

# THE WOODS UTILITY COMPANY

July 24, 2020

FILED 7/24/2020  
DOCUMENT NO. 04016-2020  
FPSC - COMMISSION CLERK

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 – Request for Extension to Comply with PAA Order

Dear Commission Clerk:

The Woods Utility Company (The Woods) hereby requests an extension of time to comply with the Commission's PAA Order. Order No. PSC-2020-0087-PAA-WS was issued on March 25, 2020. The Consummating Order No. PSC-2020-0151-CO-WS, was issued on May 14, 2020, making the PAA Order final.

However, it was unforeseen that the unprecedented COVID-19 pandemic was spreading to the United States during this time causing a shutdown to the State of Florida. To date, this COVID-19 pandemic continues.

The PAA Order stated:

Additionally, the Utility shall engage with its customers and with the Office of Public Counsel on its efforts to ameliorate the quality of its product. 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. The first status report shall be filed six months after the Final Order is issued in this Docket and every six months thereafter, until the additional monitoring is rescinded by the DEP.

Prior to these recent events of the pandemic, The Woods had developed a plan to begin the process of addressing the Commission's mandate. It should be noted that the Lead and Copper sampling requires samples to be taken inside customers' homes, as required by the FDEP. The Woods had planned to begin:

- Conducting a survey of customers' plumbing where the exceedances occurred to determine what type of internal piping existed, i.e. galvanized iron, solders, pvc, etc.
- Visit each home where the exceedance occurred to take the required sampling in person with the homeowner

4939 Cross Bayou Blvd., New Port Richey, FL 34652 – Tel: (866) 753-8292 Fax: (727) 848-7701

The Woods Utility Company  
Request for Extension

- Conduct further distribution samples

Due to these unforeseen circumstances, The Woods has not been able to move forward with this mandate to engage the Office of Public Counsel and customers. The Governor is still limiting group meetings to a limit of 50 people during the Phase II of the Plan for Florida's Recovery. (<https://floridahealthcovid19.gov/plan-for-floridas-recovery/>) In addition, individuals over the age of 65 are strongly encouraged to avoid crowds. The Woods does not believe it would be appropriate to meet with and go inside customers' homes at this time.

The Woods also has the understanding that the Governor has not lifted the travel ban on state government employees, making it further difficult to schedule a meeting with the OPC and customers.

The Woods intends to reach out to the OPC in order to coordinate future meetings and activities so its representatives can attend meetings between the utility and customers.

### **Recent Events Update**

The Woods has taken the additional step recently to have the AquaGold manufacture representative come on-site a couple of times to meet with the operator to dial in the correct dosage of the sequesterant. This representative indicated the previous high results may have been caused by the initiation of the sequesting agent when it first was installed.

The Woods has shared this plan (above) with FDEP and has subsequently received permission to delay the in person contact due to the COVID-19 pandemic. The Woods recently completed the semi-annual testing in June 2020 (See Attached). In the most recent sampling event there remains two elevated lead results for the Woods, which will trigger the 90th %. Thus The Woods will be distributing the attached notice.

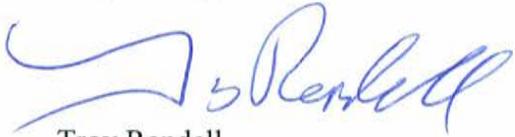
However, in the sampling conducted last August, the facility had six lead exceedances. Of those six addresses, four were sampled this time, all which were below the 0.015 limit.

Taking into consideration these difficult times, The Woods is requesting an extension of a minimum of an additional six months in order to comply with the FPSC Order. Thus the first status report would be due twelve months from the date of the Consummating Order and then every six months thereafter. The Woods agrees to provide any updates to any action that may take place before these timeframes if they occur.

