

THE WOODS UTILITY COMPANY

May 27, 2021

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20190125-WS - Application for staff-assisted rate case in Sumter County by The Woods Utility Company – Action Plan Report.

Dear Commission Clerk:

The Woods Utility Company (The Woods) hereby submits its action pursuant to Order No. PSC-2020-0087-PAA-WS (SARC Order), issued on March 25, 2020. The SARC Order stated: “The Utility shall file an action plan with this Commission detailing how it will address excessive lead and copper levels six months after the Final Order is issued in this docket.”

The Woods “action plan” to come into compliance was/is as follows:

1. Install a sequesterant agent – AquaGold treatment on water system – Complete.
2. Have AquaGold manufacture representative on-site to assist operator in dialing in the appropriate dosage – Complete.
3. Monitoring of appropriate phosphate limits – Ongoing – testing equipment purchased and continues to be utilized.
4. Request approval from FDEP on revised lead and copper testing plan – Approval received.
5. Assist customers in taking the proper testing at homes – Complete.
6. Continue semi-annual lead and copper testing per FDEP requirement – Complete.
7. Obtain consecutive lead and copper sample results below allowed level – Complete.
8. Request return to reduced sampling – Pending.

Once reduced sampling is approved, no further action is necessary or required. The Woods will continue monitor per FDEP requirements.

The SARC Order also stated: “The Utility shall file status reports with this Commission detailing the actions it has taken to meet the DEP’s requirements and its engagement efforts with its customers and with the Office of Public Counsel.”

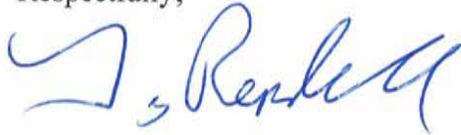
Concerning the engagement, The Woods had initially planned to conduct an in person meeting with its customers and OPC. However, due to the COVID-19 pandemic and meeting restrictions this has not occurred. Customer complaints have reduced and past FPSC customer meetings

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reflect historical low attendance from The Woods' customers. The Woods remains open to any further engagement with OPC and its customers.

If you have any questions, please do not hesitate to contact me at (727) 848-8292, ext. 245.

Respectfully,

A handwritten signature in blue ink, appearing to read "Troy Rendell". The signature is stylized with a large initial "T" and a cursive "Rendell".

Troy Rendell
Vice President
Investor Owned Utilities
// for The Woods Utility Company