MR.		Company HC WATERWORKS,	INC. Reque	est No. 1189396C
Business Name		Company Code WS968		
Address 404 DAYLILY ST		County Highlands	ву вЈ	Time 10:20 Date 08/18/2015
		Consumer's Telephone # (863)-655-5	908 Type GI-16	Phone PHONE
City/Zip Sebring	33876-	Can be Reached		
Account Number 1189884	E-Mail Address		Outreach	Date 08/18/2015
			Public Official N	

Sustomer 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. 11	. ช	9	0	9	30	3
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Name RICHARDSON , CYNTHIA MRS

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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 RICHARDSON , CYNTHIA MRS Business Name		Company HC	WATERWORKS, INC.	Request No. 1189093C		
		Company Code WS968				
Address 201 WHITE POPLAR ST		County Highlands		By BJ Time 09:23 Date 08/14/2015		
		Consumer's Telephone #	(863)-446-0737	Type GI-16	Phone PHONE	
City/Zip_Sebring	33876-	Can be Reached				
Account Number 1190311	E-Mail Address	Outreach			Date 08/14/2015	
			Public O			

Customer states that she has had an ongoing issue with her water for three weeks. Customer states that she has contacted HC Vaterworks due to a foul odor that the water has. Customer states that she was advised to increase the temperature of her vater 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
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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 GUTIERREZ , KAY MRS Business Name		Company HC WATERWORKS, INC. Request No. 1189098C				
		Company Code WS9				
Address 211 WHITE POPLAR ST		County Highlands		By BJ Time 10:12 Date 08/14/2015		
		Consumer's Telephone # (561)	-395-5289	Type GI-16	Phone PHONE	
City/Zip Sebring	33876-	Can be Reached				
Account Number	E-Mail Address		Outreach		Date 08/14/2015	
			Public 0			

Sustomer states that she has had an ongoing issue with her water for three weeks. Customer states that she has contacted HC laterworks due to a foul odor that the water has. Customer states that no resolution was offered. Customer is requesting that he situation be looked into because she states that she feels that the water is making her ill. Customer is requesting that his 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 allhave 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