The Woods Utility Company  
Request for Extension

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

Respectfully,



Troy Rendell

Vice President

Investor Owned Utilities

*// for The Woods Utility Company*

# Lead and Copper Tap Sample Analysis And Result Ranking Report

Reporting Format 62-550.730(4)(a)

System Name: The Woods Subdivision  
 PWS-ID: 660-0347  
 Laboratory Name: Advanced Environmental Laboratories, Inc.  
 Laboratory Contact: Brandon O'Hara  
 Lab Phone Number: (407)937-1594

Date Submitted to Lab: 06/18/2020 16:06  
 Report Date: July 14, 2020  
 Lead or Copper: Copper  
 90th Percentile Value: 0.1395

A	RANK	LOCATION		CLIENT SAMPLE		LAB SAMPLE ID	DATE SITE	COPPER (mg/L)	QUAL.	MDL (mg/L)	METHOD	ANALYSIS DATE	LAB ID
		NO	TIER	ID	SITE								
	1			12	11522 CR 765 West	A2005314012	06/10/2020	0.0080	I	0.0027	SM 3113B	07/13/2020	E82535
	2			5	11490 CR 678	A2005314005	06/17/2020	0.0091	I	0.0027	SM 3113B	06/25/2020	E82535
	3			2	11417 CR 675	A2005314002	06/12/2020	0.010	I	0.0027	SM 3113B	06/25/2020	E82535
	4			14	3280 CR 676	A2005314014	06/11/2020	0.011		0.0027	SM 3113B	07/13/2020	E82535
	5			11	11601 CR 675	A2005314011	06/15/2020	0.012		0.0027	SM 3113B	07/13/2020	E82535
	6			6	11552 CR 678	A2005314006	06/11/2020	0.014		0.0027	SM 3113B	06/25/2020	E82535
	7			13	11432 CR 678	A2005314013	06/17/2020	0.015		0.0027	SM 3113B	07/13/2020	E82535
	8			7	11559 CR 678	A2005314007	06/16/2020	0.018		0.0027	SM 3113B	06/25/2020	E82535
	9			8	3209 CR 676	A2005314008	06/09/2020	0.020		0.0027	SM 3113B	06/25/2020	E82535
	10			10	11427 CR 675	A2005314010	06/16/2020	0.020		0.0027	SM 3113B	06/25/2020	E82535
	11			4	11489 CR 675	A2005314004	06/08/2020	0.023		0.0027	SM 3113B	06/25/2020	E82535
	12			3	3257 CR 676	A2005314003	06/08/2020	0.025		0.0027	SM 3113B	06/25/2020	E82535
	13			1	11542 US 301	A2005314001	06/17/2020	0.089	I	0.055	SM 3113B	06/25/2020	E82535
	14			15	11497 CR 678	A2005314015	06/15/2020	0.19		0.027	SM 3113B	07/13/2020	E82535
	15			9	3390 CR 677	A2005314009	06/15/2020	0.22		0.027	SM 3113B	06/25/2020	E82535

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/- 100mL). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41,F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

SIGNATURE OF AUTHORIZED LABORATORY REPRESENTATIVE:

NAME: Brandon O'Hara *Brandon O'Hara*  
 TITLE and DATE: Laboratory Manager 7/14/2020

## Lead and Copper Tap Sample Analysis And Result Ranking Report

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 PWS-ID: 660-0347  
 Laboratory Name: Advanced Environmental Laboratories, Inc.  
 Laboratory Contact: Brandon O'Hara  
 Lab Phone Number: (407)937-1594

Date Submitted to Lab: 06/18/2020 16:06  
 Report Date: July 14, 2020  
 Lead or Copper: Lead  
 90th Percentile Value: 0.0195

