

FLORIDA UTILITY SERVICES 1, LLC
5911 TROUBLE CREEK RD
NEW PORT RICHEY, FL. 34652

8/20/2020

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

RE: Docket # 20200169-WS-Application for a Staff Assisted rate case in Lake County and request for interim rate increase, by Lake Yale Utilities, LLC

Dear Commission Clerk:

Please find enclosed the company response to staff's first data request.

1. A written summary, by permit number, of all Department of Environmental Protection, Water Management District, and/or County Health Department permits.

Company Response: The PWS # for Lake Yale is 3354688. The PWS # for Sandpiper is 335115

2. If any plant addition has been made or will be required due to a written order from a governmental agency, please provide a copy of that order.

Company response: Please see enclosed.

3. A list of all service complaints received during the test year and four years prior to the test year. Please include an explanation of how each complaint was resolved.

Company response: Please see enclosed

4. A listing for each water or wastewater system of all assets associated with that system, including distribution piping, pumping stations, sewer piping, lift stations, fire hydrants, etc.

Company Response: Please see enclosed.

COM ___
AFD ___
APA ___
ECO ___
ENG ___ *1 USB Drive*
GCL ___
IDM ___
CLK ___

RECEIVED-FPSC
2020 AUG 25 PM 12:11

5. Number of customers classified as to meter size and class (commercial or residential) for the following points in time:
 - a) A minimum of 4 years prior to the beginning of the test year.
 - b) The beginning of the last calendar year.
 - c) The end of the last calendar year.
 - d) Present.

Company Response: Please see enclosed.

6. Please provide a copy of the engineering maps for each water and wastewater system showing location and size of water and wastewater mains throughout the service area and customer location and classification. Please identify on each map vacant customer lots, customer meter size, flush points, fire hydrants, pumping stations, and lift stations.

Company Response: map is attached to enclosed flash drive.

7. Please fill out the spreadsheet, included as Attachment 1, concerning any pro forma items. Please include with your response at least three bid proposals or estimates per item for each of the pro forma items. If at least three bid proposals or estimates were not sought for each item, please explain on an item-by-item basis.

Company Response: The Company is requesting the purchase of a new mower. The 3 bids will be late filed as I am still awaiting bids to come in. The Company requests the cost of this mower be divided between Lake Yale and East Marion. The mower will be on a trailer and used at both locations.

On behalf of the utility,



Michael Smallridge

Additional Documents for Question #2

#1. A storm destroyed the old wooden fence that surrounded the Lake Yale water plant and the Lake Yale wastewater plant. I have included the quickbooks print out , including the labor costs, as we replaced the two fences with chain link fence in house.

#2. We had to replace a lift station pump with a new one.

#3. This is the receipt for rebuilding the overload at the wastewater plant.

#4. This is the receipt for the permit to convert the well at Lake Yale from Gas Chlorine to liquid Chlorine.

#5. This is a receipt for the guy to draw a map of the system for the purposes of obtaining the permit.

#6. This is the contract to have the ponds sprayed for weed control.

#6A- This is the update agreement to #6 for 2019/2020

#7. At the Sandpiper well, the cost to replace the fence was split between the utility and the HOA, because they wanted the vinyl fencing for aesthetic reason and they wanted to match the color of their other buildings. The utility agreed to split the cost and utility personnel removed the old wooden fence. I asked them to provide me with 3 bids which are enclosed.

Mike Smallridge

From: Farris, Jill
Sent: Friday, April 12, 2019 9:41 AM
To: David Bolam; Useche, Viviana; Sterling Carroll
Cc: Gary Williams; Tom Gustafson; Mike Smallridge (mike@fus1llc.com); Sterling Carroll; Villareal, Daissan A.
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Be advised that both the interconnect and conversion from gas to hypochlorination were placed into service without the Department's approval. The submittal of an after-the fact permit application is mandatory for the Department to accept the work placed in service without a permit and clearance from the Department. Withdrawing the permit(s) is not an option.

Provide an update on the status of the progress of the permit application by April 19, 2019.



Jill M. Farris
Environmental Consultant
FDEP, Central District Office
Jill.Farris@floridadep.gov
Office: (407) 897-4136

From: David Bolam <djbengineering@msn.com>
Sent: Friday, April 12, 2019 9:17 AM
To: Useche, Viviana <Viviana.Useche@FloridaDEP.gov>; Sterling Carroll <Sterling.Carroll@frwa.net>
Cc: Gary Williams <Gary.Williams@frwa.net>; Tom Gustafson <Tom.Gustafson@frwa.net>; Mike Smallridge (mike@fus1llc.com) <mike@fus1llc.com>; Farris, Jill <Jill.Farris@dep.state.fl.us>; Sterling Carroll <Sterling.Carroll@frwa.net>; Villareal, Daissan A. <Daissan.A.Villareal@dep.state.fl.us>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Viviana,

The Owner has not been successful in finding a contractor who will perform the services required by the FDEP at a reasonable cost. Therefore, the permittee requests the permit application be withdrawn.

David Bolam, P.E.
Saltus Engineering, Inc.
(904) 742-6545

From: Useche, Viviana <Viviana.Useche@FloridaDEP.gov>
Sent: Friday, March 22, 2019 4:15 PM
To: David Bolam <djbengineering@msn.com>; Sterling Carroll <Sterling.Carroll@frwa.net>
Cc: Gary Williams <Gary.Williams@frwa.net>; Tom Gustafson <Tom.Gustafson@frwa.net>; Mike Smallridge (mike@fus1llc.com) <mike@fus1llc.com>; Farris, Jill <Jill.Farris@dep.state.fl.us>; Sterling Carroll <Sterling.Carroll@frwa.net>; Villareal, Daissan A. <Daissan.A.Villareal@dep.state.fl.us>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Good afternoon,

Could you please send me an update on the progress of this permit application?

Thanks,

-Viviana

From: Villareal, Daissan A.
Sent: Thursday, January 24, 2019 6:59 AM
To: David Bolam <djbengineering@msn.com>
Cc: Gary Williams <Gary.Williams@frwa.net>; Tom Gustafson <Tom.Gustafson@frwa.net>; Mike Smallridge (<mike@fus1llc.com> <mike@fus1llc.com>); Farris, Jill <Jill.Farris@dep.state.fl.us>; Sterling Carroll <Sterling.Carroll@frwa.net>; Useche, Viviana <Viviana.Useche@FloridaDEP.gov>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Thanks David for the update. However, this needs to be submitted with the permit application,



Daissan A. Villareal, P.E.

Permitting and Waste Cleanup

Professional Engineer II

Florida Department of Environmental Protection

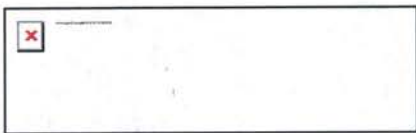
Central District – Orlando

Daissan.A.Villareal@dep.state.fl.us

Office: 407-897-4129

Looking to file a Notice, Registration, or Self-certification? Need a permit determination fast? You can even submit a permit application and make a payment! Try DEP's Business Portal. It's easy and quick.

Just click the button.



Thank you for contacting the Department for a permit determination. If you weren't aware, we've developed a free online self-certification tool for this purpose. The tool will help you **immediately** determine if your proposed project meets relevant permit exemption criteria, or if you are required to obtain a permit for your project.

You may access the tool at the Department's Business Portal, here: <http://www.fldepportal.com/go/> then click [Apply], [Build], [Self-Cert for Potable Water or Domestic Wastewater System Permit Exemption].

Upon completion, it will provide you a document confirming your exemption and no further action is needed. Should you not wish to utilize this tool, the Department will aim to complete your permit

determination within four weeks from receipt. Please let me know if you have any trouble using the Business Portal. Thank you.

From: David Bolam [<mailto:djbengineering@msn.com>]
Sent: Wednesday, January 23, 2019 4:35 PM
To: Villareal, Daissan A. <Daissan.A.Villareal@dep.state.fl.us>
Cc: Gary Williams <Gary.Williams@frwa.net>; Tom Gustafson <Tom.Gustafson@frwa.net>; Mike Smallridge (mike@fus1llc.com) <mike@fus1llc.com>; Farris, Jill <Jill.Farris@dep.state.fl.us>; Sterling Carroll <Sterling.Carroll@frwa.net>; Useche, Viviana <Viviana.Useche@FloridaDEP.gov>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Daissan,

Some of the items in your e-mail below will take time to complete. However, I re-visited the hydraulic model today and updated it to reflect the 4-inch interconnection. Then I ran the three simulations for each of the different scenarios described in my October 1, 2018 letter report. The change to the connection point made only slight changes to the pressures throughout the system so there is no change to the conclusions. I have attached an updated model map and the updated Tables 3 through 5 of the report.

David Bolam, P.E.
Saltus Engineering, Inc.
(904) 742-6545

From: Villareal, Daissan A. <Daissan.A.Villareal@dep.state.fl.us>
Sent: Tuesday, January 22, 2019 7:36 AM
To: David Bolam <djbengineering@msn.com>
Cc: Gary Williams <Gary.Williams@frwa.net>; Tom Gustafson <Tom.Gustafson@frwa.net>; Mike Smallridge (mike@fus1llc.com) <mike@fus1llc.com>; Farris, Jill <Jill.Farris@dep.state.fl.us>; Sterling Carroll <Sterling.Carroll@frwa.net>; Useche, Viviana <Viviana.Useche@FloridaDEP.gov>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

David,

As you said the interconnect was constructed and placed in service without a permit and clearance from the Department.

Please follow the procedures below for after-the-fact permit application and acceptance. A permit will be required to be submitted for the interconnect, after-the-fact. Based on the submittal, an acceptance letter for works completed and placed in service without a permit and clearance, will be issued by the Department.

A. Construction of a Water Distribution System Interconnection. A Specific Permit is required with a fee of \$900.00

- a. Submit a completed form 62-555.900_1-New Specific Permit form (attached) signed and sealed by the engineer of record. The description and purpose of the project must include a comprehensive narrative discussion of all the water mains and associated valves, fittings and appurtenances. Provide total lengths per size of water main installed.
- b. Please provide the purpose and intent of interconnecting Lake Yale Estates (PWS No. 3354688) and Sandpiper (PWS No. 3351115) and future states of the water treatment plants at both sides.
- c. Discuss the mode of operation of the water distribution system interconnect. Discuss the intent of the connection; if it is bidirectional or unidirectional to Lake Yale Estates (PWS No. 3354688)

- from Sandpiper (PWS No. 3351115), if it is to have all valves normally open or closed, manually operated or automatic, no metering devices, etc.
- d. Signed and sealed engineering record drawings depicting all the water mains constructed without a permit. Include in the drawings a one-page drawing indicating which PWS is being served by the water distribution system at each end. The drawing must also indicate the location of proposed above-ground or below-ground (whichever applies) interconnection and a drawing showing the details of the proposed above-ground or below-ground (whichever applies) interconnection.
 - e. The following must be shown in the specifications or engineering notes in the drawing:
 - Color coding or marking of new water main pipes, [62 555.320(21) (b) 3, F.A.C.].
 - Bedding, backfill and depth of cover in trenches for underground water main installation., [62-555.320(21) (b), F.A.C. and RSWW 8.5.2.].
 - Change of direction fittings, terminal fittings and hydrants must be provided with thrust restraints, [62-555.320(21) (b), F.A.C., and RSWW 8.5.4]. Sizing of such restraints is the engineer's responsibility.
 - PVC water mains shall be installed, pressure and leak tested in accordance with AWWA Standard C605 and Ductile Iron water mains in accordance with AWWA C600, [62 555.320(21) (b) 1 and 62-555.330, F.A.C]. All installation, testing and field procedures must be provided and must conform to the applicable AWWA Standards.
 - Disinfecting the water main and conducting bacteriological surveys and evaluations must be done in accordance with AWWA C651. Connecting the new mains before being disinfected to the existing active system for filling, flushing and testing constitutes a prohibited cross connection
 - Horizontal and vertical minimum separation distances required between water mains and all other utility lines shall be included in the specifications and used by the engineer so that the design complies with 62-555.314(1), (2), (3), and (4), F.A.C. Exceptions must be identified by the engineer, and the appropriate justifications and alternative construction features provided for case by case approval by the Department, [62-555.314(5), F.A.C.].
 - Piping material specifications covering pipes, jointing and packing materials, internal coating and linings, fittings, specials and appurtenances shall all be in accordance with the corresponding AWWA Standards and be conforming to NSF requirements, as may be applicable, with exceptions allowed only if documentation and assurances are provided in compliance with Paragraphs 62-555.320(3) (d), 62-555.320(3) (b) and 62 555.320(21) (c), F.A.C. The lead use prohibition in Rule 62-555.322, F.A.C., shall also apply.
 - f. What is the impact that the project will have on the existing public water system's reserve capacity and operating pressures, [62 555.520 (4) (a) 2, F.A.C
 - g. Verify capacity sufficiency of Sandpiper WTP, considering the current customers or any other interconnections supplied by Sandpiper WTP in addition to its service area.
 - h. Provide a hydraulic justification for the size of the new piped interconnection, [62-555.320(21) (b), F.A.C., and RSWW, 8.1.].

B. Acceptance: Submit the following documentations together with the Items Listed in Item A above.

No permit shall be issued after the fact to construct work which has already been done. However that work must be accepted by the DEP. In order for the work to be accepted, the engineer shall submit the following:

- a. Submit a completed engineer's certification of completion form 62-555.900(9), "Certification of Construction Completion and Request for Clearance to Place Permitted PWS Components into Operation" duly signed by all parties (form attached).
- b. Satisfactory bacteriological test results (with chlorine residuals indicated) for samples collected on two consecutive days from locations representative of the entire installed water mains. Submit the sketch showing where samples were taken

- c. A record of hydrostatic and leakage testing performed on any installed water mains.
- d. Provide the reason for constructing the Water distribution system interconnect without a permit.
- e. Provide the dates when the construction was started and completed.

C. Request for consolidation: request can be submitted with the permit application but **approval can only take place when an acceptance has been issued by the Department for the after the fact water distribution system interconnect between Lake Yale Estates (PWS No. 3354688) and Sandpiper (PWS No. 3351115).**

- a. Submit a written request to consolidate the two WTP's. Please clarify if Lake Yale Estates will be a water treatment plants of Sandpiper WTP system with the wells, tanks and treatment processes all remaining in place without addition, deletion or modification, and available for service as necessitated by the operating and loading conditions. Also, clarify that the two plants will be consolidated under one PWS No. which is the PWS No. of Sandpiper WTP- 3351115.
- b. The distribution system of the Sandpiper WTP and Lake Yale WTP must be hydraulically integrated, not only physically interconnected by single pipes, please demonstrate that this is the case. Under the new scheme, Sandpiper PWS (with Lake Yale as one of its WTP) must operate within F.A.C. guidelines under the maximum day demand plus fire flow and at peak- hour flow conditions with all system components in operation.
- c. New total coliform, Stage 2 disinfectant/disinfection byproducts, and lead and copper tap sampling plans, must be developed by the Utility and submitted to the Department for acceptance.

For Chlorine Conversion:

I. A. Water Construction (WC) Permit Application must be submitted for the chlorine conversion. This is a minor modification to the system. The fee based on the rated design capacity of the plant (0.468 MGD) is \$1,000.0

- a. Submit a completed form 62-555.900_1-New Specific Permit form (attached) signed and sealed by the engineer of record. The description and purpose of the project must include a comprehensive narrative discussion of the WTP components that were installed which include the Sodium Hypochlorite Storage and Feed System
- b. Signed and sealed engineering record drawings depicting all the water treatment plant components installed
- c. Provide assurance that the hypochlorinator shall be positive displacement metering pumps.
- d. Provide assurance that the metering pump shall have anti-siphon protection. The antisiphon protection for metering pumps shall be in accordance with RSWW 5.1.5 as incorporated into Rule 62-555.330 F.A.C.
- e. Provide the specifications as well as specify the product name of the sodium hypochlorite solution that is used by the WTP and provide assurance that it conforms to ANSI/AWWA B300, Standard for Hypochlorites and ANSI/NSF 60, Drinking Water Treatment Chemicals-Health Effects. Submit the Material Safety Data Sheet (MSDS) for the sodium hypochlorite solution.
- f. Provide the specifications of the chlorine solution tank.
- g. Provide assurance that sodium hypochlorite shall be stored in the original shipping containers or in sodium hypochlorite compatible bulk liquid storage tanks.
- h. Provide the specification sheets/manufacturer's cut-out sheets for the new chlorine analyzer, if any is proposed.

