

090402-WS

CLASS A
WATER AND/OR WASTEWATER UTILITIES

**FINANCIAL, RATE
AND ENGINEERING
MINIMUM FILING
REQUIREMENTS**

OF

Sanlando Utilities Corporation
Exact Legal Name of Utility

VOLUME III (c)



FOR THE

Test Year Ended: December 31, 2008

(Volume III - (a) thru (c))

DOCUMENT NUMBER-DATE

10114 SEP 30 8

FPSC-COMMISSION CLERK

Sanlando Utilities Corporation

Docket No.: 090402-WS

Seminole County

**25.30.440 (5)
INSPECTION REPORTS**

Test Year Ended December 31, 2008

DOCUMENT NUMBER-DATE
10114 SEP 30 8
FPSC-COMMISSION CI FDU



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Charlie Crist
Governor

Jeff Kottkamp
Lt. Governor

Michael W. Sole
Secretary

VIA E-MAIL
PCFLYNN@UIWATER.COM

100 - 12 2001
UNITED STATES

July 23, 2007

Patrick Flynn, Regional Director
Utilities, Inc.
200 Weathersfield Avenue
Altamonte Springs, FL 32714

OCD -PW-SS-07-0982

Seminole County - PW
Sanlando Utilities
PWS ID Number 3591121

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on June 27, 2007, by Reggie Phillips to conduct a sanitary survey.

Deficiencies noted during the inspection and/or determined from records on file in this office are listed on the report. Corrective actions are required to bring the subject system into complete compliance with relevant Department rules 62-550, 62-555, 62-560 and 62-602 of the *Florida Administrative Code (F.A.C.)*.

Please correct and/or provide information on the indicated deficiencies and provide a written statement to the Department no later than August 31, 2007, stating that all deficiencies are corrected.

If you have any questions, please contact Reggie Phillips at the address listed above or by phone at (407) 893-3319.

Sincerely,

Kim Dodson, Environmental Manager
Drinking Water Compliance and Enforcement

KMD:rp
Enclosures

cc: Reggie Phillips, FDEP Compliance and Enforcement

DOCUMENT NUMBER - DATE

10114 SEP 30 08

FPSC-COMMISSION CLEP

State of Florida
Department of Environmental Protection
Central District
SANITARY SURVEY REPORT

Plant Name SANLANDO UTILITIES - DES PINAR County Seminole PWS ID # 3591121-01
Plant Location 125 Western Fork, Longwood, FL 32750 Phone 407-869-8588
Owner Name Utilities Inc., c/o Patrick Flynn, Regional Director Phone 407-869-1919
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714
Contact Person Scotty Haws Title Compliance Manager Phone 407-869-8588
This Survey Date 6/27/07 Last Survey Date 12/22/04 Last C.I. Date 8/10/06

PWS TYPE & CLASS

- ☒ Community (4C)
☐ Non-transient Non-community
☐ Non-Community

PWS STATUS

- ☒ Approved system with approval number & date
10926 7/10/69, WC59-275240 7/10/96, See files for
complete list
☐ Unapproved system

SERVICE AREA CHARACTERISTICS

Subdivision _____

Food Service: ☐ Yes ☐ No ☒ N/A

OPERATION & MAINTENANCE

Certified Operator: ☐ Yes ☐ No ☐ Not required
Operator(s) & Certification Class-Number
Jim Swegheimer C-7173, See MORs for complete list

O & M Log: ☒ Yes ☐ No

O & M Manual: ☒ Yes ☐ No

Emergency Response Plan: ☐ Yes ☒ No ☐ N/A

Operator Visitation Frequency

Hrs/day: Required 6+visits Actual 8+visits

Days/wk: Required 5+2 Actual 5+2

Non-consecutive Days? ☐ Yes ☒ No ☒ N/A

MORs submitted regularly? ☒ Yes ☐ No ☐ N/A

Data missing from MORs? ☐ No ☒ Yes ☐ N/A

Category/Class incorrect, or omitted, periodically.

Malfunctions and abnormal occurrences not entered.

Number of Service Connections 2308

Population Served 8078 Basis MORs

Average Day (from MORs) 3.51 MGD

Max. Day (from MORs) 6.152 MGD 06/06

Max-day Design Capacity 6.261 MGD

Comments _____

RAW WATER SOURCE

- ☒ GROUND; Number of Wells 4
☐ SURFACE/UDI; Source _____
☐ PURCHASED from PWS ID # _____
☐ Emergency Water Source _____
Emergency Water Capacity _____

AUXILIARY POWER SOURCE

- ☒ Yes ☐ None ☐ Not Required
Source Onan Diesel Generator
Capacity of Standby (kW) 300
Switchover: ☒ Automatic ☐ Manual
Standby Plan: ☒ Yes ☐ No
Hrs Operated Under Load 1 hrs/mo.

What equipment does it operate?

- ☒ Well pumps #2
☒ High Service Pumps 1-4
☒ Treatment Equipment All

Satisfy average day demand? ☒ Yes ☐ No ☐ Unk

Comments _____

TREATMENT PROCESSES IN USE

Aeration, hypochlorination, corrosion control

What additional treatment is needed?

For control of what deficiencies?

DISTRIBUTION SYSTEM

Flow Measuring Device Flow Meter

Meter Size & Type Unknown

Backflow Prevention Devices: ☒ Yes ☐ No

Cross-connections None observed

Written Cross-connection Control Program: Yes

Flushing and Valve Maintenance Plan: No

Distribution System Map Available: Yes

Coliform Sampling Plan Available: Yes

Disinfectant/Disinfection Byproduct Rule Monitoring

Plan: Yes

Lead/Copper Tap Sampling Plan: Yes

GROUND WATER SOURCE

Well Number		1 (AAH7333)	1 (AAH7332)	2 (AAH7331)	2A (AAH7334)
Year Drilled		1969	1983	1971	1977
Depth Drilled		925'	500'	420'	495'
Drilling Method		Unknown	Unknown	Unknown	Unknown
Type of Grout		Unknown	Unknown	Unknown	Unknown
Static Water Level		Unknown	Unknown	Unknown	Unknown
Pumping Water Level		Unknown	Unknown	Unknown	Unknown
Design Well Yield		Unknown	Unknown	Unknown	Unknown
Test Yield		Unknown	Unknown	Unknown	Unknown
Actual Yield (if different than rated capacity)		Unknown	Unknown	Unknown	Unknown
Strainer		Unknown	Unknown	Unknown	Unknown
Length (outside casing)		405'	160'	103'	150'
Diameter (outside casing)		8"	16"	12"	12"
Material (outside casing)		Steel	Steel	Steel	Steel
Well Contamination History		None	None	None	None
Is inundation of well possible?		No	No	No	No
6' X 6' X 4" Concrete Pad		Yes	Yes	Yes	Yes
SET BACKS	Septic Tank	N/A	N/A	N/A	N/A
	Reuse Water	N/A	N/A	N/A	N/A
	WW Plumbing	>100'	>100'	>100'	>100'
	Other Sanitary Hazard	None Observed	None Observed	None Observed	None Observed
PUMP	Type	Vertical Turbine	Vertical Turbine	Vertical Turbine	Vertical Turbine
	Manufacturer Name	Layne	Peerless	Layne	Worthington
	Model Number	Unknown	Unknown	Unknown	Unknown
	Rated Capacity (gpm)	469	2412	1766	1525
	Motor Horsepower	30	100	60	60
Well casing 12" above grade?		Yes	Yes	Yes	Yes
Well Casing Sanitary Seal		OK	OK	OK	OK
Raw Water Sampling Tap		Yes	Yes	Yes	Yes
Above Ground Check Valve		Yes	Yes	Yes	Yes
Fence/Housing		Yes	Yes	Yes	Yes
Well Vent Protection		Yes	No	No	Yes

COMMENTS Replace the vent screens on wells 2 and 3.

PWS ID # 3591121-01
Date 6/27/07

CHLORINATION (Disinfection)

Type: ☐ Gas ☒ Hypo
Make Walchem Capacity See Comments
Chlorine Feed Rate Pre-65%, Post-80%
Avg. Amount of Cl₂ gas used N/A
Chlorine Residuals: Plant 2.6 Remote 1.6
Remote tap location Lift station on Rangeline Road
DPD Test Kit: ☒ On-site ☒ With operator
☐ None ☐ Not Used Daily
Injection Points Pre-Into aerator, Post-POE
Booster Pump Info N/A
Comments Pre - 2 pumps x 20 gph
Post - 1 pump x 20 gph

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl ₂ capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl ₂ residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl ₂ leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

AERATION (Gases, Fe, & Mn Removal)

Type Cascade Tray Capacity See Comment
Aerator Condition See Comment
Bloodworm Presence Unable to observe
Visible Algae Growth Unable to observe
Protective Screen Condition Appears OK
Comments #1 - 1800 gpm, 2 - 3500 gpm
Aerator #1 exhibits corrosion.

STORAGE FACILITIES

(G) Ground (H) Hydropneumatic (E) Elevated
(B) Bladder (C) Clearwell

Tank Type/Number	G1	G2	
Capacity (gal)	250,000	875,000	
Material	Concrete	Concrete	
Gravity Drain	Yes	Yes	
By-pass Piping	Yes	Yes	
Pressure Gauge	N/A	N/A	
Sight Glass or Level Indicator	Yes	Yes	
Fittings for Sight Glass	Yes	Yes	
Protected Openings	Yes	Yes	
PRV/ARV	N/A	N/A	
On/Off Pressure	N/A	N/A	
Access Padlocked	Yes	Yes	
Height to Bottom of Elevated Tank	N/A	N/A	
Height to Max. Water Level	N/A	N/A	

Comments Tanks were inspected in 2006. There were no records available for inspection to confirm this.
The tank level indicators need repair.

HIGH SERVICE PUMPS

Pump Number	1	2	3	4	5
Type	Centrifugal				
Make	Aurora				
Model	411-BF	411-BF	411-BF	411-BF	411-SF
Capacity (gpm)	600	1200	1200	2000	2000
Motor HP	40	75	75	100	100
Date Installed	Unknown				
Maintenance	As Needed				

Comments Pumps 1, 2, and 3 are Variable Frequency Drive (VFD).

ADDITIVES

Meets NSF 60 & 61 Yes

Comments Corrosion control uses 2 x 1.21 gph pumps for application of Stiles-Kem SK-7641 orthophosphate. Injected prior to the ground storage tanks.

State of Florida
Department of Environmental Protection
Central District
SANITARY SURVEY REPORT

Plant Name SANLANDO UTILITIES - KNOLLWOOD County Seminole PWS ID # 3591121-02
Plant Location North Pressview Avenue at SR 434, Altamonte Springs, FL Phone 407-869-8588
Owner Name Utilities Inc., c/o Patrick Flynn, Regional Director Phone 407-869-1919
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714
Contact Person Scotty Haws Title Compliance Manager Phone 407-869-8588
This Survey Date 6/27/07 Last Survey Date 12/22/04 Last C.I. Date 8/10/06

PWS TYPE & CLASS

- ☒ Community (4C)
☐ Non-transient Non-community
☐ Non-Community

PWS STATUS

- ☒ Approved system with approval number & date
7921 7/23/65, WC59-275242 Cleared 7/10/96
☐ Unapproved system

SERVICE AREA CHARACTERISTICS

Subdivision _____
Food Service: ☐ Yes ☐ No ☒ N/A

OPERATION & MAINTENANCE

Certified Operator: ☒ Yes ☐ No ☐ Not required
Operator(s) & Certification Class-Number
Jim Swegheimer C-7183, See MORs for complete list

O & M Log: ☒ Yes ☐ No
O & M Manual: ☒ Yes ☐ No
Emergency Response Plan: ☐ Yes ☒ No ☐ N/A
Operator Visitation Frequency
Hrs/day: Required _____ Visits _____ Actual _____ Visits _____
Days/wk: Required 5+2 Actual 5+2
Non-consecutive Days? ☐ Yes ☐ No ☒ N/A
MORs submitted regularly? ☒ Yes ☐ No ☐ N/A
Data missing from MORs? ☐ No ☒ Yes ☐ N/A
Category/Class incorrect, or omitted, periodically.
Malfunctions and abnormal occurrences not entered.

Number of Service Connections 300
Population Served 1050 Basis MORs
Average Day (from MORs) 6744 gpd
Max. Day (from MORs) 177000 gpd 08/06
Max-day Design Capacity 576000 gpd
Comments This plant should be operated at a higher
flow rate to ensure water turnover and limitation of
disinfection byproduct formation.

RAW WATER SOURCE

- ☒ GROUND; Number of Wells 2
☐ SURFACE/UDI; Source _____
☐ PURCHASED from PWS ID # _____
☐ Emergency Water Source _____
Emergency Water Capacity _____

AUXILIARY POWER SOURCE

- ☐ Yes ☒ None ☐ Not Required
Source _____
Capacity of Standby (kW) _____
Switchover: ☐ Automatic ☐ Manual
Standby Plan: ☐ Yes ☐ No
Hrs Operated Under Load _____
What equipment does it operate?
☐ Well pumps _____
☐ High Service Pumps _____
☐ Treatment Equipment _____
Satisfy average day demand? ☐ Yes ☐ No ☐ Unk
Comments This plant doesn't need a generator since
the average day demand is met by the other two plants.

TREATMENT PROCESSES IN USE

Aeration, hypochlorination, corrosion control
What additional treatment is needed?

For control of what deficiencies?

DISTRIBUTION SYSTEM

Flow Measuring Device Flow Meter
Meter Size & Type Unknown
Backflow Prevention Devices: ☒ Yes ☐ No
Cross-connections None observed
Written Cross-connection Control Program: Yes
Flushing and Valve Maintenance Plan: No
Distribution System Map Available: Yes
Coliform Sampling Plan Available: Yes
Disinfectant/Disinfection Byproduct Rule Monitoring
Plan: Yes
Lead/Copper Tap Sampling Plan: Yes

PWS ID # 3591121-02
 Date 6/27/07

GROUND WATER SOURCE

Well Number	3 (AAH7335)	4 (AAH7330)		
Year Drilled	1965	1972		
Depth Drilled	830'	550'		
Drilling Method	Unknown	Unknown		
Type of Grout	Unknown	Unknown		
Static Water Level	Unknown	Unknown		
Pumping Water Level	Unknown	Unknown		
Design Well Yield	Unknown	Unknown		
Test Yield	Unknown	Unknown		
Actual Yield (if different than rated capacity)	Unknown	Unknown		
Strainer	Unknown	Unknown		
Length (outside casing)	604'	197'		
Diameter (outside casing)	6"	10"		
Material (outside casing)	Steel	Steel		
Well Contamination History	None	None		
Is inundation of well possible?	No	No		
6' X 6' X 4" Concrete Pad	Yes	Yes		
SET BACKS	Septic Tank	N/A	N/A	
	Reuse Water	N/A	N/A	
	WW Plumbing	>100'	>100'	
	Other Sanitary Hazard	None Observed	None Observed	
PUMP	Type	Vertical Turbine	Vertical Turbine	
	Manufacturer Name	Layne	Goulds	
	Model Number	Unknown	Unknown	
	Rated Capacity (gpm)	314	782	
	Motor Horsepower	25	40	
Well casing 12" above grade?	Yes	Yes		
Well Casing Sanitary Seal	OK	OK		
Raw Water Sampling Tap	Yes	Yes		
Above Ground Check Valve	Yes	Yes		
Fence/Housing	Yes	Yes		
Well Vent Protection	N/A	Yes		

COMMENTS _____

PWS ID # 3591121-02Date 6/27/07**CHLORINATION (Disinfection)**Type: ☐ Gas ☒ HypoMake Stenner Capacity See CommentsChlorine Feed Rate 100%Avg. Amount of Cl₂ gas used N/AChlorine Residuals: Plant 2.0 Remote 1.6Remote tap location Lift station on Rangeline RoadDPD Test Kit: ☒ On-site ☒ With operator
☐ None ☐ Not Used DailyInjection Points Into aeratorBooster Pump Info N/AComments Pre - 2 x 85 gpd, Post - 1 x 85 gpd

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl ₂ capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl ₂ residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl ₂ leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

AERATION (Gases, Fe, & Mn Removal)Type Cascade Tray Capacity 2000 gpmAerator Condition Appears OKBloodworm Presence Unable to observeVisible Algae Growth Unable to observeProtective Screen Condition Appears OK

Comments _____

STORAGE FACILITIES(G) Ground (H) Hydropneumatic (E) Elevated
(B) Bladder (C) Clearwell

Tank Type/Number	G1	H1	
Capacity (gal)	100,000	10,000	
Material	Concrete	Steel	
Gravity Drain	Yes	Yes	
By-pass Piping	No	Yes	
Pressure Gauge	N/A	Yes	
Sight Glass or Level Indicator	Yes	Yes	
Fittings for Sight Glass	Yes	Yes	
Protected Openings	Yes	Yes	
PRV/ARV	N/A	PRV	
On/Off Pressure	N/A	56/61	
Access Padlocked	Yes	Yes	
Height to Bottom of Elevated Tank	N/A	N/A	
Height to Max. Water Level	N/A	N/A	

Comments Tanks were inspected in 2006. There were no records available for inspection to confirm this.**HIGH SERVICE PUMPS**

Pump Number	1	2
Type	Centrifugal	
Make	Allis Chalmers	
Model	Unknown	Unknown
Capacity (gpm)	400	400
Motor HP	25	25
Date Installed	Unknown	
Maintenance	As Needed	

Comments Pump 1 is out of service because the valve stem broke off.**ADDITIVES**Meets NSF 60 & 61 YesComments Corrosion control uses 2 x 1.21 gph pumps for application of Stiles-Kem SK-7641 orthophosphate. Injected prior to the ground storage tank.

State of Florida
Department of Environmental Protection
Central District
SANITARY SURVEY REPORT

Plant Name SANLANDO UTILITIES - WEKIVA County Seminole PWS ID # 3591121-03
Plant Location 144 Ledbury Drive, Longwood, FL 32779 Phone 407-869-8588
Owner Name Utilities Inc., c/o Patrick Flynn, Regional Director Phone 407-869-1919
Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714
Contact Person Scotty Haws Title Compliance Manager Phone 407-869-8588
This Survey Date 6/27/07 Last Survey Date 12/22/04 Last C.I. Date 8/10/06

PWS TYPE & CLASS

- ☒ Community (4B)
☐ Non-transient Non-community
☐ Non-Community

PWS STATUS

- ☒ Approved system with approval number & date
14566 2/5/73, WC 59-275244 Cleared 7/10/96,
0080881-014 (hypo conversion)
☐ Unapproved system

SERVICE AREA CHARACTERISTICS

Subdivision _____

Food Service: ☐ Yes ☐ No ☒ N/A

OPERATION & MAINTENANCE

Certified Operator: ☒ Yes ☐ No ☐ Not required
Operator(s) & Certification Class-Number
Thomas Keys A-2181, See MOR for complete list

O & M Log: ☒ Yes ☐ No

O & M Manual: ☒ Yes ☐ No

Emergency Response Plan: ☐ Yes ☒ No ☐ N/A

Operator Visitation Frequency

Hrs/day: Required 16 Actual 16

Days/wk: Required 7 Actual 7

Non-consecutive Days? ☐ Yes ☐ No ☒ N/A

MORs submitted regularly? ☒ Yes ☐ No ☐ N/A

Data missing from MORs? ☐ No ☒ Yes ☐ N/A

Category/Class incorrect, or omitted, periodically.

Malfunctions and abnormal occurrences not entered.

Number of Service Connections 7950

Population Served 27825 Basis MORs

Average Day (from MORs) 5.882 MGD

Max. Day (from MORs) 8.768 MGD 07/06

Max-day Design Capacity 11.088 MGD

Comments _____

RAW WATER SOURCE

- ☒ GROUND; Number of Wells 5
☐ SURFACE/UDI; Source _____
☐ PURCHASED from PWS ID # _____
☐ Emergency Water Source _____
Emergency Water Capacity _____

AUXILIARY POWER SOURCE

- ☒ Yes ☐ None ☐ Not Required
Source Cummins Diesel Generator
Capacity of Standby (kW) 600
Switchover: ☒ Automatic ☐ Manual
Standby Plan: ☒ Yes ☐ No
Hrs Operated Under Load 1 hrs/mo.

What equipment does it operate?

- ☒ Well pumps See Comments
☒ High Service Pumps All
☒ Treatment Equipment All

Satisfy average day demand? ☒ Yes ☐ No ☐ Unk
Comments Well 5 has its own manual propane
generator. The other wells are fed by two substations.

TREATMENT PROCESSES IN USE

Aeration, hypochlorination, corrosion control

What additional treatment is needed?

For control of what deficiencies?

DISTRIBUTION SYSTEM

Flow Measuring Device Flow Meter
Meter Size & Type Unknown
Backflow Prevention Devices: ☒ Yes ☐ No
Cross-connections None observed
Written Cross-connection Control Program: Yes
Flushing and Valve Maintenance Plan: No
Distribution System Map Available: Yes
Coliform Sampling Plan Available: Yes
Disinfectant/Disinfection Byproduct Rule Monitoring
Plan: Yes
Lead/Copper Tap Sampling Plan: Yes

GROUND WATER SOURCE

Well Number	5 (AAH7338)	6 (AAH7337)	7 (AAH7336)	8 (AAF0873)
Year Drilled	1972	1973	1978	1979
Depth Drilled	500'	554'	560'	925'
Drilling Method	Unknown	Unknown	Unknown	Unknown
Type of Grout	Unknown	Unknown	Unknown	Unknown
Static Water Level	Unknown	Unknown	Unknown	Unknown
Pumping Water Level	Unknown	Unknown	Unknown	Unknown
Design Well Yield	Unknown	Unknown	Unknown	Unknown
Test Yield	Unknown	Unknown	Unknown	Unknown
Actual Yield (if different than rated capacity)	Unknown	Unknown	Unknown	Unknown
Strainer	Unknown	Unknown	Unknown	Unknown
Length (outside casing)	132'	196'	205'	181'
Diameter (outside casing)	12"	12"	16"	18"
Material (outside casing)	Steel	Steel	Steel	Steel
Well Contamination History	None	None	None	None
Is inundation of well possible?	No	No	No	No
6' X 6' X 4" Concrete Pad	Yes	Yes	Yes	Yes
SET BACKS	Septic Tank	N/A	N/A	N/A
	Reuse Water	N/A	N/A	N/A
	WW Plumbing	>100'	>100'	>100'
	Other Sanitary Hazard	None Observed	None Observed	None Observed
PUMP	Type	Vertical Turbine	Vertical Turbine	Vertical Turbine
	Manufacturer Name	Layne	Layne	Worthington
	Model Number	Unknown	Unknown	UHF/12H1165
	Rated Capacity (gpm)	Unknown	1250	1500
	Motor Horsepower	40	60	60
Well casing 12" above grade?		Yes	Yes	Yes
Well Casing Sanitary Seal		OK	OK	OK
Raw Water Sampling Tap		Yes	Yes	Yes
Above Ground Check Valve		Yes	Yes	Yes
Fence/Housing		Yes	Yes	Yes
Well Vent Protection		Yes	Yes	Yes

COMMENTS Well #5 has its own manual propane generator. Two different substations feed the other wells.

PWS ID # 3591121-03
Date 6/27/07

GROUND WATER SOURCE

Well Number	9 (AAH7339)			
Year Drilled	1982			
Depth Drilled	550'			
Drilling Method	Rotary			
Type of Grout	Unknown			
Static Water Level	Unknown			
Pumping Water Level	Unknown			
Design Well Yield	Unknown			
Test Yield	Unknown			
Actual Yield (if different than rated capacity)	Unknown			
Strainer	Unknown			
Length (outside casing)	210'			
Diameter (outside casing)	16'			
Material (outside casing)	Steel			
Well Contamination History	Microbial			
Is inundation of well possible?	No			
6' X 6' X 4" Concrete Pad	Yes			
SET BACKS	Septic Tank	N/A		
	Reuse Water	N/A		
	WW Plumbing	>100'		
	Other Sanitary Hazard	None Observed		
PUMP	Type	Vertical Turbine		
	Manufacturer Name	Goulds		
	Model Number	12FRHO-3		
	Rated Capacity (gpm)	Unknown		
	Motor Horsepower	100		
Well casing 12" above grade?	Yes			
Well Casing Sanitary Seal	OK			
Raw Water Sampling Tap	Yes			
Above Ground Check Valve	Yes			
Fence/Housing	Yes			
Well Vent Protection	Yes			

COMMENTS Repeated total coliform-positive samples from well 9 indicate the source may be susceptible to microbial contamination. Documentation to demonstrate that existing treatment reliably achieves at least four-log inactivation or removal of viruses before or at the first customer at all flow rates was submitted by the Utility to the Department on May 18, 2007.