A	RANK	LOCATION		CLIENT SAMPLE		LAB SAMPLE ID	DATE SITE	LEAD (mg/L)	QUAL.	MDL (mg/L)	METHOD	ANALYSIS DATE	LAB ID
		NO	TIER	ID	SITE								
	1			12	11522 CR 765 West	A2005314012	06/10/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	2			14	3280 CR 676	A2005314014	06/11/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	3			2	11417 CR 675	A2005314002	06/12/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	4			11	11601 CR 675	A2005314011	06/15/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	5			10	11427 CR 675	A2005314010	06/16/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	6			5	11490 CR 678	A2005314005	06/17/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	7			13	11432 CR 678	A2005314013	06/17/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	8			8	3209 CR 676	A2005314008	06/09/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	9			6	11552 CR 678	A2005314006	06/11/2020	0.0015	U	0.0015	SM 3113B	06/29/2020	E82535
	10			4	11489 CR 675	A2005314004	06/08/2020	0.0035	I	0.0015	SM 3113B	06/29/2020	E82535
	11			7	11559 CR 678	A2005314007	06/16/2020	0.0047	I	0.0015	SM 3113B	06/29/2020	E82535
	12			9	3390 CR 677	A2005314009	06/15/2020	0.0053	I	0.0015	SM 3113B	06/29/2020	E82535
	13			1	11542 US 301	A2005314001	06/17/2020	0.012		0.0015	SM 3113B	06/29/2020	E82535
	14			15	11497 CR 678	A2005314015	06/15/2020	0.027		0.0015	SM 3113B	07/09/2020	E82535
	15			3	3257 CR 676	A2005314003	06/08/2020	0.041		0.0015	SM 3113B	07/09/2020	E82535

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/- 100mL). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41, F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

SIGNATURE OF AUTHORIZED LABORATORY REPRESENTATIVE:

NAME: Brandon O'Hara *Brandon O'Hara*  
 TITLE and DATE: Laboratory Manager 7/14/2020



Advanced  
Environmental Laboratories, Inc.

- Altamonte Springs: 528 S. Northlake Blvd., Ste. 1016 • Alt
- Gainesville: 4965 SW 41st Blvd. • Gainesville, FL 32608 • 352
- Jacksonville: 6881 Southpoint Pkwy. • Jacksonville, FL 32211
- Miramar: 10200 USA Today Way • Miramar, FL 33025 • 954.88
- Tallahassee: 2639 North Monroe Street, Suite D • Tallahassee
- Tampa: 9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630



Client Name: US Water Services Corporation		Project Name: The Woods Subdivision		BOTTLE SIZE & TYPE														LABORATORY I.D. NUMBER			
Address: 4939 Cross Bayou Boulevard		P.O. Number or Project Number:				ANALYSIS REQUIRED															
New Port Richey, FL 34652		FDEP Facility No: 6600347																			
Phone: 866-753-8292		Project Address:																			
FAX: 727-849-4219																					
Contact: Melisa		Special Instructions:																			
Sampled By: Residents																					
Turn Around Time: <input checked="" type="radio"/> Standard <input type="radio"/> RUSH																					
Page: ___ of ___		<input type="checkbox"/> ADaPT <input type="checkbox"/> EQUIS <input type="checkbox"/> Other																			
SAMPLE ID	SAMPLE DESCRIPTION	Grab Comp	SAMPLING		MATRIX	NO. COUNT	PRESER-VATION	ANALYSIS REQUIRED													
			DATE	TIME				Lead	Copper												
1	11542 US 301	G	06/17/20	8:00 AM	DW	1		X	X									01			
2	11417 CR 675	G	06/12/20	9:00 AM	DW	1		X	X									02			
3	3257 CR 676	G	06/08/20	1:05 PM	DW	1		X	X									03			
4	11489 CR 675	G	06/08/20	12:40 PM	DW	1		X	X									04			
5	11490 CR 678	G	06/17/20	6:30 AM	DW	1		X	X									05			
6	11552 CR 678	G	06/11/20	9:30 AM	DW	1		X	X									06			
7	11559 CR 678	G	06/16/20	10:00 AM	DW	1		X	X									07			
8	3209 CR 676	G	06/09/20	6:55 AM	DW	1		X	X									08			
9	3390 CR 677	G	06/15/20	4:30 AM	DW	1		X	X									09			
10	11427 CR 675	G	06/16/20	10:45 AM	DW	1		X	X									10			