- i. Provide a brief description of the sodium hypochlorite storage and control room. Are the storage containers or tanks located out of the sunlight in a cool area and vented to the outside of the building?
- j. Provide assurance that housing for the hypochlorite storage or feed facilities shall be designed and constructed in accordance with Section 5.1.14 in Recommended Standards for Water Works as incorporated into Rule 62-555.330, F.A.C.
- k. Provide, at a minimum, the appropriate safety gear and equipment, for hypochlorination: rubber apron, rubber gloves, respirator, and eyewash/shower.
- l. Provide piping specifications (Schedule 80 PVC Pipe is typically utilized. If PVC pipe is used, it must bear NSF logo for potable water use).



Daissan A. Villareal, P.E.

**Permitting and Waste Cleanup
Professional Engineer II**

Florida Department of Environmental Protection

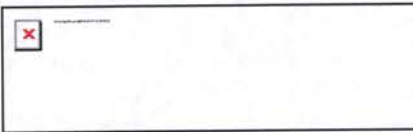
Central District – Orlando

Daissan.A.Villareal@dep.state.fl.us

Office: 407-897-4129

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Just click the button.



From: David Bolam [<mailto:djbengineering@msn.com>]

Sent: Friday, January 18, 2019 5:50 PM

To: Useche, Viviana <Viviana.Useche@FloridaDEP.gov>; Sterling Carroll <Sterling.Carroll@frwa.net>

Cc: Gary Williams <Gary.Williams@frwa.net>; Tom Gustafson <Tom.Gustafson@frwa.net>; Mike Smallridge (mike@fus1llc.com) <mike@fus1llc.com>; Farris, Jill <Jill.Farris@dep.state.fl.us>; Villareal, Daissan A. <Daissan.A.Villareal@dep.state.fl.us>

Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Viviana,

We have been working with the operators to identify the location and route of the actual interconnection between the Lake Yale Estates system and the Sandpiper MHP. I have prepared the attached drawing that shows the route and the pipeline connection based on our discussions with the operations staff. There were no records of the construction of this interconnection or when it was installed. We would like to resolve this issue with the Department and I am planning to revise the water system model to reflect this change. The interconnect has been in service for many years without incident and we would like to come to a reasonable solution with the Department over how we can get this matter quickly resolved. Please let me know of any thing other than the updated modeling that will be required.

David Bolam, P.E.
Saltus Engineering, Inc.
(904) 742-6545

From: Useche, Viviana <Viviana.Useche@FloridaDEP.gov>
Sent: Friday, January 18, 2019 4:04 PM
To: Sterling Carroll <[Sterling.Carroll@frwa.net](mailto: Sterling.Carroll@frwa.net)>
Cc: Gary Williams <[Gary.Williams@frwa.net](mailto: Gary.Williams@frwa.net)>; Tom Gustafson <[Tom.Gustafson@frwa.net](mailto: Tom.Gustafson@frwa.net)>; David Bolam - Saltus Engineering, Inc. ([djbenengineering@msn.com](mailto: djbenengineering@msn.com)) <[djbenengineering@msn.com](mailto: djbenengineering@msn.com)>; Mike Smallridge ([mike@fus1llc.com](mailto: mike@fus1llc.com)) <[mike@fus1llc.com](mailto: mike@fus1llc.com)>; Farris, Jill <[Jill.Farris@dep.state.fl.us](mailto: Jill.Farris@dep.state.fl.us)>; Villareal, Daissan A. <[Daissan.A.Villareal@dep.state.fl.us](mailto: Daissan.A.Villareal@dep.state.fl.us)>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Good afternoon,

Could you please send me an update on the progress of this permit application?

Thanks,

-Viviana

From: Villareal, Daissan A.
Sent: Wednesday, October 17, 2018 11:21 AM
To: Sterling Carroll <[Sterling.Carroll@frwa.net](mailto: Sterling.Carroll@frwa.net)>; Useche, Viviana <[Viviana.Useche@FloridaDEP.gov](mailto: Viviana.Useche@FloridaDEP.gov)>
Cc: Gary Williams <[Gary.Williams@frwa.net](mailto: Gary.Williams@frwa.net)>; Tom Gustafson <[Tom.Gustafson@frwa.net](mailto: Tom.Gustafson@frwa.net)>; David Bolam - Saltus Engineering, Inc. ([djbenengineering@msn.com](mailto: djbenengineering@msn.com)) <[djbenengineering@msn.com](mailto: djbenengineering@msn.com)>; Mike Smallridge ([mike@fus1llc.com](mailto: mike@fus1llc.com)) <[mike@fus1llc.com](mailto: mike@fus1llc.com)>; Farris, Jill <[Jill.Farris@dep.state.fl.us](mailto: Jill.Farris@dep.state.fl.us)>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

The DS permit application fee is \$900

The WC permit application for the conversion is a minor Mod with fee of \$1,000 for 0.1 MGD and above and \$500 for below 0.1 MGD.

From: Sterling Carroll [<mailto: Sterling.Carroll@frwa.net>]
Sent: Wednesday, October 17, 2018 11:07 AM
To: Villareal, Daissan A. <[Daissan.A.Villareal@dep.state.fl.us](mailto: Daissan.A.Villareal@dep.state.fl.us)>; Useche, Viviana <[Viviana.Useche@dep.state.fl.us](mailto: Viviana.Useche@dep.state.fl.us)>
Cc: Gary Williams <[Gary.Williams@frwa.net](mailto: Gary.Williams@frwa.net)>; Tom Gustafson <[Tom.Gustafson@frwa.net](mailto: Tom.Gustafson@frwa.net)>; David Bolam - Saltus Engineering, Inc. ([djbenengineering@msn.com](mailto: djbenengineering@msn.com)) <[djbenengineering@msn.com](mailto: djbenengineering@msn.com)>; Mike Smallridge ([mike@fus1llc.com](mailto: mike@fus1llc.com)) <[mike@fus1llc.com](mailto: mike@fus1llc.com)>; Farris, Jill <[Jill.Farris@dep.state.fl.us](mailto: Jill.Farris@dep.state.fl.us)>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Daissan,

And the permit fee is still \$900... ???

Thank you so much,

Sterling L. Carroll, P.E.
Florida Rural Water Association

Florida Rural Water Association is a non-profit organization that was formed to provide technical assistance, training, and professional advice to water and wastewater systems. We assist water and wastewater systems with every phase of water and wastewater operations (technical, managerial, financial administration, and regulatory compliance).

From: Villareal, Daissan A. [<mailto:Daissan.A.Villareal@dep.state.fl.us>]
Sent: Wednesday, October 17, 2018 7:03 AM
To: Sterling Carroll <Sterling.Carroll@frwa.net>; Useche, Viviana <Viviana.Useche@dep.state.fl.us>
Cc: Gary Williams <Gary.Williams@frwa.net>; Tom Gustafson <Tom.Gustafson@frwa.net>; David Bolam - Saltus Engineering, Inc. (djbengineering@msn.com) <djbengineering@msn.com>; Mike Smallridge (mike@fus1llc.com) <mike@fus1llc.com>; Farris, Jill <Jill.Farris@dep.state.fl.us>
Subject: RE: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Just a reminder: *The interconnect can be covered by a distribution system(DS) permit application and another water construction (WC) permit application must be submitted for the switch to hypochlorination. They cannot be lumped into one permit application, one is distribution and one is WTP modification.*

From: Sterling Carroll [<mailto:Sterling.Carroll@frwa.net>]
Sent: Tuesday, October 16, 2018 4:23 PM
To: Useche, Viviana <Viviana.Useche@dep.state.fl.us>
Cc: Gary Williams <Gary.Williams@frwa.net>; Tom Gustafson <Tom.Gustafson@frwa.net>; David Bolam - Saltus Engineering, Inc. (djbengineering@msn.com) <djbengineering@msn.com>; Mike Smallridge (mike@fus1llc.com) <mike@fus1llc.com>; Farris, Jill <Jill.Farris@dep.state.fl.us>; Villareal, Daissan A. <Daissan.A.Villareal@dep.state.fl.us>
Subject: Lake Yale Estates (3354688) and Sandpiper (3351115) Status?

Vivianna Useche
FDEP Central District

Mr. David Bolam, P.E. is preparing the permit application. A permit is **NECESSARY** to interconnect two water systems AND to merge them into a single system.


Ms. Daissan Villareal has issued a RAI on October 10th that David and Mike are working to respond to...

Thank you so much,
Sterling L. Carroll, P.E.
Florida Rural Water Association

Florida Rural Water Association is a non-profit organization that was formed to provide technical assistance, training, and professional advice to water and wastewater systems. We assist water and wastewater systems with every phase of water and wastewater operations (technical, managerial, financial administration, and regulatory compliance).

From: Tom Gustafson
Sent: Tuesday, October 16, 2018 3:56 PM
To: Sterling Carroll <Sterling.Carroll@frwa.net>
Cc: Gary Williams <Gary.Williams@frwa.net>
Subject: Fwd: Shady Oaks

FYI

Tom Gustafson
FRWA 
352-267-1302

Begin forwarded message:

From: "Useche, Viviana" <Viviana.Useche@dep.state.fl.us>
Date: October 16, 2018 at 3:42:59 PM EDT
To: Tom Gustafson <Tom.Gustafson@frwa.net>
Cc: "Farris, Jill" <Jill.Farris@dep.state.fl.us>
Subject: RE: Shady Oaks

Tom,

Could I ask you a huge favor? Could you check with the FRWA engineers that handle permits about a Lake County system? (if they are not super busy with Hurricane Michael response).
Lake Yale Estates (3354688) and Sandpiper (3351115) are putting in a permit for an interconnection and another one for the switch from gas to hypochlorination. Yes, these are Mike Smallridge systems.


I have PSC calling me asking for updates on the issuance of the permit.

Thanks Tom!

-Viviana

From: Tom Gustafson [<mailto:Tom.Gustafson@frwa.net>]
Sent: Tuesday, October 16, 2018 10:42 AM
To: Useche, Viviana <Viviana.Useche@dep.state.fl.us>
Cc: Farris, Jill <Jill.Farris@dep.state.fl.us>
Subject: Re: Shady Oaks

Ok see you tomorrow

Tom Gustafson
FRWA 
352-267-1302

On Oct 16, 2018, at 9:59 AM, Useche, Viviana <Viviana.Useche@dep.state.fl.us> wrote:

Yes, Tom you are more than welcome to come over. I just heard from Nathan that he might not be able to join us, he left me some notes.

-Viviana



From: Tom Gustafson [<mailto:Tom.Gustafson@frwa.net>]
Sent: Monday, October 15, 2018 7:44 PM
To: Useche, Viviana <Viviana.Useche@dep.state.fl.us>
Subject: Shady Oaks

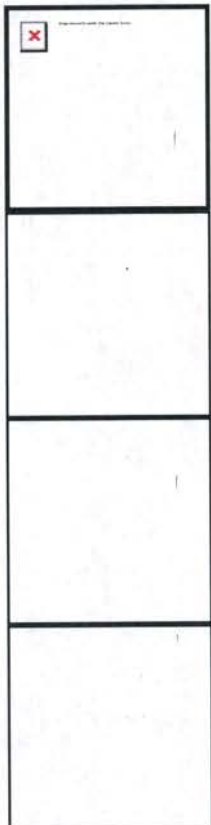
Viviana,

Could I join you and Nathan for the conference call at your office? I am going to be close by, and will have to use my cell phone if not. Wednesday 1:30pm Shady Oaks MHP
Wed, Oct 17, 2018 1:30 PM - 2:15 PM EDT

Please join my meeting from your computer, tablet or smartphone.
<https://global.gotomeeting.com/join/150494533> You can also dial in using your phone. United States: +1 (571) 317-3112 Access Code: 150-494-533

Thanks

Tom Gustafson
FRWA  
352-267-1302





FLORIDA DEPARTMENT OF Environmental Protection

CENTRAL DISTRICT OFFICE
3319 MAGUIRE BLVD., SUITE 232
ORLANDO, FLORIDA 32803

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary

October 16, 2019

Certified Mail # 91 7199 9991 7030 9148 1733

Michael Smallridge, Owner
Lake Yale Utilities, LLC.
5911 Trouble Creek Rd
New Port Richey, FL 34652
mike@fus1llc.com

Re: Notice of Violation
Lake Yale Estates
OGC Case No. 19-1550
Lake County

Dear Mr. Smallridge:

Enclosed is a Notice of Violation (NOV) issued by the Department in the referenced case. The NOV addresses allegations of violations of Florida Statutes and Department Rules.

The NOV's Notice of Rights section explains what recourse the Respondent has concerning resolution of the allegations contained in the NOV. Please read this section carefully.

Please contact Viviana Useche of the Central District Office at 407-897-2919 or via e-mail at Viviana.Useche@FloridaDEP.gov if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Aaron Watkins", written over a horizontal line.

Aaron Watkins
Director, Central District

Enclosures: Notice of Violation
Exhibit 1 Warning Letter

Lake Yale Utilities, LLC.
OGC Case No. 19-1550
Notice of Violation
Page 2 of 2
October 16, 2019

cc: Kirk White, FDEP OGC, Kirk.White@dep.state.fl.us
Anne Willis, FDEP OGC, Anne.Willis@floridadep.gov
James Lemkow, 11842 Sussex Hill Way, Leesburg, FL 34788
Sandy Cole, scolelye@gmail.com
FDEP Central District, David Smicherko, Jill Farris, Viviana Useche, Ashley Gardner

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION,

IN THE OFFICE OF THE
CENTRAL DISTRICT

Petitioner,

v.

OGC File No. 19-1550

LAKE YALE UTILITIES, LLC
_____ /

NOTICE OF VIOLATION,
ORDERS FOR CORRECTIVE ACTION AND
ADMINISTRATIVE PENALTY ASSESSMENT

To:

Lake Yale Utilities, LLC
Michael A. Smallridge, Manager
5911 Trouble Creek Rd
New Port Richey, FL 34652

Pursuant to the authority of Section 403.121(2), Florida Statutes ("Fla. Stat."), the State of Florida Department of Environmental Protection ("Department") gives notice to Lake Yale Utilities, LLC, ("Respondent") of the following findings of fact and conclusions of law with respect to violations of Chapter 403, Fla. Stat.

FINDINGS OF FACT
PARAGRAPHS APPLICABLE TO ALL COUNTS

1. The Department is the administrative agency of the state of Florida having the power and duty to protect Florida's air and water resources and to administer and enforce the provisions of Chapter 403, Fla. Stat., and the rules promulgated thereunder in Florida Administrative Code (Fla. Admin. Code) Title 62.

2. Respondent Lake Yale Utilities, LLC, is an active Florida Corporation that owns and operates:
 - (a) A wastewater system located at 37802 County Road 452, Leesburg, 34778, Lake County, Florida, Latitude: 28 °53'58.6339" North and Longitude: 81°45'43.1102" West (Parcel ID: 241825150000000000), ("Property") and its known as FLA010547 Lake Yale Estates ("Wastewater Facility")
 - (b) A public water system located at 37802 County Road 452, Leesburg, 34778, Lake County, Florida, Latitude: 28 °53'58.6339" North and Longitude: 81°45'43.1102" West (Parcel ID: 241825150000000000), ("Property") and its known as PWS ID#3354688 Lake Yale Estates ("Drinking Water System")
3. After an inspection, on May 3, 2018, a Department representative notified Respondent of a violation existing at the Wastewater Facility including excessive vegetation growing in the rapid infiltration basins (RIBs).
4. During inspections on January 11, March 22, and June 12, 2019, a Department representative observed excessive vegetation at the RIBs and excessive noise coming from the Wastewater Facility, (and inadequate security at the Drinking Water System resulting from failing to have the wellheads, water treatment, and pumping facilities, enclosed with lockable access.
5. On June 20, 2019, the Department issued Respondent a Warning Letter noting the violations at the Wastewater Facility and Drinking Water System. See Exhibit 1.
6. During an inspection on September 27, 2019, a Department representative observed excessive vegetation at the RIBs and excessive noise coming from the Wastewater Facility, and inadequate security at the Drinking Water System.

COUNT I
FAILURE TO CONTROL VEGETATION GROWTH AT THE RAPID INFILTRATION BASINS
AT THE WASTEWATER FACILITY

On January 11, March 22, June 12, and September 27, 2019, excessive vegetation was observed at the RIBs.

