

ROYAL WATERWORKS, INC.

November 7, 2019

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

*Re: Application for transfer of facilities and Certificate Nos. 259-W and 199-S in
Broward County from Royal Utility Company to Royal Waterworks, Inc. –
Response to Staff Request*

Dear Commission Clerk,

Royal Waterworks, Inc. (Royal) herewith submits its response to staff's data requests.

Request: In regards to the above referenced docket, please provide a list of all customer complaints received in 2019. In addition, please provide a list of any improvements that have been made to the system since July 1, 2019.

Response: See attached. The majority of the customer "complaints" or request relate to billing concerns. Several relate to the irrigation meters located at the residents. The residents have two meters – one for domestic use and one for irrigation. Several of the customers requested not to pay the base facility charge when the irrigation is not used. It has been explained that if there is a meter on the property then the utility will charge the base facility charge pursuant to its tariff. If the customer request the meter to be removed, they may be subject to a subsequent meter installation charge when the request service to be reconnected.

For water quality concerns, the lime softening unit needed rehabilitation. Royal took the unit offline at end of August to complete the rehab. The unit was coated with lime sludge and residue and was not functioning properly or efficiently. The unit took approximately 3 weeks to complete the rehab. During this time the water did not go through the softener and some customers experienced scaling and residue. This was due to the naturally occurring calcium in the water supply. In addition the back wash filters also required some rehab and repairs. After these were complete, the water returned to being clear and colorless. (see attached photos) The customers were notified via bill messages on their monthly statements.

There were some complaints on "cloudy" water which were caused by air in the water. This has been corrected with the improvements made by Royal. Finally, there were concerns with "milky" water. This was caused by faulty high service pumps stirring up sediment in the clear well. The high service pump was replaced and the recirculation system was repaired.

Royal Waterworks, Inc.
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The water quality at Royal has improved dramatically with the improvements that have either been completed or are in the process of being completed. Royal has received numerous compliments from its customers and the City of Coral Springs after the acquisition. Attached is a listing of these improvements.

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
//For Royal Utility Company, Inc.