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

Received on Ice  Yes  No  Temp taken from sample  Temp from blank  Where required, pH checked Temperature when received 4 (in degrees celcius)

DCN: AD-051 Form last revised 08/18/2014 Device used for measuring Temp by unique identifier (circle IR temp gun used) J: 9A G: LT-1 LT-2 T: 10A A: 3A M: 3A S: 1V

Relinquished by:		Date	Time	Received by:		Date	Time
[Signature]		6/17/20	13:30	[Signature]		6/17/20	14:30
[Signature]		6/18/20	16:15	[Signature]		6/17/20	16:15

**FOR DRINKING WATER USE:**

PWS ID: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Supplier of Water: \_\_\_\_\_

Site-Address: \_\_\_\_\_



Advanced Environmental Laboratories, Inc.

A2005514

- Altamonte Springs:** 528 S. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • Fax 407.937.1597
- Gainesville:** 4965 SW 41st Blvd. • Gainesville, FL 32608 • 352.377.2349 • Fax 352.395.6639
- Jacksonville:** 6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354
- Miramar:** 10200 USA Today Way • Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281
- Tallahassee:** 2639 North Monroe Street, Suite D • Tallahassee, FL 32303 • 850.219.6274 • Fax 850.219.6275
- Tampa:** 9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327

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Address: 4939 Cross Bayou Boulevard		P.O. Number or Project Number:			ANALYSIS REQUIRED															
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Phone: 866-753-8292		Project Address:																		
FAX: 727-849-4219		Special Instructions:																		
Contact: Melisa		Sampled By: Residents																		
Turn Around Time: <input checked="" type="radio"/> Standard <input type="radio"/> RUSH		Page: ___ of ___		<input type="checkbox"/> ADaPT <input type="checkbox"/> EQUiS <input type="checkbox"/> Other																
SAMPLE ID	SAMPLE DESCRIPTION	Grab Comp	SAMPLING		MATRIX	NO. COUNT	PRESER-VATION													
			DATE	TIME																
11	11601 CR 675	G	06/15/20	5:15 PM	DW	1		X	X										11	
12	11522 CR 765 West	G	06/10/20	8:00 AM	DW	1		X	X										12	
13	11432 CR 678	G	06/17/20	1:05 PM	DW	1		X	X										13	
14	3280 CR 676	G	06/11/20	10:15 AM	DW	1		X	X										14	
15	11497 CR 678	G	06/15/20	9:40 AM	DW	1		X	X										15	

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Received on Ice  Yes  No  Temp taken from sample  Temp from blank  Where required, pH checked Temperature when received 4 (in degrees celcius)

DCN: AD-051 Form last revised 08/18/2014 Device used for measuring Temp by unique identifier (circle IR temp gun used) J: 9A G: LT-1 LT-2 T: 10A A: 3A M: 3A S: 1V

	Relinquished by:	Date	Time	Received by:	Date	Time
1		6/18/20	1:30		6/18/20	1:30
2		6/18/20	16:15		6/18/20	16:15
3						
4						

**FOR DRINKING WATER USE:**

PWS ID: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Supplier of Water: \_\_\_\_\_

Site-Address: \_\_\_\_\_

## **IMPORTANT INFORMATION ABOUT LEAD and COPPER IN YOUR DRINKING WATER**

The Woods Utility *found elevated levels of lead in drinking water in some home/buildings during the January – June 2020. Lead can cause serious health problems, especially for pregnant women and children 6 years and younger. Please read this information closely to see what you can do to reduce lead in your drinking water.*

### **Health Effects of Lead**

*Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of the body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and a high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.*

### **Sources of Lead**

Lead is a common metal found in the environment. Drinking water is one possible source of lead exposure. The main sources of lead exposure are lead-based paint and lead-contaminated dust or soil, and some plumbing materials. In addition, lead can be found in certain types of pottery, pewter, brass fixtures, food, and cosmetics. Other sources include exposure in the work place from certain hobbies (lead can be carried on clothing or shoes).