COUNT II
FAILURE TO MINIMIZE ADVERSE EFFECTS RESULTING FROM NOISE AT THE
WASTEWATER FACILITY

On January 11, March 22, June 12, and September 27, 2019, the Respondent failed to minimized noise from the wastewater facility.

COUNT III
FAILURE TO SECURE WELLHEADS AT THE DRINKING WATER FACILITY

On January 11, March 22, June 12, and September 27, 2019, the Respondent failed to have the wellheads enclosed with lockable access.

COUNT IV
FAILURE TO SECURE WATER TREATMENT AND PUMPING FACILITIES AT THE
DRINKING WATER FACILITY

On January 11, March 22, June 12, and September 27, 2019, the Respondent failed to have the water treatment and pumping facilities enclosed with lockable access.

COUNT V
COSTS AND EXPENSES

7. The Department has incurred expenses to date while investigating this matter in the amount of not less than \$500.00.

CONCLUSIONS OF LAW

The Department has evaluated the Findings of Fact with regard to the requirements of Chapters 403, Fla. Stat., and Fla. Admin. Code Title 62. Based on the foregoing facts the Department has made the following conclusions of law:

8. Wastewater facilities are regulated under Fla. Admin. Code Rule 62-600 and 62-610.
9. Public water systems are regulated under Florida Administrative Code Rules 62-550, and 62-555.
10. Respondent is a "person" within the meaning of Sections 403.031(5) and 403.852(5), Fla. Stat.
11. Respondent Lake Yale Utilities, LLC, is a "supplier of water" as defined in Section 403.852(8), Fla. Stat.
12. Respondent is an "operator" as defined in Section 403.866(3), Fla. Stat.
13. Respondent's drinking water facility is a "public water system" and is a "community water system" as defined in Sections 403.852(2) and (3), Fla. Stat., and Florida Administrative Code Rules 62-550.200(17) and (86), respectively. The system is also a ground water system as that term is used in Florida Administrative Code Chapters 62-550 and 62-555.
14. Respondent's wastewater facility is a "domestic wastewater treatment plant" as defined in Sections 403.866(2), Fla. Stat., and Florida Administrative Code Rules 62-600.200(21). The system is also a ground water system as that term is used in Florida Administrative Code Chapters 62-600 and 62-610.
15. The Department is imposing an administrative penalty of less than or equal to \$10,000 in this Notice of Violation as calculated in accordance with Section 403.121, Fla. Stat.
16. The facts in Count I constitute a violation of Fla. Admin. Code Rule 62-610.523(6) which requires rapid infiltration basins (RIBs) to be routinely maintained to control vegetation growth and to maintain percolation capability by scarification. The facts also

constitute a violation of Section 403.161, Fla. Stat., which makes it a violation to fail to comply with Department rules.

17. The violation in Count I requires the assessment of an administrative penalty under Section 403.121(3), Fla. Stat., of \$4,000.00 for failure to control vegetation growth and maintain percolation capacity of the RIBs and an additional assessment of \$1,349.00 under Section 403.121(8), Fla. Stat., against Respondent for 14 months at \$122 per month during which the violation occurred.

18. The facts in Count II constitute a violation of Fla. Admin. Code Rule 62-4.160(1), which requires 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. Permit condition VIII.2 requires in the event that the treatment facilities or equipment no longer function as intended, are no longer safe in terms of public health and safety, or odor, noise, aerosol drift, or lighting adversely affects neighboring developed areas at the levels prohibited by Rule 62-600.400(2)(a), F.A.C., corrective action (which may include additional maintenance or modifications of the permitted facilities) shall be taken by the permittee. Other corrective action may be required to ensure compliance with rules of the Department. The facts also constitute a violation of Section 403.161, Fla. Stat., which makes it a violation to fail to comply with Department rules.

19. The facts in Count III constitute a violation of Fla. Admin. Code Rule 62-555.315(1), which requires wellheads in drinking water facilities to be enclosed by fences with lockable access gates, housed in lockable buildings or enclosures, or otherwise protected against

tampering, vandalism, and sabotage. The facts also constitute a violation of Section 403.161, Fla. Stat., which makes it a violation to fail to comply with Department rules.

20. The facts in Count IV constitute a violation of Fla. Admin. Code Rule 62-555.320(5), which requires Drinking water treatment, pumping facilities and finished-drinking water storage facilities to be enclosed by fences with lockable access gates, housed in lockable buildings or enclosures, or otherwise protected to prevent tampering, vandalism, and sabotage. The facts also constitute a violation of Section 403.161, Fla. Stat., which makes it a violation to fail to comply with Department rules.

21. The violation in Count II to IV requires the assessment of an administrative penalty under Section 403.121(3), Fla. Stat., of \$500 for failure to comply with the Department regulatory statute or rule requirement.

22. The administrative penalties assessed for Counts I -IV total \$5849.00.

23. The costs and expenses related in Count V are reasonable costs and expenses incurred by the Department while investigating this matter, which are recoverable pursuant to Section 403.141(1) Fla. Stat.

ORDERS FOR CORRECTIVE ACTION

The Department has alleged that the activities related in the Findings of Fact constitute violations of Florida law. The Orders for Corrective Action state what you, Respondent, must do in order to correct and redress the violations alleged in this Notice.

The Department will adopt the Orders for Corrective Action as part of its Final Order in this case unless Respondent either files a timely request for a formal hearing or informal proceeding, pursuant to Section 403.121(2)(c), Fla. Stat., or files written notice with the

Department opting out of this administrative process, pursuant to 403.121(2)(c), Fla. Stat. (See Notice of Rights). If Respondent fails to comply with the corrective actions ordered by the Final Order, the Department is authorized to file suit seeking judicial enforcement of the Department's Order pursuant to Sections 120.69, 403.121, and 403.131, Fla. Stat.

Pursuant to the authority of Sections 403.061(8) and 403.121, Fla. Stat., the Department proposes to adopt in its Final Order in this case the following specific corrective actions that will redress the alleged violations:

24. Respondent shall forthwith comply with all Department rules regarding domestic wastewater treatment plants and potable water systems. Respondent shall correct and redress all violations in the time periods required below and shall comply with all applicable rules in Fla. Admin. Code Chapters 62-600, 62-610 and 62-555.

25. Within 60 days of the effective date of this Order, Respondent shall properly remove the excessive vegetation and maintained the RIBs in accordance with all the requirements of Fla. Admin. Code Rules 62-610.523(6).

26. Within 60 days of the effective date of this Order, Respondent shall minimize adverse effects resulting from noise in accordance with all the requirements of Fla. Admin. Code Rules ~~62-620.610(7)~~.

27. Within 60 days of the effective date of this Order, Respondent shall enclose wellheads with fences with lockable access gates in accordance with all the requirements of Fla. Admin. Code Rules 62-555.315(1).

28. Within 60 days of the effective date of this Order, Respondent shall enclose drinking water treatment and pumping facilities, and finished-drinking water storage facilities with fences with lockable access gates in accordance with all the requirements of Fla. Admin.

Code Rules 62-555.315(1).

29. Within 30 days of all corrective action in Paragraph 24,25,26,27, and 28, Respondent shall submit to the Department written documentation to demonstrate corrective actions for all cited violations have been completed.

30. Within 30 days of the effective date of this Order, Respondent shall pay \$5849.00 to the Department for the administrative penalties imposed above. Payment shall be made by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "State of Florida Department of Environmental Protection" and shall include thereon the notations "OGC Case No.19-1550" and "Water Quality Assurance Trust Fund." The payment shall be sent to the State of Florida Department of Environmental Protection, 3319 Maguire Blvd. Suite 232, Orlando, FL 32803-3767. 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, effective and filed with the Clerk of the Department before ability to make online payment is available.

31. In addition to the administrative penalties, within 30 days of the effective date of this Order, Respondent shall pay \$500.00 to the Department for costs and expenses. Payment shall be made by cashier's check or money order. Cashier's check or money order shall be made payable to the "State of Florida Department of Environmental Protection" and shall include thereon the notations "OGC Case No. 19-1550" and "Water Quality Assurance Trust Fund." The payment shall be sent to the State of Florida Department of Environmental Protection, 3319 Maguire Blvd. Suite 232, Orlando, FL 32803-3767. 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, effective and filed with the Clerk of the Department before

ability to make online payment is available.

NOTICE OF RIGHTS

Respondent's rights to negotiate, litigate or transfer this action are set forth below.

Right to Negotiate

32. This matter may be resolved if the Department and Respondent enter into a Consent Order, in accordance with Section 120.57(4), Fla. Stat., upon such terms and conditions as may be mutually agreeable.

Right to Request a Hearing

33. Respondent has the right to a formal administrative hearing pursuant to Sections 120.569, 120.57(1), and 403.121(2), Fla. Stat., if Respondent disputes issues of material fact raised by this Notice of Violation, Orders for Corrective Action, and Administrative Penalty Assessment ("Notice"). At a formal hearing, Respondent will have the opportunity to be represented by counsel or qualified representative, to present evidence and argument on all issues involved, and to conduct cross-examination and submit rebuttal evidence.

34. Respondent has the right to an informal administrative proceeding pursuant to Sections 120.569 and 120.57(2), Fla. Stat., if Respondent does not dispute issues of material fact raised by this Notice. If an informal proceeding is held, Respondent will have the opportunity to be represented by counsel or qualified representative, to present to the agency written or oral evidence in opposition to the Department's proposed action, or to present a written statement challenging the grounds upon which the Department is justifying its proposed action.

35. If Respondent desires a formal hearing or an informal proceeding, Respondent must file a written responsive pleading entitled "Request for Administrative Proceeding" within

20 days of receipt of this Notice. The request must be in the form required by Fla. Admin. Code Rule 28-106.2015 and include the following:

- (a) The name, address, and telephone number, and facsimile number (if any) of each respondent if the respondent is not represented by an attorney or qualified representative;
- (b) The name, address, telephone number, and facsimile number of the attorney or qualified representative of respondent, if any, upon whom service of pleadings and other papers shall be made;
- (c) A statement of when respondent received the Notice;
- (d) A statement requesting an administrative hearing identifying those material facts that are in dispute. If there are none, the request for hearing must so indicate; and
- (e) The notation "OGC Case No. 19-1550 shall be included in the request.

A request for hearing is filed when it is received by the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS-35, Tallahassee, Florida 32399-3000.

Right to Mediation

36. If Respondent timely files a request challenging the Notice, the Respondent has the right to mediate the issues raised in the Notice. If requested, a mediator will be appointed to assist the Department and Respondent to reach a resolution of some or all of the issues. The mediator is chosen from a list of mediators provided by the FCRC Consensus Center ("FCRC"). The FCRC will provide up to 8 hours of free mediation services to the Respondents. A mediator cannot require the parties to settle the case. If mediation is unsuccessful, both parties retain their full rights to litigate the issues before an administrative law judge. The Respondent must select

the mediator and notify the FCRC within 15 days of receipt of the list of mediators. The mediation process does not interrupt the time frames of the administrative proceedings and the mediation must be completed at least 15 days before the date of the final hearing.

37. The written request to appoint a mediator must be made within 10 days after receipt of the Initial Order from the administrative law judge appointed to hear the case. The request must be received by the FCRC Consensus Center, Attn. Chris Pedersen, 296 Champions Way, UCC6140, Tallahassee, Florida, 32306-2641, cpedersen@fsu.edu. Once the request is timely received, the FCRC will provide the parties with a list of mediators and the necessary information.

Right to Opt Out of the Administrative Proceeding

38. If Respondent does not wish to contest the issues before an administrative law judge, Respondent may file a notice with the Department opting out of the administrative process. Respondent must file its written opt out notice within 20 days after service of the Notice. The written notice to opt out is filed when it is received by the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS-35, Tallahassee, Florida 32399-3000.

39. Once the Respondent opts out of the administrative process, the Department may sue the Respondent for injunctive relief, damages, costs and expenses and civil penalties. If the Respondent opts out of the administrative process, the Department may ask the judge to assess civil penalties in excess of the amounts in this Notice up to \$10,000.00 per day per violation. The election to opt out of the administrative process is permanent and once the election is made the administrative process cannot be restarted.

Waivers

40. Respondent will waive the right to a formal hearing or an informal proceeding if

either

a. a request for a formal hearing or informal proceeding is not filed with the Department within 20 days of receipt of this Notice, or

b. a notice opting out of the administrative proceeding is not filed with the Department within 20 days of receipt of this Notice.

These time limits may be varied only by written consent of the Department.

General Provisions

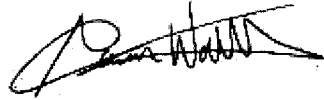
41. The findings of fact and conclusions of law of this Notice together with the Orders for Corrective Action will be adopted by the Department in a Final Order if Respondent fails to timely file a request for a formal hearing or informal proceeding, pursuant to Section 403.121, Fla. Stat. A Final Order will constitute a full and final adjudication of the matters alleged in this Notice.

42. If Respondent fails to comply with the Final Order, the Department is authorized to file suit in circuit court seeking a mandatory injunction to compel compliance with the Order, pursuant to Sections 120.69, 403.121, and 403.131, Fla. Stat. The Department may also seek to recover damages, all costs of litigation including reasonable attorney's fees and expert witness fees, and civil penalties of not more than \$10,000.00 per day for each day that Respondent has failed to comply with the Final Order.

43. Copies of Department rules referenced in this Notice may be examined at any Department Office or may be obtained by written request to the District Office.

DATED this 16th day of October, 2019.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Aaron Watkins
Director, Central District

Copies furnished to:
Kirk White, OGC Litigation Section



FLORIDA DEPARTMENT OF Environmental Protection

CENTRAL DISTRICT OFFICE
3319 MAGUIRE BLVD, SUITE 232
ORLANDO FLORIDA 32803

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary

June 20, 2019

Michael Smallridge, Owner
Lake Yale Utilities, LLC
3336 Grand Blvd., Ste. 102
Holiday, FL 34690
mike@fus1llc.com

Re: Warning Letter
Lake Yale Estates
DW FLA010547
PW 3354688
Lake County

Dear Mr. Smallridge:

An inspection was conducted at your wastewater facility on May 3, 2018. During this inspection, possible violations of Chapter 403, F.S., Chapter 62-610, Florida Administrative Code (F.A.C.), were observed. On June 22, 2018, a written Compliance Assistance Offer was issued as part of an agency investigation preliminary to agency action in accordance with Section 120.57(5), F.S.. The Compliance Assistance Offer was issued for the wastewater facility pending corrective actions that were not completed at that time.

On June 12, 2019, a complaint site visit to the wastewater and the drinking water facility indicates possible violations may continue to exist:

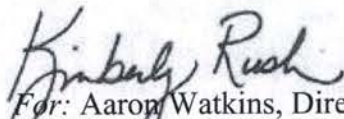
- Excessive vegetation has not been removed from the rapid infiltration basins (RIBs) at the wastewater facility.
- Excessive noise, which could be heard beyond the boundaries of the wastewater treatment facility, was detected at the wastewater facility.
- Security for the storage tank, pumping facilities, wells, and treatment facilities is inadequate at the drinking water facility.

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 403.161, 403.121 and 403.141, Florida Statutes.

Please contact Viviana Useche at (407)-897-2919, 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,



For: Aaron Watkins, Director
Central District

Florida Department of Environmental Protection

AW/kr/ds/vu

cc: Tom Felton, General Utilities, generalutilities@aol.com



FLORIDA DEPARTMENT OF Environmental Protection

CENTRAL DISTRICT OFFICE
3319 MAGUIRE BLVD., SUITE 232
ORLANDO, FLORIDA 32803

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary

ALSO BY CERTIFIED MAIL
7017 0660 0000 5366 4148

February 26, 2020

Michael Smallridge, Owner
Lake Yale Utilities, LLC.
5911 Trouble Creek Rd
New Port Richey, FL 34652
mike@fusllc.com

Re: Facility Name
DW Facility ID # FLA010547
PW Facility #3354688
Lake County

Dear Mr. Smallridge:

The purpose of this letter is to inform you that the Department's enforcement case against Lake Yale Utilities, LLC has been closed. A records review conducted on February 24, 2020, found that the requirements of Consent Order OGC File No.: 19-1550 have been satisfied.

The Department appreciates your efforts and cooperation in bringing this facility into compliance with state and federal rules. Should you have any questions or comments, please contact Viviana Useche at 407-897-2919 or via e-mail at Viviana.Useche@floridadep.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "AW" followed by a stylized flourish.