Account	Label	Comment	Date
54822801	A 0.0 Lead Review	OPcbrann 07/29/2019: SPK TO VLADIMIR VALEK, HE WAS CALLING ABOUT A DISCONNECTION NOTICE; THIS IS OUR NEW ROYAL WATER CUSTOMER; ADV TO CALL MGR JOHN @954-650-1221 & ALSO GAVE #954-344-9106 & ADV WE WILL S	07/29/2019 03:58 PM
54822992	A 0.1 Supervisor Review	OPcbrann 11/01/2019: SPK TO BECKY @BROWN THOMAS COMPANIES @954-210-9797; SHE REC'D HER BILLS & WAS QUESTIONING THE RATES; HER CONTRACT SAYS THE BASE CHARGES W/B \$24.44 NOT \$83.32; ALSO ADV NO IRRIGATION	11/01/2019 02:40 PM
54823023	A 0.1 Supervisor Review	OPidrost 10/18/2019: JAMES CALLED IN. WANTED TO KNOW IF WE PROVIDED CR FOR REFILLING A POOL. EVIDENTLY, HE HAD TO MAKE A REPAIR. ADV WE CAN SUBMIT IT IF HE FAXES IN HIS INVOICES, ETC. EXPL PROCESS AND	10/18/2019 12:43 PM
54822940	A 0.1 Supervisor Review	OPdjohnson 10/02/2019: PASCALE CI. DOES NOT USE IRRIGATION. ZERO USAGE SINCE FIRST READ. I ADV WILL SUBMIT SO TO HAVE METER REMOVED BUT CAN NOT ADJ ANY PREVIOUS IRR BASE FEES. I ADV IF SHE NEED IT REC	10/02/2019 05:45 PM
54823106	A 0.1 Supervisor Review	OPdjohnson 09/24/2019: NICK CI. HAD REPAIRS DONE TO HIS POOL. I ADV FAX OVER RECEIPTS/INVOICE FRO THE REPAIRS. NFAN	09/24/2019 11:38 AM
54823095	A 0.1 Supervisor Review	OPdjohnson 09/06/2019: JAMES LMOM. #9543261622. I CALLED. I SPOKE WITH JAMES BEFORE DATA UPLOAD. REQUESTED NO IRRIGATION. I ADV WOULD ENTER SO TO HAVE METER PULLED AND REQ IRR METER CHARGES ADJ. I ADV	09/06/2019 05:35 PM
54822894	A 0.1 Supervisor Review	OPdjohnson 09/06/2019: RAY CI. DOES NOT USE IRRIGATION BUT USAGE IS SHOWING. 11T GAL THIS MONTH AND ST GAL THE MONTH BEFORE. I ADV I APPEARS HE IS USING IRRIGATION. I ADV WOULD SEND TECH TO INSPECT METE	09/06/2019 04:28 PM
54823075	A 0.1 Supervisor Review	OPcbrann 08/27/2019: SPK TO DEBBIE SILVERMAN; SHE WAS CALLING ABOUT HER SEWER SYSTEM NOT WORKING RIGHT; STATES HER PIPE & HER NEIGHBORS PIPE ARE CONNECTED AT ONE POINT; STATES TOILET NOT FLUSHING PROPERL	08/27/2019 03:48 PM
54822976	A 0.1 Supervisor Review	OPidrost 08/14/2019: HUGO CALLED IN. HAD A CR BAL OF \$285+ W/ ROYAL UT. RU SENT THEM A CHECK WITH ONLY HIS LAST NAME ON IT, HIS BANK WOULDN'T ACCEPT IT. HE SENT IT BACK TO HAVE THEM ADD HIS FIRST NAM	08/14/2019 08:35 AM
54822898	A 0.1 Supervisor Review	OPidrost 08/12/2019: NIGEL CALLED IN. ON LAST PMT TO ROYAL UT, HE PD \$120 TOWARD A STATEMENT THAT WAS DUE IN THE AMT OF \$67.01, LEAVING A BAL OF \$52.99 BEING THAT THEY WERE KNOWN FOR SENDING OUT BILLS	08/12/2019 02:30 PM
54822897	A 0.1 Supervisor Review	OPdjohnson 08/07/2019: MYA CI. REQ RE-READ BECAUSE 37T GAL IS NOT IN LINE WITH NORMAL USAGE OF 9-12T GAL. I ADV SUBMIT SO. I ADV MAY TAKE 24-48 HOURS. PUT SO FORM IN SUPERVISOR MAILBOX. WILL CALL BACK #	08/07/2019 04:22 PM
54823071	A 0.1 Supervisor Review	OPidrost 08/02/2019: RICHARD CALLED IN. HE HAD TO DO A MAJOR REPAIR ON HIS POOL AND GAVE US A CALL. UPDATED ACCT INFO FROM "NEW OWNER" TO RICHARD GEE. MIKE O'BRIEN'S POOLS WILL BE FAXING A COPY OF T	08/02/2019 02:28 PM
54822832	A 0.1 Supervisor Review	OPcbrann 10/31/2019: SPK TO SCOTT THURMAN @954-818-6715; HE WAS CALLING ABOUT THE IRRIGATION ACCT & ADV THEY MOVED IN IN 2006 & REQUESTED TO HAVE THE IRRIGATION TURNED OFF IN 2007; HE ALSO ASKED IF HE C	10/31/2019 05:40 PM
54823184	A 0.1 Supervisor Review	OPdjohnson 09/20/2019: PABLO CI #9542541305. QUESTIONS ABOUT WATER QUALITY REPORT DUE TO HARD WATER. I DIRECTED HIM TO THE 2018 REPORT POSTED ON THE ROYAL UTILITIES WEBSITE. UNFORTUNATELY IT DOESN'T S	09/20/2019 12:31 PM
54822846	A 0.1 Supervisor Review	OPdjohnson 09/17/2019: LAURA CI. #9546057565. SAYS RECEIVED FINAL BILL FROM ROYAL UTILITIES. SAYS THEY SENT HER A REFUND CHECK AND DOESNT OWE US ANYTHING. I ADV THAT WAS FINAL BILL. FROM ROYAL UTILITIE	09/17/2019 06:04 PM
54822854	A 0.1 Supervisor Review	OPdjohnson 09/16/2019: DORTHEA CI. DOESNT NOT WANT THE IRRIGATION METER. I ADV WOULD SUBMIT SO. NFAN	09/16/2019 02:28 PM
54822852	A 0.1 Supervisor Review	OPidrost 09/11/2019: JEFFREY CALLED BACK AFTER REACHING OUT TO THE ROYAL UT CONTACTS; SPOKE W/ JOHN MCCARTHY. JOHN SAID THAT HE HAS BEEN COLLECTING ALL ETF/ACH PMTS AS WELL AS ANY CHECKS AND GIVING T	09/11/2019 03:03 PM
54822853	A 0.1 Supervisor Review	OPidrost 09/09/2019: PATRICIA CALLED IN (WIFE OF DARRELL) SAYS THEY HAVE THEIR IRR HOOKED UP TO THE LAKE/CANAL. SAYS THEY NEVER HAVE USED THE IRR, USED THEIR OWN PUMP TO IRRIGATE. WOULD LIKE THE MET	09/09/2019 12:50 PM
54823184	A 0.1 Supervisor Review		09/09/2019 09:44 AM
54822850	A 0.1 Supervisor Review	OPidrost 09/04/2019: KEITH CALLED IN UPSET BECAUSE HE'S GETTING CHARGED FOR IRRIGATION BASE FEES EVEN THOUGH HE IRRIGATES HIS LAWN VIA THE CANAL. HE'D LIKE HIS METER REMOVED. PLEASE ADVISE TIMELINE.	09/04/2019 02:39 PM
54822880	A 0.1 Supervisor Review	OPdjohnson 09/03/2019: JEFF CI. 357-893-1989. IRRIGATION ON LAST TWO BILLS. HAS NEVER USED IT. WOULD LIKE IT GONE. WOULD LIKE AT LEAST ONE IRRIGATION CHARGE ADJ. I ADV WOULD SUBMIT FOR REVIEW.; OPd Joh	09/03/2019 01:52 PM
54822884	A 0.1 Supervisor Review	Opkturbett 08/20/2019: called to check the review status of her irrigation charge. Hasnt used irrigation in years. Its installed but not setup.	08/20/2019 09:22 AM
54822878	A 0.1 Supervisor Review	OPdjohnson 08/19/2019: RICARDO LMOM #9545319685 DOES NOT USE IRRIGATION. CURRENTLY LOCKED AND OFF. DOES NOT WANT THIS SERVICE. I CALLED NO ANSWER. LMOM. I ADV WOULD SUBMIT FOR REVIEW.	08/19/2019 05:56 PM
54822821	A 0.1 Supervisor Review	OPrstanton 08/12/2019: JULETTE CROSWELL CALLED FOR BALANCE; DUE DATE; & TO ADV THAT SHE HAS NOT RECEIVED STMT YET; ALSO GAVE HER ACCT #; IVR #; & WEBSITE TO MAKE A PMNT	08/12/2019 11:49 AM
54822866	A 0.1 Supervisor Review	OPidrost 08/07/2019: KIRK CALLED IN. UPDATED CONTACT INFO. ADV THAT WHEN WITH ROYAL UT, HE NEVER HAD TO PAY A BASE CHG FOR IRRIGATION THAT HE NEVER USES. HE DOES NOT HAVE AN IRRIGATION SYS SO CONSUMP	08/07/2019 03:30 PM
54822837	A 0.1 Supervisor Review	OPidrost 08/06/2019: CARLOS CALLED IN W/ QUES ABOUT IRRIGATION CHARGES. HE IS USING A PUMP THAT TAKES WATER OUT OF THE CANAL TO HIS YARD. EVIDENTLY THIS IS LEGAL IN CORAL SPRINGS. HIS SPRINKLER SYS	08/06/2019 10:08 AM
54822730	A 0.1 Supervisor Review	OPidrost 10/24/2019: CAROLYN CALLED IN B/C HER IRRIGATION IS OFF. SHE WOULD LIKE IT TURNED BACK ON. SHE DID NOT REQUEST FOR IT TO BE TURNED OFF, ACCT IS IN GOOD STANDING. PLEASE RECONNECT. WILL SUBMI	10/24/2019 03:48 PM
54822699	A 0.1 Supervisor Review	OPidrost 10/22/2019: KATHLEEN CALLED IN - DISCOVERED HER IRR METER WAS LOCKED. HAD NOT ASKED FOR THIS, NO ISSUES, NO WARNING, AND BILL IS CURRENT W/ ZERO BAL. ANY IRR CHGS ARE PD IN FULL. WOULD LIKE I	10/22/2019 10:25 AM
54822807	A 0.1 Supervisor Review	OPidrost 10/17/2019: ARDANE CALLED IN B/C THEY HAVE NO IRR AND DONT KNOW WHY. THEY'VE PAID THEIR FULL BILL - INCLUDING ANY IRR CHGS. ARDANE SAYS THEY'VE NEVER REQUESTED THEIR IRR BE TURNED OFF AND SH	10/17/2019 04:02 PM
54822813	A 0.1 Supervisor Review	OPdjohnson 10/02/2019: LEVI PRUSS CI. OWNER OF PROPERTY. WATER SHOULD NOT HAVE BEEN ON. ACCT SET UP AS NEW CUSTOMER AND HAS A BAL. WATER IS OFF AT PROPERTY ACCORDING TO REALTOR. DOESN'T LOOK LIKE DISC	10/03/2019 01:06 PM
54822815	A 0.1 Supervisor Review	oPdJohHnSoN 10/01/2019: CALLED JONI ABOUT SERVICE ORDER. ZERO IRRIGATION USAGE. WOULD LIKE METER PULLED. I ADV WOULD SUBMIT TO HAVE IRRIGATION METER PULLED. I ADV PREVIOUS IRRIGATION CHARGES CAN NOT BE	10/01/2019 06:22 PM