CHLORINATION (Disinfection)Type: ☐ Gas ☒ HypoMake Walchem Capacity See CommentsChlorine Feed Rate 55%Avg. Amount of Cl₂ gas used N/AChlorine Residuals: Plant 1.7 Remote 1.6Remote tap location 129 Essex DriveDPD Test Kit: ☒ On-site ☒ With operator
☐ None ☐ Not Used DailyInjection Points Pre-Into aerators, Post-HSP suctionBooster Pump Info N/AComments Pre - 2 x 20 gph pumpsPost - 2 x 20 gph pumps

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl ₂ capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl ₂ residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl ₂ leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

AERATION (Gases, Fe, & Mn Removal)Type Cascade Tray Capacity See CommentAerator Condition Appears OKBloodworm Presence Unable to observeVisible Algae Growth Unable to observeProtective Screen Condition Appears OKComments #1 - 2500 gpm, #2 - 3500 gpm,#3 - 3800 gpm**STORAGE FACILITIES**(G) Ground (H) Hydropneumatic (E) Elevated
(B) Bladder (C) Clearwell

Tank Type/Number	G1	G2	G3
Capacity (MG)	0.5	0.750	1.0
Material	Concrete	Concrete	Concrete
Gravity Drain	Yes	Yes	Yes
By-pass Piping	Yes	Yes	Yes
Pressure Gauge	N/A	N/A	N/A
Sight Glass or Level Indicator	No	Yes	Yes
Fittings for Sight Glass	No	Yes	Yes
Protected Openings	Yes	Yes	Yes
PRV/ARV	N/A	N/A	N/A
On/Off Pressure	N/A	N/A	N/A
Access Padlocked	Yes	Yes	Yes
Height to Bottom of Elevated Tank	N/A	N/A	N/A
Height to Max. Water Level	N/A	N/A	N/A

Comments Tanks were inspected in 2006. There were no records available for inspection to confirm this. The GST #3 link seal at the old injection point is leaking.

HIGH SERVICE PUMPS

Pump Number	1	2	3	4	5
Type	Centrifugal				
Make	Aurora				
Model	411-BF	411-BF	411-BF	411-BF	411-BF
Capacity (gpm)	2000	2000	3600	2400	2400
Motor HP	125	125	200	150	150
Date Installed	Unknown				
Maintenance	As Needed				

Comments Pumps 1 and 2 are Variable Frequency Drive. Pumps 3-5 will be converted in the near future.

ADDITIVESMeets NSF 60 & 61 Yes

Comments Corrosion control uses 2 x 1.21 gph pumps for application of Stiles-Kem SK-7641 orthophosphate. Injected at the point of entry.

DEFICIENCIES:

1. **Failure to describe in the monthly operation reports (MORs) all emergency or abnormal operating conditions and all maintenance or repair work that involves taking out of operation public water system components other than water service lines. Additionally, the Category, Class, and Design Capacity entered for some plants is periodically incorrect.**

Suppliers of water shall describe in the monthly operation reports all emergency or abnormal operating conditions and all maintenance or repair work that involves taking out of operation public water system components other than water service lines. [Rule 62-555.350(10)(e), F.A.C.]

2. **Failure to produce for inspection records documenting that isolation valves are being exercised, that finished drinking water mains are being flushed, and that water storage tanks are being cleaned and inspected.**

All suppliers of water shall keep records documenting that their finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, have been cleaned and inspected during the past five years in accordance with subsection 62-555.350(2), F.A.C. In addition, all suppliers of water shall keep records documenting that their isolation valves are being exercised, and their water mains conveying finished drinking water are being flushed, in accordance with subsection 62-555.350(2), F.A.C. [Rule 62-555.350(12)(e), F.A.C.]

Suppliers of water shall keep all necessary public water system components in operation and shall maintain such components in good operating condition so the components function as intended. Preventive maintenance on electrical or mechanical equipment -- including exercising of auxiliary power sources, checking the calibration of finished-drinking-water meters at treatment plants, testing of air or pressure relief valves for hydropneumatic tanks, and exercising of isolation valves -- shall be performed in accordance with the equipment manufacturer's recommendations or in accordance with a written preventive maintenance program established by the supplier of water; however, in no case shall auxiliary power sources be run under load less frequently than monthly.

Accumulated sludge and biogrowths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a biogrowth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired.

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. Dead-end water mains conveying finished drinking water shall be flushed quarterly or in accordance with a written flushing program established by the supplier of water; additionally, dead-end or other water mains conveying finished water shall be flushed as necessary whenever legitimate water quality complaints are received. [Rule 62-555.350(2), F.A.C.]

3. **Failure to produce for inspection an Emergency Response Plan (ERP).**

Suppliers of water who own or operate a community water system serving, or designed to serve, 350 or more persons or 150 or more service connections shall develop a written emergency preparedness/response plan in accordance with *Emergency Planning for Water Utilities*, AWWA Manual M19, as adopted in Rule 62-555.335, F.A.C., by no later than December 31, 2004, and shall update and implement the plan as necessary thereafter. Said suppliers of water shall coordinate with their Local Emergency Planning Committee and their Florida Department of Law Enforcement Regional Security Task Force when developing their emergency plan and shall include in their plan all of the information in paragraphs (a) through (e) below.

DEFICIENCIES (continued):

- a) A communication chart as described in Chapter 5 of AWWA Manual M19.
- b) Written agreements with other agencies, utilities, or response organizations.
- c) A disaster-specific preparedness/response plan as described in Chapter 5 of AWWA Manual M19 for each of the following disasters: vandalism or sabotage; a drought; a hurricane; a structure fire; and if applicable, a flood, a forest or brush fire, and a hazardous material release. Each disaster-specific preparedness/response plan shall incorporate the results of a vulnerability assessment; shall include actions and procedures, and identify equipment, that can obviate or lessen the impact of such a disaster; and shall include plans and procedures that can be implemented, and identify equipment that can be utilized, in the event of such a disaster.
- d) Details about how the water system meets the standby power requirements under subsection 62-555.320(14), F.A.C., and, if applicable, recommendations regarding the amount of fuel to maintain on site, and the amount of fuel to hold in reserve under contracts with fuel suppliers, for operation of auxiliary power sources.
- e) If applicable, recommendations regarding the amount of drinking water treatment chemicals, including chemicals used for regeneration of ion-exchange resins or for onsite generation of disinfectants, to maintain in inventory at treatment plants.
- f) Specific Authority 403.861(9) FS. Law Implemented 403.852(12), 403.853(6), 403.861(17) FS. History -- New 11-19-87, Formerly 17-22.650, Amended 1-18-89, 1-1-93, Formerly 17-555.350, Amended 8-28-03. [Rule 62-555.350(15), F.A.C.]

4. Failure to produce for inspection the results of chemical analyses.

Suppliers of water shall retain on their premises, or at a convenient location near their premises, the following records:

- 1) Records of bacteriological analyses made under this chapter shall be kept for not less than 5 years. Records of physical, chemical, or radiological analyses made under any portion of this chapter other than Rule 62-550.800, F.A.C., (including records of chemical analyses to determine compliance with maximum residual disinfectant levels) shall be kept for not less than 10 years. Actual laboratory reports may be kept, or data may be transferred to tabular summaries, provided that the information required in Rule 62-550.730, F.A.C., is included.
- 2) Records of action taken by the system to correct a violation of primary drinking water regulations shall be kept for a period not less than 3 years after the last action taken with respect to the particular violation involved.
- 3) Copies of any written reports, summaries, or communications relating to cross connection control program or sanitary surveys of the system conducted by the system itself, by a private consultant or by any local, State, or Federal agency, shall be kept for a period not less than 10 years after completion of the sanitary survey.
- 4) Records concerning a variance or exemption granted to the system shall be kept for a period ending not less than 5 years following the expiration of the variance and exemption.
- 5) Monthly operation reports shall be kept for a period of not less than 10 years.
- 6) Any system subject to the requirements of Rule 62-550.800 (Lead and Copper), F.A.C., shall retain, for no fewer than 12 years, original records of all sampling data and analyses, reports, surveys, letters, evaluations, schedules, Department determinations, and any other information required by Rule 62-550.800, F.A.C. [Rule 62-550.720, F.A.C.]

DES PINAR PLANT

5. Failure to properly protect and screen well vents 1A and 2.

Vents and release/relief valves shall terminate in a down-turned position at least 18 inches above the floor and be covered with a 24 mesh corrosion resistant screen. Aerators and vents shall be protected from contamination by birds, insects, and windborne debris by covering with 24-mesh screen. [Recommended Standards for Water Works, 1997 Edition, Great Lakes -- Upper Mississippi River Board of State Public Health and Environmental Managers incorporated by reference in Rule 62-555.330, F.A.C.]

DEFICIENCIES (continued):

6. **Failure to maintain equipment. Aerator #1 appears to exhibit significant corrosion.**

Suppliers of water shall keep all necessary public water system components in operation and shall maintain such components in good operating condition so the components function as intended. [Rule 62-555.350(2), F.A.C.]

7. **Failure to maintain equipment. The ground storage tanks' level indicators are malfunctioning.**

Suppliers of water shall keep all necessary public water system components in operation and shall maintain such components in good operating condition so the components function as intended. [Rule 62-555.350(2), F.A.C.]

KNOLLWOOD PLANT

8. **Failure to maintain equipment. High service pump #1 is out of service because the isolation valve is broken.**

Suppliers of water shall keep all necessary public water system components in operation and shall maintain such components in good operating condition so the components function as intended. [Rule 62-555.350(2), F.A.C.]

WEKIVA PLANT

9. **Failure to maintain equipment. The link seal at the old injection point on ground storage tank #3 is leaking badly.**

Suppliers of water shall keep all necessary public water system components in operation and shall maintain such components in good operating condition so the components function as intended. [Rule 62-555.350(2), F.A.C.]

COMMENTS / REMINDERS:

- Lead and copper tap sampling must be conducted during the June-September 2009 monitoring period. For other chemical monitoring requirements, you are advised to contact Marie Carrasquillo at 407-894-7555, 2242.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.
- Suppliers of water shall telephone the SWP at 1-800-320-0519 immediately (i.e., within two hours) after discovery of any actual or suspected sabotage or security breach, or any suspicious incident, involving a public water system. [Rule 62-555.350(10)(a), F.A.C.]
- Suppliers of water shall notify affected water customers in writing or via telephone, newspaper, radio, or television by no later than the previous business day before taking public water system (PWS) components out of operation for planned maintenance or repair work if the work is expected to adversely affect finished-water quality or interrupt water service to any service connection. [Rule 62-555.350(10)(d), F.A.C.]
- Suppliers of water shall issue precautionary "boil water" notices as required or recommended in the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(11), F.A.C.]

PWS ID # 3591121
Date 6/27/07

COMMENTS / REMINDERS (continued):

- Suppliers of water shall telephone, and speak directly to a person at, the appropriate DEP District Office by no later than the previous business day before taking PWS components out of operation for planned maintenance or repair work if the work is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(d), F.A.C.]
- Suppliers of water shall telephone, and speak directly to a person at, the appropriate DEP District Office as soon as possible, but never later than noon of the next business day, in the event of any of the following emergency or abnormal operating conditions:
 - The occurrence of any abnormal color, odor, or taste in a public water system's raw or finished water;
 - The failure of a public water system to comply with applicable disinfection requirements; or
 - The breakdown of any water treatment or pumping facilities, or the break of any water main, in a public water system if the breakdown or break is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(b), F.A.C.]

Inspector  Title Environmental Specialist III Date 7/5/07

Approved by  Title Environmental Manager Date 7/23/07

SANLANDO UTILITIES CORPORATION

AND AFFILIATED COMPANIES
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS, FLORIDA 32714

CORPORATE OFFICES:
2335 Sanders Road
Northbrook, Illinois 60062
Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@uiwater.com

August 30, 2007

Ms. Kim Dodson
Florida Department of Environmental Protection
3319 Maguire Boulevard - Suite 232
Orlando, FL 32803-3767

RE: Sanlando Utilities Corporation - PWS#3591121
2007 Sanitary Survey Response

Dear Ms. Dodson:

This office has received your correspondence dated July 23, 2007 regarding the sanitary survey inspection conducted by Mr. Reggie Phillips on June 27, 2007. The Utility offers the following information in response to the deficiencies noted therein. For purposes of clarification, the Department's comments have been reiterated in bold with the Utility's response thereafter.

DEFICIENCIES

1) Failure to describe in the monthly operations reports (MORs) all emergency or abnormal operating conditions and all maintenance or repair work that involves taking out of operation public water system components other than water service lines. Additionally, the category, Class, and Design Capacity entered for some of the plants is periodically incorrect.

Operations staff has been reminded that all emergency or abnormal activities including maintenance or repair activities that involve PWS components need to be listed in the comments section of the monthly operating report. Also, the MORs have been updated to reflect the correct category, class and the permitted capacities.

2) Failure to produce for inspection records documenting that isolation valves are being exercised, that finished drinking water mains are being flushed, and that water storage tanks are being cleaned and inspected.

Facility isolation valves and distribution system valves have been exercised over time but admittedly so, records of this activity have not been routinely maintained. In order to resolve this item, the Utility will begin the process of labeling every valve and placing each one on a routine schedule in accordance with the manufacturer's recommendations. Records shall be maintained at a predetermined location and made readily accessible to Department personnel. This process will be lengthy with an anticipated inception date of December 30, 2007.

Ms. Dodson
PWS # 3591121
Page Two

All dead end blow-offs are flushed on a routine basis as needed to maintain water quality and chlorine residual. However, record keeping has not been as accurately maintained as required. In order to resolve this item, staff will begin maintaining a listing of all dead-end mains and flushing activities associated with each one. This listing shall be compiled and in place by no later than October 31, 2007. Records for inspection shall be maintained at a predetermined location and made readily accessible to Department personnel.

The ground storage tanks at the Wekiva, Knollwood and Des Pinar water treatment facilities were inspected during the month of February 2006. Inspection reports are available upon request.

3) Failure to produce for inspection an Emergency Response Plan (ERP).

The Emergency Response Plan is located at the Wekiva facility in the Area Manager's office and is available for review by Department personnel.

4) Failure to produce for inspection the results of the chemical analyses.

The Utility retains two sets of sampling records. One set at the facility and the second set located at the Branch office. For retention purposes, records greater than two years are archived and maintained at the Branch office and are available for review upon request.

DES PINAR PLANT

5) Failure to properly protect and screen well vents 1A and 2

Well 1A and 2 vent screens were replaced in accordance with Department rules on June 28, 2007.

6) Failure to maintain equipment. Aerator #1 appears to exhibit significant corrosion.

Both of the GST aerators are cleaned and inspected twice a year or as needed. The trays are discolored but not corroded. Upon closer inspection all components were determined to be in good condition.

7) Failure to maintain equipment. The ground storage tanks' level indicators are malfunctioning.

The level indicators for the ground storage tanks were repaired on August 23, 2007

KNOLLWOOD PLANT

8) Failure to maintain equipment. High Service pump #1 is out of service because the isolation valve is broken.

The isolation valves were replaced on July 30, 2007 and high service pump #1 has been removed by a vendor for repair of the shaft bearings and seals.

Ms. Dodson
PWS # 3591121
Page Three

WEKIVA PLANT

9) Failure to maintain equipment. The link seal at the old injection point on the ground storage tank #3 is leaking badly.

The leak was repaired on June 28, 2007.

We hope this information satisfactorily addresses the Department's comments relative to the inspection. Should you have any questions or require additional information, please call me directly at 407.869.8588, extension 226.

Sincerely,

SANLANDO UTILITIES CORPORATION

Bryan K. Gongre
Regional Manager

Ec: Patrick C. Flynn, Regional Director, Sanlando Utilities Corp.
Scotty Haws, Regional Compliance & Safety Manager, Sanlando Utilities Corp.
Kathy Sillitoe, Area Manager, Sanlando Utilities Corp.
John Marinelli, Area Manager, Sanlando Utilities Corp.

Received By 1/30/09



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Charlie Crist
Governor

Jeff Kottkamp
Lt. Governor

Michael W. Sole
Secretary

SENT VIA E-MAIL TO: pcflyn@uiwater.com

January 16, 2009

SANLANDO UTILITIES CORP
200 WEATHERSFIELD AVE
ALTAMONTE SPRINGS FL 32714

OCD-C-WW-08-0019

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Wekiva Hunt Club WWTF
Wastewater Facility - Permit No. FL0036251
Noncompliance Letter

Dear Mr. Flynn:

On December 4, 2008, Department personnel conducted a routine inspection of your wastewater facility. A copy of the inspection report is enclosed for your review. During the course of the inspection, and/or determined from records on file in this office, the following deficiencies were noted:

1. The sample pickup tubing on the influent sampler had a dip, which may prevent a complete purge.
2. The calibration for the residual chlorine colorimeter is not being checked with a low standard on days of surface water discharge.
3. The dumpster which holds the influent screenings has developed holes, which may allow the contents to discharge to the ground.

The "Effluent Quality" section of the inspection report lists permit limit exceedances that were reported to the Department. No further response to those exceedances is needed at this time.

Please respond to these items, in writing, with a schedule of corrective action. Pursuant to Rule 62-4.100(2), F.A.C., failure to comply with pollution control rules shall be grounds for permit suspension or revocation and initiation of formal enforcement action. Your reply is requested within 14 days from the date of this letter. Any questions should be addressed to David Smicherko at (407) 893-3313.

Sincerely,

Christianne C. Ferraro, P.E.
Program Administrator
Water Facilities

CCF/ds/ar
Enclosure: Inspection Report
cc: Scotty Haws, shaws@uiwater.com
Jennifer Paris, FDEP Tallahassee, Jennifer.Paris@dep.state.fl.us

"More Protection, Less Process"
www.dep.state.fl.us

680 192

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION
WASTEWATER COMPLIANCE INSPECTION REPORT
FACILITY AND INSPECTION INFORMATION (a) = Optional

Name and Physical Location of Facility WIKIVA HUNT CLUB WWTF 144 LEBBURY DRIVE LONGWOOD FL 32779	WAFR ID: FL0630291	County Seminole Phone	Entry Date/Time 12-4-08 10:00 AM ☐ Exit Date/Time 12-4-08 2:30 PM
Name(s) of Field Representative(s) TOM KEYS	Title LEAD OPERATOR	Phone 407-682-5651	
Name and Address of Permittee or Designated Representative PATRICK FLYNN UTILITIES INC OF FLORIDA 280 WEATHERSHIELD AVENUE AL LAMONTE SPRINGS FL 32714	Title REGIONAL DIRECTOR	Phone	(g) Operator Certification # TOM KEYS A-1090

Inspection Type	<input checked="" type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> J	Samples Taken(Y/N): No	a Sample ID#:	Samples Split(Y/N):
<input checked="" type="checkbox"/> Domestic <input type="checkbox"/> Industrial	Were Photos Taken(Y/N): N		k Log book Volume: 12	a Page 166

FACILITY COMPLIANCE AREAS EVALUATED							
IC = In Compliance; NC = Out of Compliance; SC = Significant out of Compliance; NA = Not Applicable; NE = Not Evaluated Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "•"							
IC	1. • Permit	NE	3. Laboratory	NC	6. • Facility Site Review	NC	9. • Effluent Quality
NA	2. • Compliance Schedules	NC	4. Sampling	IC	7. Flow Measurement	IC	10. • Effluent Disposal
		IC	5. • Records & Reports	IC	8. • Operation & Maintenance	IC	11. Residuals Sludge
NE	13. Other:					IC	12. Groundwater
Recommended Actions: NONCOMPLIANCE LETTER							

Name(s) and Signature(s) of Inspector(s) David Smicherko <i>David Smicherko</i>	District Office/Phone Number Central District 407-893-3313	Date 12/22/08
Signature of Reviewer Kalina Wauten <i>Kalina Wauten</i>	District Office/Phone Number Central District 407-893-3313	Date December 29, 2008

Fill Out This Section For All Surface Water Discharger Inspections (CEI, CSI, CBI, PAI, XSI, RI, ASI, ANI)

Transaction Code	NPDES Number	YR/MO/DA	Insp Type	Inspector	Fac Type
S	10056251	081204	IC	2S	2

ADDITIONAL NPDES COMMENTS

Inspection Type (Field 1): A:PAI, B:CBI, C:CEI, S:CSI, X:XSI, R:RI, U:ASI, =:ANI
 Inspection Code (Field 2): S: State, J: Joint EPA/State-EPA Lead, T: Joint State/EPA-State Lead, L: Local Program
 Facility Type (Field 3): 1: Municipal (Publicly Owned), 2: Industrial and Privately Owned Domestic, 3: Agricultural, 4: Federal
 Every other field is self explanatory

INSPECTION COMMENTS

PERMIT: In Compliance

The FDEP Permit FL0036251 was issued January 4, 2005. The permit expires on January 2, 2010. The permit authorizes the operation of an existing 2.9 MGD annual average daily flow (AADF) design capacity wastewater treatment facility (WWTF), consisting of three contiguous package wastewater treatment plants (0.97 MGD design capacity each) connected in parallel with manual influent screening, aeration, clarification, chemical feed facilities, disinfection by chlorination, tertiary filtration, dechlorination, aerobic digestion of residuals and dewatering by two vacuum assisted drying beds.

A copy of the permit was on-site and readily found by the operator. The facility was being operated as described by the permit.

The permittee entered into a Consent Order OGC File No. 06-800 with the Department on June 21, 2006. The Consent Order was closed July 10, 2006.

A permit revision to reduce monitoring requirements was issued on February 17, 2006.

COMPLIANCE SCHEDULE: NA

LABORATORY: NE

The facility uses Tri-Tech Analytical Laboratories Inc. AND Flowers Chemical Laboratories for sample analysis.

SAMPLING: Out of Compliance

Influent and effluent composite samples are collected with ISCO 3710 samplers. The samplers were programmed to take a flow-proportioned sample and the sample pick up tubing was in good condition. **The influent sampler tubing has a dip in it which is preventing a complete purge cycle.** The surface water discharge sampler is an ISCO 3710 sampler. The sampler was programmed to take a flow-proportioned sample. The samplers were not setup for sampling at the time of inspection.

The calibration HACH CL17 continuous chlorine analyzer (EFA-1) is verified with a HACH Pocket Colorimeter daily. Secondary Gel Standards are used to verify the calibration of the portable meter daily. Quarterly calibration checks of the Pocket Colorimeter and verification of the secondary standards are being performed.

On days when discharge to surface water occurs the calibration meter is not being checked with a low chlorine standard.

The inline pH meters are compared daily to a HACH Sension 2 pH meter. The Sension 2 meter is standardized daily with three buffer solutions. Buffers were within date.

The inline turbidity meter is a HACH 1720D. The calibration of this meter is being checked daily against a HACH 2100P meter. The calibration of the 2100P meter is being checked daily with primary standards.

The YSI Model 55 dissolved oxygen meter is calibrated daily when discharging. The calibration logbook shows required information on calibration.

RECORDS AND REPORTS: In Compliance

A review of the Discharge Monitoring Reports (DMRs) from December 2007 to August 2008 indicated no deficiencies.

The operators' logbook is bound with numbered pages. A certified operator is onsite at least 16 hours/day and the lead operator is onsite as required.

Annual Reuse Report and a letter stating no new non-domestic connections have been made to the system have been submitted. The Pathogen Monitoring report has been submitted.

Whole Effluent Toxicity testing and the quarterly Sweetwater Creek sampling has been completed.

A copy of the current Operating Protocol is onsite.

FACILITY SITE REVIEW: Out of Compliance

ACCESS: The facility is fenced and access is controlled by a lockable gate.

HEADWORKS: There is an influent splitter box with a manual bar screen. There are also three manual bar screens (one for each plant head works). Screenings disposed of daily into a dumpster. **The dumpster has a hole which can allow the contents to fall on the ground.** Screenings are transported to the landfill for disposal.