On behalf of:
Aaron Watkins,
Director, Central District

AW/nh/ds/vu

cc: Donna Ethridge, OGC
Daun Festa, Central District
Zoey Carr, Central District



FLORIDA DEPARTMENT OF Environmental Protection

CENTRAL DISTRICT OFFICE
3319 MAGUIRE BLVD, SUITE 232
ORLANDO FLORIDA 32803

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary

POTABLE WATER ACCEPTANCE

June 13, 2019

Mike Smallridge, Owner
Lake Yale Utilities, LLC
5911 Trouble Creek Rd.
New Port Richey, FL 34652
mike@fusllc.com

Clearance Type: Acceptance

Lake County

Permit Application Number: 0341310-002-WC (No permit was issued for the after-the fact Permit Application)

PWS Name: Lake Yale Utilities, LLC

PWS ID: 3354688

Project Name: Lake Yale Utilities Chlorine Conversion

Project Location: 37802 County Road 452, Leesburg FL 34788

Dear Mr. Smallridge:

This letter acknowledges receipt of the responses to the Department's request for documentation for the Lake Yale Utilities Chlorine Conversion located at 37802 County Road 452, Leesburg FL 34788. The conversion from the existing gas chlorination to a sodium hypochlorite disinfection was done without the issuance of a permit from the Department. No construction permit was issued for that work that has already been constructed. The engineer submitted documents and certifications to satisfy the acceptance requirements for the project. **Based on the engineer's certification and technical representations made, the Department is accepting the system for service.** This letter of acceptance does not preclude the need to obtain approvals as required by other entities.

CONSTRUCTED COMPONENTS INCLUDED THE FOLLOWING:

1. One Pulsafeeder Series A Plus, 85 gallons per day (GPD) hypochlorinator positive displacement metering pumps, equipped with an anti-siphon valve and mounted on top of the tank. The Utility is currently using a 12.5 percent sodium hypochlorite certified to NSF/ANSI Standard 60, Drinking Water Treatment Chemicals-Health Effects and guaranteed to meet ANSI/AWWA B300 Standard for Hypochlorites
2. The sodium hypochlorite is stored within 55 Gallon (Gal) heavy duty polyethylene drum which is located within an existing ventilated storage building located at the facility. The storage drum is typically refilled on a monthly basis or as needed basis. The heavy-duty polyethylene solution storage tank is equipped with a heavy-duty cover suitable for mounting the feed pump, a rigid high strength lid with covered feedholes for easy solution replacement, a drain valve and a sight-glass with the incremental tape located behind the sight-glass to accurately measure daily flow.

www.dep.state.fl.us

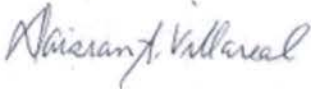
Mike Smallridge, Owner
Lake Yale Utilities, LLC
Page 2 of 2
June 13, 2019

The plant prevents overfeeding by proper operation and monitoring of the plant as well as the use of a chlorine analyzer which is tied to a call-out system for a high and low chlorine residual alarm.

3. Yard piping consisting of 1/4-inch black or clear polyethylene tubing from the tank to the pump to the injection point to include the injection quill and calcification cleanout.
4. Personal protective equipment including rubber gloves, safety goggles, and protective clothing is provided in accordance with Occupational Safety and Health Administration (OSHA) standards. The water treatment facility is equipped with a safety shower and eyebath.

If you have any questions or comments regarding this acceptance letter, please contact Daissan Villareal by telephone at 407-897-4129 or by e-mail at Daissan.a.Villareal@dep.state.fl.us.

Sincerely,



Daissan A. Villareal, P.E.
Professional Engineer II
Florida Department of Environmental Protection

cc: Mike Smallridge, Lake Yale Utilities, LLC [mike@fusllc.com]
Sterling L. Carroll, P.E., Florida Rural Water Association
[sterling.carroll@frwa.net; jeffrey.lawson@frwa.net]
FDEP: Reggie Phillips, Jill Farris, Mackenzie Black, Viviana Useche, Daissan A. Villareal

Date	Num	Memo	Amount
01/31/2019	LY-190131-D	1/15/19, US Wholesale Pipe & Tube, fence materials	451.36
01/31/2019	LY-190131-D	1/25/19, US Wholesale Pipe & Tube, materials for fence repair	346.32
01/31/2019	LY-190131-D	1/25/19, Home Depot, trimmer line, gate hardware	48.60
11/30/2019	LY-191130-D	11/4/19, US Wholesale Pipe & Tube, fence repair parts	710.69
11/30/2019	LY-191130-D	11/6/19, Lowes, lumber	26.20
11/30/2019	LY-191130-D	11/8/19, Lowes, fiber glass, resin, roller	71.57
11/30/2019	LY-191130-D	11/12/19, Lowes, plastic rollers, resin	44.16
11/30/2019	LY-191130-D	11/12/19, Lowes, door and window roller, primer	17.68
11/30/2019	LY-191130-D	11/14/19, US Wholesale Pipe & Tube, parts for fence repair	500.00
11/30/2019	LY-191130-D	11/18/19, Lowes, fiberglass, resin, paint holder, valve	49.08
11/30/2019	LY-191130-D	11/19/19, US Wholesale Pipe & Tube, parts for fence repair	593.06
11/30/2019	LY-191130-D	11/19/19, US Wholesale Pipe & Tube, parts for fence repair	45.39
11/30/2019	LY-191130-D	11/26/19, Ace Hardware, padlock and chain	40.19
11/30/2019	LY-191130-D	11/26/19, US Wholesale Pipe, 180 hinge	26.13
11/30/2019	LY-191130-D	11/26/19, Home Depot, tension bar, pvc parts	133.69
			<u>3,104.12</u>

Lake Yale Utilities

2019 Fence Repair

	Description	Hours	Rate	Total
Jackie Love	Labor for fence repair	16.00	19.50	312.00
Antonio Camarillo	Labor for fence repair	16.00	21.50	344.00
Eugenio Morris	Labor for fence repair	16.00	12.00	192.00

848.00

Fence-It

10045 C.R. 44
Leesburg, FL 34788
Ph. 352-315-1952
Fax 352-315-1954
fence-it.net

Proposal

Date	Proposal #
9-14-18	

Submitted To:

Lake Yale Estates
38141 Maywood Bay Dr
Leesburg, FL 34788

Job Location:

Same

We hereby propose to furnish all material and labor for the following:

Take down and haul away existing wood fence at 4 locations around water treatment facilities.

Install 6' high, white PVC privacy fence with gates in the same size and location as existing.

Insurance and W-9 to be sent before job would start.

.....
Thank you for allowing us the opportunity to submit a quote for your fencing project. Our installers are knowledgeable and experienced and do a professional job from start to finish. We use only top quality, high grade products and we guarantee all work. We have Workers Compensation and Liability insurance and are members of the Lake County Home Builders Association. We do work for several general contractors, construction companies and businesses as well as county governments, cities and municipalities. I will gladly supply you with a list of references. If you choose to have our company install your fence we will, pull the permit if one is needed, order the material, call for a line locate (underground utilities), and schedule the installation of your fence. Give us a call and we will send you a contract to sign and return.

Respectfully submit by: Kevin Clark

All material is guaranteed to be as specified, and the above work to be preformed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of: _____ Dollars (\$14,320.00)Due upon completion.

If payment is made with a credit card, add 3 ½ percent.

#2.

JOB INVOICE

11580

A.L. COVELL ELECTRIC, INC.
 #EC0002536 / #EC0002535 / #EC13003834
 600 South Main Street
 BROOKSVILLE, FL 34601
 (352) 544-0680

CUSTOMERS ORDER NO.	DATE ORDERED
ORDER TAKEN BY	DATE PROMISED <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.

BILL TO <i>Lake Yale Utilities</i>		PHONE
ADDRESS		MECHANIC
CITY		HELPER
JOB NAME AND LOCATION <i>Mike Smallridge</i>	<input type="checkbox"/> DAY WORK <input type="checkbox"/> CONTRACT <input type="checkbox"/> EXTRA	
DESCRIPTION OF WORK		

QUANT.	DESCRIPTION OF MATERIAL USED	PRICE	AMOUNT
1	<i>Pentaw/ Hydromatic Sewage pump w/cap+relay kit</i>		

HOURS	LABOR	AMOUNT	TOTAL MATERIALS
	MECHANICS @		TOTAL LABOR
	HELPERS @		TAX
I hereby acknowledge the satisfactory completion of the above described work.		TOTAL LABOR	TOTAL 5959.00
SIGNATURE		DATE COMPLETED	

Pd
OK 12/10

PAID 5-16-17

620

#3



Denver Breaker & Supply, Inc.

BUY - SELL
CIRCUIT BREAKERS AND MOTOR CONTROLS

4901 Ironton Street * Denver, Colorado 80239

1.800.544.7375

303.431.0518

Fax 303.431.0288



Bill To
Lake Yale Utilities 3336 Grand Blvd Ste. 102 Holiday, FL 34690 352-302-7006

Ship To
Lake Yale Utilities 3336 Grand Blvd Ste. 102 Holiday, FL 34690

Invoice # 169183





P.O. # Verbal Mike Smallridge





Invoice Date	Terms	Due Date	Rep	Ship	Ship Via	Clerk
12/12/2018	COD	12/12/2018	DJB	12/12/2018	UPS	AD

Quantity	Item Code	Description	Price Each	Amount
1	Starter	SQD 8536 SZ1P 120VAC Coil 1PH Overload	225.00	225.00
1	Shipping	UPS Ground Direct	0.00	0.00

"Like" Denver Breaker & Supply on Facebook and Receive a 10% Discount on Your Next Order!

Don't Forget to Check Out Our Website @ www.denverbreaker.com
You Can Purchase Directly From Our Website
24 Hours a Day, 7 Days a Week.

Thank you for your business. No returns accepted after 60 days. All returns must be Pre-Authorized. There will be up to a 30% restocking fee for ALL returns. We accept     for payment of invoices. There is a \$35 fee for NSF checks. Purchaser is liable for collection and attorney fees.	Subtotal	\$225.00
	Total	\$225.00
	Balance Due	\$225.00



Florida Rural Water Association, Inc.
 2970 Wellington Circle
 Tallahassee, FL 32309

#4.

Invoice

Invoice #: 330
Invoice Date: 6/18/2019

Bill To:

Lake Yale Utilities
 Mike Smallridge
 5911 Trouble Creek Rd
 New Port Richey, FL 34652

Description	Agreement Amount	Prior Amount	Current Amount
Chlorine Conversion from Gas to Sodium Hypochlorite (NaOCl) Permit and Final Certification Packages Lake Yale Utilities, LLC, Lake Co., PWS: 3354688	500.00		500.00
Total			\$500.00
Payments/Credits			\$0.00
Balance Due			\$500.00

E-mail:	Phone #
amanda.read@frwa.net	850-668-2746

INVOICE

#5.

Mike Smallridge

(352) 302-7406



Carl Rooney

13316 Litewood Drive
Hudson, FL 34669

Phone: (727) 207-7730

Email: carlrooney@yahoo.com

Payment Terms

60 Days

Invoice #

000002

Date

07/23/2018

PO #

00003

Description

Total

Architectural Services - Lake Yale

\$431.25

17.25 hours at \$25/hour

Subtotal

\$431.25

Total

\$431.25

#4

Lake Services Proposal for Lake Yale Utilities



Partnership for Beautiful and Healthy Waterways



2100 NW 33rd Street • Pompano Beach, FL 33069
800-432-4302 • www.aquaticsystems.com



Everything a Lake Should Be
SINCE 1977

May 15, 2019

Mr. Mike Smallridge
Lake Yale Utilities
1000 Trouble Creek Road
New Weymouth, Florida 34652

VIA EMAIL: mike@fus1llc.com

Dear Mr. Smallridge:

As requested, please find enclosed *revised* Aquatic Services Agreement for **Lake Yale Utilities**.

Kindly sign the contract and return to us as soon as possible, so we may schedule your program.

If you have any questions, please do not hesitate to contact me at 1-800-432-4302.

We look forward to serving **Lake Yale Utilities!**

Sincerely,

A handwritten signature in black ink, appearing to read "Oliver C. Bond". The signature is fluid and cursive, written over a light background.

Oliver C. Bond
Sales Manager/Biologist

OCB/lms

Enclosures

◆ **Vertex Water Features Authorized Lake Aeration & Fountain Dealer**

2100 NW 33rd Street • Pompano Beach, FL 33069 • 1-800-432-4302 • www.aquaticsystems.com
Ft. Myers • Ft. Pierce • Jacksonville • Miami • Pompano Beach • Sanford • Sarasota • St. Petersburg • Sun City • Wesley
Chapel • Winter Garden

Aquatic Systems, Inc.
 Lake & Wetland Management Services
Everything a Lake Should Be
 2100 NW 33rd Street, Pompano Beach, FL 33069
 Telephone: 1-800-432-4302
 www.aquaticsystems.com

This Agreement made the date set forth below, by and between Aquatic Systems, Inc., a Florida Corporation, hereinafter called "ASI", and

Mr. Mike Smallridge
 Lake Yale Utilities
 5911 Trouble Creek Road
 New Port Richey, Florida 34652
 (352) 302-7406
 mike@fus1llc.com

Aquatic Services Agreement - Automatic Renewal



Month Service is to Commence: June 1 through December 31, 2019

Date of this proposal: May 8, 2019 OCB-R-40
 Date of revision: May 10, 2019 Changed property name and address
 Date of revision: May 15, 2019 change contract to fiscal year

hereinafter called "Customer". The parties hereto agree as follows:

1. ASI agrees to manage certain lake(s) and/or waterway(s) in accordance with the terms and conditions of this Agreement in the following location:

Three ponds (670 total linear foot perimeter) located at **Lake Yale Utilities** in Leesburg, Florida.

2. Minimum of TWELVE (12) inspections annually with treatment as required (approximately once every 30 days).
3. CUSTOMER agrees to pay ASI, its agents or assigns, the following sum for specified water management service:

Annual Maintenance Program:

Algae & Aquatic Weed Management	Included
Shoreline Grass Management to the Water's Edge	Included
Management Reporting	Included

Total Program Investment **\$122.00 Monthly**

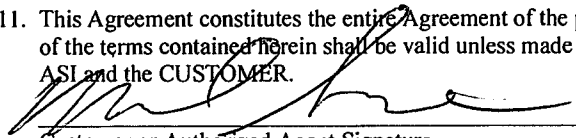
The above price is effective for 90 days from the date of this proposal.

**Services performed at ASI's sole discretion for the success of the Waterway Management Program*

Terms & Conditions of Aquatic Services Agreement

1. If CUSTOMER does not directly own the areas where services are to be provided, CUSTOMER warrants and represents that he has control of these areas to the extent that he may authorize the specified services and in the event of dispute of ownership agrees to defend, indemnify and hold ASI harmless for the consequences of such services.
2. ASI will be reimbursed by the CUSTOMER for administrative fees, compliance programs, invoicing or payment plans or similar expenses caused by requirements placed on ASI by the CUSTOMER that are not explicitly included in this contract's specifications.
3. This Agreement shall have as its effective and anniversary date the first day of the month in which services are first rendered to the CUSTOMER.
4. ASI, at its expense, shall maintain the following insurance coverage: Workman's Compensation (statutory limits), General Liability, Property Damage, Products and Completed Operations Liability, and Automobile Liability.
5. If at any time during the term of this Agreement the government imposes any additional regulatory permit requirements or fees, this Agreement may be renegotiated to include these changes and the cost of the additional services and/or fees.

6. Cyanobacteria identification and toxin testing are not included in this agreement. Cyanobacteria are common throughout Florida waterways and our algae management program cannot guarantee the absence, elimination or control of cyanobacteria and toxins. ASI shall in no event be liable to CUSTOMER, or others, for indirect, special or consequential damages resulting from the presence of cyanobacteria or cyanobacteria toxins in their waterbodies.
7. ASI is not responsible under any circumstances for flooding or water damage from fouled water level control structures resulting from ASI installing Carp Containment Barriers on the structures.
8. Payment terms are net 30 days from invoice date. All amounts remaining due and owing 30 days after billing by SELLER shall bear interest at the rate of 1.5% per month until paid in full. The CUSTOMER shall pay all costs of collection, including liens and reasonable attorney's fees. ASI may cancel this Agreement, if CUSTOMER is delinquent more than sixty (60) days on their account.
9. Upon the anniversary date, this Agreement shall automatically be extended for successive twelve-month periods, unless notice of non-renewal has been received by either party, in writing, at least thirty (30) days prior to the anniversary date. ASI may, with thirty (30) days' pre-notification, change pricing effective upon the next anniversary date.
10. If at any time during the term of this Agreement, CUSTOMER feels ASI is not performing in a satisfactory manner, CUSTOMER shall inform ASI, by certified mail, return-receipt requested, stating the reasons for CUSTOMER'S dissatisfaction. ASI shall investigate and attempt to cure the defect. If, after 30 days from the giving of the original notice, CUSTOMER continues to feel ASI performance is unsatisfactory, CUSTOMER may cancel this Agreement by giving 30 days notice ("Second Notice") to ASI and paying all monies owing to the effective date of termination.
11. This Agreement constitutes the entire Agreement of the parties hereto and no oral or written alterations or modifications of the terms contained herein shall be valid unless made in writing and accepted by an authorized representative of both ASI and the CUSTOMER.