New brass faucets, fittings, and valves, including those advertised as "lead-free", may contribute lead to drinking water. The law currently allows end-use brass fixtures, such as faucets, with up to 8 percent lead to be labeled "lead free". However, plumbing fixtures labeled National Sanitation Foundation (NSF) certified may only have up to 2 percent lead. Consumers should be aware of this when choosing fixtures and take appropriate precautions.

The Woods Utility has one source water well which pulls from the Floridian Aquifer. When water is in contact for several hours with pipes or plumbing that contains lead, the lead may enter the drinking water. Homes built before 1986 are more likely to have plumbing containing lead. New homes may also have lead; even "lead-free" plumbing may contain some lead.

EPA estimates that 10 to 20 percent of a person's potential exposure to lead may come from drinking water. Infants who consume mostly formula mixed with lead-containing water can receive 40 to 60 percent of their exposure to lead from drinking water.

Lead is not only found in drinking water; other sources of lead include paint, dust, and soil. Don't forget about other sources of lead such as lead paint, lead dust, and lead in soil. Wash your children's hands and toys often as they can come into contact with dirt and dust containing lead.

### **Steps You Can Take To Reduce Your Exposure To Lead In Your Water**

- 1. Run your water to flush out lead.** If water hasn't been used in several hours, run water for 15-30 seconds or until it becomes cold or reaches a steady temperature before using it for drinking or cooking. This flushes lead-containing water from the pipes.
- 2. Use cold water for cooking and preparing baby formula.** Do not cook with or drink water from the hot water tap; lead dissolves more easily into hot water. Do not use water from the hot water tap to make baby formula.

3. **Do not boil water to remove lead.** Boiling water will not reduce lead.
4. **Look for alternative sources or treatment of water.** You may want to consider purchasing a water filter or bottled water. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or [www.nsf.org](http://www.nsf.org) for information on performance standards for water filters. Be sure to maintain and replace a filter device in accordance with the manufacturer's instructions to protect water quality.
5. **Test your water for lead.** If you think you may have elevated lead levels in your home drinking water, have it tested. Call the Safe Drinking Water Hotline (800-426-4791) for more information, the Sumter County Environmental Health Department at 352-569-3131. Currently the Woods Utility System collected ten (10) samples from the approved Lead and Copper sampling plan on a semi-annual basis.
6. **Get your child's blood tested.** If you are concerned about exposure to lead, contact your local health department or health care provider to find out how you can get your child tested.
7. **Identify and replace plumbing fixtures containing lead.** Brass faucets, fittings, and valves, including those advertised as "lead-free", may contribute lead to drinking water. The law currently allows end-use brass fixtures, such as faucets, with up to 8% lead to be labeled as "lead free." Visit the National Sanitation Foundation Web site at [www.nsf.org](http://www.nsf.org) to learn more about lead-containing plumbing fixtures.

### **What happened? What is being done?**

The Woods Utility detected elevated levels of lead in drinking water in some homes during the *January – June 2020* monitoring period.

The Woods Utility System has recently installed a sequestrant agent (Aqua Gold) on August 16, 2019, and has installed auto flushers and an orthophosphate system to the WTP (Water Treatment Plant). Orthophosphate is a food-grade additive that we add to our treatment plants to help reduce lead levels in water. When water with orthophosphate runs through the system, it creates a coating on the inside of lead service lines, creating a barrier between the lead pipes and the water. This is called "corrosion control". The Environmental Protection Agency (EPA) and the Florida Department of Environmental Protection (FDEP) recognizes orthophosphate as an effective additive in water in reducing lead levels. It is also recognized as safe by the U.S. Food and Drug Administration.

### **For more information**

Call us at 866-753-8292, or visit our website at [www.mywaterservice.com](http://www.mywaterservice.com). For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's website at [www.epa.gov/lead](http://www.epa.gov/lead), or contact your health care provider.

The Woods Subdivision PWS# 660-0347

July 20, 2020: