

# SUNNY HILLS UTILITY COMPANY, INC.

July 18, 2022

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

***Re: Docket No. 20220066-WS– Application for increase in water rates in Washington County by Sunny Hills Utility Company, Inc. – Response to Staff Second Data Request***

Dear Commission Clerk,

Sunny Hills Utility Company, Inc. (Sunny Hills) hereby submits its response to the Staff Second Data Request dated July 1, 2022.

1. Please refer to the customer complaints Sunny Hills submitted on April 7, 2022.
  - a. Detail what actions, if any, have been taken to address customer concerns regarding discolored water and low water pressure.
  - b. Are any future actions planned to address discolored water and/or low water pressure? If so, please detail them and whether any pro-forma project(s) are associated with them.

**Response:** The majority of the customer complaints are due to two items. The first being main breaks. Sunny Hills has an extensive water distribution system installed over forty years ago. Most of these mains are installed in sandy, unstable soil. This area is often referred to as the “Sand Hills” due to the sandy soil. Shifting sands often lead to main breaks. In addition, historically these water mains are susceptible to lightning strikes which have caused numerous breaks over the past years. Water break repairs cause sediment in the water mains to become dislodged and causes dirty/brown water in the distribution system. The Area Manager and Operator flush the lines after main repairs and also in response to customer complaints to flush out the sediment.

The second main reason is during certain main breaks and loss of pressure, the backup well – Well # 1 turns on and provides backup water to maintain supply and pressure. The main well – Well #4 is located at a higher elevation and provides the majority of the water. In the event Well #4 has to be taken out of service for maintenance, repair, or tank inspection, then Well #1 has to be placed into service. This causes high levels of iron to enter the distribution system. This in turn causes customer complaints on water quality. To address the iron issues, Sunny Hills is installing a new iron filtration system to Well #1 for iron removal. Thus there will be a more reliable back-up well with higher quality of service.

Sunny Hills Utility Company  
Response to Staff Second Data Request

Sunny Hills has reviewed each complaint from the last five years and has added the resolution, if any for each one. (Attached) In reviewing the complaints, the vast majority of them were directly related to main breaks. Technicians and area manager responded to the majority of the customers and most were cleared up by flushing the lines.

Please refer to revised MFR Schedule A-3 line 3 filed on May 6, 2022, for the following questions.

2. What is the expected installation date for the new iron filtration system at Well #1?

**Response:** It is anticipated that the iron filtration system and generator will be installed by the end of this year, 2022.

3. Please state whether this project is the result of any local or state health or environmental regulation or Order. If so, please provide a copy of the relevant regulation or Order.

**Response:** FDEP Rule No. 62-555.315, F.A.C. states, "High iron content raises concern if chlorination alone is used and significant dissolved oxygen exists in the source water. Filtration may be required to remove particulate iron prior to water distribution." This well is placed in "stand-by" status to only be utilized to maintain pressure and/or supply during emergency events of due to necessary repairs or maintenance at the primary well.

4. Please provide a copy of the bid or other document(s) used to develop the cost included in the MFRs. If Sunny Hills did not select the least cost bid, please explain why not.

**Response:** See attached three proposals. The least cost was selected.

5. Did Sunny Hills seek multiple bids for the iron filtration system? If so, how many bids were sought? If less than 3 bids please explain why more bids were not sought. As part of your response please provide a copy of all bid(s) received.

**Response:** See attached three bids received.

6. Did Sunny Hills consider alternatives to installing a new filtration system? If so, what alternative were considered, and why were they rejected?

**Response:** No. This is the most efficient and cost-effective filtration for iron removal. It is similar to the filtration installed at The Woods system in central Florida. This "green sand" filtration method is the most commonly used iron removal throughout the water utility industry. In addition, Sunny Hills is utilizing a retired "Adedge" filtration vessel skid previously used in sulfur removal in one of the affiliated utility in Highlands County. This vessel skid will be transported and refurbished with the media replaced with the appropriate iron filtration media. This results in a significant cost savings to the customers, as new vessels

Sunny Hills Utility Company  
Response to Staff Second Data Request

will not be required to be manufactured and purchased. In addition, this well site is located near the wastewater plant. As such, the backwash water will be able to be sent to the wastewater plant for processing and disposal.

Please refer to revised MFR Schedule A-3 lines 4 and 5 filed on May 6, 2022 for the following

7. What is the expected installation date for the new generator system?

**Response:** This is included in the iron filtration project and is expected to be installed by the end of this year.

8. Please state whether this project is the result of any local or state health or environmental regulation or Order. If so, please provide a copy of the relevant regulation or Order.

**Response:** Sunny Hills has to replace an old inoperable and irreparable generator also at Well #1. Although there is a generator at Well # 4, the one at Well #1 needs to be replaced. Due to the number of customers, this generator is required by FDEP Rule No. 62-555.320(14)(a), Florida Administrative Code. It has been determined that the existing generator is unrepairable. This replacement provides more reliable service in the event of power failure due to hurricanes or thunderstorms.

9. Please provide a copy of the bid or other document(s) used to develop the cost included in the MFRs. If Sunny Hills did not select the least cost bid, please explain why not.

**Response** See attached bids. The amount for the generator included a proration of overhead, engineering, and permitting.

10. Please provide, if available, the original cost of the generator that is being replaced and relevant depreciation data.

**Response:** The amount of power generators was previously approved by the Florida Public Service Commission in Order No. PSC-14-0315-PAA-WS, issued June 13, 2014. There are two water generators included in this amount. These are at Well #4 and Well # 1. Since these were purchased from Aqua Utilities of Florida, Sunny Hills does not know how much was included for this specific generator. However, it should pointed out that at the end of the test year, 2021, the amount of plant in Account 310 is almost fully depreciated. The amount in 310 is \$187,360.53, whereas the amount of Accumulated Depreciation for this account was \$185,195.31.

Sunny Hills Utility Company  
Response to Staff Second Data Request

11. Did Sunny Hills seek multiple bids for the generator? If so, how many bids were sought? If less than 3 bids please explain why more bids were not sought. As part of your response please provide a copy of all bid(s) received.

**Response:** See attached bids.

12. Did Sunny Hills consider alternatives to installing a new generator? If so, what alternative were considered, and why were they ultimately rejected?

**Response:** No. This generator must be replaced. However, through its professional working relationship with Ring Power, the supplier, U.S. Water Services Corporation (USWSC) was able to secure a quote at reduced pricing. Due to the current economic conditions caused by both COVID and supply chain issues, obtaining quotes and purchasing generators has become extremely difficult. The prices of generators have risen at least 15% in recent months. Ring Power offered a pre-ordered generator to USWSC in early 2022. Ring Power had preordered certain “stock” generators prior to the price increases. Also, generators are typically not available for up to a year if they have to be manufactured. This was a pre-ordered generator and the supplier indicated it should be delivered in a shorter amount of time. It was originally scheduled for delivery by the factory by May 2022; however, we have now been informed it may be in September 2022.

Please refer to revised MFR Schedule F-1 filed on May 6, 2022, for the following questions.

13. Please explain how the Utility calculated the monthly amounts included in the Water Leaks column of Other Uses. As part of your response, state whether the Water Leaks gallonage is based on specific events (line breaks, etc.), and if so, provide a list of the events and associated gallonage for each month. If not, please explain why the amount in the Water Leaks column varies significantly on a month to month basis.

**Response:** The amount of water is calculated by the Area Manager based upon the number of leaks, the duration of the leak, size of the lines and pressure. Attached is a listing of main breaks which occurred during the test year, 2021. Also attached are the BWN that were issued either through door hangers or through the “Dial My Calls” automate telephone system.

14. Please detail what actions have been taken to locate and repair line leaks.
- a. Are any future actions planned to locate and repair existing line leaks? If so, please detail them and whether any pro-forma project(s) are associated with them.

**Response:** Due to the vast amount of water mains installed throughout the large service territory, it is difficult to locate each and every leak. As previously explained, this area is often referred to as the “Sand Hills” due to the sandy soil. Shifting sands often lead to main breaks. It is difficult



Sunny Hills Utility Company  
Response to Staff Second Data Request

to locate water leaks due to the sandy conditions of the soil. In addition, historically these water mains are susceptible to lightning strikes which have caused numerous breaks of the past years. However, Sunny Hills has utilized the service of the Florida Rural Water Association in the past. The FRWA previously conducted an on-site ground penetrating radar services in the distribution system. This resulted in the location of several breaks and the subsequent repairs.

Sunny Hills has also previously identified areas of mains that historically had numerous repairs and has isolated and capped these lines. As part of the utility's continued efforts to investigate and reduce the unaccounted for water in the system, these unused water lines were capped and removed from service. It is believed that many of these mains had leaks due to the age and condition of the unused lines. In capping these lines, the utility has been able to reduce the unaccounted for water, as well as reduce the amount of water repairs.

Sunny Hills has previously had employees conduct leak location in the system. As part of its continuing efforts to reduce leaks, Sunny Hills will be utilizing the services of USWC to have an employee walk the system to search for additional leaks. This is planned for the near future, however, due to the amount of lines and location, this will take an extended amount of time to conduct.

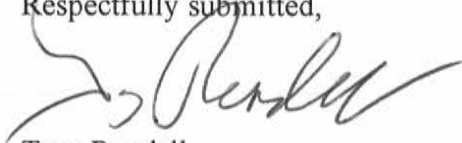
Sunny Hills has not requested any pro-formal projects for leak detection and/or repairs in this rate case.

15. Please explain how the Utility tracks the monthly amounts of water included in the Flushing/Maint column of Other Uses. As part of your response, state whether the Flushing gallonage is due to specific events (customer complaints, discolored water, etc.), and if so, provide a list of the events and associated gallonage for each month. If not, please explain why the amount in the Flushing/Maint column varies significantly on a month to month basis.

**Response:** These are primarily flushing events due to main breaks and customer complaints. The amount of water is calculated by the Area Manager based upon the number of flushing events, amount of flushing time (duration), size of the lines and pressure. In addition, there have been events of unauthorized usage by builders, road contractors, and the fire department. There are times when water is taken from hydrants in the system and the utility is not informed. Sunny Hills attempts to notify these entities that it is either not allowed, or if it does occur, the utility must be notified. This has not been as successful as was anticipated.

Sunny Hills Utility Company  
Response to Staff Second Data Request

Respectfully submitted,

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

Troy Rendell  
Vice President  
Investor Owned Utilities  
*// for Sunny Hills Utility Company, Inc.*

Account		Label	Comment	Date	Resolution
54823446	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 03/18/2022: SPK TO JAMES MURPHY @601-291-4155;HE WAS CALLING ABOUT NO WATER;ADV THE TECH'S ARE AWARE OF THE PROBLEM & WORKING TO RESTORE IT;NFAN	03/18/2022 06:40 PM	Main Break / Repaired
54824924	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 03/18/2022: SPK TO MICHAEL MARKHAM @850-348-2335;HE WAS CALLING ABOUT NO WATER;ADV THE TECH'S ARE AWARE OF THE PROBLEM & WORKING TO GET IT RESORED;	03/18/2022 06:30 PM	Main Break / Repaired
1191316	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPdjohnson 03/18/2022: CUST CI NO WATER. I ADV TECHS ARE WORKING TO GET WATER RESTORED. I ADV IF BWN THEY WILL NOTIFY BY DOOR TAG OR REVERSE 911 CALL. NFAN	03/18/2022 06:26 PM	Main Break / Repaired
54828453	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 03/18/2022: SPK TO MADISON CUTTING @850-890-1475;SHE WAS CALLING ABOUT NO WATER;ADV THE TECH'S ARE AWARE OF THE PROBLEM & WORKING TO HAVE IT RESTORED;	03/18/2022 06:00 PM	Main Break / Repaired
1189383	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 03/18/2022: SPK TO MEGAN LAW @850-703-2109 & ADDED HER TO THE ACCT;SHE WAS CALLING ABOUT NO WATER;ADV THE TECH'S ARE AWARE OF THE PROBLEM & WORKING TO HAVE IT RESTORED;	03/18/2022 05:56 PM	Main Break / Repaired
1191047	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 03/18/2022: SPK TO BETTY AUSTIN @850-832-1733;SHE WAS CALLING ABOUT NO WATER;ADV THE TECH'S ARE AWARE OF THE PROBLEM & WORKING TO HAVE IT RESTORED;ALSO SHE NEEDED HER BALANCE;ADV \$35.85 DUE	03/18/2022 05:45 PM	Main Break / Repaired
54796349	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 03/18/2022: SPK TO KATHY GESSLEIN @678-910-2101;SHE WAS CALLING ABOUT NO WATER;ADV THE TECH'S ARE AWARE THERE IS A PROBLEM & WORKING TO GET THE WATER RESTORED;	03/18/2022 05:33 PM	Main Break / Repaired
54827686	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 03/18/2022: SPK TO JANELL GOODWIN @850-865-1550;SHE WAS CALLING ABOUT NO WATER;ADV THE TECH'S ARE AWARE OF THE PROBLEM & WORKING TO GET IT RESTORED;NFAN	03/18/2022 05:16 PM	Main Break / Repaired
54798954	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 02/14/2022: LINDA CALLED REGARDING NO WATER; ADV MAIN BREAK IS BEING ADDRESSED IN THE AREA; ADV SHOULD BE ANOTHER HOUR WHILE THEY WAIT ON MATERIALS TO COE IN TO COMPLETE THE REPAIR;	02/14/2022 04:23 PM	Main Break / Repaired
54821119	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 02/14/2022: EMIL CALLED REGARDING NO WATER; ADV MAIN BREAK IS CURRENTLY BEING ADDRESSED; ADV SHOULD BE ABOUT ANOTHER HOUR WHILE THEY WAIT ON MATERIALS TO COME OUT TO COMPLETE THE REPAIR;	02/14/2022 04:19 PM	Main Break / Repaired
1190608	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPdsawyer 02/14/2022: BEVERLY C/I - NO WATER. ADV MAIN BREAK IN SUNNY HILLS AND SHOULD BE UP IN ABOUT 1-2 HOURS. NFAN	02/14/2022 04:09 PM	Main Break / Repaired
1190611	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 02/14/2022: ROBERT CALLED REGARDING NO WATER; ADV MAIN BREAK IN THE AREA IS CURRENTLY BEING ADDRESSED; ADV SHOULD BE ABOUT ANOTHER HOUR WHILE THEY WAIT ON THE MATERIALS TO COME IN TO COMPL	02/14/2022 04:07 PM	Main Break / Repaired
54799428	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 02/14/2022: CHRISTA CALLED REGARDING NO WATER; ADV MAIN BREAK IN THE AREA IS BEING ADDRESSED; ADV SHOULD BE ABOUT ANOTHER HOUR WHILE THEY WAIT ON MATERIALS TO GET OUT THERE TO COMPELTE THE	02/14/2022 04:04 PM	Main Break / Repaired
1190598	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 02/14/2022: VIDA, DAUGHTER OF BRONE, CALLED IN. NO WATER. ADV OF MAIN BREAK AND BWN. ADDED VIDA TO ACCT. CONF PH#. NFAN	02/14/2022 02:54 PM	Main Break / Repaired
1190981	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 02/14/2022: FR PAUL CALLED REGARDING NO WATER; ADV MAIN BREAK IN THE AREA THAT IS CURRENTLY BEING ADDRESSED; ADV BWN SHOULD BE HANDED OUT AFTER REPAIR IS COMPLETED;	02/14/2022 01:17 PM	Main Break / Repaired
54795393	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 02/14/2022: ANN WAS CALLING IN B/C OF NO WATER. ADV OF MAIN BREAK, BWN. NFAN	02/14/2022 12:56 PM	Main Break / Repaired
1190643	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 02/14/2022: MELLIE CALLED BACK - THOUGHT SHE HAD PMT ARR BUT GOT DISCONN LTR AND THERE'S NO WATER. ADV PMT ARR IS IN GOOD STANDING, WATER IS OFF B/C OF MAIN BREAK, DISREG DISCONN LTR. NFAN	02/14/2022 12:47 PM	Main Break / Repaired
1190529	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 12/14/2021: BIRUTE CALLED; SHE ADV THEY ARE EXPERIENCING NO WATER; ATTEMPTED TO REACH OUT TO THE TECH FOR MORE INFO, NO ASNWER, LMOM WITH CUSTOMER ADDRESS; ADV WOULD SUBMIT S/O TO INSPECT	12/14/2021 12:13 PM	xxxx USW issue—we responded and made the repair, we let the customer know what happened, she had a little brown water but cleared up.
54827580	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 10/11/2021: JOEY CALLED IN - DOING CONSTR AT PPTY, TEAM TOLD HIM THEY HAVEN'T HAD WATER SINCE LAST THURS 10/7. ADV ACCT IS CURRENT, NO REASON NOT TO HAVE WATER. INFORMS NO WATER COMING THRU	10/11/2021 08:22 AM	LEAK ON WATER MAIN REPAIRED 11/4/2021 TEC MG RW THANKS
1190262	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 08/02/2021: KATRENA CALLED REGARDING NO WATER; ADV MAIN BREAK IN THE REAL, ADV THE TECHS ARE AWARE AND ARE ADDRESSING IT AS QUICKLY AS POSSIBLE; ADV TO CALL BACK IF NO WATER BY LATE AFTERN	08/02/2021 09:08 AM	Main Break / Repaired
54823600	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 08/02/2021: GRANT CALLED REGARDING NO WATER; ADV THE TECHS WERE NOTIFIED OF AN ISSUE AND ARE ON THE WYA OUT TO LOCATE AND ADDRESS IT; ADV TO CALL BACK IF HE STILL HAS NO WATER BY THE EVENI	08/02/2021 08:24 AM	Main Break / Repaired
54824867	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 08/02/2021: LAURA CALLED REGARDING NO WATER; REACHED OUT TO THE TECH WHO ADV THEY ARE AWARE THERE IS AN ISSUE IN THE AREA AND THEY ARE ON THEIR WAY TO LOCATE AND ADDRESS IT;	08/02/2021 08:22 AM	Main Break / Repaired
1191929	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 01/21/2021: JEAN CALLED IN - NO WATER. ADV OF MAIN BREAK. NFAN	01/21/2021 10:35 AM	Main Break / Repaired
1191258	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 01/21/2021: BOBBIE CALLED IN - NO WATER. ADV OF MAIN BREAK. NFAN	01/21/2021 10:27 AM	Main Break / Repaired
54798019	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 01/21/2021: DONALD CALLED IN B/C OF NO WATER. ADV OF MAIN BREAK. NFAN	01/21/2021 09:23 AM	Main Break / Repaired
54823851	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 01/21/2021: JAMIE CALLED IN - NO WATER. ADV OF MAIN BREAK. NFAN	01/21/2021 09:15 AM	Main Break / Repaired
54823677	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPmrodgers 01/21/2021: NANCY CALLED STATED NO WATER . LD EMAILED TECHS INFO	01/21/2021 07:54 AM	Main Break / Repaired
1190237	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 01/19/2021: ANITA (MANAGER) CALLED REGARDING NO WATER; REACHED OUT TO TECH TO VERIFY THEY WOULD INSPECT TODAY;	01/19/2021 10:02 AM	Main Break / Repaired