 Customer or Authorized Agent Signature

5/6/19

 Date

Michael Smaltridge

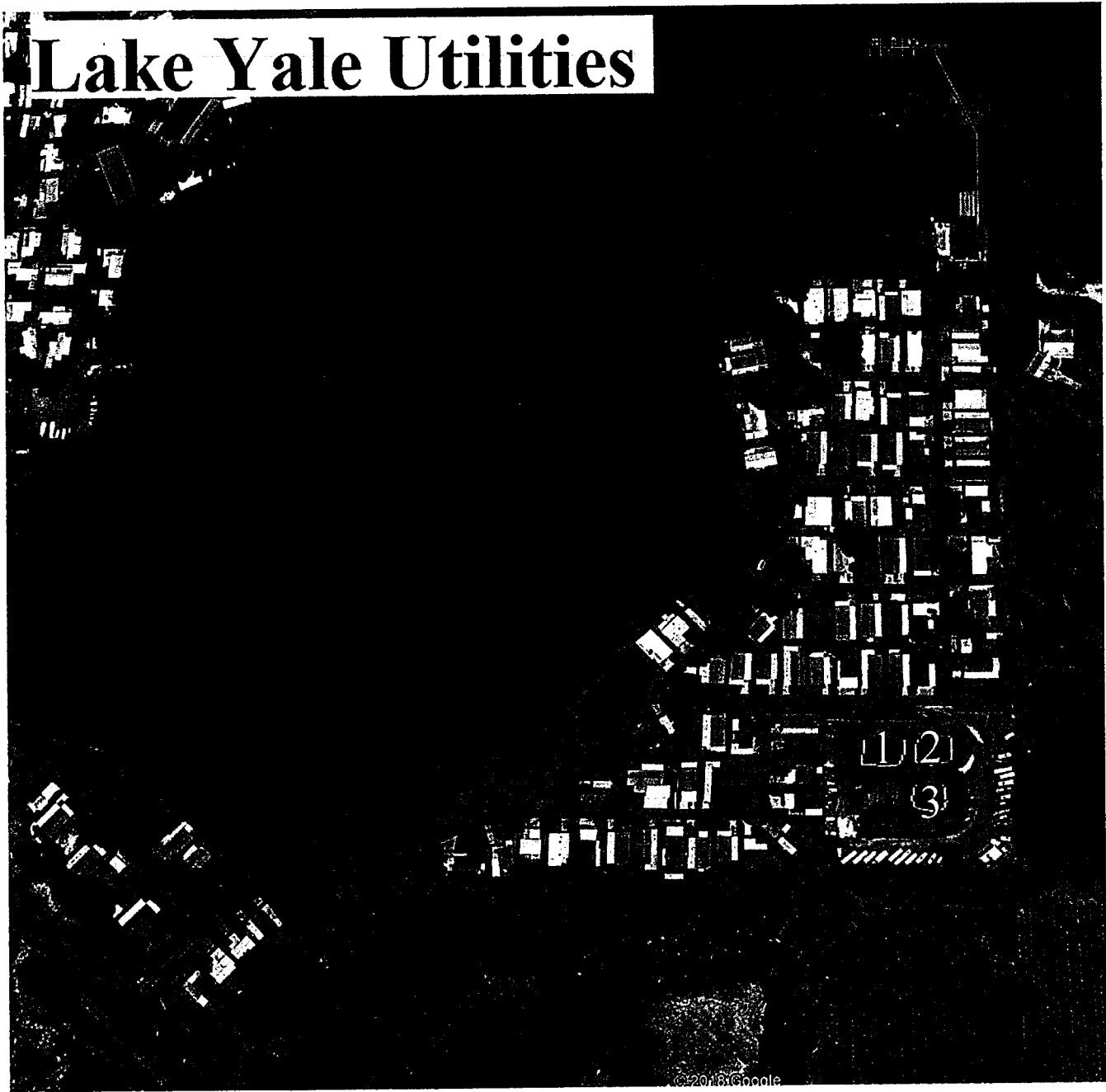
 Print Name and Title of Signer

 Print Company Name of Signer

 Aquatic Systems, Inc. Signature

 Date

Site Map



Our Commitment to Responsible Lake Management

Aquatic Systems has been effectively managing Florida lakes, ponds, wetlands and uplands using targeted treatments based on scientific research for over 40 years. Headquartered in Pompano Beach and operating throughout the state of Florida, we are committed to the restoration and maintenance of naturally occurring freshwater lakes and ponds, man-made storm water/pollution retention ponds, wetlands and preserves.

Our Commitment to You

We believe that forming long-lasting partnerships with our customers is key to attaining beautiful, healthy waterways for all to enjoy.

You can expect us to:

- Respond to all calls within 48 hours, our average is 97% response in under a day
- Deliver detailed reports after every visit
- Be available for board or community meetings to give presentations or just answer questions
- Propose and promote methods that are better for the environment and more cost effective over time

Environmental Mission

We hire degreed biologists with the knowledge and experience to continuously assess and make recommendations based upon the conditions present each time they enter your property for service.

In addition to the tests we run for customers, our team of scientists engage in ongoing research to improve our lake management technology. Our goal is to find environmentally sound solutions that overcome this growing problem in the challenging Florida environment.

We use the observations of our service teams and the research from our labs to find and promote earth-friendly products and methods to treat both common and challenging water problems.

Your Personal Lake & Wetland Management Team



Gary Ribbink
General Manager

A.A. in Engineering,
Seminole State
College of Florida.
35 years' experience.



Oliver Bond
Sales Manager

B.S. in Environmental
Biology, Nottingham
Trent University.
11 years' experience.



Sam Sardes
Weed Science
Director, Certified
Lake Professional

M.S. in Agronomy,
University of Florida.
Five years' experience.



Jessica Jones
Account Rep

B.S. in Biology,
University of Central
Florida.
Two years' experience.



Josh Taylor
Service Manager

B.S. in Biology,
University of Central
Florida.
11 years' experience.

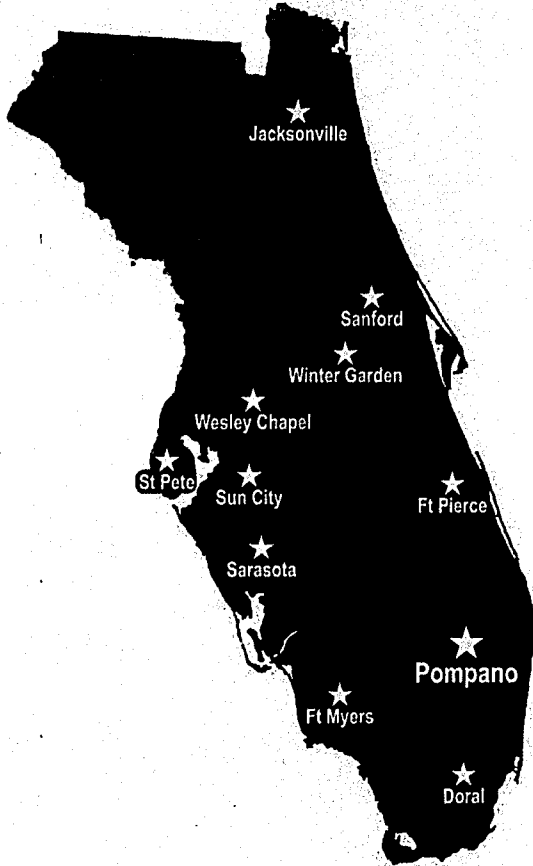


Alan Wilson
Service Manager

B.S. in Biology Minor
in Fisheries & Allied
Aquaculture
Auburn University.
Five years' experience.

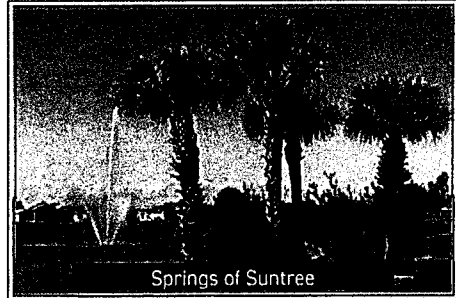
Your Local Area Satisfied ASI Customers

11 field offices throughout the state to service our customers



Community Development District

Heritage Isle at Viera CDD
Vista Lakes CDD



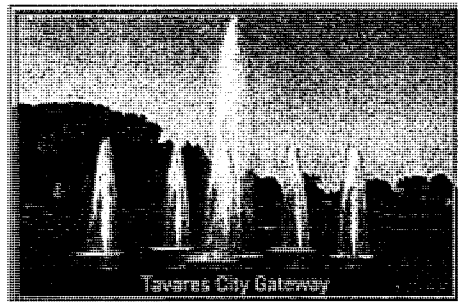
Home Owners Association

Alaqua Lakes Community Association
Lakes of Mount Dora POA
Springs of Suntree HOA



Golf Course

Heathrow Country Club
Legacy Club at Alaqua Lakes
Hawks Landing Golf Club



Government

City of Tavares
City of Satellite Beach
Town of Windermere

Aquatic Management Programs

Working in Florida Waterways Since 1977

Our beautiful Florida environments! We work and live in them every day! Aquatic Systems restores and maintains ponds, lakes, wetlands and preserves. Our exceptional results stem from using balanced and ecologically-compatible technologies.



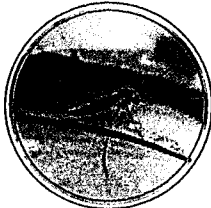
Algae and Aquatic Weed Control

- Treatments targeted to the specific algae or plant in each water body
- Ongoing research to determine the underlying causes of overgrowth
- Scheduled treatments with management reporting
- Degreed, state certified and licensed aquatic technicians



Wetland and Upland Mitigation Services

- Design, creation and restoration of natural areas
- Exotic plant control and removal
- Mitigation management and government reporting
- Compliance violation correction services
- State certified and licensed natural areas field technicians



Midge Fly and Mosquito Control

- Treatment for year-round control of nuisance organisms: swarming midge flies, mosquito larvae, leeches and more
- State licensed and insured in public health pest control



Aquatic Lab and Field Testing and Research

- Experienced field biologists for field testing
- In-house labs for water quality testing and algae identification
- Aquatic weed science research lab to find better treatments
- Bathymetric mapping
- Easy to understand reports
- Staff biologist available for your questions



Vertex Lake Aeration and Floating Fountains

- Sales, installation, service and repair by well-trained technicians of:
 - Bottom diffused aeration systems to improve overall water quality
 - Custom design/build of floating fountains up to 60 horsepower with spectacular display heights from 10' to 100'



Fisheries Management

- Triploid grass carp to help control aquatic weeds
- Redear and bluegill help control midge flies
- Sport fish including largemouth bass, catfish and bluegill

Assessment Services

Lake Water Quality Testing and Research Services

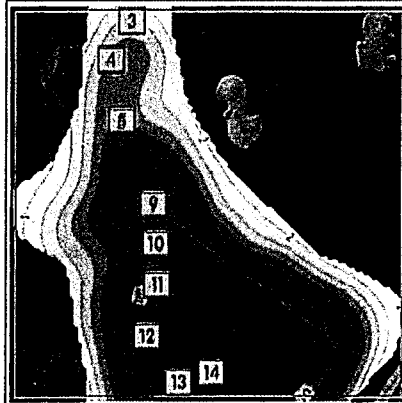
Aquatic Systems has a fully staffed, in-house laboratory to provide complete water testing services to our clients. Laboratory data have many uses; including determining suitability of water for recreation or for irrigation. All water chemistry and bacteria test reports include full explanations and an aquatic biologist is available at our laboratory to answer all your questions.

The team, shown below, consists of the top professionals in lake science and experienced regional biologists who receive ongoing training to perform all tests to the highest standards.



FIELD ASSESSMENT SAMPLING

From identifying potential source points for excessive nutrients to oxygen and temperature levels; your assessments are performed by our highly trained field biologists.



BATHYMETRIC LAKE MAPPING

How deep is your lake? How thick is the vegetation? A 3-D map of the lake will help us treat the water more efficiently and/or specify the most effective aeration system.



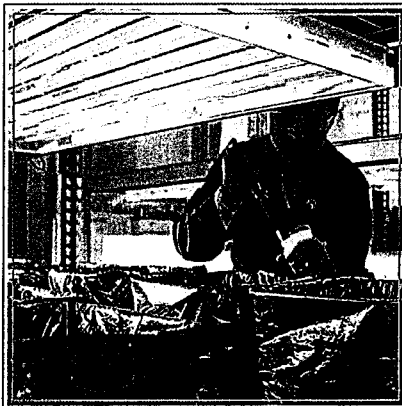
WATER QUALITY LAB

Water is more than H₂O. It is comprised of a multitude of nutrients and particulates. Our lab scientists can perform over 30 specialized tests to determine your water's true chemistry.



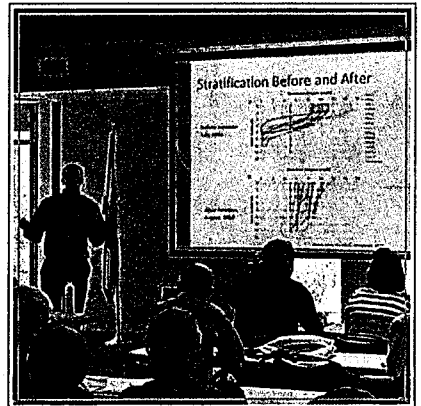
ALGAE IDENTIFICATION LAB

To treat the algae, it's important to know what type of algae you are having problems with. We can identify both the type of algae and whether or not it is toxic



AQUATIC PLANT AND ALGAE LAB

Our in-house research lab studies difficult to control invasive species to find the most effective rate and types of treatments that minimize potential harm to the environment.



CONSULTING SERVICES

Our experts are available for water resource management presentations, or to just answer questions at your meetings. Continuing Education Units (CEUs) are also available.



#6-A.
Aquatic Systems, Inc. a SOLitude Lake Management Company
Lake and Wetland Management Services

October, 2019

Mr. Mike Smallridge
Lake Yale Utilities
5911 Trouble Creek Road
New Port Richey, Florida 34652

VIA EMAIL: MIKE@FUSILLC.COM

RE: Account #00339840
Notice of Automatic Renewal

Dear Mr. Smallridge:

The anniversary date of your Aquatic Systems, Inc., a SOLitude Lake Management Company waterway management program is **January 1, 2020**.

Under the terms of your "automatic renewal" agreement, A.S.I. will extend your program for an additional twelve months.

A.S.I. proposes an adjustment to your program investment with a nominal increase of 3%. This increase will allow A.S.I. to dedicate the resources necessary to continue to maintain the waterway system to your complete satisfaction.

FROM: \$122.00 Monthly TO: \$126.00 Monthly Effective January 1, 2020

If at any time during the term of this Agreement the government imposes any additional related permit requirements, water testing and/or fee, this Agreement may be renegotiated to include these changes and the cost of the additional services and/or fees. If a renegotiated contract can not be agreed upon ASI reserves the right to cancel this Agreement.

If you have any questions regarding your waterway program, please give me a call on or before **December 1**. Otherwise, no action is required at this time and your contract will renew automatically on **January 1**.

We appreciate your business and look forward to another successful year ahead!

Sincerely,

A handwritten signature in black ink, appearing to read "Gary Ribbink".

Gary Ribbink
General Manager

GR/gu

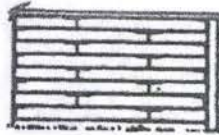
David

#7

FRITZ FENCE, INC.

P.O. Box 350494
Grand Island, FL 32735

352-357-5035
cell 352-406-2100

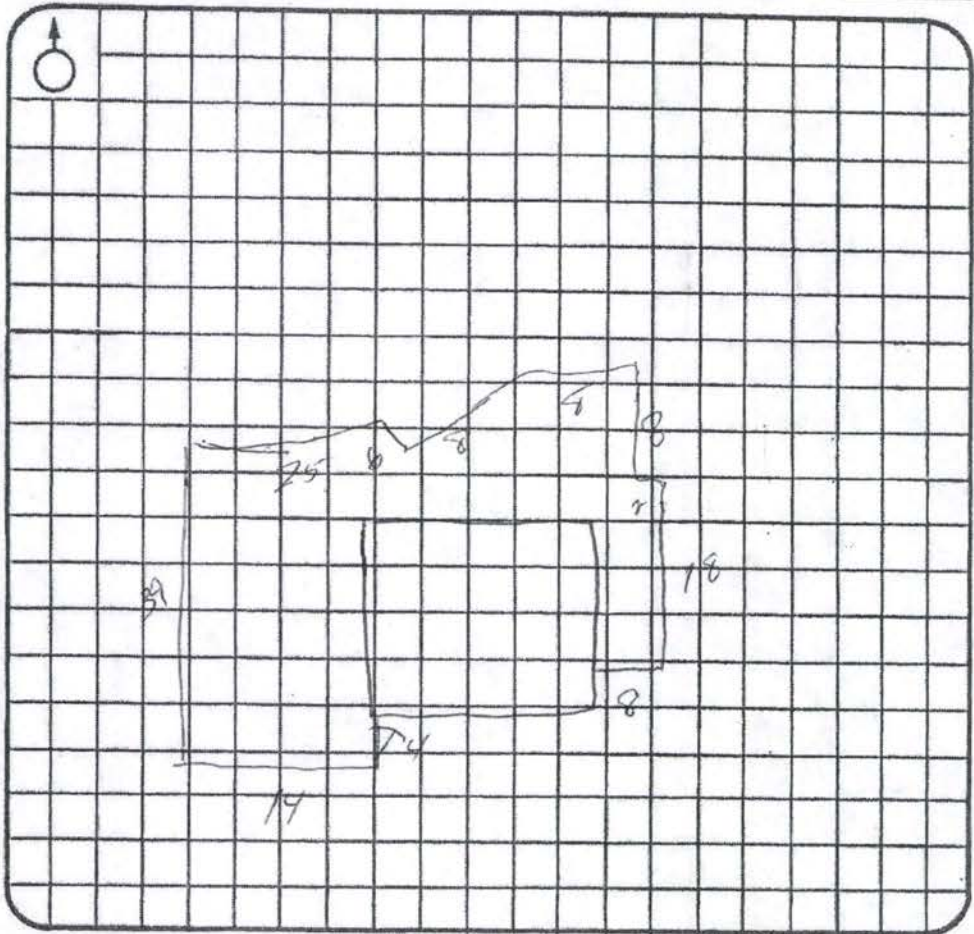


ORNAMENTAL IRON

WORK ORDER

CUSTOMER Sandpiper DATE 4/26/19
ADDRESS _____ LOT _____ BLK. _____ SUB. _____
PHONE NO. 3576923 ROUTE _____

Total Height 6'
 Post Spaced 6'
 Style Fence _____
 Gauge 9 11 1/2
 Knuckled
 Barbed
 Top Rail _____ O.D.
 Line Post _____ O.D.
 End Post _____ O.D.
 Corner Post _____ O.D.
 Walk Gate Post _____ O.D.
 Drive Gate Post _____ O.D.
 Gate Frames _____ O.D.
 Permit Site Sign
 D.P. . . . Pickup Received
 Fabric in Out
 Level Step Roll
 Final Grade Straight
 Buried Cable _____
 Surveyed _____



131 ft left turn
Range fence
take old fence +
haul away

Approx. Start Date _____
 Approx. Comp. Date _____
 Date Completed _____

FRITZ FENCE will furnish material and labor – complete in accordance with above specifications, for the sum of: _____ dollars (\$ 4500.00).
 Payment to be made as follows: _____
3656.00

Authorized Signature [Signature]

Note: This proposal may be withdrawn by us if not accepted within _____ days.

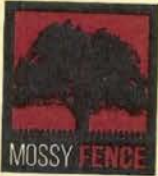
All material guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control.

Acceptance — The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Date of Acceptance: _____

Signature _____
Signature _____

FRITZ FENCE NOT RESPONSIBLE FOR PROBLEMS



CORPORATE OFFICE
 271 Southridge Industrial Drive
 Tavares, FL 32778
 Ph: 407.900.2940
 www.mossyfence.com

BREVARD OFFICE
 4065 Pines Industrial Avenue
 Rockledge, FL 32955
 Ph: 321.255.1020
 Toll Free: 888.446.6779

#7

FOR INTERNAL USE ONLY	
Locates	Locates Date
Installer	Date Installed

FENCE PROPOSAL/CONTRACT

NAME: <u>TENNINGS NELLE</u>	CONTACT PHONE: <u>352-406-1209 (TENNINGS)</u>
ADDRESS: <u>502 CARONNA DRIVE (19201)</u>	ALTERNATE PHONE:
CITY: <u>LEESBURG, FL 34738</u>	FAX:
E-MAIL: <u>neeld3@gmail.com</u>	SUBDIVISION:
JOB NAME/ADDRESS:	CONTACT PERSON:

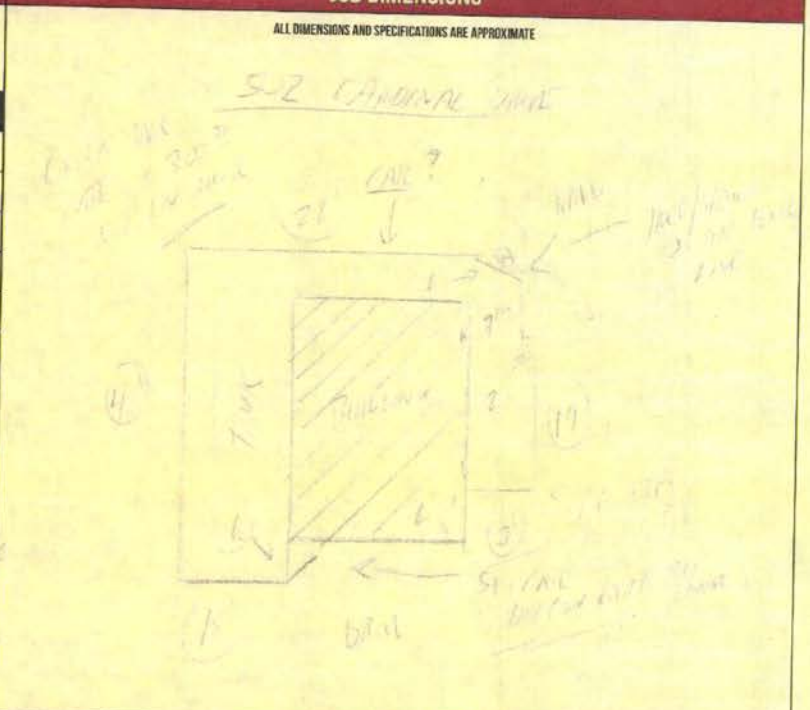
JOB SPECIFICATIONS

JOB DIMENSIONS

ALL DIMENSIONS AND SPECIFICATIONS ARE APPROXIMATE

- PVC (VINYL)
 ALUMINUM
 CHAIN LINK
 STEEL
 COMPOSITE/SPECIALTY
 WOOD

	OPTION #1	OPTION #2
FOOTAGE	<u>129 FT</u>	
HEIGHT	<u>6 FT</u>	
STYLE/MODEL	<u>VINYL CLASSIC</u>	
GRADE	<u>-</u>	
COLOR	<u>TAN</u>	
ALL POSTS	<u>5" x 5"</u>	
TERMINAL POSTS	<u>-</u>	
LINE POSTS	<u>-</u>	
GATE POSTS	<u>5" x 5"</u>	
POST CAPS	<u>STANDARD</u>	
RAILS/RUNNERS	<u>1 1/2" x 5/8" x 6 FT ALUMINUM</u>	
PICKETS	<u>1" x 1" PINE TYPICAL</u>	
PICKET CAPS		



OPTIONS: 2 1/2" x 1 1/2" METAL TUBES (METAL CONCRETE)

GATES

SPECIAL INSTRUCTIONS

QTY	SIZE	TYPE	ARCHED	RACKED	SWING
<u>1</u>	<u>5 FT</u>	<u>SINGLE END (L)</u>	<u>N</u>	<u>N</u>	<u>200</u>
	<u>15 FT</u>	<u>12 FT HINGE</u>			

129 FT TAN VINYL + 50 FT TAN + 129 FT WOOD PICKETS

QUOTE AMOUNT (50% DEPOSIT REQUIRED)

OPTIONS: METAL TUBES - HINGE POSTS
SELF-DRILLING NAILS, LEVEL LAUNCH-HANDLER

DISCOUNT	<u>\$4250 - \$5300</u>	DISCOUNT
AMOUNT \$	<u>\$3720</u>	AMOUNT \$
PREPARED BY	<u>TERRY FOX</u>	DATE
		<u>5/3/19</u>

IMPORTANT PROJECT INFORMATION

UNDERGROUND SYSTEMS: Mossy Fence, LLC will perform locates for power, telephone, and cable lines. Purchaser agrees that Mossy Fence, LLC will not be held responsible for damage to sprinklers, underground pipes, drains, foundations, or any other unmarked or privately owned underground system.

<input checked="" type="checkbox"/> FENCE TO FOLLOW CONTOUR OF GROUND	<input type="checkbox"/> STRAIGHT WITH GRADE DROP (MAY HAVE SOME GAPS)
<input type="checkbox"/> TOP LEVEL - HIGHEST GRADE (CUSTOMER TO FILL GAPS)	<input type="checkbox"/> TOP LEVEL - LOWEST GRADE (TRENCHING REQUIRED)
REMOVAL & DISPOSAL OF EXISTING FENCE <u>129 FT</u>	<input type="checkbox"/> NO <u>WOOD</u>
CLEARING OF FENCE LINE REQUIRED	<input type="checkbox"/> YES <input type="checkbox"/> NO
CLEARING TO BE PERFORMED BY	<input type="checkbox"/> OWNER <input checked="" type="checkbox"/> MOSSY FENCE
OPEN POOL / POOL CODE REQUIRED	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
HQA APPROVAL REQUIRED <u>12/1/19</u>	<input type="checkbox"/> YES <input type="checkbox"/> NO
PERMIT REQUIRED	<input type="checkbox"/> YES <input type="checkbox"/> NO
JURISDICTION <u>LEESBURG</u>	

WOOD PURCHASE NOTICE: Mossy Fence, LLC shall not be liable for any labor or similar costs, or for any costs or damage which may be associated with the natural characteristics of wood. Wood fences have a tendency to shrink, split, warp, crack, twist, and develop mold and mildew in hot, humid weather. Small gaps will appear between boards and are a common occurrence that does not constitute failure of the wood.

RIGHT TO CANCEL: Per Florida and Federal Consumer Statutes, this contract may be cancelled by either the buyer or the seller in writing by midnight of the third business day after signing, or by postmarked letter no later than 3 business days after signing. Purchaser agrees that the final price will be determined by total footage installed, and may be different than estimated. Purchaser also agrees that all products delivered and installed remain the property of Mossy Fence, LLC until full payment is made.

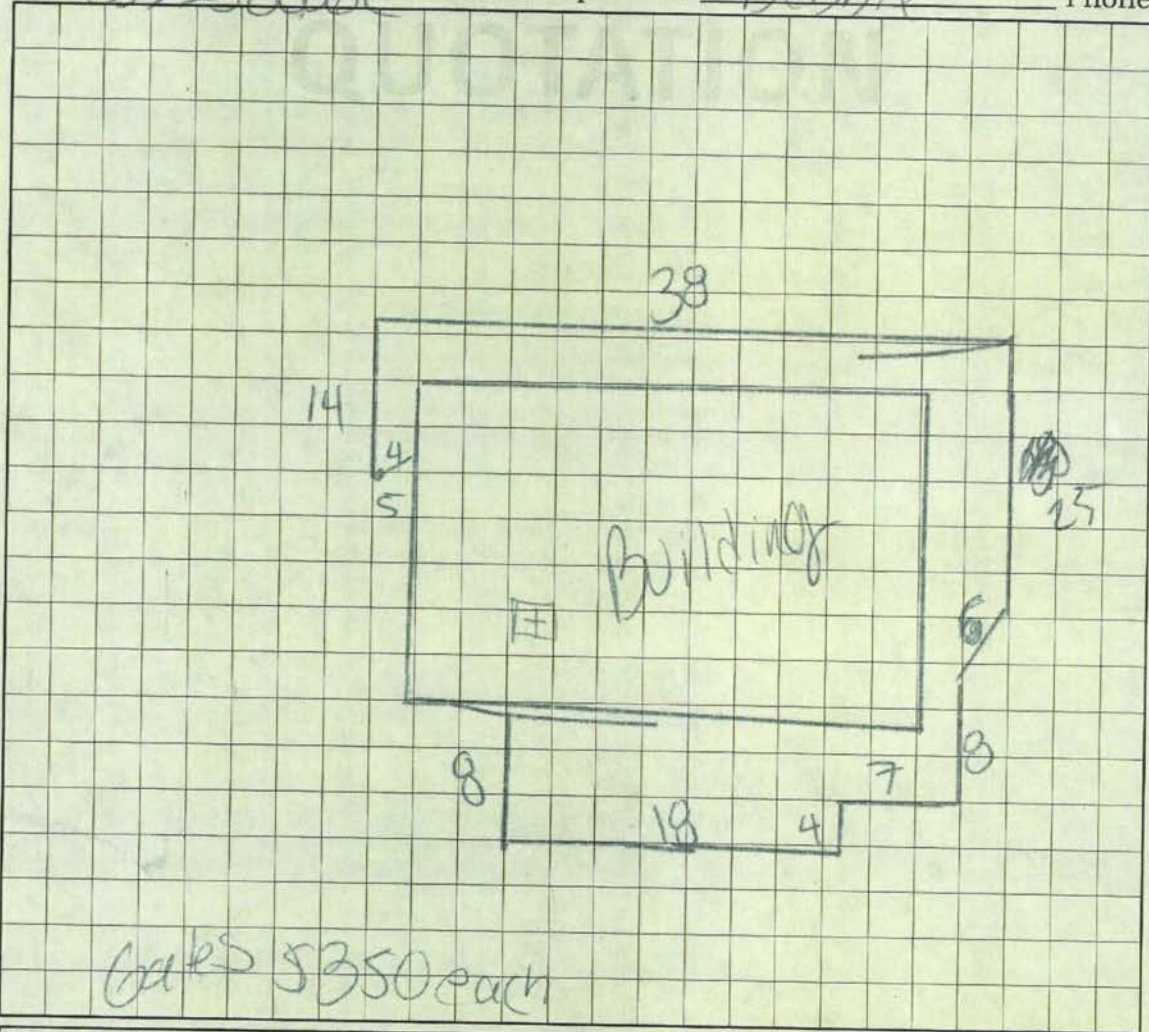
CONTRACT AMOUNT \$	DEPOSIT AMOUNT \$	BALANCE AMOUNT \$ (DUE AT COMPLETION)
ACCEPTED BY CUSTOMER		DATE

SUBJECT TO CONDITIONS ON THE BACK. I HAVE READ AND UNDERSTAND

#7 SUPERIOR FENCE AND RAIL OF LAKE COUNTY

307 North Boulevard E
Leesburg FL 34748
www.lakecountyfence.com
O: 352.888.4000
F: 352.728.4417
C: 352.250.0101

Name: Jennings Meeld Date: 5/7/19
Address: Corner of Sunset & Cardinal
Nearest Cross-street: Leesburg FL 34788
Email: _____
Sales Rep. Name: Debbie Phone: 352-406-6009



Existing +++++
Tear Down xxxxx
T/D & New -N-N
New _____



Job Notes
Tax inc
10% Discn
50% down
pay/instal

HOA (approx. 1-4 weeks)
YES **NO**
Permit (approx. 1-2 weeks)
YES **NO**
Extend after INSPECTION
YES **NO**
Fast Track
YES **NO**
Survey
YES **NO**
Tear Down
YES **NO**

Customer acknowledges accuracy of the above drawing and Superior Fence & Rails' terms on the reverse.
CUSTOMER NAME: _____ CUSTOMER SIGNATURE: _____

PRODUCT	POST SIZE
<u>S.S</u>	<u>SXS</u>
STYLE	POST CAP
<u>Hamilton</u>	<u>Pyramid</u>
HEIGHT	POST SPACE
<u>6</u>	<u>6</u>
COLOR	POST IN SOIL
<u>TAN</u>	<u>✓</u>
FOOTAGE	POST IN CONCRETE
<u>153</u>	<u>2 sales</u>
GATE	PICKET SIZE
<u>1</u>	<u>110</u>
CORE DRILL	PICKET SPACING
	<u>110</u>
RAIL SIZE	
<u>5.5"</u>	\$ <u>3276</u>

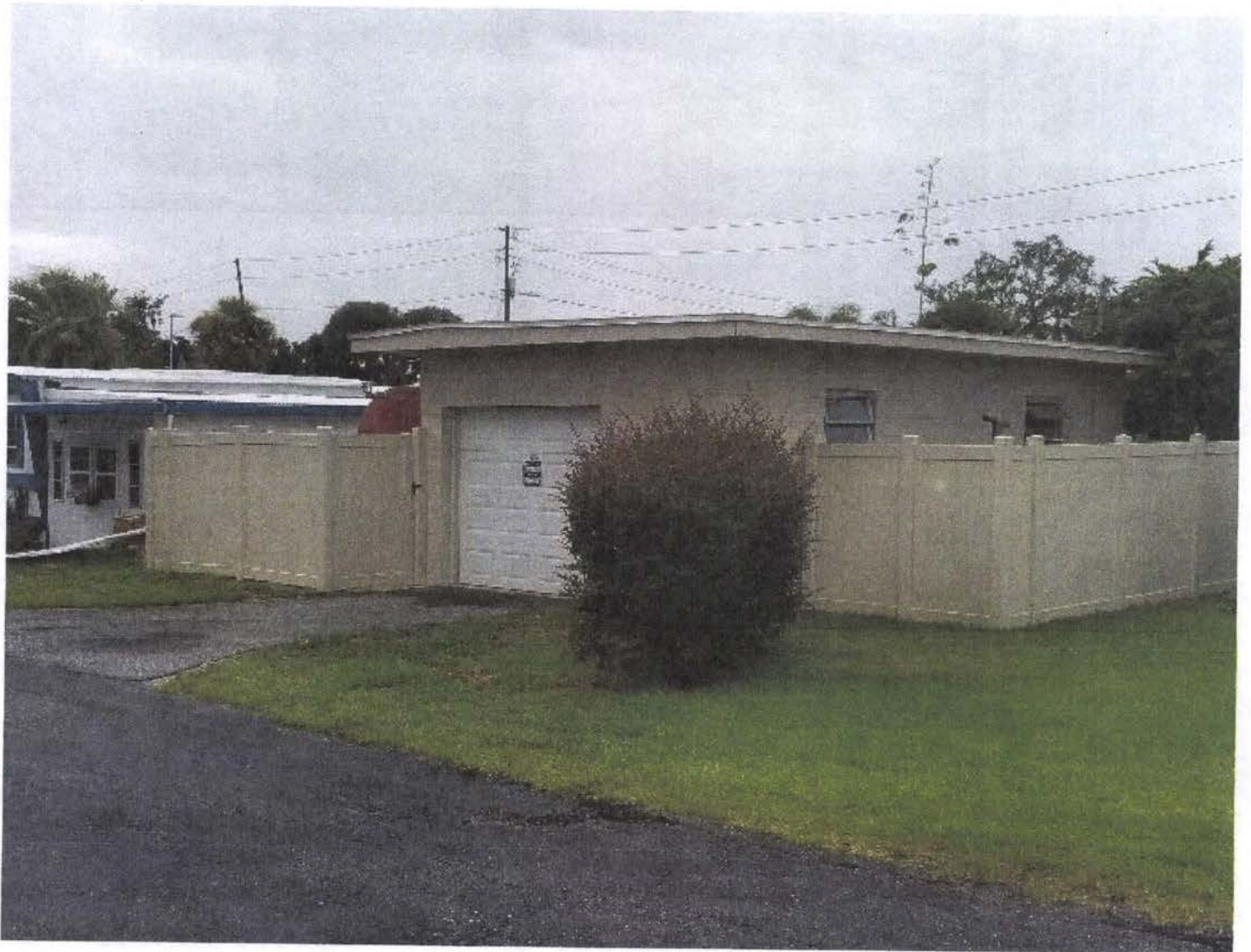
PRODUCT	POST SIZE
STYLE	POST CAP
<u>Tear Down + Hand</u>	
HEIGHT	POST SPACE
	<u>away</u>
COLOR	POST IN SOIL
FOOTAGE	POST IN CONCRETE
<u>153</u>	
GATE	PICKET SIZE
CORE DRILL	PICKET SPACING
RAIL SIZE	
	\$ <u>399</u>

TEAR DOWN FOOTAGE _____ ft
HAULAWAY FOOTAGE _____ ft
PLEASING TO THE EYE YES NO

FOLLOW THE GRADE YES NO

TOTAL: \$ _____

7/15/2019

#7

AOL Mail (2)



ESTIMATE
(Valid for 30 days)

#7.

DATE	7/12/19	<input type="checkbox"/> SERVICE <input type="checkbox"/> INSTALL	<input type="checkbox"/> WILL CALL <input type="checkbox"/> DELIVER	PHONE
NAME	Pump House			MAKE
ADDRESS	SANDPIPER MOBILE			MODEL
	MANOR			SERIAL
ITEM TO BE SERVICED		NATURE OF SERVICE REQUEST		
QTY.	PART #	DESCRIPTION OF PARTS OR MATERIALS	PRICE	AMOUNT
		pressure wash		
		scrape loose paint		
		prime & seal bare spots		
		apply coat of finish paint		
LABOR PERFORMED			TOTAL MATERIALS	
			TAX	
			TOTAL LABOR	500.00
			TOTAL AMOUNT	500.00
DATE WANTED	DEPOSIT	RECEIVED BY		
/ /	\$			
ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE CAUSED BY FIRE, THEFT, TESTING OR ANY OTHER CAUSES BEYOND OUR CONTROL.				
AUTHORIZED BY:		JOB WORK ORDER TRIPLICATE		
Karen Moffett				

adams

TERMS - NET CASH
NO GOODS HELD OVER 30 DAYS

5868

SANDPIPER CO-OP, INC.
1412 Azalea Dr
Leesburg, FL 34788

3495
83-466/631

PAY TO THE ORDER OF

Karen Moffett

DATE 7/12/2019

CHECK ARMOR

\$ 500.00

Five Hundred and 00/100

DOLLARS

Photo Safe Deposit

FOR

REGIONS

Painting

[Signature]

⑈00003495⑈ ⑆063104668⑆ 0107588364⑈

Additional Documents for Question #3

LAYK Yule
LEAK REPAIR WORK ORDER

WLWW EMU LFU OLU MGU CCU PCU CRU HGU CMU HHU
SVU LYU

IRRIGATION Meter

DATE REQUESTED: 11/15/19

SERVICE ADDRESS: 1412 Azalea Dr - left side bushes

CUSTOMER: 44 Sandpiper CO. up - Sherry

PROBLEM: leak at meter

meter sn 94226078

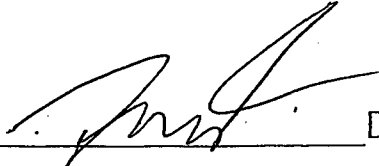
TO BE COMPLETED BY FIELD TECH ONLY:

VERIFIED BY FIELD STAFF: 

DATE COMPLETED: 11-25-19

METER READING: 2860240

RESULTS: FIX

COMPLETED BY:  DATE: 11-25-19

Sherry Stade 11/25/2019

LEAK REPAIR WORK ORDER

WLWW EMU LFU OLU MGU CCU PCU CRU HGU CMU HHU

SVU LYU

614-323-3821

DATE REQUESTED: 6/17/19

SERVICE ADDRESS: 1406 Azalea DR.

CUSTOMER: Karen White

PROBLEM: meter box full of water

TO BE COMPLETED BY FIELD TECH ONLY:

308
9204

VERIFIED BY FIELD STAFF: Antonio

DATE COMPLETED: 6-18-19

METER READING: 1418200

RESULTS: New curb stop

COMPLETED BY: Antonio DATE: 6-18-19

Karen B. White

Customer Complaint Form

Utility Name: Paul Houser

Customer Name: Lake Kate.

Customer Phone Number: 352-483-0334

Customer Service Address: 814 Pine Dr.

Date of Complaint: 12/17/18.

Describe Complaint:

Meter is leaking and is flooded. water is bubbling. cust was called in the past and it still has not been fixed.

Complaint received via: Phone Email (if complaint was received via email, attach such email.)

How was complaint resolved? Date resolved:

2/12/19. under. LEAK FIXED.
Spoke w/tenant Adv. last two bills were estimated. That is why this bill is higher. Adv. leak did not register through meter. cust understands.

Complaint completed by:

ERIC WAD.

Meter Reading on
1/25/19 798690

cell #
352-430-89870

37906 Monticello St.

John and Cheryl Oukley,

Need to find where the irrigation meter is located. Customers may have poured cement over it a few months ago.

LAKE YALE.

Spoke w/ DANNY he is going to speak w/ tenant when they come back down. 12/1/18

meter read. 1/25/19

260470 home meter.

NO irrigation in box

LEAK REPAIR WORK ORDER

WLWW EMU LFU OLU MGU CCU PCU CRU HGU CMU HHU
SVU (LYU) Customer # 417-425-5941

DATE REQUESTED: 3/1/19

SERVICE ADDRESS: 117 LAKE SHORE CIR

CUSTOMER: WALTER SWAIN

PROBLEM: METER BOX FULL OF WATER. HAVE NOT
BEEN ABLE TO GET A READ IN 2 MONTHS

DANNY SAY LEAK IS ON EAST SIDE OF METER. CUSTOMER
WANTS US TO CHECK METER

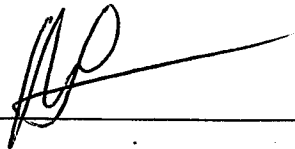
TO BE COMPLETED BY FIELD TECH ONLY:

VERIFIED BY FIELD STAFF: 

DATE COMPLETED: 3-14-19

METER READING: _____

RESULTS: CUSTOMER REPAIRED LEAK ON N.3
SIDE OF METER

COMPLETED BY: 

DATE: 3/14/19

LEAK REPAIR WORK ORDER

WLWW EMU LFU OLU MGU CCU PCU CRU HGU CMU HHU

SVU LYU

352-874-7589

DATE REQUESTED: 6/17/19

SERVICE ADDRESS: 38026 Monticello St.

CUSTOMER: George Tompkins

PROBLEM: Valve smashed. customer has very low water pressure

TO BE COMPLETED BY FIELD TECH ONLY:

VERIFIED BY FIELD STAFF: Antonio

DATE COMPLETED: 6-18-19

METER READING: 848260

RESULTS: curb stop open

COMPLETED BY: George Tompkins DATE: 6/18/19

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU MGU, OLU, PCU, SVU,
WLWW)

- 1. UTILITY NAME: Lake Vale.
- 2. CUSTOMER NAME: William Gerwig
- 3. CUSTOMER PHONE NUMBER 419-606-3671
- 4. DATE OF COMPLAINT: 8/17/2017

5. DESCRIBE REASON OF COMPLAINT:

Upset she's getting charged a base rate for Irrigation
SAYS she bought + installed that meter and we're
screwing her over. WANTS a call back from mgmt.

6. CIRCLE ONE: COMPLAINT BY PHONE OR EMAIL. IF BY EMAIL, ATTACH EMAIL

7. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED _____

Called cust and explained irrigation fee. cust satisfied
8/25/17

I am still waiting on
the call from a supervisor
that I requested several
days ago. My # is
419-606-3671.

We want to know why you
are charging us for a meter
that we bought and paid to
install. We have never
been charged for our
irrigation meter before
and don't feel it is right
to pay 9.85 for our own
meter.

Shily Seny

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYN, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Patrick Tanner

2. SERVICE ADDRESS: 11916 Salina Way

3. CUSTOMER PHONE NUMBER: 920-379-7468

4. DATE OF COMPLAINT: 10/4/17 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: cust says when we went out to home we only needed to install a new meter. SAH Sewer line and all other work was already done. Wants to know why he was charged so much for only 30min of work. Requesting credit on acc.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Called Customer Boek on 10/5/17 L/m. Spoke w/ customer on 10/5/17. Explained tariff charges from PSC.

Customer History

Patrick K. Tanner
 1637 Huckelberry Ave.
 Omro, WI, 54963

Meter ID / Account Nbr: 916SW
 Service Adr: 11916 Salina Way
 Service Type: Residential

Type	Date	Memo	Start	End	Usage	Est	Amount	Other Charges	Amount	Taxes	Late Fee Period Total	Balance
P	8/24/2017	Payclix				<input type="checkbox"/>	(\$715.00)		\$0.00	\$0.00	\$0.00	
									\$0.00	\$0.00		
									\$0.00	\$0.00		
											(\$715.00)	(\$715.00)
I	8/24/2017	Water capacity fee				<input type="checkbox"/>	\$150.00		\$0.00	\$0.00	\$0.00	
									\$0.00	\$0.00		
									\$0.00	\$0.00		
											\$150.00	(\$565.00)
I	8/24/2017	Meter installation fee				<input type="checkbox"/>	\$125.00		\$0.00	\$0.00	\$0.00	
									\$0.00	\$0.00		
									\$0.00	\$0.00		
											\$125.00	(\$440.00)
I	8/24/2017	Connection fee				<input type="checkbox"/>	\$15.00		\$0.00	\$0.00	\$0.00	
									\$0.00	\$0.00		
									\$0.00	\$0.00		
											\$15.00	(\$425.00)
I	8/24/2017	Sewer capacity fee				<input type="checkbox"/>	\$425.00		\$0.00	\$0.00	\$0.00	
									\$0.00	\$0.00		
									\$0.00	\$0.00		
											\$425.00	\$0.00
I	10/2/2017	UtilBill	0	10	10	<input type="checkbox"/>	\$9.87		\$0.00	\$0.00	\$0.00	
									\$0.00	\$0.00		
								Sewer	\$10.37	\$0.00		
											\$20.24	\$20.24
											Customer Balance	\$20.24

Ericka

From: Ericka [ericka@fus1llc.com]
Sent: Friday, November 15, 2019 9:35 AM
To: 'Sandpiper e-mail'
Subject: RE: Account S/P CH - 1412 Azalea Dr. Left Side Bushes
Attachments: 1412 Azalea Dr..pdf

In the attachment is a copy of the customer history report for 1412 Azalea Dr - Left side bushes. We're only responsible for leaks on our side of the meter. If the leak is on our side it's not registering through the meter so it's not something you're being charged for. I have put in a work order to have it fixed.

As for the account at 229 N. Lake Shore Dr. we have applied a 1,000 gallon leak credit.



Thank you,

Ericka
On behalf of Mike Smallridge
Florida Utility Services
ericka@fus1llc.com
P: [727-937-3293](tel:727-937-3293)

From: Sandpiper e-mail [<mailto:sandpipermanor@aol.com>]
Sent: Wednesday, November 13, 2019 1:24 PM
To: ericka@fus1llc.com
Cc: neeld3@gmail.com
Subject: FW: Account S/P CH - 1412 Azalea Dr. Left Side Bushes

Good afternoon Ericka,

Thank you for the meter readings for 229 N. Lake Shore Dr. and 1412 Azalea Drive – Left Side Bushes.

229 N. Lake Shore Dr.

We did some investigating and found someone had left a hose running at 229 N. Lake Shore Dr. This was corrected right away.

1412 Azalea Drive – Left Side Bushes

This meter only takes care of the kitchen and restrooms in the clubhouse. If someone had left water running in the sink or a toilet was constantly running we would have heard it and taken care of the problem. Would you please provide a summary of the meter readings and billing for the past year for this meter.