The facility has three treatment plants, which will be reported together.

PLANTS 1, 2 & 3:

AERATION: The three aeration basins and digesters of the three plants are aerated with 3 blowers. The three blowers were running. Alum is added to the aeration basins.

CLARIFIERS: The effluent from the three clarifiers was clear. The weirs of the plants were clean. The skimmer arms were working. RAS/WAS system was working.

FILTERS (2): One of the two filters was online. The filters automatically backwash to in-plant lift station. Sand is the media. Chlorine is added to the filters for maintenance purposes. The filters backwash on time and level. Duckweed was present on one filter surface.

CHLORINATION: There is a 3000 gallon holding tank and one 500 gallon day tank. There are three feed pumps. The daily usage is approximately 150 gallons. Emergency eyewash and shower are checked on a regular basis. The holding tanks are in a spill containment structure.

DECHLORINATION: Sodium bisulfate is used for dechlorination. It is stored in a 500 gallon tank. The tank is in a secondary containment structure. There are two feed pumps. The pumps are stored in a shed near the D001 sampling point along with the discharge flow meter and pH meter.

CHLORINE CONTACT CHAMBERS: Effluent flows through the reuse CCC before entering the reuse and disposal system. The CCC was clear. The CCC is covered with floating lids. Only one side of the reuse CCC was being used.

SLUDGE HANDLING: Three digesters (one at each plant), two vacuum drying beds and a sludge holding bed. One drying bed was in use. The holding bed was about 1/2 full.

BACKFLOW PREVENTER (RPZ): No leaks were noted.

CHEMICAL FACILITY: There is one alum storage tank onsite in a containment structure. There are three pumps. The piping allows the pumps to feed any or all plants. Alum is added to the plants at a rate of 150-200 gallons/day.

FLOW MEASUREMENT: In Compliance

The reuse flow meters were calibrated on 6/16/08. The percolation pond flow meter was calibrated on 6/16/08. The surface water discharge flow meter was calibrated on 1/12/08. The CCC meter was calibrated on 12/01/08.

OPERATION AND MAINTENANCE: In Compliance

Overall the plant is in good condition.

EFFLUENT QUALITY: Out of Compliance

The file review of the DMRs from January to September 2008 showed the following exceedance of permit limits:

The CBOD₅ maximum reported on the D001 DMR for September 2008 was 9 mg/l. This exceeded the permit limit of 6.0 mg/l.

The CBOD₅ monthly average reported on the D001 DMR for September 2008 was 6.3 mg/l. This exceeded the permit limit of 5.0 mg/l.

The total phosphorus maximum loading rate for September 2008 was 63 lbs/month which exceeded the permit limit of 40 lbs/month.

These were reported to the Department. No further information is required at this time.

EFFLUENT DISPOSAL: In Compliance

Effluent disposal consists of a surface water discharge to Sweetwater Creek (D001). There was no discharge to the Creek on the day of the inspection.

Reuse can be through a 0.40 mgd and capacity percolation pond system (R001) consisting of four ponds. A portion of the bottom of one pond was wet from discharge event all other ponds were dry. The ponds have been recently disced.

Reuse is also permitted through a 2,603 mgd aadf capacity public access reuse system (R002). Currently irrigation is provided to golf courses and a nursery and to an interconnect with the Altamonte Springs WWTF reuse system. There were signs posted at the Wekiva Golf Course, the nursery and at the entrances to residential areas.

RESIDUALS/SLUDGE: In Compliance

The residuals application annual summary for 2007 was received. The facility is producing Class B residuals by using the Specific Oxygen Uptake Rate (SOUR) test to show vector attraction reduction. Pathogen reduction is shown by fecal coliform analysis. Quarterly metals analyses have been submitted. Shelley's Septic hauls the treated sludge to the land application sites.

GROUND WATER: In Compliance

A review of the ground water files for this facility indicates no deficiencies.



91 7106 2133 3931 1444 5823

January 23, 2009

Ms. Christianne C. Ferraro
Program Administrator, Water Facilities
Florida Department of Environmental Protection
3319 Maguire Blvd., Suite 232
Orlando, Florida 32803-3767

RE: Wekiva Hunt Club WWTF
Wastewater Facility Permit No. FL0036251
Response to Noncompliance Letter

Dear Ms. Ferraro:

This letter is in response to your recent correspondence concerning those items noted during a routine compliance inspection conducted by the Department on December 4, 2008 at the above referenced facility. For your reference, the Department's comments have been reiterated in bold with the response immediately following. The following deficiencies have been corrected as follows:

- 1. The sample pickup tubing on the influent sampler had a dip, which may prevent a complete purge.**

The sampler tubing was shortened on December 9, 2008

- 2. The calibration for the residual chlorine colorimeter is not being checked with a low standard on days of surface water discharge.**

The facility's contract laboratory has been contracted to prepare a 0.1 standard for the calibration check of the colorimeter should the facility be required to divert to surface water discharge.

- 3. The dumpster which holds the influent screenings has developed holes, which may allow the contents to discharge to the ground.**

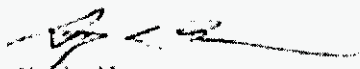
The dumpster was replaced on December 17, 2008

Ms. Christianne Ferraro
Response to Noncompliance Letter
Page Two

I anticipate that this response adequately addresses the Department's comments with regard to the facility inspection performed on December 4, 2008. If you should have any questions or require additional information, please do not hesitate to contact me at 407.869.8588, ext. 234 or via email at slhaws@ulwater.com.

Sincerely,

SANLANDO UTILITIES CORPORATION



Scotty L. Haws
Regional Compliance & Safety Manager

Ec: Patrick C. Flynn, Regional Director
Bryan K. Gongre, Regional Manager
Kathy Sillitoe, Area Manager

Sanlando Utilities Corporation

Docket No.: 090402-WS

Seminole County

**25.30.440 (6)
PERMITS**

Test Year Ended December 31, 2008



Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen Castille
Secretary

STATE OF FLORIDA DOMESTIC WASTEWATER FACILITY PERMIT

PERMITTEE:

Sanlando Utilities Corporation

PERMIT NUMBER:

FLA011080

PA FILE NUMBER:

FLA011080-006-DW1P

ISSUANCE DATE:

September 28, 2004

EXPIRATION DATE:

September 27, 2009

RESPONSIBLE AUTHORITY:

Mr. Patrick Flynn
Regional Director
200 Weathersfield Avenue
Altamonte Springs, FL 32714

(407) 869-1919

FACILITY:

Woodlands (Des Pinar) WWTF
125 Western Fork Avenue
Longwood, FL
Seminole County
Latitude: 28° 42' 26" N Longitude: 81° 22' 46" W

This permit is issued under the provisions of Chapter 403, Florida Statutes, and applicable rules of the Florida Administrative Code. The above named permittee is hereby authorized to operate the facilities shown on the application and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

TREATMENT FACILITIES:

An existing 0.5 mgd annual average daily flow (AADF) permitted capacity contact stabilization domestic wastewater treatment plant consisting of flow equalization, influent screening, aeration, secondary clarification, chlorination and aerobic digestion of residuals.

REUSE:

Land Application: An existing 0.4 MGD AADF permitted capacity rapid infiltration basin system (R-001). R-001 consists of three percolation ponds with a total wetted area of 3.0 acres located approximately at latitude 28° 42' 26" N, longitude 81° 22' 46" W.

Land Application: An existing 0.1 MGD AADF permitted capacity slow-rate restricted public access system (R-002). R-002 consists of a 5.68 acres sprayfield located approximately at latitude 28° 42' 26" N, longitude 81° 22' 46" W.

IN ACCORDANCE WITH: The limitations, monitoring requirements and other conditions set forth in Pages 1 through 20 of this permit.

FACILITY: Woodlands (Des Pinar) WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
 EXPIRATION DATE: September 27, 2009

I. RECLAIMED WATER AND EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS

A. Reuse and Land Application Systems

- During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to direct reclaimed water to Reuse System R-001 (Percolation Ponds). Such reclaimed water shall be limited and monitored by the permittee as specified below:

Parameter	Units	Max/Min	Reclaimed Water Limitations				Monitoring Requirements			
			Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	Notes
Flow	MGD	Maximum	0.4	-	-	-	5 Days/Week	Recording flow meters and totalizers	FLW-2	See Cond. I.A.3.
BOD, Carbonaceous 5 day, 20C	MG/L	Maximum	20.0	30.0	45.0	60.0	Weekly	8-hour flow proportioned composite	EFA-1	
Solids, Total Suspended	MG/L	Maximum	20.0	30.0	45.0	60.0	Weekly	8-hour flow proportioned composite	EFA-1	
pH	SU	Range	-	-	-	6.0 to 8.5	5 Days/Week	Grab	EFA-1	
Coliform, Fecal	#/100 ML	Maximum	See Permit Condition I.A.4.				Weekly	Grab	EFA-1	
Total Residual Chlorine (For Disinfection)	MG/L	Minimum	-	-	-	0.5	5 Days/Week	Grab	EFA-1	See Cond. I.A.5.
Nitrogen, Nitrate, Total (as N)	MG/L	Maximum	-	-	-	12.0	Weekly	8-hour flow proportioned composite	EFA-1	See Cond. I.A.6.

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

2. Reclaimed water samples shall be taken at the monitoring site locations listed in Permit Condition I. A. 1. and as described below:

Monitoring Location Site Number	Description of Monitoring Location
EFA-1	Chlorine contact chamber effluent
FLW-2	Flow to Percolation Ponds

3. Recording flow meters and totalizers shall be utilized to measure flow and calibrated at least annually. [62-601.200(17) and .500(6)]
4. The arithmetic mean of the monthly fecal coliform values collected during an annual period shall not exceed 200 per 100 mL of reclaimed water sample. The geometric mean of the fecal coliform values for a minimum of 10 samples of reclaimed water, each collected on a separate day during a period of 30 consecutive days (monthly), shall not exceed 200 per 100 mL of sample. No more than 10 percent of the samples collected (the 90th percentile value) during a period of 30 consecutive days shall exceed 400 fecal coliform values per 100 mL of sample. Any one sample shall not exceed 800 fecal coliform values per 100 mL of sample. Note: To report the 90th percentile value, list the fecal coliform values obtained during the month in ascending order. Report the value of the sample that corresponds to the 90th percentile (multiply the number of samples by 0.9). For example, for 30 samples, report the corresponding fecal coliform number for the 27th value of ascending order. [62-610.510 and 62-600.440(4)(c)]
5. A minimum of 0.5 mg/L total residual chlorine must be maintained for a minimum contact time of 15 minutes based on peak hourly flow. [62-610.510 and 62-600.440(4)(b)]
6. Nitrate nitrogen (NO₃) concentration in the water discharged to the rapid rate land application system shall not exceed 12.0 mg/L, or as required to comply with Rule 62-610.510, F.A.C. [62-610.510]

FACILITY: Woodlands (Des Pinar) WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
 EXPIRATION DATE: September 27, 2009

7. During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to direct reclaimed water to Reuse System R-002. Such reclaimed water shall be limited and monitored by the permittee as specified below:

Parameter	Units	Max/Min	Reclaimed Water Limitations				Monitoring Requirements			
			Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	Notes
Flow	MGD	Maximum	0.1	-	-	-	5 Days/Week	Recording flow meters and totalizers	FLW-3	See Cond. I.A.9.
BOD, Carbonaceous 5 day, 20C	MG/L	Maximum	20.0	30.0	45.0	60.0	Weekly	8-hour flow proportioned composite	EFA-1	
Solids, Total Suspended	MG/L	Maximum	20.0	30.0	45.0	60.0	Weekly	8-hour flow proportioned composite	EFA-1	
pH	SU	Range	-	-	-	6.0 to 8.5	5 Days/Week	Grab	EFA-1	
Coliform, Fecal	#/100 ML	Maximum	See Permit Condition I.A.10.				Weekly	Grab	EFA-1	
Total Residual Chlorine (For Disinfection)	MG/L	Minimum	-	-	-	0.5	5 Days/Week	Grab	EFA-1	See Cond. I.A.11.

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

8. Reclaimed water samples shall be taken at the monitoring site locations listed in Permit Condition I. A. 7. and as described below:

Monitoring Location Site Number	Description of Monitoring Location
EFA-1	Chlorine contact chamber effluent
FLW-3	Flow to Sprayfield

9. Recording flow meters and totalizers shall be utilized to measure flow and calibrated at least annually. [62-601.200(17) and .500(6)]
10. The arithmetic mean of the monthly fecal coliform values collected during an annual period shall not exceed 200 per 100 mL of reclaimed water sample. The geometric mean of the fecal coliform values for a minimum of 10 samples of reclaimed water, each collected on a separate day during a period of 30 consecutive days (monthly), shall not exceed 200 per 100 mL of sample. No more than 10 percent of the samples collected (the 90th percentile value) during a period of 30 consecutive days shall exceed 400 fecal coliform values per 100 mL of sample. Any one sample shall not exceed 800 fecal coliform values per 100 mL of sample. Note: To report the 90th percentile value, list the fecal coliform values obtained during the month in ascending order. Report the value of the sample that corresponds to the 90th percentile (multiply the number of samples by 0.9). For example, for 30 samples, report the corresponding fecal coliform number for the 27th value of ascending order. [62-610.410 and 62-600.440(4)(c)]
11. A minimum of 0.5 mg/L total residual chlorine must be maintained for a minimum contact time of 15 minutes based on peak hourly flow. [62-610.410 and 62-600.440(4)(b)]

FACILITY: Woodlands (Des Pinar) WWTF
 PERMITTEE: Santando Utilities Corporation

PERMIT NUMBER: FLA011080
 EXPIRATION DATE: September 27, 2009

I. RECLAIMED WATER AND EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS (cont.)

B. Other Limitations and Monitoring and Reporting Requirements

1. During the period beginning on the issuance date and lasting through the expiration date of this permit, the treatment facility shall be limited and monitored by the permittee as specified below:

Parameter	Units	Max/Min	Limitations				Monitoring Requirements			
			Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	Notes
BOD, Carbonaceous 5 day, 20C	MG/L	Maximum	-	Report	-	-	Weekly	8-hour flow proportioned composite	INF-1	See Cond. I.B.3.
Solids, Total Suspended	MG/L	Maximum	-	Report	-	-	Weekly	8-hour flow proportioned composite	INF-1	See Cond. I.B.3.
Flow (Total through plant)	MGD	Maximum	0.5	-	-	-	5 Days/Week	Recording flow meters and totalizers	FLW-1	See Cond. I.B.4.
Percent Capacity, (TMADE/Permitted Capacity) x 100	PER CENT	Maximum	-	Report (Mo.Total)	-	-	Monthly	Calculated	FLW-1	

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

2. Samples shall be taken at the monitoring site locations listed in Permit Condition I. B. 1 and as described below:

Monitoring Location Site Number	Description of Monitoring Location
FLW-1	Flow meter with totalizer and V-notch weir
INF-1	Raw influent to surge tank

3. Influent samples shall be collected so that they do not contain digester supernatant or return activated sludge, or any other plant process recycled waters. [62-601.500(4)]
4. Recording flow meters and totalizers shall be utilized to measure flow and calibrated at least annually. [62-601.200(17) and .500(6)]
5. Parameters which must be monitored as a result of a surface water discharge shall be analyzed using a sufficiently sensitive method in accordance with 40 CFR Part 136. Parameters which must be monitored as a result of a ground water discharge (i.e., underground injection or land application system) shall be analyzed in accordance with Chapter 62-601, F.A.C. [62-620.610(18)]
6. The permittee shall provide safe access points for obtaining representative influent, reclaimed water, and effluent samples which are required by this permit. [62-601.500(5)]
7. Monitoring requirements under this permit are effective on the first day of the second month following permit issuance. Until such time, the permittee shall continue to monitor and report in accordance with previously effective permit requirements, if any. During the period of operation authorized by this permit, the permittee shall complete and submit to the Department's Central District Office Discharge Monitoring Reports (DMRs) in accordance with the frequencies specified by the REPORT type (i.e., monthly, toxicity, quarterly, semiannual, annual, etc.) indicated on the DMR forms attached to this permit. Monitoring results for each monitoring period shall be submitted in accordance with the associated DMR due dates below.

REPORT Type	Monitoring Period	Due Date
Monthly or Toxicity	first day of month – last day of month	28 th day of following month
Quarterly	January 1 - March 31 April 1 – June 30 July 1 – September 30 October 1 – December 31	April 28 July 28 October 28 January 28
Semiannual	January 1 – June 30 July 1 – December 31	July 28 January 28
Annual	January 1 – December 31	January 28

DMRs shall be submitted for each required monitoring period including months of no discharge. The permittee shall make copies of the attached DMR form(s) and shall submit the completed DMR form(s) to the Department's Central District Office at the address specified in Permit Condition I.B. 10 by the twenty-eighth (28th) of the month following the month of operation.

[62-620.610(18)][62-601.300(1), (2), and (3)]

8. During the period of operation authorized by this permit, reclaimed water or effluent shall be monitored annually for the primary and secondary drinking water standards contained in Chapter 62-550, F.A.C., (except for turbidity, total coliforms, color, and corrosivity). Twenty-four hour composite samples shall be used to analyze reclaimed water or effluent for the primary and secondary drinking water standards. These monitoring results shall be reported to the Department annually on the Reclaimed Water or Effluent Analysis Report, Form 62-620.910(15), or in another format if requested by the permittee and if approved by the Department as being compatible with data entry into the Department's computer system. During years when a permit is not renewed, a certification stating that no new non-domestic wastewater dischargers have been added to the collection system since the last reclaimed water or effluent analysis was conducted may be submitted in lieu of the report. The annual reclaimed water or effluent analysis report or the certification shall be completed and submitted in a timely manner so as to be received by the Department by January 15 of each year. [62-601.300(4)][62-601.500(3)]

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

9. The permittee shall submit an Annual Reuse Report using DEP Form 62-610.300(4)(a)2. on or before January 1 of each year. [62-610.870(3)]
10. Unless specified otherwise in this permit, all reports and other information required by this permit, including 24-hour notifications, shall be submitted to or reported to, as appropriate, the Department's Central District Office at the address specified below:

Central District Office
3319 Maguire Boulevard Suite 232
Orlando, Florida 32803-3767

Phone Number - (407) 894-7555
FAX Number - (407) 897-2966
All FAX copies shall be followed by original copies. All reports and other information shall be signed in accordance with the requirements of Rule 62-620.305, F.A.C. [62-620.305]

II. RESIDUALS MANAGEMENT REQUIREMENTS

1. The method of residuals use or disposal by this facility is land application or disposal in a Class I or II solid waste landfill.
2. The permittee shall be responsible for proper treatment, management, use, and land application or disposal of its residuals. [62-640.300(5)]
3. The permittee will not be held responsible for violations resulting from land application of residuals if the permittee can demonstrate that it has delivered residuals that meet the parameter concentrations and appropriate treatment requirements of this rule and the applier (e.g. hauler, contractor, site manager, or site owner) has legally agreed in writing to accept responsibility for proper land application of the residuals. Such an agreement shall state that the applier agrees, upon delivery of residuals that have been treated as required by Chapter 62-640, F.A.C., that he will accept responsibility for proper land application of the residuals as required by Chapter 62-640, F.A.C., and that the applier agrees that he is aware of and will comply with requirements for proper land application as described in the facility's permit.
[62-640.300(5)]
4. Disposal of residuals, septage, and other solids in a solid waste landfill, or disposal by placement on land for purposes other than soil conditioning or fertilization, such as at a monofill, surface impoundment, waste pile, or dedicated site, shall be in accordance with Chapter 62-701, F.A.C. [62-640.100(6)(k)3 & 4]
5. Land application of residuals shall be in accordance with the conditions of this permit, the approved Agricultural Use Plan(s), and the requirements of Chapter 62-640, F.A.C. [62-640]
6. The domestic wastewater residuals for this facility are classified as Class B.
7. The permittee shall achieve Class B pathogen reduction by meeting the pathogen reduction requirements in section 503.32(b)(2) (Monitoring of Indicator Organisms) of Title 40 CFR Part 503, revised as of October 25, 1995. [62-640.600(1)(b)]
8. The permittee shall achieve vector attraction reduction by meeting the vector attraction reduction requirements in section 503.33(b)(4) (Meet a specific oxygen uptake rate for aerobically treated biosolids) of Title 40 CFR Part 503, revised as of October 25, 1995. [62-640.600(2)(a)]
9. Treatment of liquid residuals or septage for the purpose of meeting the pathogen reduction or vector attraction reduction requirements set forth in Rule 62-640.600, F.A.C., shall not be conducted in the tank of a hauling vehicle. Treatment of residuals or septage for the purpose of meeting pathogen reduction or vector attraction reduction requirements shall take place at the permitted facility. [62-640.400(8)]
10. The permittee shall sample and analyze the Class A or Class B residuals to monitor for pathogen and vector attraction reduction requirements of Rule 62-640.600, F.A.C., and the parameters listed in the table below at least once every three (3) months.

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

Parameter	Ceiling Concentrations (Single Sample)	Cumulative Application Limits
Total Nitrogen	(Report only) % dry weight	Not applicable
Total Phosphorus	(Report only) % dry weight	Not applicable
Total Potassium	(Report only) % dry weight	Not applicable
Arsenic	75 mg/kg dry weight	36.6 pounds/acre
Cadmium	85 mg/kg dry weight	34.8 pounds/acre
Copper	4300 mg/kg dry weight	1340 pounds/acre
Lead	840 mg/kg dry weight	268 pounds/acre
Mercury	57 mg/kg dry weight	15.2 pounds/acre
Molybdenum	75 mg/kg dry weight	Not applicable
Nickel	420 mg/kg dry weight	375 pounds/acre
Selenium	100 mg/kg dry weight	89.3 pounds/acre
Zinc	7500 mg/kg dry weight	2500 pounds/acre
pH	(Report only) standard units	Not applicable
Total Solids	(Report only) %	Not applicable

[62-640.650(1), 62-640.700(1), 62-640.700(3)(b), and 62-640.850(3)]

11. Sampling and analysis shall be conducted in accordance with Title 40 CFR Part 503, section 503.8 and the U.S. Environmental Protection Agency publication - POTW Sludge Sampling and Analysis Guidance Document, 1989. In cases where disagreements exist between Title 40 CFR Part 503, section 503.8 and the POTW Sludge Sampling and Analysis Guidance Document, the requirements in Title 40 CFR Part 503, section 503.8 will apply. [62-640.650(1), 62-640.700(1), 62-640.700(3)(b), and 62-640.850(3)]
12. Grab samples shall be used for pathogens and determinations of percent volatile solids. Composite samples shall be used for metals. [62-640.650(1)(e)]
13. Residuals shall not be land applied if a single sample result for any parameter exceeds the ceiling concentrations given in this permit. Residuals shall not be distributed and marketed if the monthly average of sample results for any parameter exceeds the Class AA parameter concentrations given in this permit. Monthly averages of parameter concentrations shall be determined by taking the arithmetic mean of all sample results for the month. [62-640.650(1)(f)]
14. The permittee shall submit the results of all residuals monitoring with the permittee's Discharge Monitoring Report under Chapter 62-601, F.A.C. The analytical results from each sampling event shall be submitted with the report for the month in which the sampling event occurs. [62-640.650(3)(a)&(e)]
15. Class B residuals shall not be used on unrestricted public access areas. Use of Class B residuals is limited to restricted public access areas such as agricultural sites, forests, and roadway shoulders and medians. [62-640.600(3)(b)]
16. Plant nursery use of Class B residuals is limited to plants which will not be sold to the public for 12 months after the last application of residuals. [62-640.600(3)(b)1.]
17. Use of Class B residuals on roadway shoulders and medians is limited to restricted public access roads. [62-640.600(3)(b)2.]
18. Food crops, feed crops, and fiber crops shall not be harvested for 30 days following the last application of Class B residuals. [62-640.600(3)(b)6.]