54822550	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 07/06/2020: SPK TO WAYNE SIBLEY @786-422-4910;HE WAS CALLING TO SAY THE WATER IS AT A TRICKLE & JUST STARTED AROUND 7:00PM;S/O CREATED & EMAILED MARK INFORMATION AS NOT SURE IF IT COULD BE DO	07/06/2020 06:08 PM	talked to CUSTOMER rolled him that the was a leak in the area that dropped the pressure but leak is fixed now he has good pressure now and was very satisfied thanks
54795725	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 04/13/2020: SPK TO UYEN LEE @850-326-9130;HE ADV HE HAS NO WATER;S/O SUBMITTED 4-13-20;NO NOTES ABOUT ANY WORK IN THE AREA;ADV UYEN SUBMITTING S/O;	04/13/2020 02:05 PM	Main Break / Repaired
54795725	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPmrodgers 04/13/2020: UYEN CALLED WATER THIS MORN NOW NO WATER..ACT DOESNT INDICATE WATER SHOULD BE OFF. NOTHING REPORTED IN THE AREA S/O COMPLETE	04/13/2020 01:04 PM	Main Break / Repaired
54823928	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 03/10/2020: STEVEN CALLED IN. WATER IS BACKING UP INTO HOME. CALLED PLUMBER, PLUMBER FLUSHED LINES BTWN HOUSE AND METER, NO CLOG. DETERMINED CLOG IS IN SEWER LINE INTO SEWER DRAIN. SUBMITTED	03/10/2020 03:40 PM	OBSTRUCTION IS ON CUSTOMERS SIDE BY THE TRANSITION CUSTOMERS NEEDS TO CALL A PLUMBER
54823638	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 12/06/2019: SPK TO WILLIAM MORAN @443-635-0281;HE WAS CALLING AS NO WATER;TECH TURNED OFF WATER AS RUNNING IN THE HOME;SPK TO RANDALL @850-628-0652 & HE WAS HEADED OVER THERE;CALLED WILLIAM B	12/06/2019 12:58 PM	Leak detected, Customer Accepted turn on with leak present. Tech's RW/MG.
54823181	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPldrost 08/05/2019: KIM CALLED IN - STILL HAS NO WATER, WAITED ALL WEEKEND, CALLED EMERG # AND THEY DON'T DO CONNECTS ON WEEKENDS. WAS DISPATCHED ON 8/1, CLOSED ON 8/4. CALLED RANDALL W - HE CLOSED	08/05/2019 08:26 AM	WATER IS ON NO LEAKS DETECTED NEPTUNE T10 TEC MG
54800623	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPmrodgers 04/05/2019: ANNETTE JONES CALLED UPSET TO FOLLOW UP ON S/O STILL NO WATER ADV DO NOT HAVE A TIME BUT WILL BE TODAY	04/05/2019 09:00 AM	water is On, Read: 0320380, no leak detected,
54800623	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPcbrann 04/03/2019: SPK TO ANNETTE JONES;SHE WAS CALLING ABOUT WATER BEING TURNED OFF;PYMT WAS APPLIED TODAY & S/O WAS DISPATCHED 4/3/19;ADV THEY DON'T GIVE US A TIME TO RECONNECT;NFAN	04/03/2019 02:26 PM	water is On, Read: 0320380, no leak detected,
54822261	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 03/15/2019: DEBRA LOMINACK ADV WATER STILL ISN'T ON: ADV WHAT TECH NOTES STATE ON S/O, ADV CHECK FOR A HOUSE VALVE, ALSP ADV MIGHT WANT TO HAVE BACKFLOW CHECKED;NFAN	03/15/2019 04:37 PM	Customer Has a private well on site, Backflow device not in compliance with CCC policy, water is on, no leak detected, jp
54821434	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPmrodgers 02/20/2019: PATRICIA CALLED STATED THEY HAVE NO WATER S/O FORM FILLED OUT	02/20/2019 02:34 PM	TURN WATER OFF ON OUR SIDE OF THE METER SO CUSTOMER CAN MAKE REPAIRS TO FIX THE LEAK ON HIS SIDE OF THE METER-xxxx Water is off...grw Water restored after repair.
54822159	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 02/06/2019: JESSIKA DIZOGLIO ADV DOOR TAGGED FOR LEAK WATER NOT TURNED ON: CALLED TECH HE SAID HE WILL RUN OVER THERE, NEEDED HER PRESENT DUE TO LEAK DETECTOR;NFAN	02/06/2019 04:36 PM	Turn on NOT completed, persistent leak. Need customer presence or representative to complete. Door Tagged.
1191356	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrstanton 01/25/2019: CODY CALLED FOR RECONNECT, PMNT MADE, CREATED S/O; opvwinkler 01/25/2019: S/O CREATED AND DISPATCHED	01/25/2019 01:04 PM	Reconnect - Disconnect for nonpayment
54800681	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrstanton 01/03/2019: LINDA CARROLL CALLED FOR AUTO # TO MAKE PMNT, ADV OF PAST DUE BALANCE	01/03/2019 12:36 PM	Disconnect for nonpay
1189995	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrstanton 01/03/2019: ERIN CALLED TO GET PAST DUE BALANCE AS SERVICES HAS BEEN DISCONNECTED, GAVE HER PAST DUE BALANCE, SHE WILL CALL AUTO # TO MAKE A PMNT, ALSO ADV DO NOT GUARENTEE SAME DAY RECONNE	01/03/2019 12:16 PM	Disconnect for nonpay



54798045	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrstanton 01/03/2019: WILLIAM ROWLES CALLED TO ADV THAT HE MADE PMNT & WOULD LIKE A RECONNECT, ADV WILL SUBMIT S/O HOWEVER WE DO NOT GUARENTEE SAME DAY RECONNECT	01/03/2019 11:57 AM	Disconnect for nonpay
54798045	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 01/03/2019: WILLIAM ROWLES CALLED UPSET HIS WATER WAS TURNED OFF: ADV PAST DUE AMOUNT NEEDED: ADV WE DO NOT GUARENTEE SAME DAY RECONNECTS	01/03/2019 11:42 AM	Disconnect for nonpay
54821949	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 11/27/2018: MARY PETERSON CALLED TO SEE IF WATER IS ON; ADV S/O SAYS IT IS	11/27/2018 03:58 PM	Water is on . No leaks detected
54799835	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 11/21/2018: OWNER BEVERLY MASON CALLED TO SEE HOW SHE CAN GET METER BACK SHE IS SELLING THE HOME AND NEEDS IT INSPECTED; ADV WILL CHECK AND CALL HER BACK	11/21/2018 01:28 PM	Installed meter / previously disconnected for nonpay
54820989	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrstanton 11/19/2018: JESSICA MARTIN CALLED SD PD BILL, NDS AFTER HR RECONNECT, CREATED S/O	11/19/2018 02:19 PM	Disconnect for nonpay
54820989	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrstanton 11/19/2018: JESSICA CALLED TO ASK FOR PMNT ARRANGMENT, ADV DOESNT QUALIFY AS SERVICES ARE ALREADY DISCONNECTED, BALANCE DOES ND TO BE PAID IN FULL. WANTED TO KNOW IF SHE PAYS TODAY CAN SHE	11/19/2018 01:56 PM	Disconnect for nonpay
54820989	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPImjohnson 11/19/2018: JESSICA CALLED FOR PAST DUE AMOUNT TO RE-CONNECT. ALSO WANTS SAME DAY RECONNECT. ADV SHE CANNOT BE TAMPERING WITH EQUIPMENT. TURNED WATER BACK ON AFTER 11/6 DISCONNECT. SHE WIL	11/19/2018 09:22 AM	Disconnect for nonpay
54799889	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPmzarbinski 10/29/2018: BARRY CALLED TODAY AND SAID HE HAS NO ACCESS TO WATER. WAS WORKING YESTERDAY BUT NOTHING TODAY. AFTER TALKING TO VINCE, HE STATED WE WOULD GET A TECH OUT TO LOOK AT IT. I T	10/29/2018 09:34 AM	Water is on no leaks detected / customer on well
54798196	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrstanton 10/04/2018: KEN MOSLEY CALLED BACK TO ADV PMNT WAS MADE, RESTORE SERVICES EFF: 10/5/18	10/04/2018 05:24 PM	Disconnect for nonpay
54798196	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrstanton 10/04/2018: KEN MOSLEY CALLED TO SEE WHY SERVICES WERE OF CUT OFF SD MAILED IN CK, ADV TO CALL BANK, KEN CALLED RIGHT BACK TO MAKE PMNT OVER THE PH AS BANK SD NO PMNT WAS MADE, HE WILL CB T	10/04/2018 05:13 PM	Disconnect for nonpay
54800031	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 08/08/2018: KENNETH THOMAS CALLED FOR RECONNECT; ADV STILL NEED TO PAY PAST DUE OF \$170.31; NFAN	08/08/2018 12:07 PM	Disconnect for nonpay
1190521	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPmrodgers 05/16/2018: ANNE CALLED WORKERS IN AREA NO WATER AND NOW WORKERS LEFT. STILL NO WATER.	05/16/2018 01:41 PM	
1190262	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPwinkler 03/22/2018: KATRENA CALLED IN WITH NO WATER. ADV THEY ARE DOING WORK IN THE AREA AND WILL BE RESTORED SOON	03/22/2018 11:11 AM	Main Break / Repaired
54800462	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 02/05/2018: NICOLE BRADSHAW CALLED ADV SHE HASN'T HAD WATER ALL DAY, SOMEONE WAS WORKING ACROSS THE STREET, BUT THEY ARE GONE AND SHE STILL HAS NO WATER; CREATED S/O	02/05/2018 04:58 PM	Water restored Issue resolved
54798045	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPwinkler 01/19/2018: WILLIAM CALLED IN NO WATER. CREATED S.O.	01/19/2018 08:04 AM	customer service line froze on their side of the meter
1190134	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPImjohnson 01/09/2018: EMAILED RANDALL TO SEE IF THERE IS A METER AT THE PROPERTY	01/09/2018 07:23 AM	Not servicable address. Property on Well
1190134	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 01/08/2018: NEW OWNER JESSIKA DIZOGLIL REQ WHEN WATER WILL BE TURNED ON; ADV S/O WAS DISPATCHED	01/08/2018 04:25 PM	Not servicable address. Property on Well
54800316	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPImjohnson 01/04/2018: MELINDA CALLED. REPORTS NO WATER; CREATED S.O.	01/04/2018 07:14 AM	Talked to the customer to cover up the rt for the sprinklers and to put a box over it to prevent it from freezing.
54800942	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPwinkler 11/20/2017: NOTE FROM TECH: 11-17-17 04:26 PM CST  Water on  Leak resolved  Read: 0597830...GRW	11/20/2017 07:45 AM	Tech note: Leak detected/ door tagged...JE - Water restored after repair
54800942	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 11/17/2017: RAQUEL MARTIN CALLED TO SEE IF S/O WAS RE-DISPATCHED; ADV TECH WAS EMAILED	11/17/2017 01:23 PM	Tech note: Leak detected/ door tagged...JE - Water restored after repair
54800942	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 11/17/2017: RAQUEL MARTIN CALLED TO MAKE SURE WATER IS ON; ADV S/O SAYS LEAK DETECTED; SHE REQ REDISPATCH AND TECH CALL HER, SHE NEEDS WATER ON THIS IS A RENTAL	11/17/2017 11:32 AM	Tech note: Leak detected/ door tagged...JE - Water restored after repair
54799962	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPImjohnson 11/17/2017: DANIEL CALLED FOR BALANCE TO GET WATER TURNED BACK ON	11/17/2017 07:34 AM	Disconnect for nonpay
54800070	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPweinberger 11/08/2017: RICAHRD WOMACK CALLED ADV THEY STILL HAVE NO WATER; ADV S/O WAS CREATED FOR RECONNECT AND DISPATCHED, NO NOTES SAYING IT COULDN'T BE; ADV AFTER HOUR #	11/08/2017 06:57 PM	Disconnect for nonpay
54800070	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPrking 11/08/2017: AMANDA CALLED TO SEE IF SHE WAS GOING TO BE RECONNECTED TODAY. ADV. HER SHE WOULD BE.	11/08/2017 03:56 PM	Disconnect for nonpay

1189968	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPvweinberger 11/08/2017: JACKIE MORRIS REQ RECONNECT; CREATED S/O	11/08/2017 02:00 PM	Water restored after disconnect for nonpay
54800038	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPvweinberger 11/07/2017: SHARONDA BELSER REQ VERIFY PAST DUE PD; ADV YES, SHE WILL CALL BACK TOMORROW FOR RECONNECT	11/07/2017 04:41 PM	Disconnect for nonpay
54800070	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPvweinberger 11/07/2017: RICHARD WOMACK CALLED TO SEE WHAT THEY HAVE TO DO TO HAVE WATER BACK; ADV PAY THE PAST DUE	11/07/2017 04:04 PM	Disconnect for nonpay
54800142	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPmwilliams 09/29/2017: LORENA BUCHENHORST REPORTS THAT SHE HAS NO WATER; CREATED SO.; OPlmjohnson 09/29/2017: THIS WAS A NON PAY DISCONNECT	09/29/2017 12:28 PM	Disconnect for nonpay
54799774	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPlmjohnson 08/15/2017: RANDY CALLED TO REPORT NO WATER; CREATED S.O.	08/15/2017 04:11 PM	water restored
1191442	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPjleveasseur 07/27/2017: CALLED JAMES AND NO WATER REPORTED, BUT THEY HAD A POWER OUTAGE. SAYS WATER IS WORKING NOW.	07/27/2017 04:26 PM	no action required
54799227	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPTbarnes 07/12/2017: JAMES CLARK CALLED; HE STATED HE RECEIVED A VOICEMAIL AND THE TECH LEFT A DOOR HANGER; SAYING HE WAS UNABLE TO COMPLETE HIS S/O BECAUSE WATER WAS LEFT RUNNING IN THE HOUSE. JAMES	07/12/2017 12:05 PM	Meter and ert verified; Water on; no leaks, door tagged
1191414	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPRking 05/31/2017: JENIFER HAGLER CALLED BECAUSE HER WATER WAS TURNED OFF FOR NON PAYMENT. SHE STATED THAT SHE CALLED TODAY AND SPOKE WITH SOMEONE HERE WHO TOLD HER THAT SHE WAS ELIGIBLE FOR PAYMENT	05/31/2017 06:54 PM	Disconnect for nonpay
54800031	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPRking 05/31/2017: MR. THOMAS CALLED BECAUSE HE PAID HIS PAST DUE AMOUNT ONLINE. CALLED TECH RANDALL AND RANDALL STATED HE COULD RECONNECT SERVICE TONIGHT. ADV. HIM OF \$55.00 AFTER HOUR RECONNECT FEE	05/31/2017 05:55 PM	Disconnect for nonpay
54797722	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPDhaynes 05/03/2017: TIMOTHY CALLED; TO SEE WHEN A TECH WILL BE OUT TO RECONNECT THE WATER. WAITING TO HEAR BACK FROM TECH.; OPRking 05/03/2017: placed call to timothy to let him that the tech will b	05/03/2017 06:18 PM	Water restored after disconnect for nonpay
54797722	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPRking 05/03/2017: TIMOTHY LEWIS CALLED BECAUSE HIS WATER WAS TURNED OFF. HE STATED THAT HE WAS UNABLE TO PAY THE BILL ONLINE A COUPLE OF DAYS AGO AND THEN NEVER GOT AROUND TO TRYING TO PAY IT AGAIN.	05/03/2017 05:08 PM	Water restored after disconnect for nonpay
1191634	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	Perry Pruet called as the resident and said he found a note on the door from 3/20 advising that the meter was changed out and that there is no water at this time. He said he bought the property last year, but we do not have an active account for him. He said that he suddenly doesn't have water and wonders if changing out the meter could have done something to his well? Or was he using the meter all along but we didn't have an account for him? He says he thought he has been a on a well all this time.	04/07/2017 08:19 AM	Water meter installed and working
54799227	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPlmjohnson 04/05/2017: MANDI CALLED. WANTS WATER RESTORED TONIGHT. ADVISED OF \$55.00 AFTER HOUR FEE. SHE AGREED TO IT.	04/05/2017 04:08 PM	Disconnect for nonpay
54797940	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPRking 04/03/2017: RETURNED MESSAGE TO ANGELA, SHE REPORTED THAT SHE HAS NO/LOW WATER PRESSURE. ADV. HER THAT A TECH HAS BEEN NOTIFITED	04/03/2017 03:57 PM	Main Break / Repaired
1191388	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPRking 04/03/2017: RETURNED MESSAGE TO ANITA, SHE REPORTED NO/LOW WATER PRESSURE. ADV. HER A TECH HAS BEEN NOTIFIED.	04/03/2017 03:54 PM	Main Break / Repaired
1190262	SUNNY HILLS	F 5.0 No Water - Sewer / Service Interruption	OPRking 04/03/2017: KATRENA RANDOLPH CALLED TO REPORT SHE HAS NO/LOW WATER PRESSURE. ADV. HER I WOULD NOTIFY A TECH.	04/03/2017 03:43 PM	Main Break / Repaired
54828182	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 03/30/2022: BAILEY CALLED; HE ADV THEY HAVE HAD LOW PRESSURE SINCE THEY MOVED IN OCT; ADV WOULD SUBMIT S/O TO INSPECT PRESSURE;	03/30/2022 02:46 PM	CHECKED PRESSURE 48 PSI TEC MG THANK
54795856	SUNNY HILLS	F 5.1 Pressure Issue	OPdsawyer 03/28/2022: ROBERT C/I TO INFORM THAT THE SHENANDOAH BLVD AREA HAS BEEN HAVING LOW PRESSURE & AIR IN LINE ISSUES FOR A WEEK +. NOTIFIED RANDALL AND SUBMTD S/O. NFAN	03/28/2022 09:34 AM	Chlorine residual good, no need to flush, found no air in jar test.
54824418	SUNNY HILLS	F 5.1 Pressure Issue	OPdjohnson 03/22/2022: CUST CI ABOUT LOW PRESSURE I ADV TECH ARE WORKING ON GETTING WATER RESTORED AFTER CONTRACTOR HIT ANOTHER LINE. NFAN	03/22/2022 03:43 PM	Main Break / Repaired
54827774	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 03/22/2022: DEBORAH CALLED REGARDING LOW PRESSURE SINCE THIS MORNING; ADV WOULD SUBMIT A S/O AND REACH OUT TO THE TECH TO INSPECT;	03/22/2022 02:18 PM	Main Break / Repaired
1190900	SUNNY HILLS	F 5.1 Pressure Issue	OPdjohnson 03/22/2022: CUST CI AND REPORTS LOWERE PRESSURE TODAY. I ADV WILL SUBMIT SO TO INSPECT/ NFAN	03/22/2022 01:39 PM	Main Break / Repaired
54827135	SUNNY HILLS	F 5.1 Pressure Issue	OPldrost 02/18/2022: STEPHEN CALLED IN WANTING SOMEONE TO COME OUT B/C HE BELIEVES NO ONE HAS TOUCHED THE FLUSH VALVE SINCE MAIN BREAK AND THEY HAVE NO WATER PRESSURE, DOWN TO A TRICKLE. SAYS WIFE CAL	02/18/2022 07:58 AM	Main Break / Repaired
54827135	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 02/16/2022: LAURA CALLED REGARDING LOW PRESSURE; REACHED OUT TO TECH WHO ADV THEY WOULD COE OUT TO INSPECT;	02/16/2022 12:48 PM	Main Break / Repaired
54799808	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 08/23/2021: BRIAN CALLED REGARDING NO WATER; ADV TECHS ARE AWARE AND ARE INVESTIGATING THE PROBLEM; ADV NO CURRENT TIMETABLE ON WHEN THE PRESSURE WILL BE BACK UP;	08/23/2021 10:50 AM	Main Break / Repaired
54800634	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 08/23/2021: RANDY CALLED REGARDING NO PRESSURE; ADV MAY BE AN ISSUE AT THE PLANT AND THE TECHS ARE AWARE; ADV NO FURHTER INFO AT THIS MOMENT;	08/23/2021 10:03 AM	Main Break / Repaired
54823863	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 08/23/2021: DIANE CALLED REGARDING LOW PRESSURE; ADV MAY BEEN AN ISSUE WITH THE PLANT AFTER THE BIG STORM THE NIGHT BEFORE; ADV THE TECH HAS BEEN NOTIFIED TO INVESTIGATE;	08/23/2021 09:47 AM	Main Break / Repaired
54822488	SUNNY HILLS	F 5.1 Pressure Issue	OPmrodgers 08/23/2021: ANDREA CALLED LOW PRESSURE S/O COMPLETE	08/23/2021 08:04 AM	Main Break / Repaired
54823849	SUNNY HILLS	F 5.1 Pressure Issue	OPmrodgers 08/23/2021: KARA CALLED LOW PRESSURE S/O COMPLETE	08/23/2021 08:04 AM	Main Break / Repaired
54799150	SUNNY HILLS	F 5.1 Pressure Issue	OPmrodgers 08/23/2021: DENNIS CALLED NO WATER PRESSURE/S.O COMPLETE	08/23/2021 07:44 AM	Main Break / Repaired
54795856	SUNNY HILLS	F 5.1 Pressure Issue	OPcbrann 04/19/2021: SPK TO ROBERT HOLLEY @407-314-4794;HE WAS CALLING TO SAY HIS WATER PRESSURE IS ABOUT 1/3 OF WHAT IT USUALLY IS;S/O CREATED;NFAN	04/19/2021 12:34 PM	Flushing mains in area after break
54799409	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 02/03/2021: LINDSEY CALLED REGARDING HIGH WATER PRESSURE; SHE ADV THE PRESSURE INCREASED SIGNIFICANTLY IN THE LAST 30 MIN AND SHE IS NERVOUS IT MAY CAUSE AN ISSUE WITH HER PIPES; REACHED O	02/03/2021 12:14 PM	Issue in Distribution system Pressure Reducing valve, Tech resolved issue with repair
1189404	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 12/09/2020: ED CALLED REGARDING LOW PRESSURE; HE ADV ROAD CONSTRUCTION NEAR HOME AND THAT THE WORKERS ARE FILLING THEIR WATER TANK WITH THE HYDRANT NEAR ED'S HOUSE; CONFIRMED WITH THE TECH	12/09/2020 09:03 AM	Construction workers using hydrant to fill water tank truck

54799150	SUNNY HILLS	F 5.1 Pressure Issue	OPIdrost 11/10/2020: DENNIS CALLED IN. BREAK HAPPENED LAST WEEK BUT FOR THE LAST 4-5 DAYS HE'S STILL HAVING PRESSURE ISSUES W/ AIR IN LINES. WILL TURN ON FAUCET AND NOTHING BUT AIR COMES OUT, OTHER TI	11/10/2020 10:24 AM	tested pressure 40 psi within range talked to customer flushed the fire hydrant, to get all the air out of her line, customer should be fine now.
1191173	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 10/30/2020: LILIA CALLED REGARDING LOW PRESSURE; ADV MAIN BREAK WAS FIXED BUT THEY MAY BE FLUSHING LINES; NFAN	10/30/2020 06:24 PM	Main Break / Repaired
1191068	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 10/30/2020: HELENA CALLED REGARDING LOW PRESSURE; ADV MAIN BREAK WAS FIXED BUT NOW THEY ARE MOST LIKELY FLUSHING LINES TO CLEAR THEM; ADV TO CALL BACK IF WATER PRESSURE IS STILL LOW; NFAN	10/30/2020 06:00 PM	Main Break / Repaired
1190900	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 10/30/2020: PASQUALE CALLED REGARDING LOW PRESSURE; ADV AFTER THEY FIXED THE MAIN BREAK, MOST LIKELY HAD TO FLUSH LINES CAUSING LOW PRESSURE; NFAN	10/30/2020 05:39 PM	Main Break / Repaired
1189995	SUNNY HILLS	F 5.1 Pressure Issue	OPjaczarnik 10/30/2020: ERIN CALLED REGARDING LOW PRESSURE; ADV THERE WAS A MAIN BREAK THAT WAS FIXED AND NOW THEY ARE MOST LIKELY FLUSHING LINES; ADV TO CALL BACK MON IF PRESSURE IS STILL LOW;	10/30/2020 05:34 PM	Main Break / Repaired
1190370	SUNNY HILLS	F 5.1 Pressure Issue	OPmrodgers 10/30/2020: MARK CALLED RE NO PRESSURE ADV MAIN BREAK ADDED PH# TO ACT	10/30/2020 12:33 PM	Main Break / Repaired
54798953	SUNNY HILLS	F 5.1 Pressure Issue	OPcbrann 07/06/2020: SPK TO JAMES SMITH @850-661-4388;HE WAS CALLING TO SAY HE HAS LOW WATER PRESSURE THAT JUST STARTED;HE ADV ALSO THAT ANITA HAS PASSED AWAY & CAN BE TAKEN OFF THE ACCT;UPDATED NAME;	07/06/2020 05:35 PM	Main Break / Repaired
54824521	SUNNY HILLS	F 5.1 Pressure Issue	OPIdrost 06/25/2020: ADRIAN CALLED IN. JUST BOUGHT PPTY AND HAS BEEN ON SITE FOR ABOUT 1 WEEK. VERY LOW WATER PRESSURE. SUBMITTED S/O TO HAVE TECH LOOK INTO FURTHER. NFAN	06/25/2020 08:49 AM	the pressure on the outside of the house is 45psi spoke with cust. cust. thinks the problem is in his kitchen aerator screen in fauce.
1191035	SUNNY HILLS	F 5.1 Pressure Issue	OPcbrann 10/23/2019: SPK TO JOHN SPITTLER @850-773-2422;HE ADV NO WATER PRESSURE;IT WAS OK @ 6:30-12:00;WIFE CALLED ABOUT THE WATER PRESSURE;I ADV I WOULD CREATE A S/O FOR 10-24-19;	10/23/2019 12:20 PM	PSI was checked as well as Flow rate both at the customer hose Bibb and before the meter on USW side. Customer was advised to contact a Plumber for any issues on their side they may or may not continue to experience ,
1190969	SUNNY HILLS	F 5.1 Pressure Issue	OPmrodgers 07/23/2019: JOEY CALLED STATED LITTLE TO NO WATER PRESSURE S.O FORM COMPLETE	07/23/2019 08:23 AM	Leak on Customer Side, 18 psi working psi at inspection, Read: 0536460, Customer not available left door Tag, returned next day and customer stated she found door tag and located leak
1191068	SUNNY HILLS	F 5.1 Pressure Issue	*WELL WATER OUTSIDE CITY WATER INSIDE*	05/28/2019 11:43 AM	Flushing mains in area
54796349	SUNNY HILLS	F 5.1 Pressure Issue	OPpschramm 05/28/2019: HELENA CALLED INFORMED HER FLUSHING LINES NFAN.	05/28/2019 10:37 AM	Flushing mains in area
54796666	SUNNY HILLS	F 5.1 Pressure Issue	OPpschramm 05/28/2019: KATHY CALLED LOWER WATER PRESSURE,EMAILED KELLY. NFAN.; OPpschramm 05/28/2019: CALLED RANDALL TECH AUTOMATIC FLUSHING LINES.	03/18/2019 01:29 PM	Checked pressure PSI was good at 40 psi
54799150	SUNNY HILLS	F 5.1 Pressure Issue	OPrstanton 03/18/2019: KENNETH RODRIGUEZ CALLED TO ADV THERE HASNT BEEN WATER PRESSURE SINCE THE HURRICANE; CREATED S/O	01/23/2019 11:26 AM	Turn on NOT completed, persistent leak. Need customer presence or representative to complete. Door Tagged.
54799150	SUNNY HILLS	F 5.1 Pressure Issue	OPmrodgers 01/23/2019: DENNIS CALLED LOW WATER PRESURE AND WATER HAS A CHLORINE TASTE		

1194043	SUNNY HILLS	F 5.1 Pressure Issue	OPmrodgers 12/24/2018: JOHN CALLED LMOM TUB SLOW TO DRAIN TOILET FLUSHING ODD BELIEVES IT IS DUE TO LOTS OF RAIN AND PUMP STATION NOT WORKING PROPERLY... S/O TO MAKE SURE WATER PRESSURE IS OK	12/24/2018 08:17 AM	we checked pressure, customer advised us his bathtub backed up when the toilet was flushed....not pressure issue, sewer issue, advised customer to contact plumber.
1191083	SUNNY HILLS	F 5.1 Pressure Issue	OPwinkler 06/19/2018: JUDITH CALLED IN ABOUT NO PRESSURE FOR ABOUT 4-5 DAYS. CREATED S.O.	06/19/2018 08:56 AM	Leak on customer side let customer know customer requested to turn her water off she is calling the plumber...AK
54795856	SUNNY HILLS	F 5.1 Pressure Issue	OPvweinberger 04/03/2018: ROB HOLLEY CALLED WITH LOW PRESSURE; CREATED & DISPATCHED S/O; OPvweinberger 04/03/2018: ROB JUST CALLED BACK ADV CANCEL S/O WATER WORKING AGAIN	04/03/2018 05:59 PM	no action required
1191074	SUNNY HILLS	F 5.1 Pressure Issue	OPmwilliams 08/07/2017: JESSE AUGENSTEIN REPORTS THAT SINCE THE METER WAS REPAIRED HE HAS LOW PRESSURE AND A TOILET THAT WON'T STOP RUNNING.	08/07/2017 08:05 AM	Repaired service line. After repair, checked pressure at house and was 60 psi. Talked to customer and let them know about the pressure.
54798104	SUNNY HILLS	F 5.1 Pressure Issue	OPlmjohnson 07/28/2017: RETURNED CALL TO CHRIS. NO ANSWER. HE HAD LEFT A MESSAGE THAT HE HAD LOW PRESSURE. CREATED S.O. TO CHECK PRESSURE IN THE AREA.	07/28/2017 09:36 AM	Well 4 went off line, pressure in system 25 Psi. At lowest point. Well #1 picked up system and maintained until well 1 resumed operator at 20:00 hrs.
1191083	SUNNY HILLS	F 5.1 Pressure Issue	OPmallens 05/02/2017: JUDITH CALLED NO PRESSURE. ADV TO TURN ON WATER. SHE DID AND HAD WATER.	05/02/2017 01:33 PM	Leak on customer side let customer know customer requested to turn her water off she is calling the plumber...A
1190900	SUNNY HILLS	F 5.1 Pressure Issue	ophwhaley 02/03/2017: PASQUALE CALLED TO REPORT LOW PRESSURE, ADV OF WORK BEING DONE IN THE AREA BY CALLING THEM BACK 850-322-2365	02/03/2017 11:59 AM	no action required
54796176	SUNNY HILLS	H 7.2 Condition of Meter	OPldrost 12/01/2021: EVA CALLED IN FOR RESULTS OF METER INSPECT SCHED FOR 11/29. DID IN HOME LEAK TEST - NO LEAK. NO NOTES IN S/O. CALLED R WEEKLY, LMOM. ALSO EMAILED S/O W/ REQUEST TO PROVIDE STATUS O	12/01/2021 10:04 AM	No leak detected, meter working properly
54800031	SUNNY HILLS	H 7.2 Condition of Meter	USWealícea 01/22/2021: UNABLE TO CONTACT CUSTOMER REGARDING INCREASE IN WATER USAGE - CUSTOMER IS ON A PAYMENT PLAN DUE TO A LEAK IN OCTOBER, USAGE HAS NOT GONE DOWN INDICATING THE LEAK IS NOT FIXED O	01/22/2021 12:05 PM	I went to the house and checked out the METER
1193966	SUNNY HILLS	H 7.2 Condition of Meter	OPjaczarnik 07/29/2020: MATTHEW CALLED REGARDING LOW USAGE; HAS GOTTEN RECENT READINGS OF 0 AND 1 TGAL WHEN REGULAR USAGE SHOULD NOT HAVE CHANGED (REGULARLY AROUND 6-7 TGAL; SUBMITTED S/O FOR METER IN	07/29/2020 10:05 AM	It is still running knocked on the door there was no answer. Tagged door to inform customer they have a leak and to call the office.
54824418	SUNNY HILLS	H 7.2 Condition of Meter	OPjaczarnik 05/21/2020: BRENDA CALLED FOR STATUS OF METER INSPECT; ADV S/O DISPATCHED FOR 5/21/2020; SHOULD BE OUT THERE TODAY TO INSPECT; CALL IF THEY HAVEN'T INSPECTED BY THE EOD; NFAN	05/21/2020 01:54 PM	REPLACED BOX AND LID
54824418	SUNNY HILLS	H 7.2 Condition of Meter	OPldrost 05/20/2020: HAROLD AND BRENDA CALLED IN B/C THEIR METER BOX IS SEVERELY DAMAGED AND POSES A RISK TO SOMEONE WALKING BY. BOTH TOP AND BOTTOM ARE GONE. METER IS IN GOOD CONDITION. SUBMITTED S/O	05/20/2020 08:59 AM	REPLACED BOX AND LID
1195142	SUNNY HILLS	H 7.2 Condition of Meter	OPldrost 04/23/2020: BOBBY CALLED IN. NEEDS TO REPLACE FAUCETS IN HOME AND CAN'T LOCATE A WAY TO SHUT WATER OFF - NO HOUSE VALVE, NO CUSTOMER SIDE VALVE. SUBMITTED S/O FOR METER INSPECTION TO LOCATE C	04/23/2020 11:00 AM	SHOWED CUSTOMER THE VALVE THANKS MG
1189360	SUNNY HILLS	H 7.2 Condition of Meter	OPmrodgers 02/11/2019: RON JONES CALLED BACKFLOW / METER BOX IS VERY LOOSE NEEDS REPAIR/REPLACE CALL RON AHEAD TO MEET THERE 850/814.3413	02/11/2019 10:31 AM	Customer needs to call plumber not on our side thanks...Anne Kummer

1189351	SUNNY HILLS	H 7.2 Condition of Meter	OPrstanton 10/25/2018: HERSEY CHURCH CALLED IN SD PIPE IS BROKE & DOESNT HAVE ANY WATER, CREATED S/O	10/25/2018 11:54 AM	Married couple, one wants it on one wants it off...when they figure out what they want to do as one...let us know and we will make it happen . We took no action our valve is off . Customers are on private well, thanks...GRW
1191298	SUNNY HILLS	H 7.2 Condition of Meter	OPImjohnson 08/22/2018: DANIELLE CALLED TO HAVE METER LID REPLACED. IT IS SINKING INTO THE GROUND AND HER CHILD FELL INTO THE HOLE. WILL CREATE S.O.	08/22/2018 09:09 AM	We preformed a Non Pay Disconnect this morning. Customer paid but Tampered with our valve using pliers 12:50 hrs. water is back on
54799914	SUNNY HILLS	H 7.2 Condition of Meter	OPweinberger 08/01/2018: DEBRA SCHULTZ SAID SHE MAY HAVE A LEAK, SHE HAS RETURNED TO THE PROPERTY A FEW TIMES AND FOUND THE LID TAKEN OFF AND SPRAY PAINT AROUND IT. NEIGHBOR'S HAVE ENTERED HOME WHEN	08/01/2018 12:10 PM	No Leak Detected Paint on Dual Meter box as her neighbor kept parking on the meter box breaking the concrete lid inset in the middle of the sidewalk, please advise customer lid may be painted again when her neighbor starts running over it breaking it and costing the company money no action required
54800180	SUNNY HILLS	H 7.2 Condition of Meter	OPImjohnson 05/25/2018: VICKY CALLED TO REPORT THE WATER METER COVERS ARE IN DISREPAIR ON THE SIDEWALK ON SUNNY HILLS BLVD. HER DOG FELL INTO ONE. CREATED S.O. FOR INSPECTION	05/25/2018 10:24 AM	
1191785	SUNNY HILLS	H 7.2 Condition of Meter	OPmrodgers 04/02/2018: CARVER CALLED SOMEONE DROVE THROUGH YARD POSSIBLE DAMAGE TO METER	04/02/2018 01:30 PM	
1190614	SUNNY HILLS	I 8.0 Leak at Meter	OPdsawyer 02/11/2022: LISA C/I THAT A GUSH OF WATER IS COMING FROM METER AND CAN'T SHUT OFF METER. CALLED TECH, WILL BE OUT ASAP. NFAN	02/11/2022 03:14 PM	assisted customer Please credit due to leak at meter on USW side.Repaired 1/1/2022 Applied Leak Adjustment
54795456	SUNNY HILLS	I 8.0 Leak at Meter	OPIdrost 01/03/2022: BOB CALLED IN FOR STATUS. ON 1/1/22, DISCOVERED METER HAD BEEN LEAKING BADLY FOR A WHILE. CALLED EMERG LINE, RWEEKLEY REPAIRED METER - BOTH SIDES. ADV BOB WAS USW FAULT - FAULTY	01/03/2022 08:57 AM	
54800266	SUNNY HILLS	I 8.0 Leak at Meter	Opjaczarnik 10/29/2021: SHIRLEY W/ CHIPOLA REALTY CALLED; SHE ADV THE TENANT CAN HEAR RUNNING WATER OUTSIDE THE HOME; ADV WOULD SUBMIT S/O TO INSPECT AND VERIFY IF ANY LEAK AT METER; ADV WIL TRY TO HA	10/29/2021 10:37 AM	No leak detected replaced branch valve leak was on USWater side of meter
1194138	SUNNY HILLS	I 8.0 Leak at Meter	OPIdrost 06/29/2021: DEBORAH CALLED IN AFTER SPEAKING W/ RWEEKLEY. THERE IS A LEAK @ METER. NEEDS TO BE DETERMINED WHICH SIDE. SUBMITTED S/O. ADV OF CUST RESP TO REPAIR IF ON CUST SIDE. NFAN	06/29/2021 09:12 AM	
54795473	SUNNY HILLS	I 8.0 Leak at Meter	Opjaczarnik 03/22/2021: RANDY CALLED REGARDING LEAK AT THE METER; ADV WOULD SUBMIT S/O FOR METER INSPECT; REACHED OUT TO TECH WHO ADV THEY WILL TRY AND INSPECT IT BEFORE THE END OF THE DAY;	03/22/2021 01:37 PM	Leak on customer side,
54820981	SUNNY HILLS	I 8.0 Leak at Meter	OPdjohnson 03/11/2021: JEFF CI. STATED FIXED LEAK ON HIS SIDE BUT SOMETHING HE REFERRED TO AS "THE LITTLE NIPPLE THING" IDENTIFIED BY TECH AS USW RESPONSIBILITY IS STILL LEAKING. HE STATED TECH TOLD H	03/11/2021 05:06 PM	Replaced Meter Nipple washer on customer side. No leak detected.
54820981	SUNNY HILLS	I 8.0 Leak at Meter	OPdjohnson 03/10/2021: JEFF CI. STATED METER LEAKING BELIEVES IT IS HIS SIDE BUT DOESNT WANT TO MESS WITH METER UNTIL TECH CAN LOOK AT IT. CALLED TECH HE STATED STILL WORKING ON MAIN BREAK BUT WILL LO	03/10/2021 03:51 PM	Replaced Meter Nipple washer on customer side. No leak detected.
54799055	SUNNY HILLS	I 8.0 Leak at Meter	OPmrodgers 12/23/2019: KEVIN CREWS (HOMEOWNER)CALLED HAD 2 PLUMBERS TO HOME NO LEAKS FOUND. TURNED METER OFF/SPINS. POSSIBLE DEFECTIVE METER OR LEAK AT THE METER. PLEASE CALL KEVIN 1HR IN ADVANCE HE	12/23/2019 10:34 AM	TALKED to CUSTOMER LEAK IS ON the CUSTOMER side meter IS working PROPERLY TECH Mike Granger



54795481	SUNNY HILLS	I 8.0 Leak at Meter	OPIdrost 12/02/2019: ALBERT CALLED IN. NOW THAT HIS METER ISN'T UNDERWATER, HE'S BEEN OUT TO CHECK ON IT A FEW TIMES AND SAW THAT THE "POP UP VALVE" OR VALVES ARE LEAKING NEAR THE MANIFOLD OF THE METE	12/02/2019 01:35 PM	Leak is on customers back flow on their side.
54799039	SUNNY HILLS	I 8.0 Leak at Meter	OPIdrost 11/12/2019: CALLED DENNIS BACK TO INFORM OF RESULTS REGARDING LEAK. MICHAEL AND RANDALL ADV THAT WATER THAT WAS LEAKING AT METER DID NOT GO THRU HIS METER SO ANY CONSUMPTION THAT WAS BILLED I	11/12/2019 11:17 AM	leak on utility side - repaired
1191215	SUNNY HILLS	I 8.0 Leak at Meter	OPJaczarnik 10/29/2019: JOHN CALLED FOR STATUS OF SO; CALLED TECH, LEAK ON OUR SIDE OF METER; I ADV SHOULD BE GETTING REPAIRED TOMORROW ACCORDING TO TECH; NFAN	10/29/2019 04:35 PM	Leak fixed, No leak detected.
1191215	SUNNY HILLS	I 8.0 Leak at Meter	OPIdrost 10/28/2019: JOHN CALLED IN B/C METER BOX KEEPS FILLING W/ WATER. HE EVEN SHOP-VAC'D IT OUT BUT IT KEEPS REFILLING. REALIZED THERE MAY BE A LEAK AND NEEDS INSPECTION. FILLED OUT S/O. ADV CALL	10/28/2019 10:41 AM	Leak fixed, No leak detected.
1190623	SUNNY HILLS	I 8.0 Leak at Meter	OPImjohnson 11/09/2018: TECH RANDALL REQUESTED A SERVICE ORDER FOR A SERVICE LINE LEAK AT THIS PROPERTY. CREATED S.O.	11/09/2018 10:01 AM	Service line repaired
1191005	SUNNY HILLS	I 8.0 Leak at Meter	OPmrodgers 11/05/2018: VITAS NOT @ HOME NEIGHBOR CALLED LMOM LEAK AT METER	11/05/2018 07:18 AM	.Leak was on customer's side
54795856	SUNNY HILLS	I 8.0 Leak at Meter	OPwinkler 08/22/2018: CUST CALLED IN TO INSPECT METER. CUST THINKS IT IS LEAKING AT METER. PLEASE KNOCK FOR CUST TO CHECK WITH YOU. CREATED S.O.	08/22/2018 10:45 AM	no leaks detected
1190914	SUNNY HILLS	I 8.0 Leak at Meter	OPwinkler 07/11/2018: CREATED S.O. TO REPLACE SERVICE LINE (USW SIDE)	07/11/2018 09:58 AM	talked to customer
1190914	SUNNY HILLS	I 8.0 Leak at Meter	OPwinkler 07/10/2018: GARY CALLED IN LEAK AT METER. SAYS IT IS ON USW SIDE. CREATED AND DISPATCHED TECH	07/10/2018 10:44 AM	Service line replaced
1190961	SUNNY HILLS	I 8.0 Leak at Meter	OPwinkler 02/26/2018: SIDNEY CALLED IN WITH LEAK AT METER. DISPATCHED S.O.	02/26/2018 03:13 PM	service line replaced Raised meter box
54799411	SUNNY HILLS	I 8.0 Leak at Meter	OPImjohnson 01/04/2018: CUSTOMER IS REPORTING A LEAK AT HER METER; CREATED S.O.	01/04/2018 10:38 AM	Flow frozen on customer side. Talked to customer about leak
54799019	SUNNY HILLS	I 8.0 Leak at Meter	OPweinberger 01/02/2018: NEIGHBOR CALLED REPORTED PIPE BROKEN BY CURB; CREATED S/O AND CALLED RANDALL	01/02/2018 05:33 PM	Water it's turned back on no leaks are detected and the door is tagged.
1191074	SUNNY HILLS	I 8.0 Leak at Meter	OPwinkler 08/02/2017: JESSE CALLED IN TO HAVE A TECH OUT BECAUSE HE HAS A WATER LEAK AT THE METER. FORWARDED INFO TO LINDA TO DISPATCH TECH	08/02/2017 08:22 AM	Repaired service line. After repair, checked pressure at house and was 60 psi. Talked to customer and let them know about the pressure.
1191698	SUNNY HILLS	I 8.0 Leak at Meter	OPvknights 05/17/2017: RETURNED CALL TO SCOTT FROM MESSAGE LEFT AFTER HOURS; HE WAS DIGGING A HOLE TO REMOVE A BUSH AND HIT THE WATER LINE LAST NIGHT; ADV WILL SEND TECH TODAY.; OPvknights 05/17/2017: HE SAID HE WENT OUT AND CHECKED WHILE I WAS ON THE PHONE WITH HIM AND HE SAID THAT IT'S NOT LEAKING NOW AND HE CAN MAKE THE REPAIR; HE SAID THAT HE IS ON A WELL AND IS THE CURRENT RESIDENT;	05/17/2017 08:43 AM	no action required
54799515	SUNNY HILLS	I 8.0 Leak at Meter	OPvknights 02/03/2017: TIM CALLED TO SAY HE HAS NOT SEEN A TECH AND THERE IS STILL A LEAK; ADV ORDER WAS DISPATCHED AND WILL FOLLOW UP WITH THEM; EMAILED TECH WITH CUSTOMER PH TO CALL HIM WITH ETA	02/03/2017 09:37 AM	
54799515	SUNNY HILLS	I 8.0 Leak at Meter	OPImjohnson 01/31/2017: TIM CALLED TO REPORT WATER LEAKING AROUND THE METER. SAYS HE REPORTED IT TO THE AFTER HOURS EMERGENCY ON FRIDAY NIGHT AND HE HAS NOT HEARD FROM ANYONE. CREATED S.O. FOR METER I	01/31/2017 11:59 AM	
1190614	SUNNY HILLS	I 8.05 Leak - Customer Side	OPIdrost 02/11/2022: LISA CALLED IN - GOT DOOR TAG SAYING SHE MAY HAVE LEAK ON PPTY. DISCUSSED IN-HOME LEAK TEST. WILL DO AND WILL CALL BACK IN IF METER# DOESN'T CHNG. NFAN	02/11/2022 02:02 PM	Customer had leak on property, assisted with turn off for repairs
1191330	SUNNY HILLS	I 8.05 Leak - Customer Side	OPmrodgers 08/31/2021: BRENT CALLED STATED HOUSE WAS STRUCK BY LIGHTENING ON 7/11 HAS BEEN HEARING WATER RUN AND METER SPINNING NOT SEEING ANY WATER. CUST WILL CONTACT/FIX LEAK AND AWARE TO SUBMIT SL	08/31/2021 08:14 AM	no action required
1190981	SUNNY HILLS	I 8.05 Leak - Customer Side	OPmrodgers 08/13/2021: PLUMBER JOSH CALLED S/O TURN OFF FOR REPAIR	08/13/2021 10:15 AM	CONFIRMED WITH FR.PAUL THAT WATER DOES NOT NEED TO BE SHUT OFF BUT METER IS LOCKED AND PLUMBER COULD NOT ACCESSIT. I ADV WILL LET TECHKNOW. SPOKE WITH TECH HE STATED WILL GO BY AND REMOVE LOCK. NO SERVICE ORDER ENTERED. SENT EMAIL TO TECH AS REMINDER. ADV FR PAUL THAT TECH WILL BE BY TO REMOVE LOCK. NFAN

54799609	SUNNY HILLS	I 8.05 Leak - Customer Side	OPdjohnson 06/03/2021: APRIL CI. STATED HAD A LEAK FIXED BUT NOT TOO SURE WHEN IT WAS COMPLETED. I ADV RECENT BILL ONLY GOES THROUGH 5/7/21. I ADV DEPENDING ON WHEN IT WAS FIXED SHE MAY HAVE INCREASED	06/03/2021 05:50 PM	Customer fixed leak. Leak Adjustment applied
54824878	SUNNY HILLS	I 8.05 Leak - Customer Side	OPjaczarnik 12/10/2020: JIM CALLED REGARDING LEAK AT HIS BACKFLOW VALVE; ADV ANYTHING AFTER THE METER IS THE RESPONSIBILITY OF THE CUSTOMER TO REPAIR; NFAN	12/10/2020 10:21 AM	no action required
54823572	SUNNY HILLS	I 8.05 Leak - Customer Side	USWeallicea 10/06/2020: LEAK ADJUSTMENT- CUSTOMER BILLED FOR 23 TGAL - AVERAGE PER MONTH = 18 TGAL / 2 = 9 TGALS X 13.50 = \$121.50	10/06/2020 01:05 PM	Leak adjustment given
54823603	SUNNY HILLS	I 8.05 Leak - Customer Side	USWeallicea 06/08/2020: LEAK ADJUSTMENT- CUSTOMER BILLED FOR 30 TGAL - AVERAGE PER MONTH = 28 TGAL / 2 = 14 TGALS X 13.50 = \$189.00	06/08/2020 12:31 PM	Leak adjustment given
54823603	SUNNY HILLS	I 8.05 Leak - Customer Side	OPjaczarnik 05/06/2020: DEBRA CALLED REGARDING LEAK AT PROPERTY; SHE HAD LEAK REPAIRED BUT BILL STILL HAD HIGH USAGE; ADV TO FAX HER PLUMBING INVOICE FOR US TO SUBMITT AND SEE IF ADJUSTMENTS CAN BE MA	05/06/2020 12:03 PM	
54822180	SUNNY HILLS	I 8.05 Leak - Customer Side	USWeallicea 02/24/2020: CUSTOMER BILLED 56 TGHAL - AVE 12 TGAL 44/2 22 X 13.50 = \$297.00	02/24/2020 10:27 AM	Leak adjustment given
54800906	SUNNY HILLS	I 8.05 Leak - Customer Side	USWeallicea 02/17/2020: LEAK ADJUSTMENT FOR 11 TGAL ON THE JANUARY BILL- CUSTOMER BILLED FOR 27 TGAL -AVERAGE PER MONTH = 22 TGAL / 2 = 11 TGALS X 13.50 = 148.50 (CUST. BILLED 303.84 - 148.50 = 155.34)	02/17/2020 08:37 AM	Leak adjustment given
54800906	SUNNY HILLS	I 8.05 Leak - Customer Side	USWeallicea 02/17/2020: LEAK ADJUSTMENT FOR 9 TGAL ON THE DECEMBER BILL- CUSTOMER BILLED FOR 22 TGAL -AVERAGE PER MONTH = 17 TGAL / 2 = 9 TGALS X 13.50 = 121.50 (CUST. BILLED 236.34 - 121.50 = 114.84)	02/17/2020 08:33 AM	Leak adjustment given
54799515	SUNNY HILLS	I 8.05 Leak - Customer Side	OPdjohnson 01/10/2020: TIM CI. HAD LEAK FIXED ON HIS SIDE, I ADV SUBMIT RECEIPTS SO THE ACCT CAN BE REVIEW. NFAN	01/10/2020 01:20 PM	Leak adjustment given
54800906	SUNNY HILLS	I 8.05 Leak - Customer Side	OPldrost 01/06/2020: KIMBERLY CALLED IN. LL DISCOVERED THEY HAD A LEAKY TOILET AND IS BEING FIXED. DISCUSSED 50%-50% PMT PLAN. SHE GETS PD ON 1/17 AND WILL PAY 50% (\$127.07) ON 1/17 AND CALL IN TO S	01/06/2020 02:17 PM	Leak adjustment given
54799055	SUNNY HILLS	I 8.05 Leak - Customer Side	OPldrost 12/20/2019: KYLE CALLED IN - KNOWS HE HAS A LEAK. ADV TO CONSULT A PROFESSIONAL. PROVIDED FAX # FOR INVOICE SUBMITTAL AFTERWARD. NFAN	12/20/2019 12:47 PM	TALKED to CUSTOMER LEAK IS ON the CUSTOMER side meter IS working PROPERLY TECH Mike Granger
54798002	SUNNY HILLS	I 8.05 Leak - Customer Side	OPldrost 12/06/2019: CHRISTINA CALLED IN - VERY HIGH BILL WHILE OUT OF TOWN FOR MONTHS. IS CLEAR FROM STMTS AND USAGE THAT THIS IS UNUSUAL. CHRISTINA INFORMS THAT THEY CALLED EMERGENCY # AND TECHS CAME ON 11/26 AND INFORMED THAT LEAK WAS ON PPTY. SHE ASKED HOW WE COULD HELP HER OUT. SHE GOT REPAIR DO IMMEDIATELY. ADV SHE CAN SUBMIT INVOICES AND WE CAN SUBMIT TO BE CONSIDERED FOR A LEAK ADJ. NFAN	12/06/2019 11:01 AM	no action required
1191046	SUNNY HILLS	I 8.05 Leak - Customer Side	OPmzarbinski 11/21/2018: MARK CALLED AS HE CAME BACK FROM TRIP AND WASHING MACHINE IS FLOODING HOME. CANT FIND DISCONNECT IN HOME. WANTS TECH TO COME OUT AND SHUT OFF WATER. FILLED OUT S.O. AND SUB	11/21/2018 02:08 PM	Made customer contact, he advised me to leave water on he had it temporarily resolved, I advised the customer to install a customer shut off valve in case of emergency with water in home..GRW
1191376	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 08/02/2018: LATOYA FAXED RECEIPT FOR PLUMBING REPAIR. EMAILED EVELYN FOR POSSIBLE ADJUSTMENT	08/02/2018 10:02 AM	Leak adjustment given
1191083	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 07/27/2018: CUSTOMER EMAILED IN RECEIPT FOR REPAIR. WILL NOTIFY EVELYN	07/27/2018 02:32 PM	Leak adjustment given
1191083	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 07/26/2018: EVELYN HAS SPOKEN TO JUDITH ABOUT LEAK AT THE PROPERTY. GAVE EMAIL ADDRESS TO SEND RECEIPTS FOR REPAIR OF THE LEAK.	07/26/2018 08:37 AM	Leak adjustment given
54800316	SUNNY HILLS	I 8.05 Leak - Customer Side	OPvwinkler 04/02/2018: MELINDA CALLED BACK TO INFORM US SOMEONE WAS AT THE HOME 4-1-18 AND TOLD HER THE LEAK WAS ON HER SIDE. NO S.O. PROCESSED	04/02/2018 07:49 AM	Leak adjustment given
1189360	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 03/15/2018: WATER IS NOW ON. CUSTOMER IS AWARE THERE IS A LEAK ON HIS SIDE.	03/15/2018 02:23 PM	Customer needs to call plumber not on our side thanks...Anne Kummer
54799716	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 02/08/2018: SCANNED LETTER AND RECEIPT FROM CUSTOMER. WILL NOTIFY RITA.	02/08/2018 07:54 AM	Leak adjustment given
54799716	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 02/08/2018: CUSTOMER CALLED. HAD A PIPE BREAK DUE TO THE EXTREME COLD WEATHER. ADV TO SEND IN PLUMBERS RECEIPT FOR CONSIDERATION FOR AN ADJUSTMENT.	02/08/2018 07:54 AM	Leak adjustment given
54799232	SUNNY HILLS	I 8.05 Leak - Customer Side	OPwainberger 01/18/2018: ANDREA KERN ADV WATER SPEWING OUT WHERE PIPE MEETS THE METER ABOVE GROUND, YOU CAN HEAR IT ALSO. SHE DID SAY IT IS ON THE YARD SIDE, NOT THE STREET SIDE; CREATED S/O CALLED T	01/18/2018 07:03 PM	Tech Note: Leak on customer side. Backlog prevention froze and split device. Water shut off on customer side, meter still on per. Customer request.....GRW

54799082	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 01/04/2018: JESSE CALLED. PIPE BURST. WOULD LIKE A TECH TO COME OUT AND SHUT OFF WATER; CREATED S.O.	01/04/2018 12:24 PM	Tech Note: Water is shut off I'll talk to the customer the customer will get a plumber out and will let us know when they're fixed it to turn the water back on....AK
54796227	SUNNY HILLS	I 8.05 Leak - Customer Side	OPpnnorris 09/14/2017: BRANDY CALLED IN ABOUT HIGH WATER BILL AFTER LEAKING PIPE LAST MONTH. ADVISED THAT THE LEAK WAS ON HER END AND WE CAN NOT CHANGE BILL. ADVISED WE CAN DO PAY ARRANGMENT AFTER 100.	09/14/2017 09:35 AM	no action required
54800447	SUNNY HILLS	I 8.05 Leak - Customer Side	OPmwilliams 07/25/2017: JOHN SIEBEN CALL TO ADVISE THAT TECH WAS OUT TO TURN WATER ON YESTERDAY, BUT TOLD HIM THAT THERE WAS A LEAK. MR SIEBEN WILL TURN WATER ON NOW TO EVALUATE LEAK.	07/25/2017 12:17 PM	no action required
1190912	SUNNY HILLS	I 8.05 Leak - Customer Side	OPmallens 06/01/2017: SHELIA WILSON	06/01/2017 01:40 PM	Leak adjustment given re-read meter
54799492	SUNNY HILLS	I 8.05 Leak - Customer Side	OPvknight 04/24/2017: TECH NOTE FOR REREAD ORDER 20818 LEAK ON CUSTOMER SIDE	04/24/2017 02:17 PM	APRIL ALBRITTON CALLED TO CONFIRM THAT WATER IS ON AND THERE IS NO LEAK.
54800074	SUNNY HILLS	I 8.05 Leak - Customer Side	OPvknight 04/14/2017: called customer at (850) 228-5394 twice; wrong number; tech unable to turn water on as leak detected and no one home; customer will need to be present to turn water on.	04/14/2017 03:12 PM	Leak adjustment given
1190553	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 03/21/2017: CHARLES CALLED. HE HAD A LEAK ON 01/31/2017. HE NEEDS HELP WITH THIS BILL. ADVISED TO SEND IN A COPY OF THE PLUMBER'S INVOICE (HE HAS A CREDIT CARD RECEIPT PAYABLE TO THE PLUM	03/31/2017 09:45 AM	water reconnected tech note backflow preventor failure at 3504 Viking; shut off preventor, notified customer
54796768	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 02/07/2017: TECH CALLED. THERE IS A SLIGHT LEAK SHOWING WHEN HE TURNS ON THE METER. HE WILL SHUT THE METER OFF AND LEAVE A NOTE ON THE DOOR.	02/07/2017 12:27 PM	Flushed line until clear xxxx, RW
54799449	SUNNY HILLS	I 8.05 Leak - Customer Side	OPlmjohnson 01/09/2017: ANGELA CALLED TO REPORT A PIPE BROKEN IN THE YARD BETWEEN HER HOUSE AND THE NEIGHBORS. CREATED S.O. AND DISPATCHED TECH	01/09/2017 10:55 AM	air in the line fire department use talked to customer FLUSHED lines TEC MG
1189404	SUNNY HILLS	J 9.0 Water Quality	Opjaczarnik 03/24/2022: EDDIE CALLED; HE ADV HE IS EXPERIENCING BROWN WATER AFTER THERE WAS WATER PULLED/FLUSHED FROM THE HYDRANT NEAR HIS HOME; HE ADV THIS IS THE 3RD STRAIGHT MONTH THIS HAS HAPPENED	03/24/2022 02:30 PM	Flushed line until clear xxxx, RW
1190654	SUNNY HILLS	J 9.0 Water Quality	OPcbrann 03/04/2022: SPK TO LUNELL DOCCHIO @850-773-2828;SHE IS REPORTING THE WATER IS YELLOWISH;LOOKS LIKE URINE;FOR A FEW HOURS NOW;S/O CREATED;NFAN	03/04/2022 03:25 PM	We met with The customer and explained the issue, and delivered oxy-Clean to her. Water appears clear for now
1189404	SUNNY HILLS	J 9.0 Water Quality	Opjaczarnik 02/18/2022: EDDIE CALLED REGARDING BROWN WATER; ADV WOULD REACH OUT TO THE TECH TO HAVE THEM ADDRESS THE ISSUE AND LFUSH THE LINES;	02/18/2022 11:02 AM	TALKED TO CUSTOMER WATER LOOKS GOOD AIR IN THE LINES IN THE HOUSE TECH MG
1189404	SUNNY HILLS	J 9.0 Water Quality	OPdjohanson 01/13/2022: EDDIE CI ABOUT BROWN WATER AGAIN. STATED TURNED WHITE TOWELS BROWN. I ADV WILL SUBMIT SO TO INSPECT. I ADV TECH WILL PROBABLY BRING RUST OUT FOR THE TOWELS. LMOM FOR TECH AND SU	01/13/2022 01:56 PM	flushed lines we checked water Quality customer states she hadn't checked it today. We flushed at hydrant water was clear. , rw. Contractor using water. Flushed at hydrant until clear Contractor using water. Flushed at hydrant until clear
54827510	SUNNY HILLS	J 9.0 Water Quality	OPldrost 12/27/2021: CHARLES (ANDREW) CALLED IN. UPDATED NAME ON ACCT TO INCLUDE HIS FIRST NAME. REPORTS THEY'VE HAD WHITE/CLOUDY WATER FOR OVER A WEEK. 6 PEOPLE IN HOME THAT TAKE DAILY SHOWERS - NO	12/27/2021 02:25 PM	
1190979	SUNNY HILLS	J 9.0 Water Quality	Opjaczarnik 12/13/2021: MARGARET CALLED REGARDING RUST IN HER LINES; REACHED OUT TO TECH WHO CONFIRMED THEY WOULD TRY AND GET OUT THERE TODAY TO FLUSH THE LINES;	12/13/2021 09:26 AM	
1189404	SUNNY HILLS	J 9.0 Water Quality	OPdjohanson 11/15/2021: EDDIE LMOM. STAILL GETTING BROWN WATER FROM WHEN HE CALLED IN LAST WEEK. I ADV WILL SUBMIT SO. CALLED TECHS THEY WILL GO BY AND FLUSH LINES. SO SUBMITTED. NFAN	11/15/2021 02:08 PM	
54822517	SUNNY HILLS	J 9.0 Water Quality	Opjaczarnik 11/11/2021: KIMBERLY CALLED AGAIN REGARDING REDIMENT AND RUST COMING INTO THE LINES IN THE HOME; ADV WOULD NOTIFY THE TECH TO ADDRESS ANDERSON CONSTRUCTION AGAIN TO STOP PULLING THE WATER	11/11/2021 09:26 AM	
54822517	SUNNY HILLS	J 9.0 Water Quality	OPdjohanson 11/10/2021: MRS ZIEGLER CI ABOUT RUSTY WATER YESTERDAY AND THEN CLOUDY WATER. I ADV ANDERSON WAS WORKING ON ROAD AND PULLING WATER FROM HYDRANT AT A RATE THAT WAS STIRRING UP SEDIMENT CAUSI	11/10/2021 10:19 AM	

1189404	SUNNY HILLS	J 9.0 Water Quality	OPdjohnson 11/09/2021: EDDIE CI ABOUT BROWN WATER. HE STATED WATER TRUCK PULLING FROM HYDRANT WHILE THEY ARE WORKING ON THE ROAD KICKS UP SEDIMENT. I ADV WILL LET TECH KNOW WHATS GOING ON. SPOKE WITH	11/09/2021 12:57 PM	made customer contact explained that Anderson Columbia is also a paying customer , we checked water Quality customer states she hadn't checked it today. We flushed at hydrant water was clear. , rw.
1190935	SUNNY HILLS	J 9.0 Water Quality	Opjaczarnik 10/11/2021: VICKI CALLED REGARDING BROWN WATER SINCE YESTERDAY; ADV NO OTHER CALLS HAVE BEEN REPORTED; ADV WOULD SUBMIT S/O TO INSPECT WATER QUALITY; ADV WILL ATTEMPT TO HAVE THE TECH NOTI	10/11/2021 10:02 AM	CHECKED WATER IS CLEAR NO ONE CAME TO THE DOOR TEC MG
1191121	SUNNY HILLS	J 9.0 Water Quality	OPdjohnson 09/14/2021: CUST REPORTS WATER LEAVING ORANGE RESIDUE IN TOILETS AND SHOWER. I ADV WOULD SUBMIT SO TO INSPECT WATER QUALITY. NFAN	09/14/2021 12:32 PM	TALKED TO CUST AND FLUSHED LINE TEC MG AIR IN THE LINE FLUSHED THE LINE TEC MG
54797929	SUNNY HILLS	J 9.0 Water Quality	OPcbrann 04/22/2021: SPK TO LAKESHA GLOVER @850-624-1164;SHE WAS CALLING ABOUT CLOUDY WATER FOR ABOUT A WEEK,S/O CREATED;ALSO S/O WAS SCHEDULED FOR 4-9-21 FOR RE-READ METER AS NOT IN LINE W/PREV MONTH	04/22/2021 04:06 PM	spoke with customer, found to be Air in water, Flushed street
54821606	SUNNY HILLS	J 9.0 Water Quality	OPidrost 04/14/2021: DAVID CALLED IN - WATER HAS BEEN 'MURKY' FOR THE LAST 3 DAYS. WATER IS CLEAR WHEN IT SITS. ADV IS PROBABLY AIR IN LINES. ADV TODAY IS WED, IF BY FRI AM NOT CLEARED UP, GIVE A CALL	04/14/2021 03:25 PM	spoke with customer, found to be Air in water, Flushed street
1191092	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 04/14/2021: COY CALLED MILKY/WHITE WATER S/O COMPLETE	04/14/2021 12:15 PM	spoke with customer, found to be Air in water, Flushed street
54800088	SUNNY HILLS	J 9.0 Water Quality	I CALLED HAN SUN REGARDING HER CONCERNS ABOUT GETTING SICK AFTER A BWN BACK IN NOVEMBER. NO ANSWER. LMOM. I ADV "The bacteriological samples for the boil water notice came back all clear, the water is safe, was never contaminated and people can get bacterial infections from any number of things. The timing is just coincidental." AND TO CALL BACK IF SHE HAS ANY OTHER QUESTIONS.	12/24/2020 11:01 AM	no action required
54800088	SUNNY HILLS	J 9.0 Water Quality	HAN SUN CI STATED HER AND HER CAT GOT SICK AFTER BWN AND WANTED TO KNOW WHAT WAS IN THE WATER BECAUSE SHE HAD A BIOPSY AND THEY FOUND SHE HAD BACTERIA INFECTION AND THINKS IT CAME FROM WATER. I ADV BWN ARE ISSUED AT A PRECAUTION AFTER A MAIN BREAK. I ADV I WOULD FORWARD HER CONCERN TO CORPORATE OFFICE. SHE STATED ON ANTIBIOTICS AND FEELING BETTER BUT WANTED TO KNOW IF ANYONE ELSE IS GETTING SICK. I ADV NO ONE HAS CALLED ABOUT BEING SICK AFTER BWN.	11/12/2020 03:53 PM	no action required
54822107	SUNNY HILLS	J 9.0 Water Quality	OPcbrann 11/06/2020: SPK TO TIMOTHY SCHRIER @850-532-7003;HE ADV HIS WATER IS DIRTY FOR 2 DAYS,S/O CREATED;RECENT BWN RESCINDED 11-4-20;NFAN	11/06/2020 12:38 PM	Tech flushed main, until clear, issue resolved MG/ RW
1190876	SUNNY HILLS	J 9.0 Water Quality	OPdjohnson 08/27/2020: JAMES CI REPORTS BROWN WATER LAST TWO DAYS. STATES HAD TO DRAIN WATER HEATER AND FLUSH WATER FROM HOSE 2 DAYS IN A ROW FOR OVER AN HOUR. I ADV WOULD PUT IN SO TO HAVE WATER QUAL	08/27/2020 01:39 PM	talk to customer flushed lines water is clear TECH MICHAEL GRANGER
54823447	SUNNY HILLS	J 9.0 Water Quality	Opjaczarnik 08/21/2020: LAURA CALLED REGARDING CLOUDY WATER; ADV MOST LIKELY AIR IN LINES; SHE ADV SHE HAS RAN THE HOSE AND CLEARED HER WATER HEATER TO TRY AND CLEAR THE LINES, BUT IT HASN'T WORKED; A	08/21/2020 10:10 AM	talk to customer flushed lines water is clear TECH AK
1191046	SUNNY HILLS	J 9.0 Water Quality	OPcbrann 08/20/2020: SPK TO MARK PATTERSON @850-703-2281;HE WAS CALLING TO SAY HE CAN NOT DRINK THE CLOUDY,NASTY WATER,IT HAS BEEN A WEEK LIKE THIS;S/O CREATED;PLEASE CALL MARK PATTERSON WITH WHAT THE	08/20/2020 03:49 PM	Contacted customer, flushed main, advised customer of main break.
54823986	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 08/20/2020: HAYDEN CALLED STATED WATER IS GREY AND BUBBLY LIKE SPRITE S/O COMPLETE	08/20/2020 09:25 AM	Made contact with customer explained that air was trapped in the system from a main linebreak over the weekend, customers water was cloudy from air. RW/JJ

1190529	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 08/20/2020: BIRUTE CALLED STATED COVID IN THE WATER DUE TO CLOUDINESS S/O FOR TECH TO VERIFY AS IT DISIPATES AND THERE IS NO ODOR SEDIMENT OR DISCOLORATION.	08/20/2020 08:22 AM	made contact with the customer and informed them we experienced a broken main over the weekend and flushed the main , line still has air in the line we will continue to monitor...Randall Weekley
1190622	SUNNY HILLS	J 9.0 Water Quality	OPjaczarnik 08/19/2020: CUSTOMER REPORTS RUST IN THE WATER; ADV WOULD SUBMITT S/O TO HAVE WATER QUALITY CHKED; ADV TECHS WILL MOST LIKELY NEED TO FLUSH THE LINES;	08/19/2020 04:56 PM	Attempted to make contact, no one answered door, checked water it was clear for now, left oxygen detergent with note beside entrance door, we are continuing to flush lines in area as they have air in them, thanks RW/IJ
1191068	SUNNY HILLS	J 9.0 Water Quality	OPcbrann 08/19/2020: SPK TO HELENA MACHA @850-260-8852;SHE WAS CALLING TO SAY SHE HAS CLOUDY WATER FOR 2 DAYS;S/O CREATED;NFAN	08/19/2020 04:06 PM	Checked water Quality, cloudy with air caused by main line beak on Sunday, flushing and checked C12 Residual 0.7 made customer contact and explained issue,
5482296	SUNNY HILLS	J 9.0 Water Quality	OPdjohnson 08/19/2020: PERRY. LMOM. STATED WATER IS CLOUDY AND CREAMY. I CALLED. SPOKE WITH PERRY. I ADV MOST LIKELY AIR I LINE. I ADV WOULD SUBMIT SO TO HAVE IT INSPECTED. NFAN	08/19/2020 02:10 PM	pulled jar sample , checked found air in water, flushed main until clear, RW
54800281	SUNNY HILLS	J 9.0 Water Quality	OPcbrann 08/18/2020: SPK TO MELISSA MILAM @850-326-7482;SHE WAS CALLING ABOUT HER WATER BEING BROWN;IT STARTED THIS MORNING;S/O CREATED;IF POSSIBLE CALL MELISSA WHEN COMING OUT;NFAN	08/18/2020 06:01 PM	Flushed mains and made contact with customer and water quality is good now, Thanks
1191091	SUNNY HILLS	J 9.0 Water Quality	OPldrost 08/17/2020: KATHRYN CALLED IN - SEDIMENT IN TOILET AND TOILET TANK, REDDISH. WANTED TO KNOW IF ANYTHING WAS GOING ON. ADV OF MAIN BREAK OVER WKND BUT STREETS AFFECTED ARE NOT IN HER AREA. SUB	08/17/2020 01:29 PM	Flushed Main and checked home, quality was good and clear, went back by and checked customer stated it was good, RW



54796819	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 06/15/2020: JOEL (HUSBAND) CALLED ORANGE WATER SAMPLE IN JAR SEDIMENT AS WELL S/O COMPLETE CALL 30 MIN PRIOR	06/15/2020 10:07 AM	Met with customer( husband) I checked water quality = Good, no coloration or sediment, good smell and taste. Customer provided a sample that was badly discolored and had sediment. Gave customer my card and advised him to call next time it happened to call, flushed at closest downstream hydrant. Customer was polite and very knowledgeable on water quality...Randal
1190529	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 03/18/2020: BIRUTE CALLED LMOM STATED BROWN WATER RETURNED CALL NO ANSWER LMOM ADV S/O COMPLETE	03/18/2020 10:23 AM	
54800858	SUNNY HILLS	J 9.0 Water Quality	OPldrost 02/13/2020: TAJHA CALLED IN TO REPORT WATER HAS GOTTEN PROGRESSIVELY MORE BROWN OVER THE LAST 2-3 WEEKS. SUBMITTED S/O. NFAN	02/13/2020 04:03 PM	TALKED TO CUSTOMER AND TOOK A WATER SAMPLE THE WATER WAS CLEAR AND THE CL2 WAS 1.0
54800691	SUNNY HILLS	J 9.0 Water Quality	STEPH CI AND ASKED WHY HER WATER IS TURNING ORANGE EVERY COUPLE MONTHS. I ADV COULD BE RUST IN HOMES WATER LINES. I ADV I COULD SEND OUT A TECH TO CHECK THE WATER QUALITY BUT ADV THEY WOULD PROBABLY JUST FLUSH HER LINES. SHE STATED SHES NEVER BEEN OFFERED THAT. I ADV WE'VE BEEN OUT BEFORE WHEN SHE CALL AND FOUND THE WATER TO BE CLEAR. SHE STATED SHE IS MOVING IN TWO WEEKS SO IT DOESN'T MATTER AND DISCONNECTED THE CALL.	02/11/2020 10:55 AM	Water was clear
1189404	SUNNY HILLS	J 9.0 Water Quality	OPcbrann 02/03/2020: SPK TO EDDIE BROWN @850-726-0215;HE WAS CALLING ABOUT BROWN WATER FOR 2 DAYS;ADV I WILL PUT IN A S/O TO HAVE IT CHECKED;CALL EDDIE BACK @850-726-0215	02/03/2020 07:01 PM	Flushed line until clear xxxx, RW
54822514	SUNNY HILLS	J 9.0 Water Quality	OPcbrann 08/02/2019: SPK TO RYAN YOUNGBLOOD;HE ADV HE IS STILL HAVING WATER ISSUES WITH THE COLD WATER ONLY COMING OUT ORANGE;I ADV THE TECH NOTED ON LAST VISIT THE WATER CAME OUT CLEAR & S/O CLOSED 7	08/02/2019 06:20 PM	TALKED TO CUSTOMER FLUDED LINES CLEAR WATER TEC MIKE
54799621	SUNNY HILLS	J 9.0 Water Quality	OPldrost 08/02/2019: MARYANN CALLED IN AFTER READING WATER QUALITY INFO ON STATEMENT. WE DISCUSSED MEASUREMENT AND WHAT IT MEANS FOR IT TO BE 'BELOW' ACCEPTABLE LEVEL. NFAN	08/02/2019 02:34 PM	no action required
54822514	SUNNY HILLS	J 9.0 Water Quality	OPdjohanson 07/24/2019: RYAN CI. ORANGE WATER FOR ABOUT A WEEK. NO ODOR. I ADV POSSIBLE DISCOLORATION FROM PIPES. I ADV I ENTERED SO TO HAVE METER INSPECTED. NFAN	07/24/2019 06:15 PM	Water Clear upon visit, C12 Residual 0.5, spoke with customer, will monitor
1191067	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 07/01/2019: MRS BANKS CALLED ROTTEN ODOR AND TASTE S/O CREATED	07/01/2019 10:40 AM	Made contact with customer, Flushed up and downstream of service connection. Advised customer to continue to monitor and if it returns let us know, rw
54800691	SUNNY HILLS	J 9.0 Water Quality	OPldrost 05/24/2019: STEPHANIE CALLED IN WANTING TO KNOW RESULTS OF S/O. ADV TECH REPORTED WATER CLEAR. WAS CONCERNED B/C WATER WAS RUSTY FOR MUCH LONGER THAN BEFORE. ADMITTED THE WATER WAS NOW CLEAR.	05/24/2019 04:03 PM	WATER IS CLEAR
54800088	SUNNY HILLS	J 9.0 Water Quality	OPldrost 05/22/2019: HAN SUN CALLED IN TO REPORT HER WATER HAS BEEN DARK BROWN NO MATTER HOW MANY TIMES SHE FLUSHES OR LETS THE FAUCET RUN. GOING ON 24 HRS. SUBMITTED S/O. NFAN	05/22/2019 03:29 PM	WATER IS CLEAR
54800691	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 05/22/2019: STEPHANIE CALLED DARK ORANGE/BROWN RUST COLORED WATER ALL DAY HAS NEVER BEEN LIKE THIS BEFORE. HAS BEEN LIGHT YELLOW AND USUALLY CLEARS AFTER AN HOUR OR SO. S/O FORM COMPLETE	05/22/2019 03:22 PM	WATER IS CLEAR
1190627	SUNNY HILLS	J 9.0 Water Quality	OPdjohanson 05/21/2019: CHRIS CI. WATER IS ORANGE KOOLAID COLOR FOR LAST SEVERAL DAYS. FILLED OUT SO AND DISP FOR 05/22/19. NFAN	05/21/2019 04:14 PM	Flushed main, clear C12 Residual 1.4 per operator J

54799150	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 04/03/2019: DENNIS CALLED WATER TASTE LIKE CHLORINE S/O FORM FILLED OUT	04/03/2019 10:08 AM	Met w/customer, Checked Cl2 Residual 1.1, PH. 8.2 advised Residula range ans customer advised Refrigerator filter may need changing..
54799712	SUNNY HILLS	J 9.0 Water Quality	OPianderson 02/01/2019: Customer CALLED BECAUSE WATER IS BROWN CREATED SERVICE ORDER FOR TECH TO COME OUT. NFAN	02/01/2019 04:59 PM	.Checked the water with a clear glass water is clear thanks...AK Flushed hydrant until clear, spoke with customer, he also request we check his meter tomorrow, we will check clarity of water again.
54798045	SUNNY HILLS	J 9.0 Water Quality	opvwinkler 01/31/2019: WILLIAM CALLED IN TO REPORT BROWN WATER. CREATED AND DISPATCHED S/O	01/31/2019 10:00 AM	caused by main break no action required
1189406	SUNNY HILLS	J 9.0 Water Quality	OPvweinberger 01/24/2019: CHERRY SHERMAN CALLED SAID SHE HAS BROWN WATER: ADV THERE WAS A MAIN BREAK YESTERDAY ADV RUN THE LINE FOR A LITTLE BIT AND IT SHOULD CLEAR UP:CALL BACK IF NOT:NFAN	01/24/2019 12:03 PM	Root cause is believed to be yesterday's main break, checked with jar test,water is fine. Customer not answering door.
54800858	SUNNY HILLS	J 9.0 Water Quality	OPvweinberger 01/23/2019: JIMMY NOLES CALLED ADV HE HAS BROWN WATER: ADV MIGHT BE FROM THE MAIN BREAK TODAY, BUT SET UP S/O TO BE SAFE: CREATED S/O:NFAN	01/23/2019 06:14 PM	
1190648	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 07/06/2018: DOLORES CALLED STATED SHE HAD CLOUDY WATER AND WOULD LIKE SOMEONE TO LOOK AT IT AND FIX IT	07/06/2018 12:34 PM	
54800858	SUNNY HILLS	J 9.0 Water Quality	OPvwinkler 04/11/2018: TAJHA CALLED IN ABOUT DISCLORED WATER. CREATED AND DISPATCHED S.O.	04/11/2018 11:06 AM	Called Customer advised of main break. Tech note: Flushed system talked to customer customer was satisfied no more brown water
1191245	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 04/03/2018: DANIELLE CALLED TO COMPLAIN OF BROWN WATER CALLED HEALTH DEPT. THEY ARE COMING OUT TO GET A SAMPLE; OPvwinkler 04/03/2018: CREATED AND DISPATCHED S.O.	04/03/2018 11:04 AM	Flushed line at hydrant until clear. Met with DEP and pulled samples, results pending lab results
1191298	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 04/03/2018: DANIELLE CALLED TO COMPLAIN OF BROWN WATER CALLED HEALTH DEPT. THEY ARE COMING OUT TO GET A SAMPLE; OPvwinkler 04/03/2018: CREATED AND DISPATCHED S.O.	04/03/2018 11:01 AM	Tech note: Flushed for about 10 minutes water clear
1190979	SUNNY HILLS	J 9.0 Water Quality	OPvweinberger 03/30/2018: MARGARET PEOPLES ADV WATER IS RUST COLOR REQ TECH TO FLUSH HER LINES; CREATED S/O	03/30/2018 12:53 PM	
1191273	SUNNY HILLS	J 9.0 Water Quality	OPvweinberger 03/29/2018: KARIN BRIDGER SAID SHE STILL HAS BROWN WATER, EVEN AFTER RUNNING IT FOR A WHILE,REQ TECH COME BUT TO PLEASE CALL FIRST PH#941-928-5604; CREATED S/O	03/29/2018 05:29 PM	Tech note: Completed yesterday. Water clear
1191298	SUNNY HILLS	J 9.0 Water Quality	OPImJohnson 03/29/2018: DANIELLE CALLED TO COMPLAIN OF BROWN WATER. STAINING HER CLOTHES WHEN SHE WASHES. CREATED S.O. FOR A METER INSPECTION	03/29/2018 12:47 PM	Tech note: Completed yesterday. Water Clear
54800663	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 03/27/2018: UPDATED PH#5 (ADDED 3) RUST COLOR WATER FORM FILLED OUT FOR S/O	03/27/2018 09:16 AM	Tech Note: Mains Flushed until Clear last evening.
54800088	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 03/23/2018: HAN CALLED YELLOW WATER ADV WORK IN THE AREA YESTERDAY HOWEVER WILL DO A S/O	03/23/2018 08:55 AM	Tech Note: Flushing in Sunny Hills
1190574	SUNNY HILLS	J 9.0 Water Quality	OPmrodgers 03/23/2018: HENRY CALLED ORANGE WATER FORM FILLED OUT FOR S.O	03/23/2018 07:15 AM	Tech Note: Flushing in Sunny Hills
1190665	SUNNY HILLS	J 9.0 Water Quality	OPrking 03/22/2018: BETTY RENZA CALLED TO REPORT "DIRTY WATER". ADV. HER OF THE MAINTENANCE THAT IS BEING PERFORMED AND THAT THE WATER WILL CLEAR UP.	03/22/2018 05:33 PM	Tech Note: Flushing in Sunny Hills
54800281	SUNNY HILLS	J 9.0 Water Quality	OPvweinberger 01/23/2018: MELISSA MILAM ADV RUSTY WATER; CREATED S/O & DISPATCHED	01/23/2018 11:15 AM	Tech Note: Spoke with customer and checked her water, it is clear now and the Cl2 residual was 0.9

1191078	SUNNY HILLS	J 9.0 Water Quality	OPmwilliams 11/29/2017: WENDY GOTSCHALL CALLED TO REPORT BROWN WATER. CREATED SO	11/29/2017 09:11 AM	Tech note: Contact Customer and water is clear and OK
1193968	SUNNY HILLS	J 9.0 Water Quality	OPmwilliams 08/03/2017: ANGELA HARR CALLED TO REPORT THAT HER WATER HAS HAD AN AMMONIA OR URINE LIKE SMELL FOR THE PAST 2+WEEKS. PLEASE SEND TECH AND CALL HER AT 850.773.3535 / CELL 850.260.1689.	08/03/2017 10:27 AM	Met with customer, assured her we would flush main, checked CI
1191414	SUNNY HILLS	J 9.0 Water Quality	OPlmjohnson 07/28/2017: HANNAH HAGLER CALLED TO REPORT YELLOW WATER LAST NIGHT AND THIS MORNING. ADV THE LINES WERE BEING FLUSHED. SHE REPORTS WATER IS CLEAR NOW	07/28/2017 09:44 AM	Tech Note: Visited customer; advised we are flushing lines
54799346	SUNNY HILLS	J 9.0 Water Quality	OPmwilliams 06/12/2017: RET'D CALL TO RYAN ABBOTT @ 850.890.4822 VM LEFT 6/9 6:48PM RE: YELLOW WATER--NO ANSWER AND MAIL BOX FULL.	06/12/2017 07:37 AM	
1191344	SUNNY HILLS	J 9.0 Water Quality	OPmallens 06/02/2017: CECILIA CALLED FROM 850-326-4197. BLACK SPOTS IN WATER...BLACK CRYSTALS, COMMING OUT OF SINK AND CAMODE, SHE WOULD LIKE A TECH TO CHECK IT OUT. CREATED SO FOR MONDAY. NOTED FOR T	06/02/2017 03:50 PM	Tech Note: Contacted customer; checked with jar test, ok good; c12.0.4 Flushed hydrant at Gables and Hemley - one hour
1190312	SUNNY HILLS	J 9.0 Water Quality	OPmallens 04/19/2017: SHELIA CALLED ABOUT THE FOAMY WATER. VICKY TO EMAIL TECH. WILL CALL HER BACK AT (305) 297-3555. UPDATED TELE NUMBER	04/19/2017 10:06 AM	
1190312	SUNNY HILLS	J 9.0 Water Quality	OPmallens 04/12/2017: MRS WILSON CALLED AND STATE: WATER COMPANY REPAIRED THE PIPE DOWN THE ROAD, HER WATER IS COMING OUT OF HER FAUCETS, WHITE AND FOAMY, AS IF THERE IS AIR IN THE LINE. EMAILED LINDA	04/12/2017 10:26 AM	
1195176	SUNNY HILLS	J 9.0 Water Quality	OPlmjohnson 02/14/2017: PATRICIA CALLED. EVER SINCE THE BWN, HER WATER HAS BEEN CLOUDY AND MILKY LOOKING. WOULD LIKE SOMEONE TO COME CHECK; CREATED S.O.	02/14/2017 05:55 PM	tech note I flushed until clear, she may need to flush her line a few minutes to clear her house
54798045	SUNNY HILLS	J 9.0 Water Quality	OPjleveasseur 02/07/2017: WIFE DREW A BATH LAST NIGHT AND THEY HAVE BROWN WATER. WOULD LIKE TO HAVE SOMEONE COME OUT AND TAKE A LOOK TO SEE IF THE LINE NEEDS TO BE WASHED OUT.	02/07/2017 01:58 PM	Flushed hydrant until clear, spoke with customer, he also request we check his meter tomorrow, we will check clarity of water again.



**Water and Wastewater Utility Operations, Maintenance, Engineering, Management, Construction**

March 11, 2022

Troy Rendell  
 Sunny Hills Utility Company  
 4939 Cross Bayou Blvd  
 New Port Richey, FL 34652

RE: Proposal for Sand Filter Installation and Generator Replacement

Dear Mr. Rendell,

US Water Services Corporation is pleased to provide the following proposal for the sand filter installation and generator replacement at Sunny Hills Well #1. This proposal includes the permitting, engineering, and installation of the sand filter. The proposal includes all sampling and clearance in compliance with DEP standards. The generator is a 200kw and will be able to operate the Well #1 for full functionality.

Below is a breakdown of the pricing.

<b>Sunnyhills WTP Filter Installation and Generator</b>					
Item #	Description	Unit	Quantity	Unit Price	Subtotal
1	Transport Refurbished Filter Skid(Highlands Co to Washington Co)	LS	1	\$9,600	\$9,600
2	Equipment, Crane (loading & unloading)	LS	1	\$8,000	\$8,000
3	Concrete	LS	1	\$29,326	\$29,326
4	Filter Inlet / Outlet Piping and Valves 4"	LS	1	\$6,500	\$6,500
5	Backwash Discharge Piping - 2" PVC	LF	1,100	\$27	\$29,700
6	Backwash Supply Piping - 4" PVC	LF	224	\$34	\$7,616
7	Install Refurbished 4" Backflow Preventer	LS	1	\$3,800	\$3,800
8	Bypass Valves - 8"	LS	1	\$3,000	\$3,000
9	GST Isolation Inlet Valve 8"	LS	1	\$3,000	\$3,000
10	Filter PLC Modification	LS	1	\$8,000	\$8,000
11	Media	LS	1	\$7,670	\$7,670
12	Potassium Permanganate Storage and Feed System	LS	1	\$4,000	\$4,000
13	Filter repair allowance	LS	1	\$5,000	\$5,000
14	Weather Protection Roof	LS	1	\$12,000	\$12,000
15	Labor (3man crew, 3 weeks)	HR	360	\$58	\$20,880
16	Travel Expense (Lodging, Fuel, Food)	LS	1	\$7,200	\$7,200
17	Lighting	LS	1	\$1,200	\$1,200

**4939 Cross Bayou Boulevard, New Port Richey, Florida 34652**  
**Tel: 727-848-8292 Fax: 727-848-7701 Toll Free: 866-753-8292**

18	Electrical	LS	1	\$14,350	\$14,350
19	Generator	LS	1	\$116,737	\$116,737
				Total	\$297,579
				Contractor's Overhead & Profit 15%	\$44,637
				Subtotal	\$342,216
				Engineering, Permitting & Surveying 12%	\$41,066
				<b>Total</b>	<b>\$383,282</b>

Thank you for allowing us to provide this proposal, should you have any questions please let us know.

Sincerely,

Hope Smith  
Regional Manager  
US Water Services Corporation  
2630 NW 35<sup>th</sup> Street  
Ocala, Fl 34471  
727-858-0267  
[hsmith@uswatercorp.net](mailto:hsmith@uswatercorp.net)



# Groundworks Construction Inc.

# Estimate

Estimate No.2427

7574 NE 147th Lane

Citra, FL 32113

mike.groundworksncf@gmail.com

352-433-3424

Date:

06/01/2022

For: US Water Services Corporation

[mike.groundworksncf@gmail.com](mailto:mike.groundworksncf@gmail.com)

Project Name: Sunny Hills WTP Filter Installation  
Scope and Quote: As Per Plans

Sunny Hills Filter Project					
Item #	Description	Unit	Quantity	Unit Price	Subtotal
1	Transport Refurbished Filter Skid (Highlands Co to Washington Co)	LS	1	\$15,600	\$15,600
2	Equipment, Crane (loading & unloading)	LS	1	\$14,500	\$14,500
3	Concrete	LS	1	\$45,450	\$45,450
4	Filter Inlet / Outlet Piping and Valves 4"	LS	1	\$7,500	\$7,500
5	Backwash Discharge Piping - 2" PVC	LF	1,100	\$45	\$49,500
6	Backwash Supply Piping - 4" PVC	LF	224	\$60	\$13,440
7	Install Refurbished 4" Backflow Preventer	LS	1	\$5,200	\$5,200
8	Bypass Valves - 8"	LS	1	\$4,700	\$4,700
9	GST Isolation Inlet Valve 8"	LS	1	\$4,700	\$4,700
10	Filter PLC Modification	LS	1	\$12,200	\$12,200
11	Media	LS	1	\$10,450	\$10,450
12	Potassium Permanganate Storage and Feed System	LS	1	\$5,950	\$5,950
13	Filter repair allowance	LS	1	\$8,550	8,550
14	Weather Protection Roof	LS	1	\$20,500	\$20,500
15	Labor (3man crew, 3 weeks)	HR	360	\$70	\$35,000
16	Travel Expense (Lodging, Fuel, Food)	LS	1	\$8,400	\$8,400
17	Lighting	LS	1	\$9,500	\$9,500
18	Electrical	LS	1	\$38,750	\$38,750
19	Generator	LS	1	\$144,900	\$144,900
				Total	\$454,790

This estimate is good for 30 days.

Thank you for letting us provide you a quote!

Sincerely,  
Mike Hanna

Walt Seiler  
P.O. Box 5068  
Salt Springs, FL 32134  
[seilertoolstore@live.com](mailto:seilertoolstore@live.com)  
352-258-6864

5/4/2022

Quote for Sunnyhills WTP Filter Installation

Item#	Description	Unit	Cost
1	Transport Refurbished Filter Skid (Highlands Co to Washington Co)	LS	12480
2	Equipment, Crane (loading and unloading)	LS	10200
3	Concrete	LS	38123.8
4	Filter Inlet / Outlet Piping and Valves 4"	LS	8125
5	Backwash Discharge Piping - 2" PVC	LF	37125
6	Backwash Supply Piping - 4" PVC	LF	9900
7	Install Refurbished 4" Backflow Preventer	LS	4750
8	Bypass Valves - 8"	LS	3750
9	GST Isolation Inlet Valve 8"	LS	3750
10	Filter PLC Modification	LS	10100
11	Media	LS	9670
12	Potassium Permanganate Storage and Feed System	LS	5400
13	Filter Repair Allowance	LS	6500
14	Weather Protection Roof	LS	14900
15	Labor (3-man crew, 3 weeks)	HR	25056
16	Travel Expenses (Lodging, Fuel, Food)	LS	9072
17	Lighting	LS	15000
18	Electrical	LS	17937.5
19	Generator	LS	145921.25
	Overhead and Profit		55796.25
	TOTAL		443556.8

Thanks for the opportunity to quote.

If further information is needed, please feel free to contact us.

Respectfully,

Walt Seiler  
352-258-6862  
352-258-6864  
352-685-2884

Date	Site	Pipe Size	Boil Issued Y/N
1/11/2021	Corner Baldwin and Irondale	2"	Y
1/12/2021	WWTP	1"	N
1/21/2021	Deer Ct auto flusher damaged	4"	Y
2/10/2021	Hancock Rd		N
3/10/2021	Normandy Drive	1"	N
3/24/2021	Structure Fire (listed under breaks)	6"	N
4/11/2021	Owen & Country Club	6"	Y
4/22/2021	Owen Ct	6"	N
4/26/2021	Owen Ct	6"	N
5/3/2021	Owen Ct	6"	N
6/24/2021	Owen Ct	6"	N
7/15/2021	Shenandoah hydrant damaged	6"	N
8/4/2021	3313 Norton Ct	4"	N
8/2/2021	Flagler Dr	6"	Y
8/16/2021	Owen Ct	2"	Y
8/25/2021	Quintara Ct	1"	N
9/5/2021	3660 Westbrook	6"	N
9/13/2021	2162 Sunny Hills Blvd	1"	N
9/14/2021	Sunny Hills Blvd	2"	N
9/15/2021	Owen Ct	1"	N
10/10/2021	PRV Box	1"	N
10/30/2021	Owen Ct & Country Club	6"	Y
11/4/2021	2264 Shenandoah	8"	N
12/14/2021	Auto Flusher vandalized	2"	N
12/31/2021	9812 Vistula Dr	2"	N

## UFW Flushing and Circular Holes Calculator

PIPE SIZE AND PSI MUST BE ENTERED

Enter Length of Flush or Break

Enter Pipe Size	Enter PSI	Hours	Days	Weeks	Months
2.50	65				

**RESET**

[Click Here to Calculate](#)

Total Gallons Lost:

0

Sunny Hills  
PWS# 167-0647

4" Water Line Break on Deer Court

3 connections affected:  
Owen Court: 3715, 3696  
Dora Court: 1699

Water service was restored at: 11:00am

# **U.S. Water**



## **Services Corporation**

Water and Wastewater Utility Operations,  
Maintenance, Engineering, Management

Date: January 21, 2021 @ 10:00 am

### **PRECAUTIONARY BOIL WATER NOTICE**

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. ~~233~~ or 203. 411

4939 Cross Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292

January 11, 2021

## **PRECAUTIONARY BOIL WATER NOTICE**

To: Sunny Hills  
PWS ID # 167-0647

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Due to a 4" water leak at the intersection of Baldwin Street and Irondale Street, affecting 8 connections, this Precautionary Boil Water Notice is a precaution until 2 consecutive days of test results are clear. We advise that all water used for drinking, cooking, making ice, washing dishes, or brushing teeth be boiled. A rolling boil of one minute is sufficient. As an alternative, **BOTTLED WATER MAY BE USED.**

This "Precautionary Boil Water Notice" will remain in effect until a bacteriological survey shows that the water is safe to drink, at which point the boil water notice will be rescinded. Testing normally takes two to three days to complete.

If you have any questions, please contact U.S. Water Services at (727) 848-8292.

4939 Cross Bayou Blvd., New Port Richey, Florida 34652

Ph: 727-848-8292 Fax: 727-849-4219 Toll Free: 866-753-8292



# Water Main Break/WTP Malfunction/Maintenance Report

Please note: In accordance with Rules 62-550 and 62-555, FAC, the Department must be notified within 24 hours of any abnormal occurrences. The use of this form is recommended.

Once complete, please submit this form by email to: *Heather.Stone@floridadep.gov*  
For questions, please call (850) 595-0587

Utility: Sunny Hills Utility Company  
Reported to: NWDPWS / WCDOH  
Reported by: Diane M Kibittlewski

PWS I.D. Number: 167-0647  
Date: 01/11/2021 Time: 8:00am  
Phone: 866-753-8292

Are you reporting scheduled maintenance?  Yes  No

Are you reporting a water main break?  Yes  No

Size of water main broken? 4"

Was a precautionary boil water notice issued?  Yes  No

If PBWN was not issued, please explain why? Select

Date issued: 01/11/2021

How was it issued?

Door Hangers  
Email  
Hand Delivered  
Posting  
Telephone  
TV/Radio

\*Please note: bacteriological samples must still be collected for BMP repairs.

Was the local Health Department notified?  Yes  No

Other: \_\_\_\_\_

Was water service interrupted?  Yes  No

How long was service interrupted? 2 hours

Address/Location of water main break or scheduled maintenance: Intersection of: Baldwin Street and Irondale Street

Number of Residential connections affected? 8

Number of Commercial connections affected? 0

Were any critical use facilities affected?  Yes  No

If yes, select those affected:  school

child day care establishment

assisted living facility

nursing home

dialysis center

hospital/health care center

food establishment

## Malfunction OTHER THAN MAIN BREAK (check ALL that apply)

- Zero pressure \_\_\_ Pressure below 20 psi
- Plant shut down
- Chlorine residual below 0.2 free mg/L
- High service pump failure
- Clarifier Failure \_\_\_ Filtration system problem
- Well Pump Failure
- Power outage
- Chemical feed system failure: Chemical: \_\_\_\_\_
- Turbidity MCL violation \_\_\_ Daily \_\_\_ Monthly

## Maintenance (check ALL that apply)

- Clean aerator
- Clean storage tank
- H.S. Pump replacement
- Well pump replacement: Well # \_\_\_\_\_
- Water main replacement: Size \_\_\_\_\_
- Valve Replacement: Size \_\_\_\_\_
- Other, explain: Repair to 4" line

Additional Information:

Crews responded to a 4" water line break @ the intersection of: Baldwin Street

Estimated time for completion of repairs/scheduled maintenance: unknown at this time

Bacteriological samples required? Yes Number of samples and date(s) of collection: \_\_\_\_\_

Chemical recheck samples required? \_\_\_\_\_ Number of samples and date(s) of collection: \_\_\_\_\_

Please e-mail or fax bacteriological and chemical results and/or notice of rescission ASAP to the DEP.  
Please remember to report this event on your next Monthly Operating Report (MOR).

Sunny Hills

PWS# 167-0647

Water Main Break  
at: Owen Court

Affecting 3 Homes:

Owen Ct: 3715, 3696

Dora Ct: 1699

# U.S. Water Services Corporation

Water and Wastewater Utility Operations,  
Maintenance, Engineering, Management

Date: April 11, 2021 @ 4:10 pm

## PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. ~~233~~ or ~~203~~. 411

4939 Cross Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292

## Water Main Break/WTP Malfunction/Maintenance Report

Please note: In accordance with Rules 62-550 and 62-555, FAC, the Department must be notified within 24 hours of any abnormal occurrences.  
 The use of this form is recommended.  
 Once complete, please submit this form by email to: *david.hines@dep.state.fl.us*  
 For questions, please call (850) 595-0593

Utility: Sunny Hills  
 Reported to: NWDEP  
 Reported by: Diane M Kibitlewski

PWS I.D. Number: 167-0647  
 Date: 4/12/21 Time: 9:00 am  
 Phone: 866-753-8292

Are you reporting scheduled maintenance?  Yes  No

Are you reporting a water main break?  Yes  No      Size of water main broken? \_\_\_\_\_

Was a precautionary boil water notice issued?  Yes  No      If PBWN was not issued, please explain why? Select

Date issued: 4/11/2021

How was it issued?

Door Hangers  
 Email  
 Hand Delivered  
 Posting  
 Telephone  
 TV/Radio

\*Please note: bacteriological samples must still be collected for BMP repairs.

Was the local Health Department notified?  Yes  No

Other: \_\_\_\_\_

Was water service interrupted?  Yes  No

How long was service interrupted? \_\_\_\_\_

Address/Location of water main break or scheduled maintenance: Owen Court

Number of Residential connections affected? 3      Number of Commercial connections affected? 0

Were any critical use facilities affected?  Yes  No

If yes, select those affected:  school       child day care establishment       assisted living facility  
 nursing home       dialysis center       hospital/health care center  
 food establishment

**Malfunction OTHER THAN MAIN BREAK (check ALL that apply)**

- Zero pressure \_\_\_ Pressure below 20 psi
- Plant shut down
- Chlorine residual below 0.2 free mg/L
- High service pump failure
- Clarifier Failure \_\_\_ Filtration system problem
- Well Pump Failure
- Power outage
- Chemical feed system failure: Chemical: \_\_\_\_\_
- Turbidity MCL violation \_\_\_ Daily \_\_\_ Monthly

**Maintenance (check ALL that apply)**

- Clean aerator
- Clean storage tank
- H.S. Pump replacement
- Well pump replacement: Well # \_\_\_\_\_
- Water main replacement: Size \_\_\_\_\_
- Valve Replacement: Size \_\_\_\_\_
- Other, explain: \_\_\_\_\_

Additional Information:

Two-day Bacti clearance samples will be collected

Estimated time for completion of repairs/scheduled maintenance: Repaired

Bacteriological samples required? Yes      Number of samples and date(s) of collection: Two days

Chemical recheck samples required? \_\_\_\_\_      Number of samples and date(s) of collection: \_\_\_\_\_

**Please e-mail or fax bacteriological and chemical results and/or notice of rescission ASAP to the DEP.  
 Please remember to report this event on your next Monthly Operating Report (MOR).**

Sunny Hills  
PWS# 167-0647

Water main break on  
Flagler Drive (wooded lot, no address)

5 homes affected on Flagler Drive:

1848, 1844, 1847, 1828, 1752



Water and Wastewater Utility Operations,  
Maintenance, Engineering, Management

Date: August 02, 2021 @ 9:44 am

## PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203. 411

4939 Cross Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292



DEP – Northwest District  
470 Harrison Ave  
Pensacola, FL 34201  
E-mail:  
Phone: 850-872-4375  
Fax: 850-872-7790

## Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued:  
8/02/2021

System Name: **Sunny Hills**

TIME: **9:44 am**

PWS-ID No. **167-0647**

County: **Washington**

Owner/Utility contact: **Gary Deremer**

Telephone: **(866) 753-8292**

E-Mail: **gderemer@uswatercorp.net** Fax Number: **(727) 848-4219**

Utility Contact Person: **Diane Kibitlewski**

Population affected (Connections): **5 homes affected**

Estimated time for system to be returned to service: **UNK**

Cause of incident: **Water main break**

Corrective action undertaken: **Repair the break.**

How BWN delivered to customers: **Hand delivery**

How BWN will be rescinded: **Hand delivery**

Department Of Health representative contacted: **Washington County Health Dept -Drinking Water**

Department Of Health Phone: **N/A** Fax: **(352) 527-5316**

DEP NW District rep contacted: **Nicole Hetzel**

DEP NW District Drinking Water Section: **850-595-0660**

Primary Fax: **850-595-8392** Auxiliary – Water Facilities Fax: **N/A**

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

Sunny Hills  
PWS# 167-0647

Due to Tropical Storm Fred,  
the system experienced a  
system wide outage.

Entire system effected -  
627 connections

Commerical power was  
restored at 8:57 pm.



Water and Wastewater Utility Operations,  
Maintenance, Engineering, Management

Date: August 16, 2021 @ 8:05 pm

## PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. ~~233~~ or ~~203~~. 411

4939 Cross Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292





DEP – Northwest District  
470 Harrison Ave  
Pensacola, FL 34201  
E-mail:  
Phone: 850-872-4375  
Fax: 850-872-7790

## Notification Form

If you have to issue a boil water notice be reminded FAC Rule 62-555.350(10) requires you speak directly to a person (do not leave a voice message) at the District office or ACHD as soon as possible, but no later than noon of the next business day.

Date BWN Issued: **8/16/2021**

System Name: **Sunny Hills**

PWS-ID No. **167-0647**

TIME: **8:05 pm**

County: **Washington**

Owner/Utility contact: **Gary Deremer**

Telephone: **(866) 753-8292**

E-Mail: **gderemer@uswatercorp.net** Fax Number: **(727) 848-4219**

Utility Contact Person: **Diane Kibitlewski**

Population affected (Connections): **Entire system – 627 connections**

Estimated time for system to be returned to service: **Restored at 8:57pm.**

Cause of incident: **Commercial loss of power**

Corrective action undertaken: **Commercial power restored at 8:57pm**

How BWN delivered to customers: **Hand delivery**

How BWN will be rescinded: **Hand delivery**

Department Of Health representative contacted: **Washington County Health Dept -Drinking Water**

Department Of Health Phone: **N/A** Fax: **(352) 527-5316**

DEP NW District rep contacted: **Nicole Hetzel**

DEP NW District Drinking Water Section: **850-595-0660**

Primary Fax: **850-595-8392**

Auxiliary – Water Facilities Fax: **N/A**

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

DialMyCalls.com Report For: Sunny Hills Boil Water Notice 8-17-2021

Call Date: 08/17/21 11:56 AM

Setup On: 08/17/21 11:56 AM

Recording: Sunny Hills Boil Water 8-17-21

Caller ID: (866) 753-8292

Attempted Calls: 566

Successful Calls: 466

Live Answered: 202

Machine Answered: 264

Credits Used: 1132.00

Phone	Last Name	First Name	Initial Call	Call Length	Attempts	Status	End Result	E-mail	Miscellaneous
(205) 230-	HARGROVE		11:56 AM	1:21	1	Voice Mail Successful			54797028
(330) 482-	PEDDICORD		11:56 AM	0:58	1	Voice Mail Successful			1190620
(850) 209-	GORDON		11:56 AM	1:20	1	Voice Mail Successful			54798056
(850) 260-	FOSTER		11:56 AM	0:44	1	Live Answer Successful			1190578
(850) 276-	DAVIDS-RICHARD		11:56 AM	0:17	1	Live Answer Successful			54797700
(850) 326-	COSTALES		11:56 AM	0:59	1	Live Answer Successful			1191466
(850) 326-	WARRINER		11:56 AM	0:23	1	Live Answer Successful			1191324
(850) 358-	REYNOLDS		11:56 AM	1:26	1	Voice Mail Successful			54800266
(850) 364-	RILEY		11:56 AM	0:25	1	Live Answer Successful			54799428
(850) 596-	CHURCHWELL		11:56 AM	0:24	1	Live Answer Successful			54827135
(850) 628-	LENCKE		11:56 AM	0:59	1	Live Answer Successful			54801052
(850) 628-	KNIGHT		11:56 AM	1:12	1	Voice Mail Successful			54800257
(850) 773-	STEWART		11:56 AM	0:00	3	No Answer Unsuccessful			1191468
(850) 773-	RODGERS		11:56 AM	0:00	3	No Answer Unsuccessful			1190594
(850) 832-	HAMILTON		11:56 AM	1:16	1	Voice Mail Successful			54801029
(251) 391-	ANDERSON		11:56 AM	1:11	1	Voice Mail Successful			54827234
(352) 307-	THE DELTONA CORP		11:56 AM	1:00	1	Live Answer Successful			1189380
(410) 443-	MORAN		11:56 AM	0:09	1	Live Answer Successful			54827230
(585) 319-	GEDMINAS		11:56 AM	1:00	1	Live Answer Successful			1189396
(718) 312-	BENJAMIN		11:56 AM	1:11	1	Voice Mail Successful			54821326
(773) 588-	HARNEY		11:56 AM	0:00	3	No Answer Unsuccessful			1190566
(775) 762-	CORP		11:56 AM	0:44	1	Live Answer Successful			54800884
(813) 763-	WATSON		11:56 AM	1:26	1	Voice Mail Successful			54825312
(850) 258-	DOTSON		11:56 AM	0:22	1	Voice Mail Successful			1191268
(850) 276-	KRIEG		11:56 AM	1:00	1	Live Answer Successful			1191433
(850) 326-	POTTER		11:56 AM	0:29	1	Live Answer Successful			54825784
(850) 326-	OWENS		11:56 AM	0:09	1	Voice Mail Successful			1189991
(850) 326-	ZANETIC		11:56 AM	1:21	1	Voice Mail Successful			1190635
(850) 535-	HERNANDEZ		11:56 AM	0:00	3	No Answer Unsuccessful			1191832
(850) 543-	BURNS		11:56 AM	1:17	1	Voice Mail Successful			54823972
(850) 773-	OKAS		11:56 AM	0:59	1	Live Answer Successful			1191016
(850) 773-	BREWSTER		11:56 AM	0:00	3	No Answer Unsuccessful			1190923
(850) 773-	SMITH		11:56 AM	0:00	3	No Answer Unsuccessful			1189345
(850) 849-	MIDDLEMASS		11:56 AM	0:57	1	Live Answer Successful			54822325
(904) 773-	CZERKASKI		11:56 AM	0:00	3	No Answer Unsuccessful			1189382

DialMyCalls.com Report For: Broadcast 2020-10-30

Call Date: 10/30/20 11:41 AM

Setup On: 10/30/20 11:41 AM

Recording: Sunny Hills Boil Water Notice

Caller ID: (866) 753-8292

Attempted Calls: 528

Successful Calls: 426

Live Answered: 135

Machine Answered: 291

Credits Used: 1056

Phone #	Last Name	First Name	Initial Call	Call Length	Attempts	Status	End Result	E-Mail	Miscellaneous
(734) 586-	ZEBERTAV	ELENA	11:41 AM	0:00	3	No Answer	Unsuccessful		
(832) 703-	NOSAL	EUGENE	11:41 AM	0:48	1	Voice Mail	Successful		
(850) 358-	RINZO	THEODORI	11:41 AM	0:39	1	Live Answer	Successful		
(850) 532-	BETTS	PAXTON	11:41 AM	1:00	1	Voice Mail	Successful		
(850) 773-	SUNNY HILLS	CATHOL	11:41 AM	0:00	3	No Answer	Unsuccessful		
(850) 773-	FLICKINGE	DANIELLE/	11:41 AM	0:38	1	Live Answer	Successful		
(850) 773-	THOMPSO	GREG	11:41 AM	0:00	3	No Answer	Unsuccessful		
(850) 814-	STONE	THRESEA A	11:41 AM	0:39	1	Live Answer	Successful		
(850) 832-	ROGERS	JILLIAN	11:41 AM	0:10	1	Voice Mail	Successful		
(850) 867-	PITTS	HARVEY	11:41 AM	0:39	1	Live Answer	Successful		
(850) 867-	ALLEN	JENNIFER	11:41 AM	1:00	1	Voice Mail	Successful		
(850) 890-	HOOD	HEATHER	11:41 AM	0:39	1	Live Answer	Successful		
(850) 899-	HOUSER	GARY	11:41 AM	0:58	1	Voice Mail	Successful		
(256) 339-	YGLESIAS	DENNIS &	11:41 AM	0:59	1	Voice Mail	Successful		
(256) 347-	DEVENCE	PENNY & J	11:41 AM	0:53	1	Voice Mail	Successful		
(407) 536-	TAYLOR	MARCUS	11:41 AM	0:48	1	Voice Mail	Successful		
(845) 494-	MATTESOI	SCOTT ANI	11:41 AM	0:52	1	Voice Mail	Successful		
(850) 260-	CARTER	NAOMI & :	11:41 AM	0:38	1	Live Answer	Successful		
(850) 326-	GRANT	DEBORAH	11:41 AM	0:57	1	Voice Mail	Successful		
(850) 541-	MCGOWIN	JOHN	11:41 AM	0:00	3	No Answer	Unsuccessful		
(850) 596-	SMITH	TIMOTHY	11:41 AM	0:52	1	Voice Mail	Successful		
(850) 703-	SARTOR	DONALD	11:41 AM	0:51	2	Voice Mail	Successful		
(850) 773-	RAMER	JOEL	11:41 AM	0:53	1	Voice Mail	Successful		
(850) 773-	DERENCIU	VINCE	11:41 AM	0:38	1	Live Answer	Successful		
(850) 773-	LUCKER	LEONA	11:41 AM	0:00	3	No Answer	Unsuccessful		
(850) 773-	DEDINAS	CYNTHIA	11:41 AM	0:00	3	No Answer	Unsuccessful		
(850) 819-	GOODIN	DENIKA &	11:41 AM	1:00	1	Voice Mail	Successful		
(850) 874-	SIEBEN	JOHN	11:41 AM	0:18	1	Live Answer	Successful		
(850) 896-	TAYLOR	DALLAS	11:41 AM	0:38	1	Live Answer	Successful		
(321) 369-	WHITMOR	JOHN	11:41 AM	0:50	1	Voice Mail	Successful		
(407) 459-	WHITBECK	CYNTHIA	11:41 AM	0:50	1	Voice Mail	Successful		
(615) 419-	SELF	MICHAEL	11:41 AM	1:04	1	Voice Mail	Successful		
(718) 312-	BENJAMIN	VAUNRAN	11:41 AM	0:56	1	Voice Mail	Successful		
(850) 271-	YENTER	RICK & NA	11:41 AM	0:57	1	Voice Mail	Successful		
(850) 326-	ELDRIDGE	GARY AND	11:41 AM	1:01	1	Voice Mail	Successful		