54822705	A 0.1 Supervisor Review	OPdjohnson 08/19/2019: ALEX CI. DOES NOT USE IRRIGATION AND WOULD LIKE IT REMOVED. CURRENTLY OFF AND LOCKED. I ADV I WOULD HAVE TO SUBMIT FOR REVIEW. #8458936461	08/19/2019 12:41 PM
54822740	A 0.1 Supervisor Review	OPcbrann 08/01/2019: SPK TO JOE GIANTONIO; HE WAS CALLING FOR THE IRRIGATION METER TO BE TURNED OFF; S/O WAS COMPLETED BY MELISSA BUT NOT ENTERED YET; HE ADV HE WILL BE LEAVING FOR EUROPE FOR 2 WEEKS & T	08/01/2019 06:26 PM
54822632	A 0.1 Supervisor Review	OPidrost 10/09/2019: ANAND REDDY CALLED BACK IN - ATTEMPTED TO CALL ROY UT AND WAS INFORMED THAT ALL PMTS WERE GIVEN TO ROYAL WW. HE NEEDS HIS PMTS APPLIED TO HIS ACCOUNT - FOR 8/20 (\$26.47) FROM COR	10/09/2019 09:21 AM
54822833	A 0.1 Supervisor Review	OPidrost 07/31/2019: MICHAEL LEWIS W/ GRAEF USA (CIVIL ENGINEER) WORKING W/ DEMOLITION OF PUBLX BLDG AND NEED INFO ON POLICY ON RELOCATING WATER AND SEWER LINES, FEES INVOLVED, PERMITS, WHO TO CONTACT	07/31/2019 01:57 PM
54822671	A 0.1 Supervisor Review	OPdjohnson 08/21/2019: MICHAEL BALI #954-344-2600.#954-477-0794. FIRST BIL WAS HIGH. METER RATE ISSUE. PLEASE REVIEW. AS NO NOTICES WERE GIVEN TO BUSINESS OWNERS.	08/21/2019 01:41 PM
54822673	A 0.1 Supervisor Review	OPdjohnson 08/15/2019: CALLED DR. SPECTOR. SAYS HIS BILL WENT UP x3 AND NO ONE ELSE DID. I ADV MY SUPERVISOR STATED METER IS 1" AND COMMERCIAL PROPERTY. HE WOULD LIKE TO SPEAK TO A SUPERVISOR BECAUSE	08/15/2019 12:16 PM
54822673	A 0.1 Supervisor Review	OPdjohnson 08/08/2019: LAWRENCE CI W#9543419900 C#9546955331. BASE RATE IS REALLY HIGH ON FIRST BILL. I ADV I WOULD SUBMIT FOR REVIEW. 83.32 BASE RATE WATER & 92.61 BASE RATE SEWER.	08/08/2019 04:50 PM
54822670	A 0.1 Supervisor Review	OPdjohnson 08/08/2019: JENNIFER TERRY W PED ASSOC CI. P#954-963-7417. #954-965-7338. NEEDS W-9. AVR DEPT NEEDS IT TO SET US UP AS A VENDOR IN ORDER TO PAY BILL. I ADV I WOULD SUBMIT FOR REVIEW AND SO	08/08/2019 03:38 PM
54822992	D 3.2 Bill Dispute	OPidrost 11/05/2019: BECKY CALLED BACK IN REGARDING SAME ISSUES. EMPTY LOT W/ METERS ON. ADV ONLY BACK BILLED FOR ONE YEAR INSTEAD OF 4. BELIEVES BASE CHGS ARE TOO HIGH. ADV THAT THE LAST TIME SHE CAL	11/05/2019 12:04 PM
54823056	D 3.2 Bill Dispute	OPidrost 11/01/2019: MARILYN CALLED IN B/C HER BILL SEEMED HIGHER THAN USUAL. READS SEEMED IN LINE, ADV IN-HOME LEAK TEST. MARILYN REFUSED. HER PLUMBER TURNED OFF VALVE AT HOUSE AND MEASURED WATER BTW	11/01/2019 12:06 PM
54822994	D 3.2 Bill Dispute	OPrstanton 10/31/2019: SHAWN SHAZIER CALLED ABOUT HIGH BILL ADV LEAK TEST; WILL CALL BACK ONCE COMPLETE	10/31/2019 01:24 PM
54822975	D 3.2 Bill Dispute	OPdjohnson 10/09/2019: ELAINE CI. WOULD LIKE CREDIT FOR THE 2.60 FEE FOR PAYING BILL ONLINE. I ADV THAT FEE CAN NOT BE WAIVED AND SHE HAS THE OPTION TO SEND IN A CHECK OR SET UP AUTO PAY. I ADV BILL I	10/09/2019 06:33 PM
54823104	D 3.2 Bill Dispute	OPdjohnson 10/02/2019: ANGELINE LMOM. STATED SOLD PROPERTY BACK IN JULY. I CALLED NO ANSWER. I ADV TRYING TO DETERMINE THE CLOSING DATE BECAUSE NEW OWNERS HAVNT CALLED TO SET UP SERVICE AND WE NEED TO	10/02/2019 05:01 PM
54822897	D 3.2 Bill Dispute	OPmrodgers 10/02/2019: MYA CALLED STATES INCORRECT READ 18T GAL IN 15DAY PERIOD... S/O REREAD	10/02/2019 02:50 PM
54823022	D 3.2 Bill Dispute	OPdjohnson 09/17/2019: SCOTT CI. SAYS HAS NOT BEEN USING IRRIGATION. NEW BILL SHOWS 12 T GAL USED BETWEEN 7/19 AND 8/14. WOULD LIKE SOMEONE TO INSPECT METER IS WORKING PROPERLY. I ADV WOULD SUBMIT SO.	09/17/2019 01:24 PM
54823095	D 3.2 Bill Dispute	OPdjohnson 09/13/2019: CALLED JAMES AND INFORMED HIM THAT NO ADJ OF IRRIGATION CHARGES WILL BE MADE TO HIS FIRST TWO BILLS. I ADV NOW THAT THE METER IS PULLED HE WILL NOT SEE ANY FUTURE IRR CHARGES. N	09/13/2019 11:22 AM
54822896	D 3.2 Bill Dispute	OPrstanton 09/11/2019: SUSAN ERNEWEIN CALLED ABOUT HIGH USAGE ON IRRIGATION; ADV TO PERFORM LEAK TEST	09/11/2019 11:25 AM
54822913	D 3.2 Bill Dispute	OPmrodgers 09/11/2019: MARK CALLED STATED HE NEVER PD FOR SEWER BEFORE AND USAGE IS TO HIGH WILL LOOK FOR LEAK ON PROPERTY/LEAK TEST HOWEVER NOT HAPPY ABOUT RATE CHANGE/BASE FEES/SEWER	09/11/2019 07:50 AM
54822936	D 3.2 Bill Dispute	OPrstanton 08/28/2019: MOHAMMED IQBAL CALLED FOR BALANCE	08/28/2019 08:54 AM
54822850	D 3.2 Bill Dispute	OPdjohnson 10/03/2019: KEITH WANTS PD BAL WAIVED FOR BASE CHARGES OF IRRIGATION. I ADV NO PREVIOUS BASE CHARGES WILL BE WAIVE WHILE METER WAS ON PROPERTY. METER HAS BEEN REMOVED AND HE WILL NOT PAY FO	10/03/2019 11:54 AM
54822822	D 3.2 Bill Dispute	OPdjohnson 09/30/2019: KAREN CI. SAYS SHE PAID HER LAST MONTH BILL. I ADV YES SHE DID. BILL GENERATED ON THE DAY WE RECEIVED HER PAYMENT. N FAN	09/30/2019 06:11 PM
54822872	D 3.2 Bill Dispute	OPrstanton 09/09/2019: MERRILL DURYEA CALLED TO ADV DOUBLE BILLING ON FINAL STMT ALSO FINAL BILL DATES ARE INCORRECT AS HE MOVED OUT 07/26/19; USAGE DATES ON STMT ARE 07/19/19-08/02/19; ADV WILL SUBMI	09/09/2019 09:06 AM
54822884	D 3.2 Bill Dispute	OPmrodgers 08/06/2019: GLADYS CALLED STATED SHE HAS NOT HAD AN IRRIGATION SYSTEM FOR 8YRS OR MORE STATED NEEDS TO BE REMOVED FROM BILLING. UPDATED NAME & PH# ON ACT; OPmrodgers 08/06/2019: EMAILED KT	08/06/2019 02:30 PM
54822758	D 3.2 Bill Dispute	OPmrodgers 10/21/2019: PAULETTE CALLED YELLING ABOUT USAGE UABLE TO SPEAK CUST DISCONNECTED CALL	10/21/2019 10:32 AM
54822723	D 3.2 Bill Dispute	OPmrodgers 10/04/2019: LEO CALLED HIGH USAGE ADV LEAK TEST FOR IRRIGATION USGAE (36T GAL)	10/04/2019 10:11 AM
54822646	D 3.2 Bill Dispute	OPrstanton 08/14/2019: SALON BELLA CALLED ABOUT HIGH USAGE; ADV OF BASE CHARGES GOING FWD	08/14/2019 08:29 AM
54822671	D 3.2 Bill Dispute	OPrstanton 08/16/2019: CUSTOMER LMOM IN REF TO HIGH RATES; CALLED BACK UNABLE TO LMOM JUST RINGS AND RINGS	08/16/2019 01:55 PM
54822892	F 5.0 No Water - Sewer / Se	OPmrodgers 08/06/2019: BECKY CALLED NO WATER S/O COMPLETE	08/06/2019 09:31 AM
54823101	F 5.0 No Water - Sewer / Se	OPidrost 07/23/2019: MIKE MARCIN CALLED IN. LIVE IN MD MOST OF YEAR. WIFE IS IN FL TO WORK ON HOME. TURNED ON WATER - NO WATER. MAY NEED TO BE TURNED ON AT CURB. ATTEMPTED TO CALL DENNIS, LMOM W/ ADD	07/23/2019 03:01 PM
54822833	F 5.1 Pressure Issue	OPidrost 10/24/2019: MELANIE CALLED IN TO FIND OUT RESULTS OF S/O. ADV THERE IS ADEQUATE PRESSURE GOING TO HOUSE. IS POSSIBLE SHE MAY HAVE A CLOG AND SHOULD HAVE A PLUMBER COME TO LOCATE/CORRECT. N FAN	10/24/2019 09:11 AM
54822833	F 5.1 Pressure Issue	OPcbrann 10/22/2019: SPK TO MELANIE MORALES @954-496-5692 & ADDED HER TO THE ACCT; SHE WAS CALLING ABOUT THE WATER PRESSURE; SHE ADV SHE CALLED PREV 3-4 WEEKS AGO ABOUT THIS NO WATER PRESSURE ANYWHERE IN	10/22/2019 02:19 PM
54822880	F 5.1 Pressure Issue	OPdjohnson 09/03/2019: JEFF CI. SAYS PRESSURE HAS BEEN FLUCTUATING QUITE A BIT LAST COUPLE DAYS. SAYS SHOULD HAVE ISSUE SINCE RIGHT ACROSS FROM PLANT. I ADV I WOULD ENTER SO FOR TECH VISIT. N FAN	09/03/2019 12:02 PM
54823175	F 5.1 Pressure Issue	OPrstanton 10/30/2019: TENANT CALLED TO ADV LOW PRESSURE FOR ABOUT A WEEK NOW; CREATED S/O	10/30/2019 10:35 AM
54822669	F 5.1 Pressure Issue	OPdjohnson 09/13/2019: TIM CI. LOW PRESSURE. I CONTACTED TECH HE CONFIRMED SOME WORK WAS BEING DONE IN THE AREA. UPDATED SO#40334 TO INCLUDE PRESSURE CHECK ALONG WITH REREAD. CONFIRMED TECH WOULD COMP	09/13/2019 05:19 PM
54822912	I 8.0 Leak at Meter	USWcarnold 10/03/2019: CUSTOMER CAME TO PLANT ON 10/2/19 REQUESTED A TECH GO TO THE PROPERTY TO TURN OFF VALVE DUE TO A LEAK BY THE METER. xxxx- tech nate wilson want to the propety same day 10/2/19 a	10/03/2019 09:31 AM

54823210	I 8.0 Leak at Meter	OPmrodgers 11/05/2019: BRIAN CALLED POSSIBLE LEAK @ METER / KEEPS FILLING WITH WATER	11/05/2019 09:53 AM
54822740	I 8.0 Leak at Meter	USWvvarona 08/12/2019: IRRIGATION METER BOX FILLED WITH WATER - AFTER INSPECTING METER HOOK UP CONNECTION TO THE METER ON HOMEOWNERS PROPERTY SEEMS TO BE DAMAGED - CAUSE OF LEAK ON HOMEOWNERS SIDE -	08/12/2019 03:45 PM
54822740	I 8.0 Leak at Meter	OPmrodgers 07/26/2019: JOE CALLED LEAK AT METER BUBBLING AT METER S.O FORM FILLED OUT	07/26/2019 09:57 AM
54822633	I 8.0 Leak at Meter	OPdjohnson 08/21/2019: KIM FROM PROBOWL PLUMBING CI. WATER BUBBLING UP FROM BEHIND BUILDING. CONTACTED TECH AND CONFIRMED SOMEONE WILL BE OUT THERE TODAY. FILLED OUT SO FORM AND PUT IN SUPERVISORS BOX	08/21/2019 02:02 PM
54822783	I 8.05 Leak - Customer Side	OPldrost 08/12/2019: MICHAEL, SON OF DAVID, CALLED IN. PIPE TO IRR WAS LEAKING OVER WEEKEND. CALLED TO INFORM. WORRIED ABOUT A BIG BILL. THEY WERE ABLE TO SHUT IT OFF. ADV WAIT AND SEE WHAT IS REFLECT	08/12/2019 08:26 AM
54822919	J 9.0 Water Quality	OPjaczarnik 10/30/2019: GLEN BRIGNOLO CI ABOUT CLOUDY WATER SINCE 10/30/2018; FILLED OUT SO FOR 10/31/2019;	10/30/2019 03:25 PM
54822975	J 9.0 Water Quality	OPldrost 10/22/2019: ELAINE CALLED IN ABOUT "MILKY" WATER. ADV THAT THIS IS AIR AND WILL CLEAR AFTER A FEW MINUTES. EVENTUALLY SYS WILL GO BACK TO NORMAL. DID A LOT OF UPGRADES/MAINTENANCE OVER THE SU	10/22/2019 09:43 AM
54822991	J 9.0 Water Quality	OPmrodgers 09/16/2019: MRS METZGAR CALLED STATED WHITE FILMY WATER S/O COMPLETE	09/16/2019 01:18 PM
54823035	J 9.0 Water Quality	OPmrodgers 08/27/2019: JOSEPH CALLED SLIMY CLOUDY WATER S/O COMPLETE; OPdjohnson 08/27/2019: SPOKE WITH TECH IN REGARD TO WATER QUALITY. SAYS YESTERDAY MORNING THEY SWITCHED TO NEW WATER SOURCE. TECH	08/27/2019 01:51 PM
54822971	J 9.0 Water Quality	OPstanton 07/18/2019: ROYAL BURN - HYACINTH JACKSON CALLED ADVISING THAT HER HOME SMELLS LIKE A POOL; WENT OVER CHANGE IN TREATMENT METHOD; ALSO ADV TO VISIT ROYALUTILITY.COM FOR MORE INFO NFAN	07/18/2019 02:21 PM
54822829	J 9.0 Water Quality	OPmrodgers 09/13/2019: MIRIAM CALLED STATES HOT WATER IS VERY CLOUDY WHITE POWDER FILM RESIDUE IN DISHWASHER STATES SHE DID FLUSH HER LINES	09/13/2019 11:00 AM
54822822	J 9.0 Water Quality	OPstanton 09/09/2019: KAREN KELLY CALLED IN SAYS THE WATER SMELLS & TASTES OF CHLORINE; CREATED S/O	09/09/2019 09:41 AM
54822829	J 9.0 Water Quality	OPstanton 08/28/2019: MARIAM WOLF CALLED SD SHE'S GOT MILKY WHITE WATER; SHE WILL TRY TO FLUSH HER WATER FIRST AND WILL CALL BACK IF NO CHANGES	08/28/2019 09:12 AM
54822786	J 9.0 Water Quality	OPdjohnson 09/23/2019: MRS. MALDONADO CI. UPSET ABOUT THE HARDNESS OF HER WATER. SAYS IT IS RUINING DISHES. I ADV THAT SHE MAY WANT TO INVEST IN A WATER SOFTENER. CURRENTLY DOING UPGRADES AT PLANT AND	09/23/2019 06:16 PM
54822753	J 9.0 Water Quality	OPmrodgers 09/16/2019: JOYCE CALLED STATED WHITE MILKY WATER SMELLS AND LEAVES FILM	09/16/2019 12:47 PM
54822788	J 9.0 Water Quality	OPldrost 09/16/2019: MARCIA, PARTNER OF REANN, CALLED IN TO REPORT WATER QUAL HAS GOTTEN INCREASINGLY WORSE OVER THE LAST 2-3 WEEKS. SULFUR SMELL AND WHITE RESIDUE ON DISHES, ETC. FILLED OUT S/O AND S	09/16/2019 12:46 PM
54822714	J 9.0 Water Quality	OPldrost 09/13/2019: YOSEF CALLED IN - HAS LIVED IN HOME FOR A YEAR AND WATER HAS ALWAYS HAD A SULFUR SMELL AND LEAVES WHITE RESIDUE ON DISHES, CLOTHES, ETC., ETC. SUBMITTED S/O FOR TECH TO CHK LINES,	09/13/2019 03:16 PM
54822651	J 9.0 Water Quality	OPldrost 10/29/2019: ADRIANA CALLED IN - WATER AT THE SCHOOL HAS BEEN MILKY/WHITE FOR 5+ DAYS WITH NO CHANGE, NO CLEARING. THEY CAN'T ALLOW CHILDREN TO DRINK IT AND HAVE HAD TO BUY BOTTLED WATER FOR	10/29/2019 01:42 PM
54822650	J 9.0 Water Quality	OPldrost 10/29/2019: ADRIANA CALLED IN - WATER AT THE SCHOOL HAS BEEN MILKY/WHITE FOR 5+ DAYS WITH NO CHANGE, NO CLEARING. THEY CAN'T ALLOW CHILDREN TO DRINK IT AND HAVE HAD TO BUY BOTTLED WATER FOR	10/29/2019 01:41 PM
54822662	J 9.0 Water Quality	OPdjohnson 09/05/2019: BOB CI. WATER CLOUDY. LEAVES WHITE CHALKY FILM ON DISHES. HAS BEEN DEALING WITH ISSUE FOR A YEAR. I ADV WOULD FILL OUT SO FOR TECH VISIT. NFAN	09/05/2019 11:34 AM

Royal Waterworks, Inc.
Improvements since Acquisition

Water Quality

Accelerator

- Chemical Optimization - reduction of chemical costs
 - performed JAR testing
 - process to determine proper chemical doses
 - testing resulted in signification reduction in use of flocculent
- Rehabilitated Accelerator - (softening unit) - See Attached
 - Drained and removed lime scale buildup – (see attached pictures)
 - Air hammer lime of blades, walls, floors, etc. - see attached pictures
 - Improved circulation & treatment
- Relocated chemical application points for more effective treatment
- Replaced bearing & gears for lime mixer
- Repaired concentrator system
- Repaired wash down water system
- Rebuilt sludge removal system
- Repaired various areas of metal corrosion
- Painted the softening unit

Filters

- ❖ Filters - replaced the level control systems
- ❖ Replaced inlet filter valves
- ❖ currently replacing outlet filter valves
- ❖ installed a backwash flow meter - filter
- ❖ process of repairing surface and painting the filters

Other

- 🔧 Painted the ground storage tank
- 🔧 Replaced a high service pump
- 🔧 Repaired clear well / ground storage tank recirculation system
- 🔧 Reactivated Fluoride feed system to bring into County compliance
- 🔧 Replacing non-working water meters
- 🔧 Replaced pressure control system - reduction in purchased power
- 🔧 Changed operating procedure to reduce wasted water in backwash and blowdown (approx 1,000,000 a month in savings per month)
- 🔧 Aesthetics to water plant located within subdivision - removal of trash old equipment
- 🔧 Repair of non-functional generators for reliability and emergency back up
- 🔧 Improve fuel storage tanks to bring into County compliance

Customer Service

- Staging US Water equipment on-site
 - quicker response time to emergencies (repairs)
 - biggest concern of the City relative to previous owner
- Increase in customer payment options
- Improved customer billing - more modernized
- Improved relations with City government

Wastewater

- ✓ Replacing 4 worn out pumps with 2 new properly sized pumps in master lift station - expect to reduce purchased power
 - current run time 30 hours/day new pumps = 8 hrs / day
 - reduce number of spills and overflows at lift station
- ✓ Evaluation of deteriorated force main

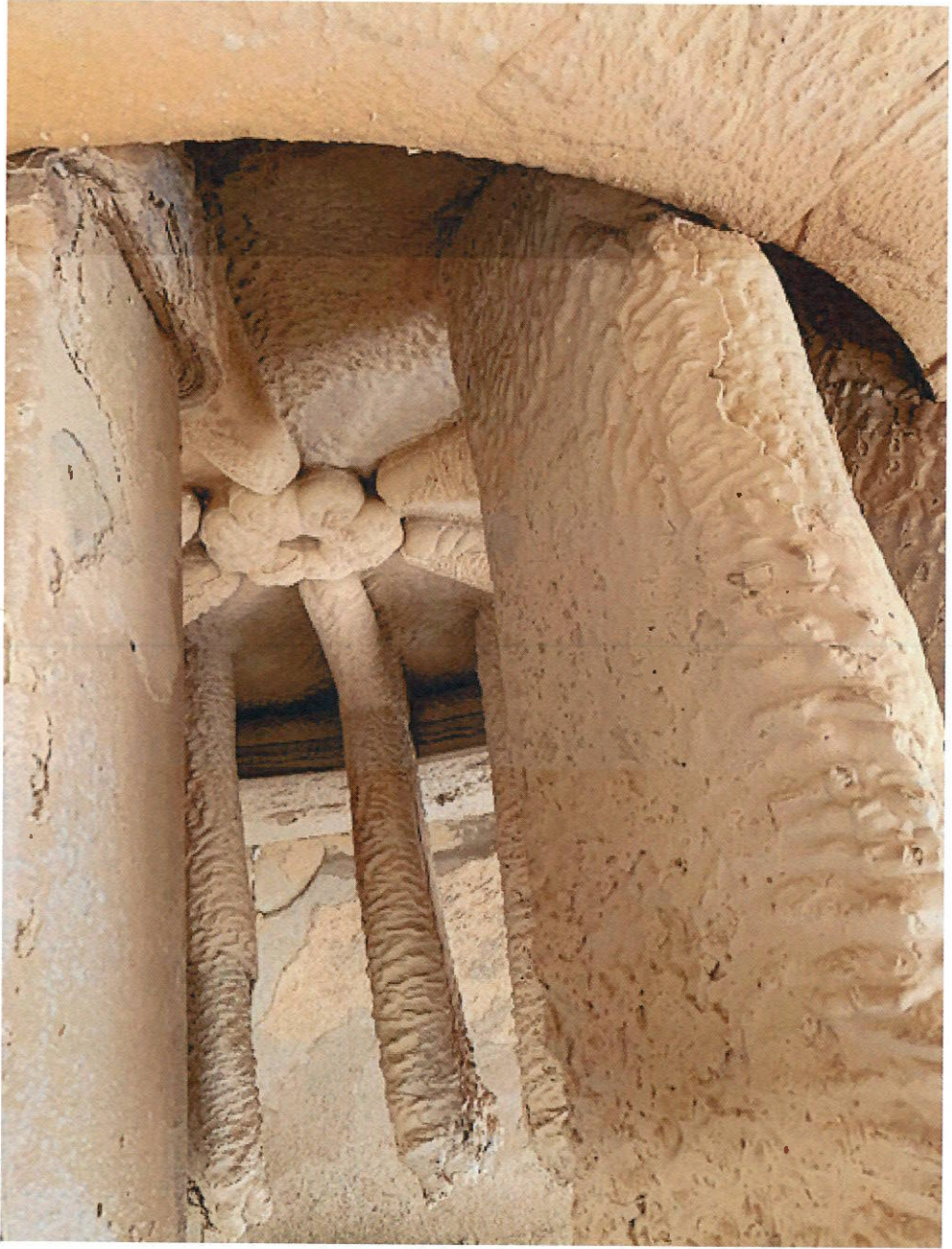
Better Overall Water Quality















Troy Rendell

From: Troy Rendell
Sent: Wednesday, November 6, 2019 8:52 AM
To: Troy Rendell
Subject: FW: Coral Springs/ royal utilities

From: Kaycee Rupe [mailto:krupe@uswatercorp.net]
Sent: Saturday, November 2, 2019 12:15 PM
To: Troy Rendell
Subject: Fwd: Coral Springs/ royale utilities

Begin forwarded message:

From: "'jzipnick@yahoo.com' via Info" <info@uswatercorp.net>
Date: November 2, 2019 at 12:08:34 PM EDT
To: info@uswatercorp.net
Subject: Coral Springs/ royale utilities
Reply-To: "jzipnick@yahoo.com" <jzipnick@yahoo.com>

Hello,

I live in the community behind the water faculty.

First and most important my water for the first time in years does not stink! I have pressure enough to wash a dish!

So I commend you for that!!

I know that you do monthly federal samples and would like to know if they are published? Am I able to get a copy?

I want to thank you for saving our community be providing water that may now be safe to drink!

Thank you,
Jamie Zipnick
4156 Nw 90th Ave #20+
C.Springs, Fl 33065
JZipnick@yahoo.com

Sent from my MetroPCS 4G LTE Android device

Troy Rendell

From: Rudy Perez
Sent: Tuesday, October 29, 2019 7:38 PM
To: Troy Rendell
Cc: Lina Quintero; Sharon Purviance; Kelly Turbett; Candy Arnold; Dennis Coates
Subject: Re: FW: ROYAL - 54822650 Milky Water
Attachments: 20191025_125745.jpg; 20191025_125737.jpg; 20191025_125811.jpg

Hello Team,

I recieved the complaint and I personally visited the school.

Found that the water fountain had some air that literally cleared in 1 minute of running water. Air will make water look milky, tested a grab sample and it was good.

We will be flushing system to remove any remaining settlement or air in pipes.

Water Quality is Great and we have been producing excellent water consistently.

These are the numbers for your review.;

Ph 9.3 - 9.6 settled water

Ph 8.6 finished water

Hardness 90 - 110

Chlorine. 2.8

Mono. 2.6

Free nh3. 0.08

Ntu. .09 - .24

Flouride. .72 - .86 now in service.

Here are some pictures of the water being produced from Royal at this time.

Please see for yourself.

Thanks everyone,

Rudy Perez

On Tue, Oct 29, 2019, 5:24 PM Troy Rendell <trendell@uswatercorp.net> wrote:

See below...

From: Kelly Turbett [<mailto:kelly.turbett@opus21ms.com>]

Sent: Tuesday, October 29, 2019 3:35 PM

To: Troy Rendell; rvarona@uswatercorp.net

Cc: carnold@uswatercorp.net
Subject: ROYAL - 54822650 Milky Water

Hi Troy/Rita,

Just wanted to inform you that we just received a call from Adriana (954-345-5700) at Sherwood Academy in Royal WW stating that their water is milky/cloudy and undrinkable for students. I did place a call to Candy and she is on it with her team and an s/o has been created. Just wanted to make sure I reported it to you as well.

Let me know if you have any questions.

Kelly Turbett/Client Services Manager



OPUS²¹ Management Solutions

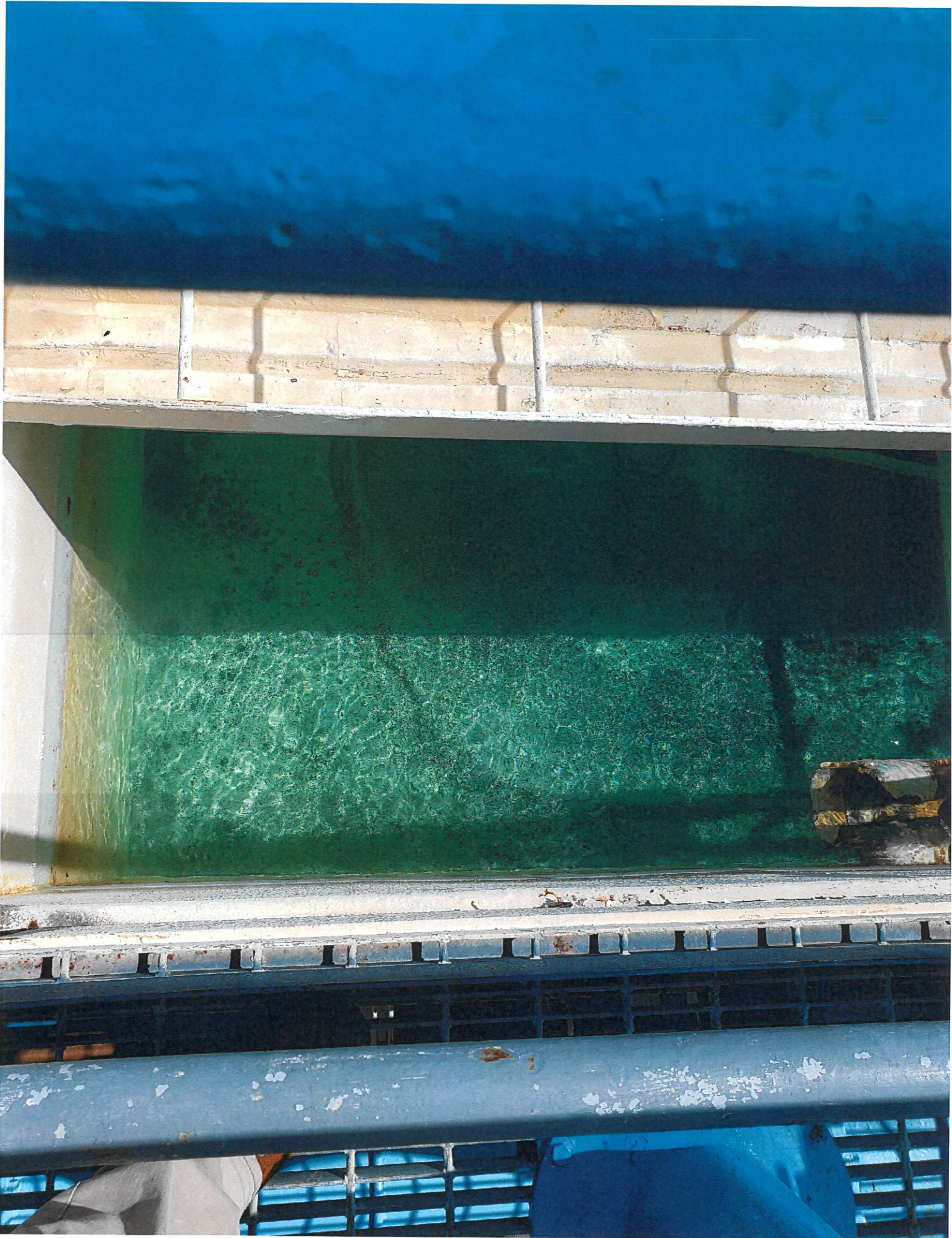
680 Commerce Drive, Suite 160

Woodbury, MN 55125

Office: (651) 255-0904

Fax: (651) 905-0440

Email: kelly.turbett@opus21ms.com







Troy Rendell

From: Rudy Perez
Sent: Monday, October 21, 2019 3:59 PM
To: Cristina San Lucas; ajones@coralsprings.org; Dennis Coates
Subject: Re: Water Quality

Good afternoon Mrs.Cristina San Lucas,

I wanted to reach out to you and respond to your concerns about the water Quality.

I apologize for the inconvenience this may have caused your family.

The issue has been addressed and corrected.

Air was in the lines which caused the white water.

The water is safe to drink and the water quality has improved greatly in the last 3 weeks due to the fact that repairs have been completed at the water plant.

We have been working hard to get the system into top shape so we can provide the residents of coral springs the best water possible.

If you have any further questions please feel free to contact me.

Operation Manager Royal Waterworks, Rudy Perez 954-651-2311

Regards,

On Mon, Oct 21, 2019 at 3:05 PM Cristina San Lucas <csanlucas@hotmail.com> wrote:

Thank you Mr. Jones. I cannot begin to thank you enough for always being so helpful and quick to respond.
Sent from my iPhone

On Oct 21, 2019, at 2:10 PM, Alvan Jones <ajones@coralsprings.org> wrote:

Good afternoon Gentlemen,

One of your water customers has recently contacted us concerning a Water Quality Complaint. Please read below to see her comments and the attachments provided. I've made a few attempts to contact your Water plant personnel directly, but was unsuccessful.

Since this complaint is concerning another Utility's product, I can't comment other than to say that the water appearing in the video doesn't look to be normal. Could one of you kindly reply back to her directly.

Thanking you in advance for addressing your customers concerns.

<image001.jpg> **ALVAN JONES**
Water Plant Superintendent

Public Works • Utilities & Engineering Division

ajones@coralsprings.org

• Phone 954-345-2162 • Fax 954-345-2169 • Cell 954-817-2899
City of Coral Springs • 3800 NW 85 Ave • Coral Springs, Florida 33065

From: Cristina San Lucas <csanlucas@hotmail.com>

Sent: Saturday, October 19, 2019 5:37 PM

To: info@Royalutility.com; Randi Odette <rodette@coralsprings.org>; WebMaster <WebMaster@coralsprings.org>; ADAGM <ADAGM@coralsprings.org>; Scott Brook <sbrook@coralsprings.org>

Cc: ♥ Babe ♥ <juan.navaruiz@gmail.com>; ramblewood east <ramblewoodeastcondo2@gmail.com>; Ramblewood East <recaofficemanager@ymail.com>; Ramblewood East <ramblewoodeastcondo@gmail.com>; NICK DAMASCENO <nadamasceno@yahoo.com>; Alvan Jones <ajones@coralsprings.org>

Subject: Re: Water Quality

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.

Royal Utility,

For about two months the water has yet again let some white residue on my plates, spoons, etc. I recall what Ramblewood claimed previously regarding the water residue. Now there is another issue. I am having a little trouble understanding what is going on with the quality of water. Is it

not being treated? If you could please view the video attached. The water is now not only leaving white residue but is now also cloudy and murky. It is very alarming and I am questioning if Royal Utility is doing their duty to treat the water. I have cc'd Ramblewood East (association) so they are aware of what is going on. I also cc'd the Coral Springs Water Plant Superintendent, Mr. Alvin Jones. I would appreciate a response directly from you, Royal Utility and not a message handed off from you to Ramblewood.

Mr. Jones, though I know you have nothing to do with our water supply at Ramblewood East, if you could please email me and let me know if this murky cloudy water is normal. Last time you answered back promptly and were very helpful. I unfortunately do not recall ever getting a response from Royal Utility, just from Ramblewood.

I have also copied the Mayor and his staff. I would just really like to cook, clean, and bath with clean water. I thank you all for your time.

Regards,

Cristina San Lucas

Sent from my iPhone

The City of Coral Springs is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. Email messages are covered under Chapter 119 and are thus subject to public records disclosure. All email messages sent and received are captured by our server and retained as public records. This footnote also confirms that this email message has been swept for the presence of computer viruses, and illegal or questionable content. This system is a private system and is monitored for electronic tampering. Violators will be prosecuted to the fullest extent of the law. This email may contain confidential or privileged material. Use or disclosure of it by anyone other than the recipient is unauthorized. If you are not the intended recipient, please delete this email.

<Video.mov>

On Mar 18, 2019, at 7:39 PM, Cristina San Lucas <csanlucas@hotmail.com> wrote:

Board of Directors,

I am in receipt of your email and your letter (attached). Thank you for responding back in writing but I was a bit confused as to you addressing my "complaint" regarding "soap sticking to my skin." Please reference the email date and time when I said my complaint was regarding "soap sticking to my skin." I do not recall that being a concern. On the contrary, my concern was regarding harmful water consumption (hence the subject line of my emails) and me washing my baby's bottles and cooking with the water. In addition, I actually said it left my kitchen towel/rag stiff and left a white residue on my plates and spoon leaving a "sandy" feeling. I even attached pictures and videos to show you what I spoke of.

Also regarding the dripping sound, please reference where in the bylaws it states that the homeowner is responsible for the mainline. The "drip" sound is coming from the within the wall where the mainline is located. I am also requesting a copy of the report/investigation your plumbers provided you with. Both plumbers told me they believed it was a drip, which is contrary to what you are stating. They said they would tell Ron, the VP, if it was okay to open the wall and investigate the matter because BOTH plumbers could not guarantee that it was the expansion and contraction of the pipes. They both said it was from the main white pipe and is why they needed to report it to Ron. Actually, the second plumber and his assistant only mentioned the expansion and contraction of the pipes only after I mentioned what the other plumber said it could possibly be. Please provide me with the report issued by the plumbers stating that it is just a sound.

I thank you for your time in addressing my concerns.

Cristina San Lucas

<CCF_000383.pdf>

Sent from my iPhone

On Mar 18, 2019, at 4:22 PM, ramblewood east
<ramblewoodeastcondo2@gmail.com> wrote:

Good afternoon Cristina,
Please find attached letter regarding the water quality and pipe drip.

Thank you

Flo-Office Staff
Ramblewood East Condominium Association
4139-A NW 88Th Avenue

Coral Springs, FL 33065

Office (954) 752-6840

Fax (954) 752-9861

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<CCF_000383.pdf>

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US WATER SERVICES CORP

Rudy Perez

Water Plant Operations Manager

Cell - 954-651-2311

Rperez@uswatercorp.net

Troy Rendell

From: Rudy Perez
Sent: Wednesday, September 18, 2019 6:22 AM
To: Lina Quintero
Cc: Dennis Coates; Troy Rendell; Candy Arnold
Subject: Re: Royal - Milky/Smelly Water

Gm Lina ,

We are close to completing the work on accellator, looking to have system back in service late this week.

No there is not a problem at the plant.

Milky water was due to hsp 1 and 4 faulted

Which activated hsp 2 which is primarily the fire pump this stirred sediment from bottom of clearwell. This issue has been corrected.

Water quality is good other than hard water.

Customer concerns have been address in a timely manner. Closing out w/o sometimes gets delayed, but the team is working on staying in front of it.

Thank you

On Tue, Sep 17, 2019, 9:39 PM Lina Quintero <lquintero@uswatercorp.net> wrote:

Rudy:

Please contact all this customers are contacted within 24 hours and a written follow up is provided to OPUS as part of the investigation. Same with the other services orders that are past due from last week.

Is the unit back in service? What is causing the milky/smelly water? Are we having any kind of emergency at the plant?

Thank You,

Lina Maria Quintero, P.E.

Regional Manager

9841 Bernwood Pl. Drive, Suite 120

Fort Myers, FL 33966

Cell: (727) 858-2396

Fax: (239) 543-2226

lquintero@uswatercorp.net

From: Troy Rendell <trendell@uswatercorp.net>
Sent: Tuesday, September 17, 2019 8:09 AM
To: Rudy Perez <rperez@uswatercorp.net>
Cc: Lina Quintero <lquintero@uswatercorp.net>; Sharon Purviance <spurviance@uswatercorp.net>
Subject: FW: Royal - Milky/Smelly Water
Importance: High

FYI – several calls on milky/smelly water in Royal..

From: Kelly Turbett [<mailto:kelly.turbett@opus21ms.com>]
Sent: Monday, September 16, 2019 5:30 PM
To: carnold@uswatercorp.net; Troy Rendell; 'Evelyn Alicea'
Subject: Royal - Milky/Smelly Water
Importance: High

Hello,

I wanted to make sure everyone is aware that we have had multiple call ins on the appearance and smell of the water from ROYAL WATERWORKS. Here is a list of all customers who have called. They are reporting “white milky water with awful smell.” We did schedule the s/o’s to investigate.

9090 NW 41ST MNR (s/o scheduled yesterday)

9188 NW 43rd CT.

8262 NW 43rd ST.

9175 NW 43rd CT.

Please inform OPUS of any other information you would like us to inform the customers if they call as well.

Kelly Turbett/Client Services Manager



OPUS²¹ Management Solutions

680 Commerce Drive, Suite 160

Woodbury, MN 55125

Office: (651) 255-0904

Fax: (651) 905-0440

Email: kelly.turbett@opus21ms.com

Troy Rendell

From: Nick Damasceno
Sent: Friday, September 13, 2019 8:58 PM
To: Troy Rendell
Cc: Carl Smith; Candy Arnold; Sharon Purviance; Ron Buchholz
Subject: Re: Water Plant Rehabilitation - softener

Troy,
confirmed receipt.

I have discussed the memo with members of the board....we used your email to prepare an announcement for posting in bulletin boards.

Our goal is informative and attempt to reduce the phone traffic towards the Utility....which will increase over the next two weeks.

Again, thank you for presenting these details.

When the Utility performs maintenance and/or will have water quality fluctuations....Ramblewood East will post all information flyers in advance to reduce caller traffic. Allowing your phones to standby for emergency or higher priority issues.

Nick Damasceno, President
RAMBLEWOOD EAST CONDOMINIUM ASSOCIATION, Inc.
4139A NW 88th Avenue
Coral Springs, Florida 33065
cell: 954-297-6672
phone: 954-752-6840
fax: 954-752-9861

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On Friday, September 13, 2019, 08:30:06 AM EDT, Troy Rendell <trendell@uswatercorp.net> wrote:

Good morning Nick,

I trust all is well with you. I just wanted to give you a personal "heads-up" that we are conducting a rehab of the water softener at the water plant. We have taken it off line and will more than likely be offline for a couple more weeks. We have been receiving calls concerning discolored water and residue. The residue is caused because the water is not going through the softening process while it is offline.

This rehab is necessary due to years of neglect on the previous owners' part. After we drained the accelerator and went inside it was discovered that there was a tremendous amount of residual and lime sludge that needs to be removed. The owner is down there on-site today checking on the progress. This rehab should increase the quality of the water once complete.

Rest assured the water is safe – but customers may see discolored water or scaling on dishes, dishwashers, glasses, faucets, etc. We will be placing a bill message on the customer's bills next month – but not sure if it will appear on Ramblewood's.

It's important for us to communicate directly with our major customers and the condos.

Troy Rendell

Vice President - Investor Owned Utilities



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(E-Mail) trendell@uswatercorp.net