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

19. Food crops with harvested parts that touch the residuals/soil mixture and are totally above the land surface shall not be harvested for 14 months after the last application of Class B residuals. [62-640.600(3)(b)3.]
20. Food crops with harvested parts below the surface of the land shall not be harvested for 20 months after application of Class B residuals when the residuals remain on the land surface for four months or longer before incorporation into the soil. [62-640.600(3)(b)4.]
21. Food crops with harvested parts below the surface of the land shall not be harvested for 38 months after application of Class B residuals when the residuals remain on the land surface for less than four months before incorporation into the soil. [62-640.600(3)(b)5.]
22. Animals shall not be grazed on the land for 30 days after the last application of Class B residuals. [62-640.600(3)(b)7.]
23. Sod which will be distributed or sold to the public or used on unrestricted public access areas shall not be harvested for 12 months after the last application of Class B residuals. [62-640.600(3)(b)8.]
24. The public shall be restricted from application zones for 12 months after the last application of Class B residuals. [62-640.600(3)(b)]
25. Residuals that do not meet the requirements of Chapter 62-640, F.A.C., for Class AA designation shall not be used for the cultivation of tobacco or leafy vegetables. [62-640.400(7)]
26. Current Agricultural Use Plan(s) identify residuals landspreading on the following sites:

Site Name	Site Type (AG or LR)	App. Area (acres)	County	Site Location					
				Latitude			Longitude		
				DD	MM	SS	DD	MM	SS
High Acres	AG	181	Sumter	28	41	45	81	55	20

The wastewater treatment facility permittee shall apply for a minor permit revision on DEP Form 62-620.910(9) for new, modified, or expanded residuals land application sites. The facility's permit shall be revised to include the new or revised Agricultural Use Plan(s) prior to application of residuals to the new, modified, or expanded sites, unless all of the following conditions are met:

- a) The permittee notifies the Department within 24 hours that the site is being used;
- b) The site meets the site use restrictions of Rule 62-640.600(3), F.A.C., and the criteria for land application of residuals in Rule 62-640.700, F.A.C.;
- c) The permittee submits a new or revised Agricultural Use Plan for the site with a permit application in accordance with Rule 62-640.300(2), F.A.C., within 30 days of beginning use of the site;
- d) The permittee does not have another approved land application site, another approved disposal method (e.g. landfilling or incineration), or approved storage facilities available for use; and,
- e) The permittee demonstrates during permit application that application of additional residuals to an existing approved application site would have resulted in violation of Department rules, or was not possible due to circumstances beyond the permittee's control.

[62-640.300(2)&(3)]

27. Residuals application rates are limited to agronomic rates based on the site vegetation as identified in the Agricultural Use Plan. [62-640.750(2)]
28. Residuals shall be applied with appropriate techniques and equipment to assure uniform application over the application zone. [62-640.700(2)(c)]
29. The spraying of liquid domestic wastewater residuals shall be conducted so that the formation of aerosols is minimized. [62-640.700(2)(d)]

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

30. Residuals storage facilities at land application sites shall be subject to applicable setback requirements for residuals application sites. Residuals stored at land application sites shall be stored in a manner that will not cause runoff or seepage from the residuals, objectionable odors, or vector attraction. Storage areas must be fenced or otherwise provided with appropriate features to discourage the entry of animals and unauthorized persons. At the time of application, the stored residuals must meet the parameter concentrations, pathogen and vector attraction reduction requirements, and cumulative application limits of this permit. Residuals storage facilities at land application sites may be used only for temporary storage of stabilized residuals for no more than 30 days during periods of inclement weather or to accommodate agricultural operations, or up to the period (not to exceed two years) specified in the Agricultural Use Plan. [62-640.700(2)(e)]
31. Residuals application sites shall be posted with appropriate advisory signs identifying the nature of the project area. [62-640.700(2)(f)]
32. The pH of the residuals soil mixture shall be 5.0 or greater at the time residuals are applied. At a minimum, soil pH testing shall be done annually. [62-640.700(5)(d)]
33. The permittee shall maintain records of application zones and application rates and shall make these records available for inspection within seven days of request by the Department, or delegated Local Program. The permittee shall maintain record items a. through e. below in perpetuity, and maintain record items f. through k. for five years:
 - a. Date of application of the residuals;
 - b. Location of the residuals application site as specified in the Agricultural Use Plan;
 - c. Identification of each application zone used by the permittee at the application site and the acreage of each zone;
 - d. Amount of residuals applied or delivered to each application zone;
 - e. Cumulative loading of each application zone;
 - f. The names of all other wastewater facilities using each of the application zones identified in item c.;
 - g. Method of incorporation (if any);
 - h. Measured pH of the residuals soil mixture at the time the residuals are applied (tested at least annually);
 - i. Unsaturated depth of soil above the water table level at the time of application;
 - j. Concentration of parameters in the residuals as required by this permit, and the date of last analysis; and
 - k. The results of any soil testing that is done under Rule 62-640.500(4)(a), F.A.C.[62-640.650(2)]
34. The permittee shall submit an annual summary of residuals application activity to the Central District Office on Department Form 62-640.210(2)(b) for all residuals applied during the period of January 1 through December 31. The summary for each year shall be submitted by February 19 of the following year. If more than one facility applies residuals to the same application zones, the summary must include a subtotal of each facility's contribution of residuals to the application zones. [62-640.650(3)(b)]
35. If residuals that are subject to the cumulative loading limitations of Rule 62-640.700(3), F.A.C., have been applied to an application zone, and the cumulative loading amount of one or more of the pollutants is not known, no further applications of residuals may be made to that application zone. [62-640.700(3)(f)]
36. A minimum unsaturated soil depth of two feet above the water table level is required at the time the residuals are applied to the soil. [62-640.700(6)(a)]
37. Residuals shall not be applied during rains that cause runoff from the site or when surface soils are saturated. [62-640.700(7)(a)]
38. Land application of "other solids" as defined in Chapter 62-640, F.A.C., is only allowed if specifically addressed in the Agricultural Use Plan(s) approved for this facility. Land application of "other solids" is subject to Chapter 62-640, F.A.C., and the permit conditions that apply to land applied residuals. [62-640.860]
39. If the permittee intends to accept residuals from other facilities, a permit revision is required pursuant to Rule 62-640.880(2)(d), F.A.C. [62-640.880(2)(d)]
40. Storage of residuals or other solids at the permitted facility shall require prior written notification to the Department. [62-640.300(4)]

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

III. GROUND WATER REQUIREMENTS

Construction Requirements

Section Construction Requirements is not applicable to this facility.

Operational Requirements

1. All ground water quality criteria specified in Chapter 62-520, F.A.C., shall be met at the edge of the zone of discharge. The zone of discharge for this project shall extend horizontally 100 feet from the application site or to the facility's property line, whichever is less, and vertically to the base of the surficial aquifer. [62-520.200(23)][62-522.400 and 62-522.410]
2. The ground water minimum criteria specified in Rule 62-520.400 F.A.C., shall be met within the zone of discharge. [62-520.400 and 62-520.420(4)]
3. During the period of operation authorized by this permit, the permittee shall sample ground water in accordance with this permit and the approved ground water monitoring plan prepared in accordance with Rule 62-522.600, F.A.C. [62-522.600][62-610.510]
4. The following monitoring wells shall be sampled in accordance with the monitoring frequencies specified in Permit Condition III.5. for Reuse System R-001. Quarterly sampling must be reasonably spaced to be representative of potentially changing conditions.

Facility Well Name	Permit Builder Well Name	GMS #	WAFR #	Depth (Feet)	Aquifer Monitored	Well Type	New or Existing
Perc Ponds R001							
MW-5	MWB-5	3059A13042	7012	40	Surficial	Background	Existing
MW-6	MWC-6	3059A13044	7010	20	Surficial	Compliance	Existing
MW-7	MWI-7	3059A13043	7011	30	Surficial	Intermediate	Existing

MWB = Background; MWI = Intermediate; MWC = Compliance

[62-522.600][62-610.510(3)]

5. The following parameters shall be analyzed for each of the monitoring wells identified in Permit Condition III. 4:

Parameter	Compliance Well Limit	Units	Sample Type	Monitoring Frequency
Water Level Relative to Feet, NGVD	Report	FEET	Grab	Quarterly
Nitrogen, Nitrate, Total (as N)	10	MG/L	Grab	Quarterly
Solids, Total Dissolved (TDS)	500	MG/L	Grab	Quarterly
Chloride (as Cl)	250	MG/L	Grab	Quarterly
Coliform, Fecal	4	#/100ML	Grab	Quarterly
pH	6.5-8.5	SU	Grab	Quarterly
Turbidity	Report	NTU	Grab	Quarterly

[62-522.600(11)(b)] [62-601.300(3), 62-601.700, and Figure 3 of 62-601][62-601.300(6)] [62-520.300(9)]

6. If the concentration for any constituent listed in Permit Condition III. 5. in the natural background quality of the ground water is greater than the stated maximum, or in the case of pH is also less than the minimum, the representative natural background quality shall be the prevailing standard. [62-520.420(2)]
7. In accordance with Part D of Form 62-620.910(10), water levels shall be recorded before evacuating wells for sample collection. Elevation references shall include the top of the well casing and land surface at each well site (Feet, NGVD) at a precision of plus or minus 0.1 foot. [62-610.463(3)(a)]

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

8. Ground water monitoring wells shall be purged prior to sampling to obtain representative samples. [62-601.700(5)]
9. Analyses shall be conducted on unfiltered samples, unless filtered samples have been approved by the Department's Central District Ground Water Section as being more representative of ground water conditions. [62-520.300(9)]
10. Ground water monitoring parameters shall be analyzed in accordance with Chapter 62-601, F.A.C. [62-620.610(18)]
11. Ground water monitoring test results shall be submitted on Part D of Form 62-620.910(10). A completed Certification Page shall accompany each quarter of monitoring data. For reuse or land application projects, the quarterly ground water monitoring results shall be submitted with the DMR as shown in the following schedule. [62-522.600(10) and (11)(b)] [62-601.300(3), 62.601.700, and Figure 3 of 62-601] [62-620.610(18)]

SAMPLE PERIOD	REPORT DUE DATE
January - March	April 28
April - June	July 28
July - September	October 28
October - December	January 28

12. If any monitoring well becomes damaged or cannot be sampled for some reason, the permittee shall notify the Department's Central District Ground Water Section immediately and a written report shall follow within seven days detailing the circumstances and remedial measures taken or proposed. Repair or replacement of monitoring wells shall be approved in advance by the Department's Central District Ground Water Section. [62-522.600][62-4.070(3)]
13. The Permittee shall provide verbal notice to the Department's Central District Ground Water Section as soon as practical after discovery of a sinkhole within an area for the management or application of wastewater, wastewater residuals (sludges), or reclaimed water. The Permittee shall immediately implement measures appropriate to control the entry of contaminants, and shall detail these measures to the Department's Central District Ground Water Section in a written report within 7 days of the sinkhole discovery. [62-4.070(3)]

IV. ADDITIONAL REUSE AND LAND APPLICATION REQUIREMENTS

Part IV Rapid Infiltration Basins (R-001)

1. Advisory signs shall be posted around the site boundaries to designate the nature of the project area. [62-610.518]
2. The annual average hydraulic loading rate to the three percolation ponds shall be limited to a maximum of 4.9 inches per day (as applied to the entire bottom area). [62-610.523(3)]
3. The percolation ponds normally shall be loaded for 7 days and shall be rested for 14 days. Infiltration ponds, basins, or trenches shall be allowed to dry during the resting portion of the cycle. [62-610.523(4)]
4. Rapid infiltration basins shall be routinely maintained to control vegetation growth and to maintain percolation capability by scarification or removal of deposited solids. Basin bottoms shall be maintained to be level. [62-610.523(6) and (7)]
5. Routine aquatic weed control and regular maintenance of storage pond embankments and access areas are required. [62-610.514 and 62-610.414]
6. Overflows from emergency discharge facilities on storage ponds or on infiltration ponds, basins, or trenches shall be reported as an abnormal event to the Department's Central District Office within 24 hours of an occurrence. The provisions of Rule 62-610.800(9), F.A.C., shall be met. [62-610.800(9)]

Part II Slow-Rate/Restricted Access System(s) (R-002)

7. Advisory signs shall be posted around the site boundaries to designate the nature of the project area. [62-610.418(1)]
8. Routine aquatic weed control and regular maintenance of storage pond embankments and access areas are required. [62-610.414(8)]

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

9. The annual average hydraulic loading rate to the sprayfield shall be limited to a maximum of 4.54 inches per week. The hydraulic loading rate shall not produce surface runoff or ponding of the applied reclaimed water. [62-610.423(3) and (4)]
10. The crops or vegetation shall be periodically harvested and removed from the project area. [62-610.310(3)(d) and 62-610.419(1)(b)]
11. Dairy cattle whose milk is intended for human consumption shall not be allowed on the project area for a period of 15 days after the last application of reclaimed water. No restrictions are imposed on the grazing of other cattle. [62-610.425]
12. Irrigation of edible food crops is prohibited. [62-610.426]
13. Overflows from emergency discharge facilities on storage ponds shall be reported as an abnormal event to the Department's Central District Office within 24 hours of an occurrence. The provisions of Rule 62-610.800(9), F.A.C., shall be met. [62-610.800(9)]

V. OPERATION AND MAINTENANCE REQUIREMENTS

1. During the period of operation authorized by this permit, the wastewater facilities shall be operated under the supervision of a(n) operator(s) certified in accordance with Chapter 62-602, F.A.C. In accordance with Chapter 62-699, F.A.C., this facility is a Category II, Class C facility and, at a minimum, operators with appropriate certification must be on the site as follows:

A Class C or higher operator 6 hours/day for 5 days/week and one visit on each weekend day. The lead operator must be a Class C operator, or higher.

[62-620.630(3)] [62-699.310] [62-610.462]
2. An operator meeting the lead operator classification level of the plant shall be available during all periods of plant operation. "Available" means able to be contacted as needed to initiate the appropriate action in a timely manner. [62-699.311(1)]
3. The application to renew this permit shall include an updated capacity analysis report prepared in accordance with Rule 62-600.405, F.A.C. [62-600.405(5)]
4. The application to renew this permit shall include a detailed operation and maintenance performance report prepared in accordance with Rule 62-600.735, F.A.C. [62-600.735(1)]
5. The permittee shall maintain the following records and make them available for inspection on the site of the permitted facility:
 - a. Records of all compliance monitoring information, including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation and a copy of the laboratory certification showing the certification number of the laboratory, for at least three years from the date the sample or measurement was taken;
 - b. Copies of all reports required by the permit for at least three years from the date the report was prepared;
 - c. Records of all data, including reports and documents, used to complete the application for the permit for at least three years from the date the application was filed;
 - d. Monitoring information, including a copy of the laboratory certification showing the laboratory certification number, related to the residuals use and disposal activities for the time period set forth in Chapter 62-640, F.A.C., for at least three years from the date of sampling or measurement;
 - e. A copy of the current permit;
 - f. A copy of the current operation and maintenance manual as required by Chapter 62-600, F.A.C.;

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

- g. A copy of the facility record drawings;
- h. Copies of the licenses of the current certified operators; and
- i. Copies of the logs and schedules showing plant operations and equipment maintenance for three years from the date of the logs or schedules. The logs shall, at a minimum, include identification of the plant; the signature and certification number of the operator(s) and the signature of the person(s) making any entries; date and time in and out; specific operation and maintenance activities; tests performed and samples taken; and major repairs made. The logs shall be maintained on-site in a location accessible to 24-hour inspection, protected from weather damage, and current to the last operation and maintenance performed.

[62-620.350]

VI. SCHEDULES

Section VI is not applicable to this facility.

VII. INDUSTRIAL PRETREATMENT PROGRAM REQUIREMENTS

This facility is not required to have a pretreatment program at this time. [62-625.500]

VIII. OTHER SPECIFIC CONDITIONS

1. If the permittee wishes to continue operation of this wastewater facility after the expiration date of this permit, the permittee shall submit an application for renewal, using Department Forms 62-620.910(1) and (2), no later than one-hundred and eighty days (180) prior to the expiration date of this permit. [62-620.410(5)]
2. Florida water quality criteria and standards shall not be violated as a result of any discharge or land application of reclaimed water or residuals from this facility. [62-610.850(1)(a) and (2)(a)][62-640.700(2)(b)]
3. In the event that the treatment facilities or equipment no longer function as intended, are no longer safe in terms of public health and safety, or odor, noise, aerosol drift, or lighting adversely affects neighboring developed areas at the levels prohibited by Rule 62-600.400(2)(a), F.A.C., corrective action (which may include additional maintenance or modifications of the permitted facilities) shall be taken by the permittee. Other corrective action may be required to ensure compliance with rules of the Department. Additionally, the treatment, management, use or land application of residuals shall not cause a violation of the odor prohibition in Rule 62-296.320(2), F.A.C. [62-600.410(8) and 62-640.400(6)]
4. The deliberate introduction of stormwater in any amount into collection/transmission systems designed solely for the introduction (and conveyance) of domestic/industrial wastewater; or the deliberate introduction of stormwater into collection/transmission systems designed for the introduction or conveyance of combinations of storm and domestic/industrial wastewater in amounts which may reduce the efficiency of pollutant removal by the treatment plant is prohibited, except as provided by Rule 62-610.472, F.A.C. [62-604.130(3)]
5. Collection/transmission system overflows shall be reported to the Department in accordance with Permit Condition IX. 20. [62-604.550] [62-620.610(20)]
6. The operating authority of a collection/transmission system and the permittee of a treatment plant are prohibited from accepting connections of wastewater discharges which have not received necessary pretreatment or which contain materials or pollutants (other than normal domestic wastewater constituents):
 - a. Which may cause fire or explosion hazards; or
 - b. Which may cause excessive corrosion or other deterioration of wastewater facilities due to chemical action or pH levels; or
 - c. Which are solid or viscous and obstruct flow or otherwise interfere with wastewater facility operations or treatment; or

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

d. Which result in treatment plant discharges having temperatures above 40°C.

[62-604.130(4)]

7. The treatment facility, storage ponds, rapid infiltration basins, and/or infiltration trenches shall be enclosed with a fence or otherwise provided with features to discourage the entry of animals and unauthorized persons. [62-610.518(1)] [62-610.418(1)] [and 62-600.400(2)(b)]
8. Screenings and grit removed from the wastewater facilities shall be collected in suitable containers and hauled to a Department approved Class I landfill or to a landfill approved by the Department for receipt/disposal of screenings and grit. [62-701.300(1)(a)]
9. The permittee shall provide adequate notice to the Department of the following:
 - a. Any new introduction of pollutants into the facility from an industrial discharger which would be subject to Chapter 403, F.S., and the requirements of Chapter 62-620, F.A.C. if it were directly discharging those pollutants; and
 - b. Any substantial change in the volume or character of pollutants being introduced into that facility by a source which was identified in the permit application and known to be discharging at the time the permit was issued.

Adequate notice shall include information on the quality and quantity of effluent introduced into the facility and any anticipated impact of the change on the quantity or quality of effluent or reclaimed water to be discharged from the facility.

[62-620.625(2)]

IX. GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit are binding and enforceable pursuant to Chapter 403, Florida Statutes. Any permit noncompliance constitutes a violation of Chapter 403, Florida Statutes, and is grounds for enforcement action, permit termination, permit revocation and reissuance, or permit revision. [62-620.610(1)]
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviations from the approved drawings, exhibits, specifications or conditions of this permit constitutes grounds for revocation and enforcement action by the Department. [62-620.610(2)]
3. As provided in Subsection 403.087(6), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor authorize any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit or authorization that may be required for other aspects of the total project which are not addressed in this permit. [62-620.610(3)]
4. This permit conveys no title to land or water, does not constitute state recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title. [62-620.610(4)]
5. This permit does not relieve the permittee from liability and penalties for harm or injury to human health or welfare, animal or plant life, or property caused by the construction or operation of this permitted source; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department. The permittee shall take all reasonable steps to minimize or prevent any discharge, reuse of reclaimed water, or residuals use or disposal in violation of this permit which has a reasonable likelihood of adversely affecting human health or the environment. It shall not be a defense for a permittee in an enforcement action that it would have been necessary to halt or reduce the permitted activity in order to maintain compliance with the conditions of this permit. [62-620.610(5)]
6. If the permittee wishes to continue an activity regulated by this permit after its expiration date, the permittee shall apply for and obtain a new permit. [62-620.610(6)]

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

7. The permittee shall at all times properly operate and maintain the facility and systems of treatment and control, and related appurtenances, that are installed and used by the permittee to achieve compliance with the conditions of this permit. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to maintain or achieve compliance with the conditions of the permit. [62-620.610(7)]
8. This permit may be modified, revoked and reissued, or terminated for cause. The filing of a request by the permittee for a permit revision, revocation and reissuance, or termination, or a notification of planned changes or anticipated noncompliance does not stay any permit condition. [62-620.610(8)]
9. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, including an authorized representative of the Department and authorized EPA personnel, when applicable, upon presentation of credentials or other documents as may be required by law, and at reasonable times, depending upon the nature of the concern being investigated, to:
 - a. Enter upon the permittee's premises where a regulated facility, system, or activity is located or conducted, or where records shall be kept under the conditions of this permit;
 - b. Have access to and copy any records that shall be kept under the conditions of this permit;
 - c. Inspect the facilities, equipment, practices, or operations regulated or required under this permit; and
 - d. Sample or monitor any substances or parameters at any location necessary to assure compliance with this permit or Department rules.[62-620.610(9)]
10. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data, and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except as such use is proscribed by Section 403.111, Florida Statutes, or Rule 62-620.302, Florida Administrative Code. Such evidence shall only be used to the extent that it is consistent with the Florida Rules of Civil Procedure and applicable evidentiary rules. [62-620.610(10)]
11. When requested by the Department, the permittee shall within a reasonable time provide any information required by law which is needed to determine whether there is cause for revising, revoking and reissuing, or terminating this permit, or to determine compliance with the permit. The permittee shall also provide to the Department upon request copies of records required by this permit to be kept. If the permittee becomes aware of relevant facts that were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be promptly submitted or corrections promptly reported to the Department. [62-620.610(11)]
12. Unless specifically stated otherwise in Department rules, the permittee, in accepting this permit, agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules. A reasonable time for compliance with a new or amended surface water quality standard, other than those standards addressed in Rule 62-302.500, F.A.C., shall include a reasonable time to obtain or be denied a mixing zone for the new or amended standard. [62-620.610(12)]
13. The permittee, in accepting this permit, agrees to pay the applicable regulatory program and surveillance fee in accordance with Rule 62-4.052, F.A.C. [62-620.610(13)]
14. This permit is transferable only upon Department approval in accordance with Rule 62-620.340, F.A.C. The permittee shall be liable for any noncompliance of the permitted activity until the transfer is approved by the Department. [62-620.610(14)]
15. The permittee shall give the Department written notice at least 60 days before inactivation or abandonment of a wastewater facility and shall specify what steps will be taken to safeguard public health and safety during and following inactivation or abandonment. [62-620.610(15)]

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

16. The permittee shall apply for a revision to the Department permit in accordance with Rules 62-620.300 and the Department of Environmental Protection Guide to Wastewater Permitting at least 90 days before construction of any planned substantial modifications to the permitted facility is to commence or with Rule 62-620.325(2) for minor modifications to the permitted facility. A revised permit shall be obtained before construction begins except as provided in Rule 62-620.300, F.A.C. [62-620.610(16)]
17. The permittee shall give advance notice to the Department of any planned changes in the permitted facility or activity which may result in noncompliance with permit requirements. The permittee shall be responsible for any and all damages which may result from the changes and may be subject to enforcement action by the Department for penalties or revocation of this permit. The notice shall include the following information:
 - a. A description of the anticipated noncompliance;
 - b. The period of the anticipated noncompliance, including dates and times; and
 - c. Steps being taken to prevent future occurrence of the noncompliance.[62-620.610(17)]
18. Sampling and monitoring data shall be collected and analyzed in accordance with Rule 62-4.246, Chapters 62-160 and 62-601, F.A.C., and 40 CFR 136, as appropriate.
 - a. Monitoring results shall be reported at the intervals specified elsewhere in this permit and shall be reported on a Discharge Monitoring Report (DMR), DEP Form 62-620.910(10).
 - b. If the permittee monitors any contaminant more frequently than required by the permit, using Department approved test procedures, the results of this monitoring shall be included in the calculation and reporting of the data submitted in the DMR.
 - c. Calculations for all limitations which require averaging of measurements shall use an arithmetic mean unless otherwise specified in this permit.
 - d. Any laboratory test required by this permit shall be performed by a laboratory that has been certified by the Department of Health (DOH) under Chapter 64E-1, F.A.C., where such certification is required by Rule 62-160.300, F.A.C. The laboratory must be certified for any specific method and analyte combination that is used to comply with this permit. For domestic wastewater facilities, the on-site test procedures specified in Rule 62-160.300(4), F.A.C., shall be performed by a laboratory certified test for those parameters or under the direction of an operator certified under Chapter 62-602, F.A.C.
 - e. Field activities including on-site tests and sample collection, whether performed by a laboratory or a certified operator, must follow the applicable procedures described in DEP-SOP-001/01 (January 2002). Alternate field procedures and laboratory methods may be used where they have been approved according to the requirements of Rules 62-160.220, and 62-160.330, F.A.C.[62-620.610(18)]
19. Reports of compliance or noncompliance with, or any progress reports on, interim and final requirements contained in any compliance schedule detailed elsewhere in this permit shall be submitted no later than 14 days following each schedule date. [62-620.610(19)]
20. The permittee shall report to the Department any noncompliance which may endanger health or the environment. Any information shall be provided orally within 24 hours from the time the permittee becomes aware of the circumstances. A written submission shall also be provided within five days of the time the permittee becomes aware of the circumstances. The written submission shall contain: a description of the noncompliance and its cause; the period of noncompliance including exact dates and time, and if the noncompliance has not been corrected, the anticipated time it is expected to continue; and steps taken or planned to reduce, eliminate, and prevent recurrence of the noncompliance.
 - a. The following shall be included as information which must be reported within 24 hours under this condition:

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

1. Any unanticipated bypass which causes any reclaimed water or effluent to exceed any permit limitation or results in an unpermitted discharge,
 2. Any upset which causes any reclaimed water or the effluent to exceed any limitation in the permit,
 3. Violation of a maximum daily discharge limitation for any of the pollutants specifically listed in the permit for such notice, and
 4. Any unauthorized discharge to surface or ground waters.
- b. Oral reports as required by this subsection shall be provided as follows:
1. For unauthorized releases or spills of treated or untreated wastewater reported pursuant to subparagraph a.4 that are in excess of 1,000 gallons per incident, or where information indicates that public health or the environment will be endangered, oral reports shall be provided to the Department by calling the STATE WARNING POINT TOLL FREE NUMBER (800) 320-0519, as soon as practical, but no later than 24 hours from the time the permittee becomes aware of the discharge. The permittee, to the extent known, shall provide the following information to the State Warning Point:
 - a) Name, address, and telephone number of person reporting;
 - b) Name, address, and telephone number of permittee or responsible person for the discharge;
 - c) Date and time of the discharge and status of discharge (ongoing or ceased);
 - d) Characteristics of the wastewater spilled or released (untreated or treated, industrial or domestic wastewater);
 - e) Estimated amount of the discharge;
 - f) Location or address of the discharge;
 - g) Source and cause of the discharge;
 - h) Whether the discharge was contained on-site, and cleanup actions taken to date;
 - i) Description of area affected by the discharge, including name of water body affected, if any; and
 - j) Other persons or agencies contacted.
 2. Oral reports, not otherwise required to be provided pursuant to subparagraph b.1 above, shall be provided to the Department within 24 hours from the time the permittee becomes aware of the circumstances.
- c. If the oral report has been received within 24 hours, the noncompliance has been corrected, and the noncompliance did not endanger health or the environment, the Department shall waive the written report.

[62-620.610(20)]

21. The permittee shall report all instances of noncompliance not reported under Permit Conditions IX. 18. and 19. of this permit at the time monitoring reports are submitted. This report shall contain the same information required by Permit Condition IX. 20 of this permit. [62-620.610(21)]
22. Bypass Provisions.
 - a. Bypass is prohibited, and the Department may take enforcement action against a permittee for bypass, unless the permittee affirmatively demonstrates that:
 1. Bypass was unavoidable to prevent loss of life, personal injury, or severe property damage; and
 2. There were no feasible alternatives to the bypass, such as the use of auxiliary treatment facilities, retention of untreated wastes, or maintenance during normal periods of equipment downtime. This condition is not satisfied if adequate back-up equipment should have been installed in the exercise of reasonable engineering judgment

FACILITY: Woodlands (Des Pinar) WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FLA011080
EXPIRATION DATE: September 27, 2009

to prevent a bypass which occurred during normal periods of equipment downtime or preventive maintenance; and

3. The permittee submitted notices as required under Permit Condition IX. 22. b. of this permit.
- b. If the permittee knows in advance of the need for a bypass, it shall submit prior notice to the Department, if possible at least 10 days before the date of the bypass. The permittee shall submit notice of an unanticipated bypass within 24 hours of learning about the bypass as required in Permit Condition IX. 20. of this permit. A notice shall include a description of the bypass and its cause; the period of the bypass, including exact dates and times; if the bypass has not been corrected, the anticipated time it is expected to continue; and the steps taken or planned to reduce, eliminate, and prevent recurrence of the bypass.
- c. The Department shall approve an anticipated bypass, after considering its adverse effect, if the permittee demonstrates that it will meet the three conditions listed in Permit Condition IX. 22. a. 1. through 3. of this permit.
- d. A permittee may allow any bypass to occur which does not cause reclaimed water or effluent limitations to be exceeded if it is for essential maintenance to assure efficient operation. These bypasses are not subject to the provisions of Permit Condition IX. 22. a. through c. of this permit.

[62-620.610(22)]

23. Upset Provisions

- a. A permittee who wishes to establish the affirmative defense of upset shall demonstrate, through properly signed contemporaneous operating logs, or other relevant evidence that:
 1. An upset occurred and that the permittee can identify the cause(s) of the upset;
 2. The permitted facility was at the time being properly operated;
 3. The permittee submitted notice of the upset as required in Permit Condition IX. 20. of this permit; and
 4. The permittee complied with any remedial measures required under Permit Condition IX. 5. of this permit.
- b. In any enforcement proceeding, the permittee seeking to establish the occurrence of an upset has the burden of proof.
- c. Before an enforcement proceeding is instituted, no representation made during the Department review of a claim that noncompliance was caused by an upset is final agency action subject to judicial review.

[62-620.610(23)]

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro, P.E.,
Program Administrator
Water Facilities

Date: September 29, 2004



Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen Castille
Secretary

Sent via e-mail: p.c.flynn@utilitiesinc-usa.com

SANLANDO UTILITIES CORP
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS FL 32714

OCD-DW-04-0832

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Woodlands/Des Pinar WWTF
Permit Number: FLA011080

Dear Mr. Flynn:

This is to acknowledge receipt of the request for corrections to the recently issued permit for the above project.

The permit is hereby revised to include annual analysis, instead of quarterly, for residuals and to list all of the sites in the previously approved Agricultural Use Plans. The revised permit is attached and shall replace the previously issued permit.

If you have any additional questions, concerns or comments please contact me at 407-893-3989.

Sincerely,

Dennise Judy
Program Manager
Domestic Waste

Date: October 20, 2004

DJ/cs

Attachment: Revised Permit

cc: Stephen N. Romano, P.E. (via e-mail: sromano@cphengineers.com)
David Orr (via e-mail: d.l.orr@utilitiesinc-usa.com)
Shelley's Environmental Systems (via e-mail: bshelley@shelleysseptic.com/cherie@shelleysseptic.com)
Groundwater Section (via e-mail)
DEP, Wastewater Section (via e-mail)



Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen Castille
Secretary

Sent via e-mail: p.c.flynn@utilitiesinc-usa.com

UTILITIES INC OF FLORIDA
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS FL 32714

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Woodlands (Des Pinar) WWTF
Wastewater File No. FLA011080-008-DW1
Permit Revision

Dear Mr. Flynn:

The Department is in receipt of your request to revise the conditions of the permit referenced above. The conditions are changed to modify or expand the approved residuals application sites as follows:

II. RESIDUALS MANAGEMENT REQUIREMENTS

26. In addition to the existing AUP sites, the following site is now an approved part of the Agricultural Use Plan:

Site Name	Site Type (AG or LR)	Application Area (acres)	County	Site Location					
				Latitude			Longitude		
				DD	MM	SS	DD	MM	SS
Hi Acres (Zone 4)	AG	181	Lake	28	41	45	81	55	20

This letter must be attached to Wastewater Permit No. FLA011080 and becomes a part of and subject to all conditions of that permit.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under sections 120.569 and 120.57 of the Florida Statutes before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received by the clerk) in the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, Mail Station 35, Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under section 120.60(3) of the Florida Statutes must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under section 120.60(3) of the Florida Statutes, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with rule 28-106.205 of the Florida Administrative Code.

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by rule 28-106.301.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

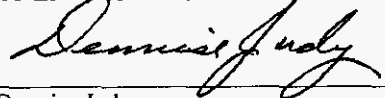
Mediation under section 120.573 of the Florida Statutes is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under section 120.68 of the Florida Statutes, by the filing of a notice of appeal under rule 9.110 of the Florida Rules of Appellate Procedure with the Clerk of the Department in the Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida, 32399-3000; and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION

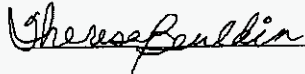


Dennise Judy
Program Manager
Domestic Waste
3319 Maguire Boulevard, Suite 232
Orlando, FL 32803-3767
Phone: (407)894-7555

Date: July 15, 2004

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52(7), Florida Statutes, with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

July 15, 2004

Date

DJ/aet/cs

cc: James Fisher (via email: jfisher@shelleysseptic.com/cherie@shelleysseptic.com)

CERTIFICATE OF SERVICE

This is to certify that this PERMIT REVISION and all copies were mailed before the close of business on July 15, 2004 to the listed persons by C. Hafford.

DEPARTMENT OF ENVIRONMENTAL PROTECTION DISCHARGE MONITORING REPORT - PART A

When Completed mail this report to: Department of Environmental Protection, Central District, 3319 Maguire Boulevard Suite 232, Orlando, FL, 32803-3767

PERMITTEE NAME: Sanlando Utilities Corporation
MAILING ADDRESS: 200 Weathersfield Avenue
Altamonte Springs, FL 32714

PERMIT NUMBER: FLA011080

LIMIT: Final
CLASS SIZE: N/A

REPORT: Monthly
GROUP: Domestic

FACILITY: Woodlands (Des Pinar) WWTF
LOCATION: 125 Western Fork Avenue
Longwood, FL

MONITORING GROUP NUMBER: RMP-B
MONITORING GROUP DESC: Class B Residuals

COUNTY: Seminole

NO DISCHARGE FROM SITE: ☐

MONITORING PERIOD From: _____ To: _____

Parameter		Quantity or Loading	Units	Quality or Concentration	Units	No. Ex.	Frequency of Analysis	Sample Type
Nitrogen, Sludge, Tot, Dry Wt (as N)	Sample Measurement							
PARM Code 78470 + Mon. Site No. RMP-B	Permit Requirement	Report (Max.)	PER-CENT				Monthly	Grab
Phosphorus, Sludge, Tot, Dry Wt (as P)	Sample Measurement							
PARM Code 78478 + Mon. Site No. RMP-B	Permit Requirement	Report (Max.)	PER-CENT				Monthly	Grab
Potassium, Sludge, Tot, Dry Wt (as K)	Sample Measurement							
PARM Code 78472 + Mon. Site No. RMP-B	Permit Requirement	Report (Max.)	PER-CENT				Monthly	Grab
Arsenic Total, Dry Weight, Sludge	Sample Measurement							
PARM Code 49565 + Mon. Site No. RMP-B	Permit Requirement			75.0 (Max.)	MG/KG		Monthly	Composite
Cadmium, Sludge, Tot Dry Weight (as Cd)	Sample Measurement							
PARM Code 78476 + Mon. Site No. RMP-B	Permit Requirement			85.0 (Max.)	MG/KG		Monthly	Composite
Copper, Sludge, Tot, Dry Wt. (as Cu)	Sample Measurement							
PARM Code 78475 + Mon. Site No. RMP-B	Permit Requirement			4300.0 (Max.)	MG/KG		Monthly	Composite

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

NAME/TITLE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	SIGNATURE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	TELEPHONE NO	DATE (YY/MM/DD)

COMMENT AND EXPLANATION OF ANY VIOLATIONS (Reference all attachments here):

DISCHARGE MONITORING REPORT - PART A (Continued)

FACILITY: Woodlands (Des Pinar) WWTF

MONITORING GROUP NUMBER: RMP-B

PERMIT NUMBER: FLA011080

MONITORING PERIOD From: _____ To: _____

Parameter		Quantity or Loading		Units	Quality or Concentration			Units	No. Ex.	Frequency of Analysis	Sample Type
Lead, Dry Weight, Sludge	Sample Measurement										
PARM Code 78468 + Mon. Site No. RMP-B	Permit Requirement				840.0 (Max.)			MG/KG		Monthly	Composite
Mercury, Dry Weight, Sludge	Sample Measurement										
PARM Code 78471 + Mon. Site No. RMP-B	Permit Requirement				57.0 (Max.)			MG/KG		Monthly	Composite
Molybdenum, Dry Weight, Sludge	Sample Measurement										
PARM Code 78465 + Mon. Site No. RMP-B	Permit Requirement				75.0 (Max.)			MG/KG		Monthly	Composite
Nickel, Dry Weight, Sludge	Sample Measurement										
PARM Code 78469 + Mon. Site No. RMP-B	Permit Requirement				420.0 (Max.)			MG/KG		Monthly	Composite
Selenium Sludge Solid	Sample Measurement										
PARM Code 61518 + Mon. Site No. RMP-B	Permit Requirement				100.0 (Max.)			MG/KG		Monthly	Composite
Zinc, Dry Weight, Sludge	Sample Measurement										
PARM Code 78467 + Mon. Site No. RMP-B	Permit Requirement				7500.0 (Max.)			MG/KG		Monthly	Composite
pH	Sample Measurement										
PARM Code 00400 + Mon. Site No. RMP-B	Permit Requirement				Report (Max.)			SU		Monthly	Grab
Solids, Total, Sludge, Percent	Sample Measurement										
PARM Code 61553 + Mon. Site No. RMP-B	Permit Requirement				Report (Max.)			PER-CENT		Monthly	Grab
	Sample Measurement										
	Permit Requirement										
	Sample Measurement										
	Permit Requirement										



Jeb Bush
Governor

Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen Castille
Secretary

NOTICE OF PERMIT ISSUANCE

Sent via e-mail: p.c.flynn@utilitiesinc-usa.com

SANLANDO UTILITIES CORPORATION
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS FL 32714

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Woodlands/Des Pinar WWTF

Enclosed is Permit Number FLA011080 to operate a domestic wastewater facility issued under Section(s) 403.087 and 403.0885 of the Florida Statutes.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under sections 120.569 and 120.57 of the Florida Statutes before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received by the clerk) in the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, Mail Station 35, Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under section 120.60(3) of the Florida Statutes must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under section 120.60(3) of the Florida Statutes, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with rule 28-106.205 of the Florida Administrative Code.

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by rule 28-106.301.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

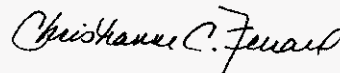
Mediation under section 120.573 of the Florida Statutes is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under section 120.68 of the Florida Statutes, by the filing of a notice of appeal under rule 9.110 of the Florida Rules of Appellate Procedure with the Clerk of the Department in the Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida, 32399-3000; and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro, P.E.
Program Administrator
Water Facilities
3319 Maguire Boulevard, Suite 232
Orlando, FL 32803-3767
Phone: (407)894-7555

Date: September 29, 2004

FILING AND ACKNOWLEDGMENT FILED,
on this date, under Section 120.52(7), Florida
Statutes, with the designated Department Clerk,
receipt of which is hereby acknowledged.

Theresa Bauldin

Clerk

Sept. 29, 2004
Date

CCF/dj/cs/ply

Enclosures: Permit and DMR

Copies furnished to:
Compliance Section (via e-mail)
Groundwater Section (via e-mail)
Stephen N. Romano, P.E. (via e-mail: sromano@cphengineers.com)

CERTIFICATE OF SERVICE

This is to certify that this NOTICE OF PERMIT ISSUANCE and all copies were mailed before close of
business on September 29, 2004 to the listed persons, by Theresa Bauldin.



Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen Castille
Secretary

Sent via e-mail: p.c.flynn@utilitiesinc-usa.com

SANLANDO UTILITIES CORPORATION
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS FL 32714

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Woodlands (Des Pinar) WWTF
Wastewater Permit No. FLA011080
Permit Revision

Dear Mr. Flynn:

The Department is in receipt of your request to revise the conditions of the permit referenced above. The conditions are changed as follows:

III. RESIDUALS MANAGEMENT REQUIREMENTS

1. The method of residuals use or disposal by this facility is land application, transport to Shelley's Residuals Management Facility for further treatment, or disposal in a Class I or II solid waste landfill.
7. The permittee shall achieve Class B pathogen reduction by meeting the pathogen reduction requirements in section 503.32(b)(2) (Monitoring of Indicator Organisms) of Title 40 CFR Part 503, revised as of October 25, 1995. [62-640.600(1)(b)] If Class B pathogen reduction requirements cannot be obtained, the residuals will be transported to Shelley's RMF for further treatment.
41. The permittee shall not be held responsible for treatment, management, use, or land application violations that occur after its residuals have been accepted by a permitted residuals management facility with which the facility has an agreement in accordance with Rule 62-640.880(1)(C) F.A.C., for further treatment, management, use or land application. [62-640.300(5)]
42. The permittee shall keep hauling records to track the transport of residuals between facilities. The hauling records shall contain the following information:

Source Facility

1. Date and Time Shipped
2. Amount of Residuals Shipped
3. Degree of Treatment (if applicable)
4. Name and ID Number of Residuals Management Facility or Treatment Facility
5. Signature of Responsible Party at Source Facility
6. Signature of Hauler and Name of Hauling Firm

Residuals Management Facility or Treatment Facility

1. Date and Time Received
2. Amount of Residuals Received
3. Name and ID Number of Source Facility
4. Signature of Hauler
5. Signature of Responsible Party at Residuals Management Facility or Treatment Facility

These records shall be kept for five years and shall be made available for inspection upon request by the Department. A copy of the hauling records information maintained by the source facility shall be provided upon delivery of the residuals to the residuals management facility or treatment facility. The permittee shall report to the Department within 24 hours of discovery any discrepancy in the quantity of residuals leaving the source facility and arriving at the residuals management facility or treatment facility. [62-640.880(4)]

This letter must be attached to Wastewater Permit No. FLA011080 and becomes a part of and subject to all conditions of that permit.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under sections 120.569 and 120.57 of the Florida Statutes before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received by the clerk) in the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, Mail Station 35, Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within forty-four (44) days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under section 120.60(3) of the Florida Statutes must be filed within forty-four (44) days of publication of the notice or within forty-four (44) days of receipt of the written notice, whichever occurs first.

Under section 120.60(3) of the Florida Statutes, however, any person who has asked the Department for notice of agency action may file a petition within forty-four (44) days of receipt of such notice, regardless of the date of publication.

Note that the normal statutory deadlines for the filing of petitions have been extended by thirty days in accordance with Emergency Final Order #04-1559, issued in response to Hurricane Frances.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with rule 28-106.205 of the Florida Administrative Code.

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by rule 28-106.301.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

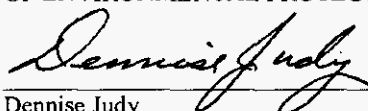
Mediation under section 120.573 of the Florida Statutes is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under section 120.68 of the Florida Statutes, by the filing of a notice of appeal under rule 9.110 of the Florida Rules of Appellate Procedure with the Clerk of the Department in the Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida, 32399-3000; and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION

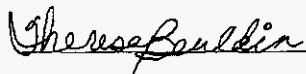


Dennise Judy
Program Manager
Domestic Waste
3319 Maguire Boulevard Suite 232
Orlando, FL 32803-3767
Phone (407) 894-7555

Date: November 3, 2004

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52(7), Florida Statutes, with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

November 3, 2004
Date

DJ/aet/cs

cc: Stephen N. Romano, P.E. (via e-mail: sromano@cphengineers.com)

CERTIFICATE OF SERVICE

This is to certify that this PERMIT REVISION and all copies were mailed before the close of business on _____ to the listed persons by _____.



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Charlie Crist
Governor

Jeff Kottkamp
Lt. Governor

Michael W. Sole
Secretary

Sent via email: pcflyn@uiwater.com

SANDLANDO UTILITIES CORP
200 WEATHERSFIELD AVE
ALTAMONTE SPRINGS FL 32714

OCD-DW-08-0164

ATTENTION PATRICK C FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Woodlands/Des Pinar WWTF
File No. FLA011080-012-DW2
Permit Revision to 0.499 MGD

Dear Mr. Flynn:

Per your request, please see the attached revised DMR pages that were approved in the above referenced permit revision issued July 17, 2007 (attached).

Should you wish to discuss the above comments, please feel free to contact Charles LeGros or myself at (407)893-3315.

Sincerely,

Dennise Judy
Program Manager
Domestic Waste Permitting

Date: March 13, 2008

DJ/crl/es/ply

Attachments: Permit Revision File No. FLA011080-012-DW2
Revised DMR pages

cc: Groundwater Section (via email)
Compliance Section (via email)
Stephen N. Romano, P.E. (via email: sromano@cphengineers.com)
Kathy Sillitoe, Area Manger (via email: KASillitoe@uiwater.com)

DEPARTMENT OF ENVIRONMENTAL PROTECTION DISCHARGE MONITORING REPORT - PART A

When Completed mail this report to: Department of Environmental Protection, Central District, 3319 Maguire Boulevard Suite 232, Orlando, FL, 32803-3767

PERMITTEE NAME: Santando Utilities Corporation
MAILING ADDRESS: 200 Weathersfield Avenue
Altamonte Springs, FL 32714

PERMIT NUMBER: FLA011080

LIMIT: Final
CLASS SIZE: N/A
MONITORING GROUP NUMBER: R-001
MONITORING GROUP DESC: Percolation Ponds, including Influent

REPORT GROUP: Monthly Domestic

FACILITY: Woodlands (Des Pinar) WWTF
LOCATION: 125 Western Fork Avenue
Longwood, FL

COUNTY: Seminole

NO DISCHARGE FROM SITE: ☐

MONITORING PERIOD From: _____ To: _____

Parameter		Quantity or Loading	Units	Quality or Concentration	Units	No. Ex.	Frequency of Analysis	Sample Type
Flow	Sample Measurement							
PARM Code 50050 Y	Permit Requirement	0.4 (An.Avg.)	MGD				5 Days/Week	Flow meters and totalizers
Flow	Sample Measurement							
PARM Code 50050 I	Permit Requirement	Report (Mo.Avg.)	MGD				5 Days/Week	Flow meters and totalizers
BOD, Carbonaceous 5 day, 20C	Sample Measurement							
PARM Code 80082 Y	Permit Requirement			20.0 (An.Avg.)	MGL		Every Two Weeks	8-hour FPC
BOD, Carbonaceous 5 day, 20C	Sample Measurement							
PARM Code 80082 A	Permit Requirement			30.0 (Mo.Avg.) 60.0 (Max.)	MGL		Every Two Weeks	8-hour FPC
Solids, Total Suspended	Sample Measurement							
PARM Code 00530 Y	Permit Requirement			20.0 (An.Avg.)	MGL		Every Two Weeks	8-hour FPC
Solids, Total Suspended	Sample Measurement							
PARM Code 00530 A	Permit Requirement			30.0 (Mo.Avg.) 60.0 (Max.)	MGL		Every Two Weeks	8-hour FPC

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

NAME/TITLE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	SIGNATURE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	TELEPHONE NO	DATE (YY/MM/DD)

COMMENT AND EXPLANATION OF ANY VIOLATIONS (Reference all attachments here):

DISCHARGE MONITORING REPORT - PART A (Continued)

FACILITY: Woodlands (Des Pinar) WWTF

MONITORING GROUP NUMBER: R-001

PERMIT NUMBER: FLA011080

MONITORING PERIOD From: _____ To: _____

Parameter		Quantity or Loading		Units	Quality or Concentration			Units	No. Ex.	Frequency of Analysis	Sample Type
pH	Sample Measurement										
PARM Code 00400 A Mon. Site No. EFA-1	Permit Requirement				6.0 (Min.)	8.5 (Max.)		SU		5 Days/Week	Grab
Coliform, Fecal	Sample Measurement										
PARM Code 74055 Y Mon. Site No. EFA-1	Permit Requirement				200 (An. Avg.)			#/100ML		Every Two Weeks	Grab
Coliform, Fecal	Sample Measurement										
PARM Code 74055 A Mon. Site No. EFA-1	Permit Requirement				Report (Mo. Gen. Mean)	400 (90%)	800 (Max.)	#/100ML		Every Two Weeks	Grab
Total Residual Chlorine (For Disinfection)	Sample Measurement										
PARM Code 50060 A Mon. Site No. EFA-1	Permit Requirement				0.5 (Min.)			MGL		5 Days/Week	Grab
Nitrogen, Nitrate, Total (as N)	Sample Measurement										
PARM Code 00620 A Mon. Site No. EFA-1	Permit Requirement				12.0 (Max.)			MGL		Every Two Weeks	8-hour FPC
BOD, Carbonaceous 5 day, 20C	Sample Measurement										
PARM Code 80082 G Mon. Site No. INF-1	Permit Requirement				Report (Mo. Avg.)			MGL		Every Two Weeks	8-hour FPC
Solids, Total Suspended	Sample Measurement										
PARM Code 00530 G Mon. Site No. INF-1	Permit Requirement				Report (Mo. Avg.)			MGL		Every Two Weeks	8-hour FPC
Flow (Total through plant)	Sample Measurement										
PARM Code 50050 P Mon. Site No. FLW-1	Permit Requirement	0.499 (An. Avg.)		MGD						5 Days/Week	Flow meters and totalizers
Flow (Total through plant)	Sample Measurement										
PARM Code 50050 Q Mon. Site No. FLW-1	Permit Requirement	Report (Mo. Avg.)	Report (3-Mo. Avg.)	MGD						5 Days/Week	Flow meters and totalizers
Percent Capacity, (TMADF/ Permitted Capacity) x 100	Sample Measurement										
PARM Code 00180 I Mon. Site No. H.W.-1	Permit Requirement				Report (Mo. Total)			PER-CENT		Monthly	Calculated

DEPARTMENT OF ENVIRONMENTAL PROTECTION DISCHARGE MONITORING REPORT - PART A

When Completed mail this report to: Department of Environmental Protection, Central District, 3319 Maguire Boulevard Suite 232, Orlando, FL, 32803-3767

PERMITTEE NAME: Santando Utilities Corporation
MAILING ADDRESS: 200 Weathersfield Avenue
Altamonte Springs, FL 32714

PERMIT NUMBER: FLA011080

LIMIT: Final
CLASS SIZE: N/A

REPORT: Monthly
GROUP: Domestic

FACILITY: Woodlands (Des Pinar) WWTP
LOCATION: 125 Western Fork Avenue
Longwood, FL

MONITORING GROUP NUMBER: R-002
MONITORING GROUP DESC: Sprayfield

COUNTY: Seminole

NO DISCHARGE FROM SITE: ☐

MONITORING PERIOD From: _____ To: _____

Parameter		Quantity or Loading	Units	Quality or Concentration	Units	No. Ex.	Frequency of Analysis	Sample Type
Flow	Sample Measurement							
PARM Code 50050 Y	Permit Requirement	0.1 (An. Avg.)	MGD				5 Days/Week	Flow meters and totalizers
Flow	Sample Measurement							
PARM Code 50050 I	Permit Requirement	Report (Mo. Avg.)	MGD				5 Days/Week	Flow meters and totalizers
BOD, Carbonaceous 5 day, 20C	Sample Measurement							
PARM Code 80082 Y	Permit Requirement			20.0 (An. Avg.)	MG/L		Every Two Weeks	8-hour FPC
BOD, Carbonaceous 5 day, 20C	Sample Measurement							
PARM Code 80082 A	Permit Requirement			30.0 (Mo. Avg.) 60.0 (Max.)	MG/L		Every Two Weeks	8-hour FPC
Solids, Total Suspended	Sample Measurement							
PARM Code 00530 Y	Permit Requirement			20.0 (An. Avg.)	MG/L		Every Two Weeks	8-hour FPC
Solids, Total Suspended	Sample Measurement							
PARM Code 00530 A	Permit Requirement			30.0 (Mo. Avg.) 60.0 (Max.)	MG/L		Every Two Weeks	8-hour FPC

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

NAME/TITLE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	SIGNATURE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	TELEPHONE NO.	DATE (YY/MM/DD)

COMMENT AND EXPLANATION OF ANY VIOLATIONS (Reference all attachments here):

DISCHARGE MONITORING REPORT - PART A (Continued)

FACILITY: Woodlands (Des Pinar) WWTF

MONITORING GROUP NUMBER: R-602

PERMIT NUMBER: FLA011060

MONITORING PERIOD From: To:

Parameter		Quantity or Loading	Units	Quality or Concentration			Units	No. Ex.	Frequency of Analysis	Sample Type
pH	Sample Measurement									
PARM Code 00400 A	Permit Requirement			6.0 (Min.)	8.5 (Max.)		SU		5 Days/Week	Grab
Mon. Site No. EFA-1										
Coliform, Fecal	Sample Measurement									
PARM Code 74055 Y	Permit Requirement			200 (An. Avg.)			#/100ML		Every Two Weeks	Grab
Mon. Site No. EFA-1										
Coliform, Fecal	Sample Measurement									
PARM Code 74055 A	Permit Requirement			Report (Mo. Geo. Mean)	400 (90%)	800 (Max.)	#/100ML		Every Two Weeks	Grab
Mon. Site No. EFA-1										
Total Residual Chlorine (Fvr Disinfection)	Sample Measurement									
PARM Code 50060 A	Permit Requirement			0.5 (Min.)			MG/L		5 Days/Week	Grab
Mon. Site No. EFA-1										
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									



Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen Castille
Secretary

STATE OF FLORIDA DOMESTIC WASTEWATER FACILITY PERMIT

PERMITTEE:

Sanlando Utilities Corporation

PERMIT NUMBER:

FL0036251 (Major)

PA FILE NUMBER:

FL0036251-007-DW1P

ISSUANCE DATE:

January 4, 2005

EXPIRATION DATE:

January 2, 2010

RESPONSIBLE AUTHORITY:

Mr. Patrick Flynn
Regional Director
200 Weathersfield Avenue
Altamonte Springs, FL 32714

(407) 869-1919

FACILITY:

Wekiva Hunt Club WWTF
144 Ledbury Drive
Longwood, FL 32779
Seminole County
Latitude: 28° 41' 50" N Longitude: 81° 26' 01" W

This permit is issued under the provisions of Chapter 403, Florida Statutes, and applicable rules of the Florida Administrative Code and constitutes authorization to discharge to waters of the state under the National Pollutant Discharge Elimination System. The above named permittee is hereby authorized to operate the facilities shown on the application and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

TREATMENT FACILITIES:

An existing 2.9 MGD annual average daily flow (AADF) activated sludge domestic wastewater treatment facility consisting of three (3) contiguous package wastewater treatment plants (0.97 MGD design capacity, each), connected in parallel with manual influent screening, aeration, clarification, chemical feed facilities, disinfection by chlorination, tertiary filtration, dechlorination, two (2) 3.0 MG reclaimed water storage tanks, aerobic digestion of residuals and dewatering by two (2) vacuum assisted drying beds.

DISPOSAL:

Surface Water Discharge: An existing 2.9 MGD AADF permitted discharge to Sweetwater Creek thence to Cove Lake (Class III fresh waters) at Discharge Location (D-001), which is approximately 1 foot in length, and discharges at a depth of approximately water surface level. The point of discharge is located approximately at latitude 28° 41' 50" N, longitude 81° 26' 04" W.

REUSE:

Land Application: An existing 0.4 MGD AADF permitted capacity rapid infiltration basin system (R-001). R-001 consists of four percolation ponds with an approximate total wetted area of 338,000 square feet. Discharge to the percolation ponds shall be in accordance with Conditions IV.24. and IV.25. of this permit. Land application system (R-001) is located approximately at latitude 28° 41' 50" N, longitude 81° 26' 1" W.

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

Land Application: An existing 2.603 MGD AADF permitted capacity slow-rate public access system (R-002). R-002 consists of a reclaimed water transmission/distribution system for public access irrigation of the Wekiva Hunt Club Community, two (2) golf courses (Trophy Club Golf Course [f.k.a. Sabal Point Golf Course] and Wekiva Golf Course), parks, playgrounds, landscaped areas, plant nursery (Lake Brantley Plant Corp.), road medians and right of ways and a reclaimed water transmission main inter-connected to the City of Altamonte Springs reclaimed water transmission system for irrigation under a reclaimed water reuse agreement (1.4 mgd) for a total anticipated reuse capacity of 2.603 MGD AADF, as shown in the attached Reuse Distribution System Map and Table 1, and in accordance with Condition I.B.15. of this permit. Reclaimed water is stored in a storm water management pond, located at the Trophy Club Golf Course, in accordance with Conditions IV.24. and IV.25. of this permit and at the two (2) on-site 3.0 MG reclaimed water storage tanks. Land application system R-002 is located approximately at latitude 29° 42' 16" N, longitude 81° 26' 23" W.

IN ACCORDANCE WITH: The limitations, monitoring requirements and other conditions set forth in Pages 1 through 30 of this permit.

FACILITY: Wekiva Hunt Club WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
 EXPIRATION DATE: January 2, 2010

I. RECLAIMED WATER AND EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS

A. Surface Water Discharges

- During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to discharge effluent from Outfall D-001 to Sweetwater Creek thence to Cove Lake. Such discharge shall be limited and monitored by the permittee as specified below:

Parameter	Units	Max/Min	Effluent Limitations				Monitoring Requirements			
			Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	Notes
Flow (Surface water discharge)	MGD	Maximum	2.9	Report	-	-	Continuous	Recording flow meters and totalizers	FLW-4	See Cond. I.A.4.
BOD, Carbonaceous 5 day, 20C	mg/L	Maximum		5.0		6.0	Weekly	16-hour flow proportioned composite	EFA-1	
Solids, Total Suspended	mg/L	Maximum	-	5.0	-	6.0	Weekly	16-hour flow proportioned composite	EFA-1	
pH	SU	Range	-	-	-	6.0 to 8.5	Continuous	Meter	EFD-1	See Cond. I.A.3.
Coliform, Fecal	#/100 ML	Maximum	See Permit Condition I.A.5.				4 days per week	Grab	EFA-1	
Total Residual Chlorine (For Disinfection)	mg/L	Minimum	-	-	-	0.5	Continuous	Meter	EFA-1	See Cond. I.A.3., 6.
Total Residual Chlorine (For Dechlorination)	mg/L	Maximum	-	-	-	0.01	Daily	Grab	EFD-1	
Nitrogen, Total (as N)	mg/L	Maximum		Report			Weekly	16-hour flow proportioned composite	EFA-1	
Nitrogen, Ammonia, Total (as N)	mg/L	Maximum	-	2.5	-	3.0	Weekly	16-hour flow proportioned composite	EFD-1	
Nitrogen, Nitrate, Total (as N)	mg/L	Maximum	-	Report	-	-	Weekly	16-hour flow proportioned composite	EFD-1	
Phosphorus, Total (as P)	mg/L	Maximum		0.4	-	0.5	Weekly	16-hour flow proportioned composite	EFD-1	
Oxygen, Dissolved (DO)	mg/L	Minimum	-		-	6.0	Daily	Grab	EFD-1	
Copper, Total Recoverable	ug/L	Maximum	-	-	-	See Cond. I.A.8	Monthly	16-hour flow proportioned composite	EFD-1	
Hardness, Total (as CaCO3)	mg/L	Maximum	-	-	-	Report	Monthly	Grab	EFD-1	
Whole Effluent Toxicity			See Permit Condition I.A.9						EFD-2	

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

2. Effluent samples shall be taken at the monitoring site locations listed in Permit Condition I. A. 1. and as described below:

Monitoring Location Site Number	Description of Monitoring Location
EFA-1	Sampling point after disinfection
EFD-1	Outfall Box
EFD-2	End of outfall discharge pipe
FLW-4	Flow meter at dechlorination tank

3. Hourly measurement of pH and total residual chlorine for disinfection during the period of required operator attendance may be substituted for continuous measurement. *[Chapter 62-601, Figure 2]*
4. Recording flow meters and totalizers will be utilized to measure flow and shall be calibrated at least annually. *[62-601.200(17) and .500(6)]*
5. The arithmetic mean of the monthly fecal coliform values collected during an annual period shall not exceed 200 per 100 mL of reclaimed water sample. The geometric mean of the fecal coliform values for a minimum of 10 samples of reclaimed water, each collected on a separate day during a period of 30 consecutive days (monthly), shall not exceed 200 per 100 mL of sample. No more than 10 percent of the samples collected (the 90th percentile value) during a period of 30 consecutive days shall exceed 400 fecal coliform values per 100 mL of sample. Any one sample shall not exceed 800 fecal coliform values per 100 mL of sample. Note: To report the 90th percentile value, list the fecal coliform values obtained during the month in ascending order. Report the value of the sample that corresponds to the 90th percentile (multiply the number of samples by 0.9). For example, for 30 samples, report the corresponding fecal coliform number for the 27th value of ascending order. *[62-610.510 and 62-600.440(4)(c)]*
6. A minimum of 0.5 mg/L total residual chlorine must be maintained for a minimum contact time of 15 minutes based on peak hourly flow. *[62-600.440(5)(b) and (6)(b)]*
7. The Department may develop a Total Maximum Daily Load (TMDL) for the segment of the Wekiva River downstream of this discharge during the life of this permit. Once a TMDL has been established and adopted by rule, the Department shall revise this permit to incorporate the final findings of the TMDL, pursuant to Rule 62-620.325, F.A.C.
8. The limit for "Copper, Total Recoverable" shall be calculated using the following equation:

$$Cu \leq e^{(0.8545[\ln H]-1.702)}$$

Total hardness shall be measured at the time of the effluent sample. The "ln H" means the natural logarithm of total hardness expressed as mg/L of CaCO₃. For metals criteria involving equations with hardness, the hardness shall be set at 25 mg/L if actual hardness is <25 mg/L and set at 400 mg/L if actual hardness is >400 mg/L.

The measured effluent value shall be recorded on the DMR in the parameter row for "Copper, Total Recoverable (effluent)." The calculated effluent limit shall be recorded on the DMR in the parameter row for "Copper, Total Recoverable (calculated limit)." Compliance with the effluent limitation is determined by calculating the difference between the measured effluent value and the calculated limit. The compliance value shall be recorded on the DMR in the parameter row for "Copper, Total Recoverable (effluent minus calculated limit)." If the compliance value is greater than 0.00, the permittee will be considered in violation of the limitation. *[62-302.530(24)]*

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

9. The permittee shall initiate the series of tests described below. The permittee shall continue toxicity testing on the current schedule to evaluate whole effluent toxicity of the discharge from outfall D-001. All test species, procedures and quality assurance criteria used shall be in accordance with Short-term Methods for Estimating the Chronic Toxicity of Effluents and Receiving Waters to Freshwater Organisms, 4th ed., EPA-821-R-02-013, or the most current edition. The control and dilution water will be moderately hard water as described in EPA-821-R-02-013, Table 3, or the most current edition. A standard reference toxicant (SRT) quality assurance (QA) chronic toxicity test shall be conducted concurrently or no greater than 30 days before the date of the "routine" test, with each species used in the toxicity tests. The results of all QA toxicity tests shall be submitted with the discharge monitoring report (DMR). Any deviation from the bioassay procedures outlined herein shall be submitted in writing to the Department for review and approval prior to use.

- a. 1. The permittee shall conduct a daphnid, Ceriodaphnia dubia, Survival and Reproduction test and a fathead minnow, Pimephales promelas, Larval Survival and Growth Test. These tests shall be conducted using a control (0% effluent) and one test concentration of 100% effluent.
2. For each set of tests conducted, a 24 hr. composite sample of final effluent shall be collected and used per the sampling schedule discussed in EPA-821-R-02-013, Section 8.3, or the most current edition. Two additional composite samples shall be collected according to the protocol and used as renewal solutions on Day 3 (48 hours) and Day 5 (96 hours) of the test.
3. If control mortality exceeds 20% for either species in any test, the test for that species (including the control) shall be repeated. A test will be considered valid only if control mortality does not exceed 20% for either species. If, in any separate test, 100% mortality occurs prior to the end of the test, and control mortality is less than 20% at that time, that test (including the control) shall be terminated with the conclusion that the sample demonstrates unacceptable chronic toxicity. Additionally, each test must meet the acceptability criteria for the test species as defined in EPA-821-R-02-013 Section 13.12 and Section 11.12, respectively, or the most current edition.
- b. 1. The toxicity tests specified above shall be conducted annually. These tests are referred to as "routine" tests. Upon the completion of six valid tests which demonstrate that no chronic toxicity violation (as defined in c.1.) has been identified, the permittee may petition the Department for a reduction in monitoring frequency.
2. Results from "routine" tests shall be reported according to EPA-821-R-02-013, Section 9, Report Preparation (or the most current edition), and shall be submitted to:

Florida Department of Environmental Protection
Central District
3319 Maguire Boulevard Suite 232
Orlando, Florida 32803-3767

Additionally, all results shall be recorded and submitted on the Discharge Monitoring Report (DMR) in the following manner:

If the NOEC of a test species is less than 100% effluent, "<100%" should be entered on the DMR for that species. If the NOEC of a test species is greater than or equal to 100% effluent, "≥100%" should be entered.

- c. 1. An NOEC of less than 100% effluent in any "routine" or additional definitive test will be a violation of these permit conditions and Rule 62-302.530(62), FAC.
2. If an NOEC of less than 100% effluent is found in a "routine" test, the permittee shall conduct three additional tests on each species indicating the violation.

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

3. The first additional test shall be conducted using a control (0% effluent) and a minimum of five dilutions: **100%, 50%, 25%, 12.5% and 6.25%** effluent. The dilution series may be modified in the second and third test to more accurately identify the toxicity, such that at least two dilutions above (not to exceed 100% effluent) and two dilutions below the target concentration and a control (0% effluent) are run. All test results shall be statistically analyzed according to the Appendices in EPA-821-R-02-013, or the most current edition.

4. For each additional test, the sample collection requirements and the test acceptability criteria specified in section a. above must be met for the test to be considered valid. The first test shall begin within two weeks of the end of the "routine" tests, and shall be conducted weekly thereafter until three additional, valid tests are completed.

5. Results from additional tests, required due to a chronic toxicity violation in the "routine" tests, shall be submitted in a single report prepared according to EPA-821-R-02-013, Section 10, or the most current edition, and submitted within 45 days of completion of the third additional, valid test. Upon the completion of the third additional test, the permittee will meet with the Department within 30 days of the report submittal to identify corrective actions necessary to remedy the observed chronic toxicity.

FACILITY: Wekiva Hunt Club WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
 EXPIRATION DATE: January 2, 2010

I. RECLAIMED WATER AND EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS (cont.)

B. Reuse and Land Application Systems

1. During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to direct reclaimed water to Reuse System R-001. Such reclaimed water shall be limited and monitored by the permittee as specified below:

Parameter	Units	Max/Min	Reclaimed Water Limitations				Monitoring Requirements			
			Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	Notes
Flow (percolation ponds)	MGD	Maximum	0.40	-	-	-	Continuous	Recording flow meters and totalizers	FLW-2	See Cond. I.B. 4.
BOD, Carbonaceous 5 day, 20C	mg/L	Maximum	20.0	30.0	45.0	60.0	Weekly	16-hour flow proportioned composite	EFA-1	
Solids, Total Suspended	mg/L	Maximum	20.0	30.0	45.0	60.0	Weekly	16-hour flow proportioned composite	EFA-1	
pH	SU	Range	-	-	-	6.0 to 8.5	Continuous	Meter	EFA-1	See Cond. I.B. 3.
Coliform, Fecal	#/100 ML	Maximum	See Permit Condition I.B. 5.				4 days per week	Grab	EFA-1	
Total Residual Chlorine (For Disinfection)	mg/L	Minimum	-	-	-	0.5	Continuous	Meter	EFA-1	See Cond. I.B. 3., 6.
Nitrogen, Nitrate, Total (as N)	mg/L	Maximum	-	-	-	12.0	Weekly	16-hour flow proportioned composite	EFA-1	

FACILITY: Wekiwa Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

2. Reclaimed water samples shall be taken at the monitoring site locations listed in Permit Condition I. B. 1. and as described below:

Monitoring Location Site Number	Description of Monitoring Location
EFA-1	Sampling point after disinfection
FLW-2	Flow meter to the rapid infiltration basins

3. Hourly measurement of pH and total residual chlorine for disinfection during the period of required operator attendance may be substituted for continuous measurement. *[Chapter 62-601, Figure 2]*
4. Recording flow meters and totalizers will be utilized to measure flow and shall be calibrated at least annually. *[62-601.200(17) and .500(6)]*
5. The arithmetic mean of the monthly fecal coliform values collected during an annual period shall not exceed 200 per 100 mL of reclaimed water sample. The geometric mean of the fecal coliform values for a minimum of 10 samples of reclaimed water, each collected on a separate day during a period of 30 consecutive days (monthly), shall not exceed 200 per 100 mL of sample. No more than 10 percent of the samples collected (the 90th percentile value) during a period of 30 consecutive days shall exceed 400 fecal coliform values per 100 mL of sample. Any one sample shall not exceed 800 fecal coliform values per 100 mL of sample. Note: To report the 90th percentile value, list the fecal coliform values obtained during the month in ascending order. Report the value of the sample that corresponds to the 90th percentile (multiply the number of samples by 0.9). For example, for 30 samples, report the corresponding fecal coliform number for the 27th value of ascending order. *[62-610.510 and 62-600.440(4)(c)]*
6. A minimum of 0.5 mg/L total residual chlorine must be maintained for a minimum contact time of 15 minutes based on peak hourly flow. *[62-610.510 and 62-600.440(4)(b)]*

FACILITY: Wekiva Hunt Club WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
 EXPIRATION DATE: January 2, 2010

7. During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to direct reclaimed water to Reuse System R-002. Such reclaimed water shall be limited and monitored by the permittee as specified below:

Parameter	Units	Max/Min	Reclaimed Water Limitations				Monitoring Requirements			
			Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	Notes
Flow, to public access irrigation	MGD	Maximum	2.603	-	-	-	Continuous	Recording flow meters and totalizers	FLW-3	See Cond. I.B.10.
BOD, Carbonaceous 5 day, 20C	mg/L	Maximum	20.0	30.0	45.0	60.0	Weekly	16-hour flow proportioned composite	EFA-1	
Solids, Total Suspended	mg/L	Maximum	-	-	-	5.0	Daily	Grab	EFA-1	
pH	SU	Range	-	-	-	6.0 to 8.5	Continuous	Meter	EFA-1	See Cond. I.B.9.
Coliform, Fecal, % less than detection	Percent	Minimum	See Permit Condition I.B.11.				4 days per week	Grab	EFA-1	
Coliform, Fecal	#/100 ML	Maximum	See Permit Condition I.B.11.				4 days per week	Grab	EFA-1	
Total Residual Chlorine (For Disinfection)	mg/L	Minimum	-	-	-	1.0	Continuous	Meter	EFA-1	See Cond. I.B.12.
Turbidity	NTU	Maximum	See Permit Condition I.B.13.				Continuous	Meter	EFA-1	
Giardia	CYSTS/100 L	Maximum	-	-	-	Report	Once every two years	Filtered	EFA-1	
Cryptosporidium	OOCYSTS/100 L	Maximum	-	-	-	Report	Once every two years	Filtered	EFA-1	

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

8. Reclaimed water samples shall be taken at the monitoring site locations listed in Permit Condition I. B. 7. and as described below:

Monitoring Location Site Number	Description of Monitoring Location
EFA-1	Sampling point after disinfection
EFB-1	Sampling point after filtration and prior to disinfection
FLW-3	Flow meter at reuse pump station

9. Hourly measurement of pH during the period of required operator attendance may be substituted for continuous measurement. *[Chapter 62-601, Figure 2]*
10. Recording flow meters and totalizers will be utilized to measure flow and shall be calibrated at least annually. *[62-601.200(17) and .500(6)]*
11. Over a 30-day period, at least 75 percent of the fecal coliform values shall be below the detection limits. No sample shall exceed 25 fecal coliforms per 100 mL. No sample shall exceed 5.0 mg/L of total suspended solids (TSS) at a point before the application of the disinfectant. Note: To report the "% less than detection," count the number of fecal coliform observations that were less than detection, divide by the total number of fecal coliform observations in the month, and multiply by 100% (round to the nearest integer). *[62-600.440(5)(f)]*
12. The minimum total chlorine residual shall be limited as described in the approved operating protocol, such that the permit limitation for fecal coliform bacteria will be achieved. In no case shall the total chlorine residual be less than 1.0 mg/L. *[62-600.440(5)(b); 62-610.460(2); and 62-610.463(2)]*
13. The maximum turbidity shall be limited as described in the approved operating protocol, such that the permit limitations for total suspended solids and fecal coliforms will be achieved. *[62-610.463(2)]*
14. Storage lakes (Pond at the Trophy Club Golf Course) regulated under Rule 62-610.830, F.A.C., shall be included in the inventory of storage systems required by Rule 62-610.464(5), F.A.C. *[62-610.830(6)]*
15. The permittee shall prepare and submit a quarterly reuse report, to the Central District Office, on the status of the addition of reuse sites/users. The report, which shall be submitted in letter format, shall be addressed to Christianne Ferraro, P.E., Water Facilities Administrator. It shall include detailed information on flows to the treatment facility, flows to surface waters, flows to the percolation ponds and the public access reuse system, and status of new planned reuse capacity. As the public access reuse system expands it is expected and now required that the surface water discharge flow will be reduced to the point where it serves only as a back-up to the reuse system. The Department shall re-evaluate the discharge and reuse system flows on September 30, 2005, to determine whether reuse flows are adequate, or alternatively, whether additional nutrient limitations for the surface water discharge are required. *[62-4-070 F.A.C.]*

FACILITY: Wekiva Hunt Club WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
 EXPIRATION DATE: January 2, 2010

I. RECLAIMED WATER AND EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS (cont.)

C. Other Limitations and Monitoring and Reporting Requirements

1. During the period beginning on the issuance date and lasting through the expiration date of this permit, the treatment facility shall be limited and monitored by the permittee as specified below:

Parameter	Units	Max/Min	Limitations				Monitoring Requirements			
			Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	Notes
Flow (total through plant)	MGD	Maximum	2.9	-	-	-	Continuous	Recording flow meters and totalizers	FLW-1	See Cond. I.C.4.
BOD, Carbonaceous 5 day, 20C	mg/L	Maximum	-	Report	-	-	Weekly	16-hour flow proportioned composite	INF-1	See Cond. I.C.3.
Solids, Total Suspended	mg/L	Maximum	-	Report	-	-	Weekly	16-hour flow proportioned composite	INF-1	See Cond. I.C.3.
Percent Capacity, (TMADF/Permitted Capacity) x 100	Per cent	Maximum	-	Report	-	-	Monthly	Calculated	CAL-1	

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

2. Samples shall be taken at the monitoring site locations listed in Permit Condition I. C. 1 and as described below:

Monitoring Location Site Number	Description of Monitoring Location
FLW-1	Flow meter at discharge of the chlorine contact chamber
CAL-1	Calculated using flow data from FLW-1
INF-1	Influent Splitter Box

3. Influent samples shall be collected so that they do not contain digester supernatant or return activated sludge, or any other plant process recycled waters. [62-601.500(4)]
4. Recording flow meters and totalizers will be utilized to measure flow and shall be calibrated at least annually. [62-601.200(17) and .500(6)]
5. The treatment facilities shall be operated in accordance with all approved operating protocols. Only reclaimed water that meets the criteria established in the approved operating protocol(s) may be released to system storage or to the reuse system. Reclaimed water that fails to meet the criteria in the approved operating protocol(s) shall be directed to the following permitted alternate discharge system: Sweetwater Creek thence to Cove Lake (Class III fresh waters) at Discharge Location D001 which is a 2.9 mgd AADF permitted discharge or R001 which consist of four (4) percolation ponds with 0.40 mgd AADF permitted capacity. The operating protocol(s) shall be reviewed and updated periodically to ensure continuous compliance with the minimum treatment and disinfection requirements. Updated operating protocols shall be submitted to the Department for review and approval upon revision of the operating protocol(s) and with each permit application. [62-610.320(6) and 62-610.463(2)]
6. Instruments for continuous on-line monitoring of total residual chlorine and turbidity shall be equipped with an automated data logging or recording device. [62-610.463(2) & .865(8)(d)]
7. Intervals between sampling for Giardia and Cryptosporidium shall not exceed two years. Sampling results shall be reported on DEP Form 62-610.300(4)(a)4 which is attached to this permit. This form shall be submitted to the Department and to DEP's Reuse Coordinator in Tallahassee. [62-610.463(4)]
8. Parameters which must be monitored as a result of a surface water discharge shall be analyzed using a sufficiently sensitive method in accordance with 40 CFR Part 136. Parameters which must be monitored as a result of a ground water discharge (i.e., underground injection or land application system) shall be analyzed in accordance with Chapter 62-601, F.A.C. [62-620.610(18)]
9. The sample collection, analytical test methods and method detection limits (MDLs) applicable to this permit shall be in accordance with Rule 62-4.246, Chapters 62-160 and 62-601, F.A.C., and 40 CFR 136, as appropriate. The list of Department established analytical methods, and corresponding MDLs (method detection limits) and PQLs (practical quantification limits), which is titled "Florida Department of Environmental Protection Table as Required By Rule 62-4.246(4) Testing Methods for Discharges to Surface Water" dated June 21, 1996, is available from the Department on request. The MDLs and PQLs as described in this list shall constitute the minimum acceptable MDL/PQL values and the Department shall not accept results for which the laboratory's MDLs or PQLs are greater than those described above unless alternate MDLs and/or PQLs have been specifically approved by the Department for this permit. Any method included in the list may be used for reporting as long as it meets the following requirements:
- a) The laboratory's reported MDL and PQL values for the particular method must be equal or less than the corresponding method values specified in the Department's approved MDL and PQL list;

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

- b) The laboratory reported PQL for the specific parameter is less than or equal to the permit limit or the applicable water quality criteria, if any, stated in Chapter 62-302, F.A.C. Parameters that are listed as "report only" in the permit shall use methods that provide a PQL, which is equal to or less than the applicable water quality criteria stated in 62-302 FAC; and
- c) If the PQLs for all methods available in the approved list are above the stated permit limit or applicable water quality criteria for that parameter, then the method with the lowest stated PQL shall be used.

Where the analytical results are below method detection or practical quantification limits, the permittee shall report the actual laboratory MDL and/or PQL values for the analyses that were performed following the instructions on the applicable discharge monitoring report. Approval of alternate laboratory MDLs or PQLs are not necessary if the laboratory reported MDLs and PQLs are less than or equal to the permit limit or the applicable water quality criteria, if any, stated in Chapter 62-302, F.A.C. However, where necessary, the permittee may request approval for alternative methods or for alternative MDLs and PQLs for any approved analytical method, in accordance with the criteria of Rules 62-160.520 and 62-160.530, F.A.C. [62-4.246][62-160.520 and .530]

- 10. The permittee shall provide safe access points for obtaining representative influent, reclaimed water, and effluent samples which are required by this permit. [62-601.500(5)]
- 11. Monitoring requirements under this permit are effective on the first day of the second month following permit issuance. Until such time, the permittee shall continue to monitor and report in accordance with previously effective permit requirements, if any. During the period of operation authorized by this permit, the permittee shall complete and submit to the Department Discharge Monitoring Reports (DMRs) in accordance with the frequencies specified by the REPORT type (i.e., monthly, toxicity, quarterly, semiannual, annual, etc.) indicated on the DMR forms attached to this permit. Monitoring results for each monitoring period shall be submitted in accordance with the associated DMR due dates below.

REPORT Type	Monitoring Period	Due Date
Monthly or Toxicity	first day of month – last day of month	28 th day of following month
Quarterly	January 1 - March 31	April 28
	April 1 – June 30	July 28
	July 1 – September 30	October 28
	October 1 – December 31	January 28
Semiannual	January 1 – June 30	July 28
	July 1 – December 31	January 28
Annual	January 1 – December 31	January 28

DMRs shall be submitted for each required monitoring period including months of no discharge. The permittee shall make copies of the attached DMR form(s) and shall submit the completed DMR form(s) to the Department by the twenty-eighth (28th) of the month following the month of operation at the address specified below:

Florida Department of Environmental Protection
Wastewater Compliance Evaluation Section, Mail Station 3551
Twin Towers Office Building
2600 Blair Stone Road
Tallahassee, Florida 32399-2400

[62-620.610(18)][62-601.300(1),(2), and (3)]

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

12. During the period of operation authorized by this permit, reclaimed water or effluent shall be monitored annually for the primary and secondary drinking water standards contained in Chapter 62-550, F.A.C., (except for turbidity, total coliforms, color, and corrosivity). Twenty-four hour composite samples shall be used to analyze reclaimed water or effluent for the primary and secondary drinking water standards. These monitoring results shall be reported to the Department annually on the Reclaimed Water or Effluent Analysis Report, Form 62-620.910(15), or in another format if requested by the permittee and if approved by the Department as being compatible with data entry into the Department's computer system. During years when a permit is not renewed, a certification stating that no new non-domestic wastewater dischargers have been added to the collection system since the last reclaimed water or effluent analysis was conducted may be submitted in lieu of the report. The annual reclaimed water or effluent analysis report or the certification shall be completed and submitted in a timely manner so as to be received by the Department by April 1st of each year. [62-601.300(4)][62-601.500(3)]
13. The permittee shall submit an Annual Reuse Report using DEP Form 62-610.300(4)(a)2. on or before January 1 of each year. [62-610.870(3)]
14. The permittee shall maintain an inventory of storage systems. The inventory shall be submitted to the Department at least 30 days before reclaimed water will be introduced into any new storage system. The inventory of storage systems shall be attached to the annual submittal of the Annual Reuse Report. [62-610.464(5)]
15. Unless specified otherwise in this permit, all reports and other information required by this permit, including 24-hour notifications, shall be submitted to or reported to, as appropriate, the Department's Central District Office at the address specified below:

Central District Office
3319 Maguire Boulevard Suite 232
Orlando, Florida 32803-3767

Phone Number - (407) 894-7555
FAX Number - (407) 897-2966

All FAX copies shall be followed by original copies. All reports and other information shall be signed in accordance with the requirements of Rule 62-620.305, F.A.C. [62-620.305]

FACILITY: Wekiva Hunt Club WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
 EXPIRATION DATE: January 2, 2010

D. SWEETWATER CREEK/COVE LAKE WATER QUALITY MONITORING REQUIREMENTS

- During the period beginning on the issuance date and lasting through the expiration date of this permit, water quality monitoring shall be performed by the permittee in Sweetwater Creek/Cove Lake as well as the Wekiva River as specified below:

			Effluent Limitations				Monitoring Requirements			
Parameter	Units	Max/Min	Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	Notes
Carbonaceous Biochemical Oxygen Demand (5 day)	mg/L	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Chloride	mg/L	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Total Organic Carbon (TOC)	mg/L as C	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Nitrate Nitrogen	mg/L as N	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
NH ₃ -Nitrogen, Total as N	mg/L as N	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Total Kjeldahl Nitrogen	mg/L as N	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Phosphorus, Total as P	mg/L as P	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Ortho-Phosphorus, Total as P	mg/L as P	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Total Suspended Solids	mg/L	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Chlorophyll-a	mg/m3	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Alkalinity	mg/L as CaCO3	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Oxygen, Dissolved (DO)	mg/L	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
pH	std. units	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Temperature	°(C)	—	—	—	—	Report	Monthly	Grab	Each sampling station	1.D.2.,1.D.3.
Sediment Oxygen Demand	mg/m3/d	—	—	—	—	Report	Annually	Grab	Each sampling station	1.D.2.,1.D.3.

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

2. Surface water samples shall be taken at the monitoring site locations listed in Permit Condition I.D.1. and as described below:

Monitoring Location Site Number	Description of Monitoring Location
SWB-1	Station #1: 300' upstream of the deactivated outfall D002 (Background Sweetwater Creek).
SWD-2	Station #2: 2400' downstream of outfall D-001, $\pm 200'$ upstream of the southernmost tributary that enters from the creek from the east.
SWD-3	Station #3: 1000' upstream of the Wekiva Springs Road bridge.
SWD-4	Station #4: Downstream side of the Wekiva Springs Road bridge, 200' downstream of the northernmost tributary that enters from the west.
SWD-5	Station #5: North End of Cove Lake at the discharge culvert to Wekiva Marina.
SWD-6	Station #6: Weir structure located at River Bend Road (N. Weir).
SWB-7	Station #7: Miami Springs Road bridge, upstream of confluence with Sweetwater Creek (Background Wekiva River).
SWD-8	Station #8: Wekiva River, downstream of Sweetwater Creek discharge.

3. Monthly sampling shall be conducted to ensure that two (one sample for each extreme) of the twelve (12) samples are taken during low flow and high flow conditions in Sweetwater Creek and Cove Lake. USGS gauging stations in the Wekiva River will be used to predict high and low flow conditions.

II. RESIDUALS MANAGEMENT REQUIREMENTS

1. The method of residuals use or disposal by this facility is land application or disposal in a Class I or II solid waste landfill.
2. The permittee shall be responsible for proper treatment, management, use, and land application or disposal of its residuals. [62-640.300(5)]
3. The permittee will not be held responsible for violations resulting from land application of residuals if the permittee can demonstrate that it has delivered residuals that meet the parameter concentrations and appropriate treatment requirements of this rule and the applier (e.g. hauler, contractor, site manager, or site owner) has legally agreed in writing to accept responsibility for proper land application of the residuals. Such an agreement shall state that the applier agrees, upon delivery of residuals that have been treated as required by Chapter 62-640, F.A.C., that he will accept responsibility for proper land application of the residuals as required by Chapter 62-640, F.A.C., and that the applier agrees that he is aware of and will comply with requirements for proper land application as described in the facility's permit.
[62-640.300(5)]
4. Disposal of residuals, septage, and other solids in a solid waste landfill, or disposal by placement on land for purposes other than soil conditioning or fertilization, such as at a monofill, surface impoundment, waste pile, or dedicated site, shall be in accordance with Chapter 62-701, F.A.C. [62-640.100(6)(k)3 & 4]
5. Land application of residuals shall be in accordance with the conditions of this permit, the approved Agricultural Use Plan(s), and the requirements of Chapter 62-640, F.A.C. [62-640]
6. The domestic wastewater residuals for this facility are classified as Class B.
7. The permittee shall achieve Class B pathogen reduction by meeting the pathogen reduction requirements in section 503.32(b)(2) (Monitoring of Indicator Organisms) of Title 40 CFR Part 503, revised as of October 25, 1995. [62-640.600(1)(b)]

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

8. The permittee shall achieve vector attraction reduction by meeting the vector attraction reduction requirements in section 503.33(b)(4) (Meet a specific oxygen uptake rate for aerobically treated biosolids) of Title 40 CFR Part 503, revised as of October 25, 1995. [62-640.600(2)(a)]
9. Treatment of liquid residuals or septage for the purpose of meeting the pathogen reduction or vector attraction reduction requirements set forth in Rule 62-640.600, F.A.C., shall not be conducted in the tank of a hauling vehicle. Treatment of residuals or septage for the purpose of meeting pathogen reduction or vector attraction reduction requirements shall take place at the permitted facility. [62-640.400(8)]
10. The permittee shall sample and analyze the Class A or Class B residuals to monitor for pathogen and vector attraction reduction requirements of Rule 62-640.600, F.A.C., and the parameters listed in the table below at least once every three (3) months.

Parameter	Ceiling Concentrations (Single Sample)	Cumulative Application Limits
Total Nitrogen	(Report only) % dry weight	Not applicable
Total Phosphorus	(Report only) % dry weight	Not applicable
Total Potassium	(Report only) % dry weight	Not applicable
Arsenic	75 mg/kg dry weight	36.6 pounds/acre
Cadmium	85 mg/kg dry weight	34.8 pounds/acre
Copper	4300 mg/kg dry weight	1340 pounds/acre
Lead	840 mg/kg dry weight	268 pounds/acre
Mercury	57 mg/kg dry weight	15.2 pounds/acre
Molybdenum	75 mg/kg dry weight	Not applicable
Nickel	420 mg/kg dry weight	375 pounds/acre
Selenium	100 mg/kg dry weight	89.3 pounds/acre
Zinc	7500 mg/kg dry weight	2500 pounds/acre
pH	(Report only) standard units	Not applicable
Total Solids	(Report only) %	Not applicable

[62-640.650(1), 62-640.700(1), 62-640.700(3)(b), and 62-640.850(3)]

11. Residuals samples shall be taken at the monitoring site locations described below:

Monitoring Location Site Number	Description of Monitoring Location
RMP-B	Class B Residuals

12. Sampling and analysis shall be conducted in accordance with Title 40 CFR Part 503, section 503.8 and the U.S. Environmental Protection Agency publication - POTW Sludge Sampling and Analysis Guidance Document, 1989. In cases where disagreements exist between Title 40 CFR Part 503, section 503.8 and the POTW Sludge Sampling and Analysis Guidance Document, the requirements in Title 40 CFR Part 503, section 503.8 will apply. [62-640.650(1), 62-640.700(1), 62-640.700(3)(b), and 62-640.850(3)]
13. Grab samples shall be used for pathogens and determinations of percent volatile solids. Composite samples shall be used for metals. [62-640.650(1)(e)]

FACILITY: Wekiva Hunt Club WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
 EXPIRATION DATE: January 2, 2010

14. Residuals shall not be land applied if a single sample result for any parameter exceeds the ceiling concentrations given in this permit. Residuals shall not be distributed and marketed if the monthly average of sample results for any parameter exceeds the Class AA parameter concentrations given in this permit. Monthly averages of parameter concentrations shall be determined by taking the arithmetic mean of all sample results for the month. [62-640.650(1)(f)]
15. The permittee shall submit the results of all residuals monitoring with the permittee's Discharge Monitoring Report under Chapter 62-601, F.A.C. The analytical results from each sampling event shall be submitted with the report for the month in which the sampling event occurs. [62-640.650(3)(a)&(e)]
16. Class B residuals shall not be used on unrestricted public access areas. Use of Class B residuals is limited to restricted public access areas such as agricultural sites, forests, and roadway shoulders and medians. [62-640.600(3)(b)]
17. Plant nursery use of Class B residuals is limited to plants, which will not be sold to the public for 12 months after the last application of residuals. [62-640.600(3)(b)1.]
18. Use of Class B residuals on roadway shoulders and medians is limited to restricted public access roads. [62-640.600(3)(b)2.]
19. Food crops, feed crops, and fiber crops shall not be harvested for 30 days following the last application of Class B residuals. [62-640.600(3)(b)6.]
20. Food crops with harvested parts that touch the residuals/soil mixture and are totally above the land surface shall not be harvested for 14 months after the last application of Class B residuals. [62-640.600(3)(b)3.]
21. Food crops with harvested parts below the surface of the land shall not be harvested for 20 months after application of Class B residuals when the residuals remain on the land surface for four months or longer before incorporation into the soil. [62-640.600(3)(b)4.]
22. Food crops with harvested parts below the surface of the land shall not be harvested for 38 months after application of Class B residuals when the residuals remain on the land surface for less than four months before incorporation into the soil. [62-640.600(3)(b)5.]
23. Animals shall not be grazed on the land for 30 days after the last application of Class B residuals. [62-640.600(3)(b)7.]
24. Sod which will be distributed or sold to the public or used on unrestricted public access areas shall not be harvested for 12 months after the last application of Class B residuals. [62-640.600(3)(b)8.]
25. The public shall be restricted from application zones for 12 months after the last application of Class B residuals. [62-640.600(3)(b)]
26. Residuals that do not meet the requirements of Chapter 62-640, F.A.C., for Class AA designation shall not be used for the cultivation of tobacco or leafy vegetables. [62-640.400(7)]
27. Current Agricultural Use Plan(s) identify residuals land spreading on the following sites:

Site Name	Site Type (AG or LR)	App. Area (acres)	Site Location						
			County	Latitude			Longitude		
				DD	MM	SS	DD	MM	SS
Yarborough	AG	1109.3	Seminole	28	42	00	80	06	29
Bronson Ranch	AG	477	Osceola	28	00	07	81	12	91
Double C Bar Ranch	AG	1427	Osceola	28	01	00	81	11	50
Beasley Property	AG	115.8	Seminole	28	40	00	81	05	00
Whaley Ranch, Clay	AG	3627	Osceola	28	10	07	81	55	14
High Acres	AG	503	Sumter	28	42	08	81	57	20
High Acres	AG	181	Lake	28	41	45	81	55	20

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

Site Name	Site Type (AG or LR)	App. Area (acres)	County	Site Location					
				Latitude			Longitude		
				DD	MM	SS	DD	MM	SS
C.H. Cowart Ranch	AG	606	Flagler	29	20	06	81	24	09
Henry Ranch I	AG	277	Volusia	29	19	12	81	25	54
Kinney Ranch	AG	344	Volusia	29	19	12	81	25	54
Lukas Ranch	AG	1,139	Volusia	29	54	36	81	04	30
Cowart I & II Ranch	AG	496	Volusia	29	18	30	81	27	00
Crescent "O" Ranch	AG	2,210	Oseola	28	03	00	81	15	00

The wastewater treatment facility permittee shall apply for a minor permit revision on DEP Form 62-620.910(9) for new, modified, or expanded residuals land application sites. The facility's permit shall be revised to include the new or revised Agricultural Use Plan(s) prior to application of residuals to the new, modified, or expanded sites, unless all of the following conditions are met:

- The permittee notifies the Department within 24 hours that the site is being used;
- The site meets the site use restrictions of Rule 62-640.600(3), F.A.C., and the criteria for land application of residuals in Rule 62-640.700, F.A.C.;
- The permittee submits a new or revised Agricultural Use Plan for the site with a permit application in accordance with Rule 62-640.300(2), F.A.C., within 30 days of beginning use of the site;
- The permittee does not have another approved land application site, another approved disposal method (e.g. landfilling or incineration), or approved storage facilities available for use; and,
- The permittee demonstrates during permit application that application of additional residuals to an existing approved application site would have resulted in violation of Department rules, or was not possible due to circumstances beyond the permittee's control.

[62-640.300(2)&(3)]

- Residuals application rates are limited to agronomic rates based on the site vegetation as identified in the Agricultural Use Plan. [62-640.750(2)]
- Residuals shall be applied with appropriate techniques and equipment to assure uniform application over the application zone. [62-640.700(2)(c)]
- The spraying of liquid domestic wastewater residuals shall be conducted so that the formation of aerosols is minimized. [62-640.700(2)(d)]
- Residuals storage facilities at land application sites shall be subject to applicable setback requirements for residuals application sites. Residuals stored at land application sites shall be stored in a manner that will not cause runoff or seepage from the residuals, objectionable odors, or vector attraction. Storage areas must be fenced or otherwise provided with appropriate features to discourage the entry of animals and unauthorized persons. At the time of application, the stored residuals must meet the parameter concentrations, pathogen and vector attraction reduction requirements, and cumulative application limits of this permit. Residuals storage facilities at land application sites may be used only for temporary storage of stabilized residuals for no more than 30 days during periods of inclement weather or to accommodate agricultural operations, or up to the period (not to exceed two years) specified in the Agricultural Use Plan. [62-640.700(2)(e)]
- Residuals application sites shall be posted with appropriate advisory signs identifying the nature of the project area. [62-640.700(2)(f)]
- The pH of the residuals soil mixture shall be 5.0 or greater at the time residuals are applied. At a minimum, soil pH testing shall be done annually. [62-640.700(5)(d)]
- The permittee shall maintain records of application zones and application rates and shall make these records available for inspection within seven days of request by the Department, or delegated Local Program. The permittee shall maintain record items a. through e. below in perpetuity, and maintain record items f. through k. for five years:
 - Date of application of the residuals;
 - Location of the residuals application site as specified in the Agricultural Use Plan;
 - Identification of each application zone used by the permittee at the application site and the acreage of each zone;

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

- d. Amount of residuals applied or delivered to each application zone;
- e. Cumulative loading of each application zone;
- f. The names of all other wastewater facilities using each of the application zones identified in item c.;
- g. Method of incorporation (if any);
- h. Measured pH of the residuals soil mixture at the time the residuals are applied (tested at least annually);
- i. Unsaturated depth of soil above the water table level at the time of application;
- j. Concentration of parameters in the residuals as required by this permit, and the date of last analysis; and
- k. The results of any soil testing that is done under Rule 62-640.500(4)(a), F.A.C.