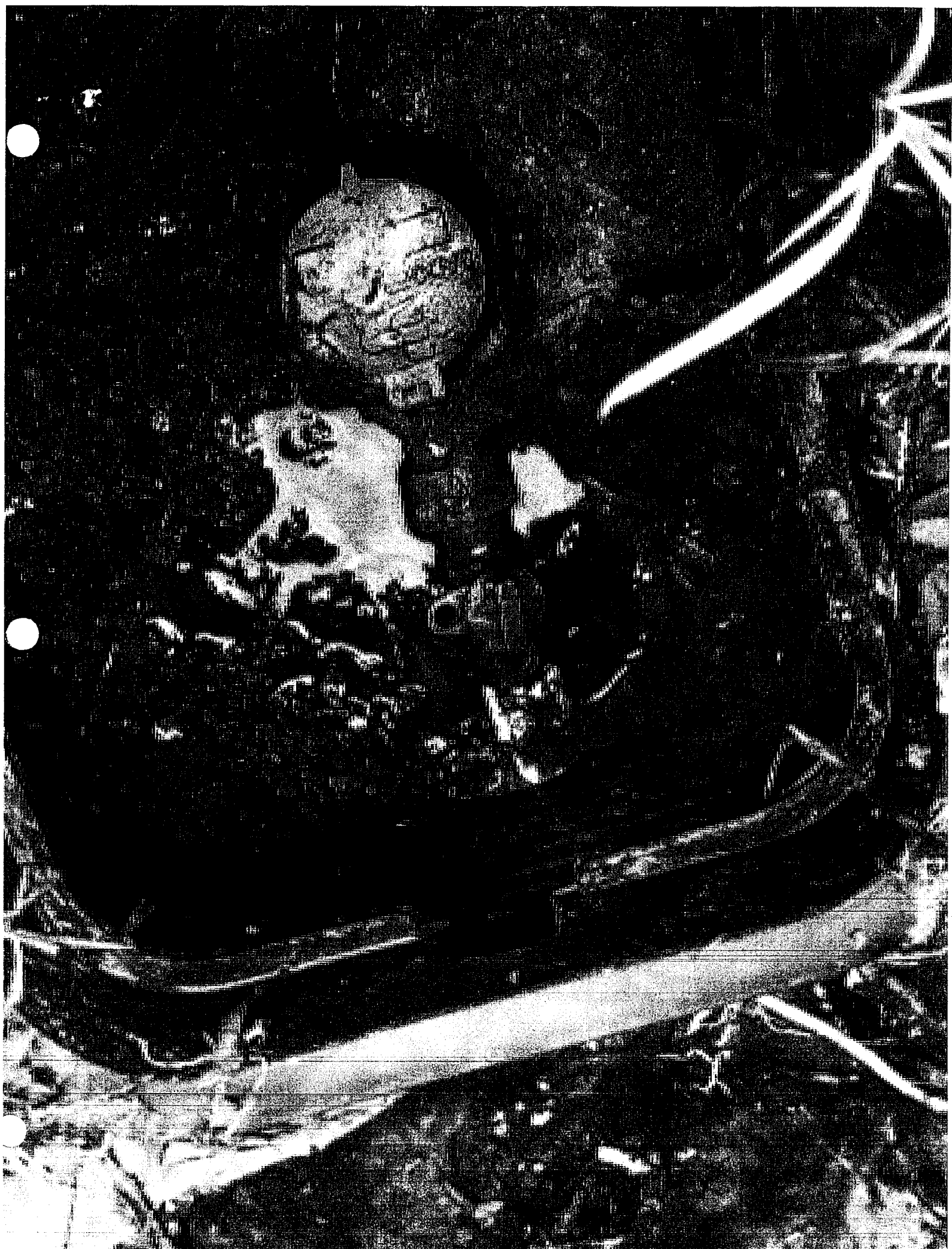
We also contacted RCM, they are a company that locates the source of a leak. RCM dug a large area around the meter. I have attached the picture of the area. RCM determined that the leak was on your side of the meter.

Would you please schedule someone to fix the meter. If you have any questions, please contact Jennings Neeld, Board President. His email address is: neeld3@gmail.com and his phone number is 352-406-6009.

Please let me know when we can expect someone to come out. I look forward to hearing from you.

Thanks

Sherry Stake
Sandpiper Co-op



Ericka

From: Jennings Neeld [jneeld3@gmail.com]
Sent: Wednesday, February 21, 2018 4:43 PM
To: ericka@fus1llc.com
Subject: Waste Water

Ericka,

I am interested in getting a meter for the waste water installed at the corner of Sunset Drive & Pine Drive, so we can run a water line to the sign out front for a sprinkler system.

Please contact at 352-406-6009 me so we can see what it would take to make this happen.

Thanks for your support,
Jennings Neeld

It is the new Board President of Sandpiper Community.
I'm not sure of the fees involved so I spoke with him and
told him you would give him a call back. 2/22/18.

spoke w/ Jennings
zach to call set up
figure out meter location
in our easements.

ERICKA D

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Ron Clark

2. SERVICE ADDRESS: 38014 Munticello St.

3. CUSTOMER PHONE NUMBER: 352-357-2699 ✓ Ericka

4. DATE OF COMPLAINT: 5/4/18 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Sewer line outside of home was plugged up had to have plumber fix it cust wants to know if we are responsible for this sewer line or if he is.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED spoke w/ customer explained lateral line is customer responsibility and he should call a plumber. DA . 5/9/18.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU,
WLWW)

1402 AZALEA ST.

1. UTILITY NAME: Lake Yale

2. CUSTOMER NAME: Sandra Johnston

3. CUSTOMER PHONE NUMBER 352-539-7412

4. DATE OF COMPLAINT: 7-28-2017

5. DESCRIBE REASON OF COMPLAINT:

Red light at sewer plant came on.

6. CIRCLE ONE: COMPLAINT BY PHONE OR EMAIL. IF BY EMAIL, ATTACH EMAIL

7. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 7-28-17

Technician was called. Says he will go check it
(DANNY ELLIS)

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Joel Hill
2. SERVICE ADDRESS: 1302 OAK CT
3. CUSTOMER PHONE NUMBER: 352-357-2315
4. DATE OF COMPLAINT: 12/8/17 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL
5. DESCRIBE REASON OF COMPLAINT: WANTS TO KNOW WHY
PAPER SENT TO HIM EXPLAINING INCREASE SAYS LAKE
YALE TREATMENT INSTEAD OF LAKE YALE UTILITIES.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Spoke w/customer
on phone. Explained that paper he got was a
customer notice and that LYTA name was there
because Comm. had not approved the
transfer. 12/8/17.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU,
WLWW)

216 LAKE shore DR.

1. UTILITY NAME: LAKE YUK

2. CUSTOMER NAME: GRACE HESSON

3. CUSTOMER PHONE NUMBER 352-530-7409

4. DATE OF COMPLAINT: 9-6-2017

5. DESCRIBE REASON OF COMPLAINT:
NEED RE READ OVER 25,000 GAL USAGE.
CUST ADMITS POSSIBLE LEAK.

6. CIRCLE ONE: COMPLAINT BY PHONE OR EMAIL. IF BY EMAIL, ATTACH EMAIL

7. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED _____

DANIEL SAYS HE CANNOT RE READ BECAUSE THERE ARE LIVE WIRES ON THE GROUND DUE TO HURRICANE. HOUSE IS DESTROYED.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Elma Kay Darrow
2. SERVICE ADDRESS: 304 Magnolia Dr.
3. CUSTOMER PHONE NUMBER: 602-743-9547
4. DATE OF COMPLAINT: 10/27/17. BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: Cost keeps insisting we
provide her with an exact date that the notice will be
rescinded. Says this has never happened in her community.
Boil water

Wants management to call her back ASAP.

* Called back same day says no ones called her so she called the
health dept. and said they told her we have not notified them

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED Spoke w/ Customer
on 10-30-17. Explained PBWN. law or
procedure. ~~NA~~. ✓ on Email list.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE.

1. CUSTOMER NAME: Robert Clarady

2. SERVICE ADDRESS: 512 Cardinal DR.

3. CUSTOMER PHONE NUMBER: ~~352-552-4468~~ 352-552-5196

4. DATE OF COMPLAINT: 10/18/17 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: cust says her meter is flooded.

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED spoke w/ DANNY
10/20/17. says he already spoke w/ customer and
he will go out to the home. Zach to replace
meter - spoke w/ customer on 10-23-17.
cal First:

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, (YU)MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Judith Saunders
2. SERVICE ADDRESS: 1006 Sunset DR.
3. CUSTOMER PHONE NUMBER: 352-357-2864
4. DATE OF COMPLAINT: 10/10/17. BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL
5. DESCRIBE REASON OF COMPLAINT: Need Meter Re Read.
usage too high.
6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED _____
Spoke w/ cust advised Danny read meter
10/12/17. READ 833470. Adv bill is correct.
cust will pay bill.

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, LYU, MGU, OLU, PCU, SVU, WLWW)

- 1. UTILITY NAME: Lake Yale.
- 2. SERVICE ADDRESS: 527 Pine DR. ^{pump for} lift station in front of home.
- 3. CUSTOMER NAME: Betty Wehsuhn.
- 4. CUSTOMER PHONE NUMBER: 352-357-2672
- 5. DATE OF COMPLAINT: 9/14/17.

6. DESCRIBE REASON OF COMPLAINT:

30th yr. much. Mr. Church SAID NOT to use bathroom in SAND PIPER. Red light at pump has been on for 3 days.

7. CIRCLE ONE: COMPLAINT BY PHONE OR EMAIL. IF BY EMAIL, ATTACH EMAIL

8. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 9/14/17 NOTIFIED OPERATOR

CUSTOMER COMPLAINT FORM

(CCU, CMU, CRU, EMU, HGU, HHU, IYU, MGU, OLU, PCU, SVU, WLWW)

CIRCLE ONE ABOVE

1. CUSTOMER NAME: Albera Church

2. SERVICE ADDRESS: 212 N. LAKE Shore DR

3. CUSTOMER PHONE NUMBER: 352-357-1846

4. DATE OF COMPLAINT: 10/28/19 BY PHONE OR EMAIL. IF BY EMAIL ATTCH EMAIL

5. DESCRIBE REASON OF COMPLAINT: leak on our side of meter
customer says he has low water pressure, he's
called before and it was not fixed says he
will contact a lawyer if its not fixed soon

6. HOW WAS COMPLAINT RESOLVED? DATE RESOLVED 10/28/19

Antonio went out that same day and fixed leak

Ericka

From: Paul Fuhr [paulfuhr2000@yahoo.com]
Sent: Wednesday, September 11, 2019 1:15 PM
To: Utilitybill@fus1llc.com
Subject: 903 Quail Drive, Leesburg Issues

There is something terribly wrong with the current and previous Meter readings.

This property averages 1,000 gallons monthly (see my previous history)
The latest bill shows a total 5930 gallons thru 8/29 reading. There has been no unusual use and no external leakage of exterior faucets etc.

I also took a look today and see an additional 990 since the reading on 8/29 in just 12 days.

Water Meter 903 Quail, 34788
07/29/19 302120.00
08/29/19 308050.00
5930.00
09/11/19 309040.00
990.00

There's either something wrong with the meter or another problem.
Please have a technician troubleshoot this for me.

Also, the exterior sewage pipe outside of the unit has failed. Seems there was a temporary fix to a backup as there is no clean out available. This flexible pipe solution has failed. I purchased a proper clean out pipe but it needs installation.

Please advise

Frederick (Paul) Fuhr
903 Quail Sandpiper Community.
914-217-4239

*ANTONIO tested meter on 9/12/19.
He spoke with customer. Meter is accurate.*

Additional Documents for Question #4

ANALYSIS OF ACCUMULATED DEPRECIATION BY PRIMARY ACCOUNT - WATER

Acct. No. (a)	Account (b)	Average Service Life in Years (c)	Average Salvage in Percent (d)	Depr. Rate Applied (e)	Accumulated Depreciation Balance Previous Year (f)	Debits (g)	Credits (h)	Accum. Depr. Balance End of Year (f-g+h=i) (i)
301	Organization (Original Certificate).....	40	%	%	\$	\$	\$	\$
304	Structures and Improvements.....	27	%	3.70 %	(2,017)		726	(1,291)
305	Collecting and Impounding Reservoirs.....	40	%	%				
306	Lake, River and Other Intakes.....	40	%	%				
307	Wells and Springs.....	27	%	3.70 %	20,734			20,734
308	Infiltration Galleries & Tunnels.....	40	%	%				
309	Supply Mains.....	32	%	3.13 %	15,100			15,100
310	Power Generating Equipment.....	17	%	3.13 %	21,195		1,314	22,509
311	Pumping Equipment (Electric).....	17	%	3.13 %	85,388	634	845	85,599
311	Pumping Equipment (Sub Pump).....	0	%	%				
320	Water Treatment Equipment.....	17	%	5.88 %	4,312		352	4,663
330	Distribution Reservoirs & Standpipes.....	33	%	3.03 %	14,155		2,307	16,461
331	Trans. & Dist. Mains.....	38	%	2.63 %	(2,017)		552	(1,465)
333	Services.....	35	%	%				
334	Meter & Meter Installations.....	17	%	5.88 %	88,274		6,067	94,341
335	Hydrants.....	40	%	2.50 %	12,000			12,000
336	Backflow Prevention Devices.....	10	%	%				
339	Other Plant and Miscellaneous Equipment.....	20	%	5.00 %	3,468			3,468
340	Office Furniture and Equipment.....	15	%	6.67 %	4,299			4,299
341	Transportation Equipment.....	6	%	%				
342	Stores Equipment.....	18	%	%				
343	Tools, Shop and Garage Equipment.....	15	%	6.67 %	2,798			2,798
344	Laboratory Equipment.....	15	%	%				
345	Power Operated Equipment.....	10	%	%			150	150
346	Communication Equipment.....	10	%	%				
347	Miscellaneous Equipment.....	15	%	%				
348	Other Tangible Plant.....	10	%	%				
	Totals.....				\$ 267,687	\$ 634	\$ 12,313	\$ 279,367 *

* This amount should tie to Sheet F-5.

ANALYSIS OF ACCUMULATED DEPRECIATION BY PRIMARY ACCOUNT - WASTEWATER

Acct. No. (a)	Account (b)	Average Service Life in Years (c)	Average Salvage in Percent (d)	Depr. Rate Applied (e)	Accumulated Depreciation Balance Previous Year (f)	Debits (g)	Credits (h)	Accum. Depr. Balance End of Year (f-g+h=i) (i)
351	Organizational Costs.....	40	%	%	\$	\$	\$	\$
354	Structures & Improvements.....	27	%	3.70	52,810		2,234	55,045
355	Power Generation Equipment.....		%	%				
360	Collection Sewers - Force.....	27	%	%				
361	Collection Sewers - Gravity.....	40	%	%				
362	Special Collecting Structures.....	37	%	2.70	222,674		6,844	229,518
363	Services to Customers.....	35	%	%				
364	Flow Measuring Devices.....		%	%				
365	Flow Measuring Installations.....		%	####	65,000			65,000
370	Receiving Wells.....		%	%				
371	Pumping Equipment.....	15	%	%				
380	Treatment and Disposal Equipment.....	15	%	6.67	59,498			59,498
381	Plant Sewers.....		%	%				
382	Outfall Sewer Lines.....	30	%	%				
389	Other Plant and Miscellaneous Equipment.....	15	%	%				
390	Office Furniture and Equipment.....		%	%				
391	Transportation Equipment.....		%	%				
392	Stores Equipment.....		%	%				
393	Tools, Shop and Garage Equipment.....		%	%				
394	Laboratory Equipment.....		%	%				
395	Power Operated Equipment.....		%	%				
396	Communication Equipment.....		%	%				
397	Miscellaneous Equipment.....		%	%				
398	Other Tangible Plant.....	10	%	10.00	743			743
	Totals.....				\$ 400,726	\$ -	\$ 9,078	\$ 409,804 *

* This amount should tie to Sheet F-5.

Additional Documents for Question #5

Lake Yale Utilities, LLC

January 2, 2019 billing

Residential water and sewer accounts – 298	Meter size 5/8 X 3/4"
Residential irrigation accounts – 88	Meter size 5/8 X 3/4"
General Service accounts – 1	Meter size 5/8 X 3/4"

December 2, 2019 billing

Residential water and sewer accounts – 297	Meter size 5/8 X 3/4"
Residential irrigation accounts – 88	Meter size 5/8 X 3/4"
General Service accounts – 1	Meter size 5/8 X 3/4"

Present August 19, 2020

Residential water and sewer accounts – 298	Meter size 5/8 X 3/4"
Residential irrigation accounts – 88	Meter size 5/8 X 3/4"
General Service accounts – 1	Meter size 5/8 X 3/4"