[62-640.650(2)]

35. The permittee shall submit an annual summary of residuals application activity to the Central District Office on Department Form 62-640.210(2)(b) for all residuals applied during the period of January 1 through December 31. The summary for each year shall be submitted by February 19 of the following year. If more than one facility applies residuals to the same application zones, the summary must include a subtotal of each facility's contribution of residuals to the application zones. [62-640.650(3)(b)]
36. If residuals that are subject to the cumulative loading limitations of Rule 62-640.700(3), F.A.C., have been applied to an application zone, and the cumulative loading amount of one or more of the pollutants is not known, no further applications of residuals may be made to that application zone. [62-640.700(3)(f)]
37. A minimum unsaturated soil depth of two feet above the water table level is required at the time the residuals are applied to the soil. [62-640.700(6)(a)]
38. Residuals shall not be applied during rains that cause runoff from the site or when surface soils are saturated. [62-640.700(7)(a)]
39. Land application of "other solids" as defined in Chapter 62-640, F.A.C., is only allowed if specifically addressed in the Agricultural Use Plan(s) approved for this facility. Land application of "other solids" is subject to Chapter 62-640, F.A.C., and the permit conditions that apply to land applied residuals. [62-640.860]
40. If the permittee intends to accept residuals from other facilities, a permit revision is required pursuant to Rule 62-640.880(2)(d), F.A.C. [62-640.880(2)(d)]
41. Storage of residuals or other solids at the permitted facility shall require prior written notification to the Department. [62-640.300(4)]

III. GROUND WATER REQUIREMENTS

Construction Requirements

Section Construction Requirements is not applicable to this facility.

Operational Requirements

1. All ground water quality criteria specified in Chapter 62-520, F.A.C., shall be met at the edge of the zone of discharge. The zone of discharge for this project shall extend horizontally 100 feet from the application site or to the facility's property line, whichever is less, and vertically to the base of the surficial aquifer. [62-520.200(23)][62-522.400 and 62-522.410]
2. The ground water minimum criteria specified in Rule 62-520.400 F.A.C., shall be met within the zone of discharge. [62-520.400 and 62-520.420(4)]
3. During the period of operation authorized by this permit, the permittee shall sample ground water in accordance with this permit and the approved ground water monitoring plan prepared in accordance with Rule 62-522.600, F.A.C. [62-522.600][62-610.412]
4. The following monitoring wells shall be sampled quarterly. Sampling must be reasonably spaced to be representative of potentially changing conditions.

FACILITY: Wekiva Hunt Club WWTF
 PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
 EXPIRATION DATE: January 2, 2010

Facility MW Name	Permit Builder MW ID*	WAFR ID/#	GMS #	Well Type	Depth (Feet)	Aquifer Monitored	New or Existing
Perc Ponds							
W-1	MWI-1	7090	3059A13046	Intermediate	20	Surficial	Existing
W-2	MWB-2	7088	3059A13048	Background	20	Surficial	Existing
W-3	MWC-3	7091	3059A13045	Compliance	20	Surficial	Existing
W-4	MWC-4	7089	3059A13047	Compliance	20	Surficial	Existing

MWB = Background; MWI = Intermediate; MWC = Compliance

[62-522.600][62-610.412]

5. The following parameters shall be analyzed for each of the monitoring well(s) identified in Permit Condition(s) III. 4:

Parameter	Compliance Well Limit	Units	Sample Type	Monitoring Frequency
Water Level Relative to Feet, NGVD	Report	FEET	Grab	Quarterly
Nitrogen, Nitrate, Total (as N)	10	MG/L	Grab	Quarterly
Solids, Total Dissolved (TDS)	500	MG/L	Grab	Quarterly
Chloride (as Cl)	250	MG/L	Grab	Quarterly
Coliform, Fecal	4	#/100ML	Grab	Quarterly
pH	6.5-8.5	SU	Grab	Quarterly
Turbidity	Report	NTU	Grab	Quarterly

[62-522.600(11)(b)] [62-601.300(3), 62-601.700, and Figure 3 of 62-601][62-601.300(6)] [62-520.300(9)]

6. If the concentration for any constituent listed in Permit Condition III. 5. in the natural background quality of the ground water is greater than the stated maximum, or in the case of pH is also less than the minimum, the representative natural background quality shall be the prevailing standard. [62-520.420(2)]
7. In accordance with Part D of Form 62-620.910(10), water levels shall be recorded before evacuating wells for sample collection. Elevation references shall include the top of the well casing and land surface at each well site (Feet, NGVD) at a precision of plus or minus 0.1 foot. [62-610.463(3)(a)]
8. Ground water monitoring wells shall be purged prior to sampling to obtain representative samples. [62-601.700(5)]
9. Analyses shall be conducted on unfiltered samples, unless filtered samples have been approved by the Department's Central District Ground Water Section as being more representative of ground water conditions. [62-520.300(9)]
10. Ground water monitoring parameters shall be analyzed in accordance with Chapter 62-601, F.A.C. [62-620.610(18)]
11. Ground water monitoring test results shall be submitted on Part D of Form 62-620.910(10). A completed Certification Page shall accompany each quarter of monitoring data. For reuse or land application projects, the quarterly ground water monitoring results shall be submitted with the DMR as shown in the following schedule. [62-522.600(10) and (11)(b)] [62-601.300(3), 62-601.700, and Figure 3 of 62-601] [62-620.610(18)]

SAMPLE PERIOD	REPORT DUE DATE
January - March	April 28
April - June	July 28
July - September	October 28
October - December	January 28

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

12. If any monitoring well becomes damaged or cannot be sampled for some reason, the permittee shall notify the Department's Central District Ground Water Section immediately and a written report shall follow within seven days detailing the circumstances and remedial measures taken or proposed. Repair or replacement of monitoring wells shall be approved in advance by the Department's Central District Ground Water Section. [62-522.600][62-4.070(3)]
13. The Permittee shall provide verbal notice to the Department's Central District Ground Water Section as soon as practical after discovery of a sinkhole within an area for the management or application of wastewater, wastewater residuals (sludges), or reclaimed water. The Permittee shall immediately implement measures appropriate to control the entry of contaminants, and shall detail these measures to the Department's Central District Ground Water Section in a written report within 7 days of the sinkhole discovery. [62-4.070(3)]

IV. ADDITIONAL REUSE AND LAND APPLICATION REQUIREMENTS

Part IV Rapid Infiltration Basins (R-001)

1. Advisory signs shall be posted around the site boundaries to designate the nature of the project area. [62-610.518]
2. The annual average hydraulic loading rate to the four percolation ponds with an approximate total wetted area of 338,000 square feet shall be limited to a maximum of 1.9 inches per day (as applied to the entire bottom area). [62-610.523(3)]
3. The four percolation ponds with an approximate total wetted area of 338,000 square feet normally shall be loaded for 7 days and shall be rested for 7 days. Infiltration ponds, basins, or trenches shall be allowed to dry during the resting portion of the cycle. [62-610.523(4)]
4. Rapid infiltration basins shall be routinely maintained to control vegetation growth and to maintain percolation capability by scarification or removal of deposited solids. Basin bottoms shall be maintained to be level. [62-610.523(6) and (7)]
5. Routine aquatic weed control and regular maintenance of storage pond embankments and access areas are required. [62-610.514 and 62-610.414]
6. Overflows from emergency discharge facilities on storage ponds or on infiltration ponds, basins, or trenches shall be reported as an abnormal event to the Department's Central District Office within 24 hours of an occurrence. The provisions of Rule 62-610.800(9), F.A.C., shall be met. [62-610.800(9)]

Part III Public Access System(s) (R-002)

7. Use of reclaimed water is authorized within the general service area identified in the attached map. The following uses of reclaimed water are authorized within this general service area: Agricultural Irrigation (Other than edible crops), Athletic Complexes and Parks, Golf Course Irrigation, Golf Courses, Residential Irrigation, Retail Nurseries, Ferneries, and Sod Farms. [62-620.630(10)(d)]
8. This reuse system includes the following major users (i.e., using 0.1 MGD or more of reclaimed water):

User Name	User Type	Capacity (MGD)
Trophy Club Golf Course	Golf Course Irrigation	0.3
Wekiva Golf Course	Golf Course Irrigation	0.35
Lake Brantley Plant Corporation	Residential Irrigation	0.3
City of Altamonte Springs	Residential Irrigation	1.4
Wekiva Hunt Club Community Assoc.	Residential Irrigation	0.2
Totals		2.55

[62-610.800(5)][62-620.630(10)(b)]

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

9. New major users of reclaimed water (i.e., using 0.1 MGD or more) may be added to the reuse system using the general permit described in Rule 62-610.890, F.A.C., if the requirements in this rule are complied with. Application for use of this general permit shall be made using Form 62-610.300(4)(a)1. *[62-610.890]*
10. Cross-connections to the potable water system are prohibited. *[62-610.469(7)]*
11. A cross-connection control program shall be implemented and/or remain in effect within the areas where reclaimed water will be provided for use. *[62-610.469(7)]*
12. If a cross-connection between the potable and reclaimed water systems is discovered, the permittee shall:
 - a. Immediately discontinue potable water and/or reclaimed water service to the affected area.
 - b. If the potable water system is contaminated, clear the potable water lines.
 - c. Eliminate the cross-connection.
 - d. Test the affected area for other possible cross-connections.
 - e. Within 24 hours, notify the Central District Office's domestic wastewater and drinking water programs.
 - f. Within 5 days of discovery of a cross-connection, submit a written report to the Department detailing: a description of the cross-connection, how the cross-connection was discovered, the exact date and time of discovery, approximate time that the cross-connection existed, the location, the cause, steps taken to eliminate the cross-connection, whether reclaimed water was consumed, and reports of possible illness, whether the drinking water system was contaminated and the steps taken to clear the drinking water system, when the cross-connection was eliminated, plan of action for testing for other possible cross-connections in the area, and an evaluation of the cross-connection control and inspection program to ensure that future cross-connections do not occur. *[62-555.350(3) and 62-555.360][62-620.610(20)]*
13. Maximum obtainable separation of reclaimed water lines and potable water lines shall be provided and the minimum separation distances specified in Rule 62-610.469(7), F.A.C., shall be provided. Reuse facilities shall be color coded or marked. Underground piping which is not manufactured of metal or concrete shall be color coded using Pantone Purple 522C using light stable colorants. Underground metal and concrete pipe shall be color coded or marked using purple as the predominant color. *[62-610.469(7)]*
14. In constructing reclaimed water distribution piping, the permittee shall maintain a 75-foot setback distance from a reclaimed water transmission facility to public water supply wells. No setback distances are required to other potable water supply wells or to any nonpotable water supply wells. *[62-610.471(3)]*
15. A setback distance of 75 feet shall be maintained between the edge of the wetted area and potable water supply wells, unless the utility adopts and enforces an ordinance prohibiting potable water supply wells within the reuse service area. No setback distances are required to any nonpotable water supply well, to any surface water, to any developed areas, or to any private swimming pools, hot tubs, spas, saunas, picnic tables, barbecue pits, or barbecue grills. *[62-610.471(1), (2), (5), and (7)]*
16. Reclaimed water shall not be used to fill swimming pools, hot tubs, or wading pools. *[62-610.469(4)]*
17. Low trajectory nozzles, or other means to minimize aerosol formation shall be used within 100 feet from outdoor public eating, drinking, or bathing facilities. *[62-610.471(6)]*
18. A setback distance of 100 feet shall be maintained from indoor aesthetic features using reclaimed water to adjacent indoor public eating and drinking facilities. *[62-610.471(8)]*
19. The public shall be notified of the use of reclaimed water. This shall be accomplished by posting of advisory signs in areas where reuse is practiced, notes on scorecards, or other methods. *[62-610.468(2)]*

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

20. All new advisory signs and labels on vaults, service boxes, or compartments that house hose bibbs along with all labels on hose bibbs, valves, and outlets shall bear the words "do not drink" and "no beber" along with the equivalent standard international symbol. In addition to the words "do not drink" and "no beber," advisory signs posted at storage ponds and decorative water features shall also bear the words "do not swim" and "no nadar" along with the equivalent standard international symbols. Existing advisory signs and labels shall be retrofitted, modified, or replaced in order to comply with the revised wording requirements. For existing advisory signs and labels this retrofit, modification, or replacement shall occur within 365 days after the date of this permit. For labels on existing vaults, service boxes, or compartments housing hose bibbs this retrofit, modification, or replacement shall occur within 730 days after the date of this permit. *[62-610.468 & 62-610.469]*
21. The permittee shall ensure that users of reclaimed water are informed about the origin, nature, and characteristics of reclaimed water; the manner in which reclaimed water can be safely used; and limitations on the use of reclaimed water. Notification is required at the time of initial connection to the reclaimed water distribution system and annually after the reuse system is placed into operation. A description of on-going public notification activities shall be included in the Annual Reuse Report. *[62-610.468(6)]*
22. Routine aquatic weed control and regular maintenance of storage pond embankments and access areas are required. *[62-610.414 & 62-610.464]*
23. Overflows from emergency discharge facilities on storage ponds shall be reported as an abnormal event to the Department's Central District Office within 24 hours of an occurrence. The provisions of Rule 62-610.800(9), F.A.C., shall be met. *[62-610.800(9)]*
24. The St. Johns River Water Management District (SJRWMD) authorized (by letter dated June 22, 2000) the use of one storm water management pond, located at the Trophy Club Golf Course, as a reclaimed water storage pond subject to the following condition: No reclaimed water shall be discharged to the pond until the water level drops to 50.7 feet N.G.V.D. and the discharge must cease when the water elevation reaches 51.7 feet N.G.V.D.
25. Discharge to off-site surface waters from the reclaimed water storage/storm water management pond, located at the Trophy Club Golf Course, is prohibited. The permittee shall report to the Department any noncompliance with this and/or any applicable requirements in accordance with general condition IX.20 of this permit.

V. OPERATION AND MAINTENANCE REQUIREMENTS

1. During the period of operation authorized by this permit, the wastewater facilities shall be operated under the supervision of an operator(s) certified in accordance with Chapter 62-602, F.A.C. In accordance with Chapter 62-699, F.A.C., this facility is a Category I, Class B facility and, at a minimum, operators with appropriate certification must be on the site as follows:

A Class C or higher operator 16 hours/day for 7 days/week. The lead operator must be a Class B, or higher.

[62-620.630(3)] [62-699.310] [62-610.462]
2. The lead operator shall be employed at the plant full time. "Full time" shall mean at least 4 days per week, working a minimum of 35 hours per week, including leave time. A certified operator shall be on-site and in charge of each required shift and for periods of required staffing time when the lead operator is not on-site. An operator meeting the lead operator classification level of the plant shall be available during all periods of plant operation. "Available" means able to be contacted as needed to initiate the appropriate action in a timely manner. *[62-699.311(10), (5), and (1)]*
3. The application to renew this permit shall include an updated capacity analysis report prepared in accordance with Rule 62-600.405, F.A.C. *[62-600.405(5)]*
4. The application to renew this permit shall include a detailed operation and maintenance performance report prepared in accordance with Rule 62-600.735, F.A.C. *[62-600.735(1)]*

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

5. The permittee shall maintain the following records and make them available for inspection on the site of the permitted facility:
 - a. Records of all compliance monitoring information, including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation and a copy of the laboratory certification showing the certification number of the laboratory, for at least three years from the date the sample or measurement was taken;
 - b. Copies of all reports required by the permit for at least three years from the date the report was prepared;
 - c. Records of all data, including reports and documents, used to complete the application for the permit for at least three years from the date the application was filed;
 - d. Monitoring information, including a copy of the laboratory certification showing the laboratory certification number, related to the residuals use and disposal activities for the time period set forth in Chapter 62-640, F.A.C., for at least three years from the date of sampling or measurement;
 - e. A copy of the current permit;
 - f. A copy of the current operation and maintenance manual as required by Chapter 62-600, F.A.C.;
 - g. A copy of the facility record drawings;
 - h. Copies of the licenses of the current certified operators; and
 - i. Copies of the logs and schedules showing plant operations and equipment maintenance for three years from the date of the logs or schedules. The logs shall, at a minimum, include identification of the plant; the signature and certification number of the operator(s) and the signature of the person(s) making any entries; date and time in and out; specific operation and maintenance activities; tests performed and samples taken; and major repairs made. The logs shall be maintained on-site in a location accessible to 24-hour inspection, protected from weather damage, and current to the last operation and maintenance performed.

[62-620.350]

6. The permittee shall harvest the created wetland system south of Wekiva Springs road when the removal efficiency of the plants becomes less than 25% when measured on a yearly basis. To determine removal rates of nitrogen and phosphorus, water quality shall be monitored for total nitrogen and phosphorus prior to, and exiting the wetland. The permittee shall review the performance of the system and provide this information (along with any recommendation to harvest) to the Department for review.
7. During the life of this permit, the permittee shall periodically monitor the Sweetwater Creek/Lake Cove system for nuisance plants and in consultation with the Department, will consider selective herbicides, which will not harm designated plants. In addition, the Department may require the manual removal of nuisance plants, related to the nutrient loading in the discharge.

VI. SCHEDULES

Section VI is not applicable to this facility.

VII. INDUSTRIAL PRETREATMENT PROGRAM REQUIREMENTS

This facility is not required to have a pretreatment program at this time. [62-625.500]

VIII. OTHER SPECIFIC CONDITIONS

1. If the permittee wishes to continue operation of this wastewater facility after the expiration date of this permit, the permittee shall submit an application for renewal, using Department Forms 62-620.910(1) and (2), no later than one-hundred and eighty days (180) prior to the expiration date of this permit. [62-620.410(5)]
2. Florida water quality criteria and standards shall not be violated as a result of any discharge or land application of reclaimed water or residuals from this facility. [62-620.320(9) and 62-302.500(2)(e)][62-610.850(1)(a) and (2)(a)][62-640.700(2)(b)]

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

3. In the event that the treatment facilities or equipment no longer function as intended, are no longer safe in terms of public health and safety, or odor, noise, aerosol drift, or lighting adversely affects neighboring developed areas at the levels prohibited by Rule 62-600.400(2)(a), F.A.C., corrective action (which may include additional maintenance or modifications of the permitted facilities) shall be taken by the permittee. Other corrective action may be required to ensure compliance with rules of the Department. Additionally, the treatment, management, use or land application of residuals shall not cause a violation of the odor prohibition in Rule 62-296.320(2), F.A.C. [62-600.410(8) and 62-640.400(6)]
4. The deliberate introduction of stormwater in any amount into collection/transmission systems designed solely for the introduction (and conveyance) of domestic/industrial wastewater; or the deliberate introduction of stormwater into collection/transmission systems designed for the introduction or conveyance of combinations of storm and domestic/industrial wastewater in amounts which may reduce the efficiency of pollutant removal by the treatment plant is prohibited, except as provided by Rule 62-610.472, F.A.C. [62-604.130(3)]
5. Collection/transmission system overflows shall be reported to the Department in accordance with Permit Condition IX. 20. [62-604.550] [62-620.610(20)]
6. The operating authority of a collection/transmission system and the permittee of a treatment plant are prohibited from accepting connections of wastewater discharges which have not received necessary pretreatment or which contain materials or pollutants (other than normal domestic wastewater constituents):
 - a. Which may cause fire or explosion hazards; or
 - b. Which may cause excessive corrosion or other deterioration of wastewater facilities due to chemical action or pH levels; or
 - c. Which are solid or viscous and obstruct flow or otherwise interfere with wastewater facility operations or treatment; or
 - d. Which result in treatment plant discharges having temperatures above 40°C.[62-604.130(4)]
7. The treatment facility, storage ponds, rapid infiltration basins, and/or infiltration trenches shall be enclosed with a fence or otherwise provided with features to discourage the entry of animals and unauthorized persons. [62-610.518(1)] [and 62-600.400(2)(b)]
8. Screenings and grit removed from the wastewater facilities shall be collected in suitable containers and hauled to a Department approved Class I landfill or to a landfill approved by the Department for receipt/disposal of screenings and grit. [62-701.300(1)(a)]
9. The permittee shall provide adequate notice to the Department of the following:
 - a. Any new introduction of pollutants into the facility from an industrial discharger which would be subject to Chapter 403, F.S., and the requirements of Chapter 62-620, F.A.C. if it were directly discharging those pollutants; and
 - b. Any substantial change in the volume or character of pollutants being introduced into that facility by a source which was identified in the permit application and known to be discharging at the time the permit was issued.Adequate notice shall include information on the quality and quantity of effluent introduced into the facility and any anticipated impact of the change on the quantity or quality of effluent or reclaimed water to be discharged from the facility.
[62-620.625(2)]

IX. GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit are binding and enforceable pursuant to Chapter 403, Florida Statutes. Any permit noncompliance constitutes a violation of Chapter 403, Florida Statutes, and is grounds for enforcement action, permit termination, permit revocation and reissuance, or permit revision. [62-620.610(1)]

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviations from the approved drawings, exhibits, specifications or conditions of this permit constitutes grounds for revocation and enforcement action by the Department. *[62-620.610(2)]*
3. As provided in Subsection 403.087(6), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor authorize any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit or authorization that may be required for other aspects of the total project which are not addressed in this permit. *[62-620.610(3)]*
4. This permit conveys no title to land or water, does not constitute state recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title. *[62-620.610(4)]*
5. This permit does not relieve the permittee from liability and penalties for harm or injury to human health or welfare, animal or plant life, or property caused by the construction or operation of this permitted source; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department. The permittee shall take all reasonable steps to minimize or prevent any discharge, reuse of reclaimed water, or residuals use or disposal in violation of this permit which has a reasonable likelihood of adversely affecting human health or the environment. It shall not be a defense for a permittee in an enforcement action that it would have been necessary to halt or reduce the permitted activity in order to maintain compliance with the conditions of this permit. *[62-620.610(5)]*
6. If the permittee wishes to continue an activity regulated by this permit after its expiration date, the permittee shall apply for and obtain a new permit. *[62-620.610(6)]*
7. The permittee shall at all times properly operate and maintain the facility and systems of treatment and control, and related appurtenances, that are installed and used by the permittee to achieve compliance with the conditions of this permit. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to maintain or achieve compliance with the conditions of the permit. *[62-620.610(7)]*
8. This permit may be modified, revoked and reissued, or terminated for cause. The filing of a request by the permittee for a permit revision, revocation and reissuance, or termination, or a notification of planned changes or anticipated noncompliance does not stay any permit condition. *[62-620.610(8)]*
9. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, including an authorized representative of the Department and authorized EPA personnel, when applicable, upon presentation of credentials or other documents as may be required by law, and at reasonable times, depending upon the nature of the concern being investigated, to:
 - a. Enter upon the permittee's premises where a regulated facility, system, or activity is located or conducted, or where records shall be kept under the conditions of this permit;
 - b. Have access to and copy any records that shall be kept under the conditions of this permit;
 - c. Inspect the facilities, equipment, practices, or operations regulated or required under this permit; and
 - d. Sample or monitor any substances or parameters at any location necessary to assure compliance with this permit or Department rules.*[62-620.610(9)]*
10. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data, and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except as such use is proscribed by Section 403.111, Florida Statutes, or Rule 62-620.302, Florida Administrative Code. Such evidence shall only be used to the extent that it is consistent with the Florida Rules of Civil Procedure and applicable evidentiary rules. *[62-620.610(10)]*

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

11. When requested by the Department, the permittee shall within a reasonable time provide any information required by law which is needed to determine whether there is cause for revising, revoking and reissuing, or terminating this permit, or to determine compliance with the permit. The permittee shall also provide to the Department upon request copies of records required by this permit to be kept. If the permittee becomes aware of relevant facts that were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be promptly submitted or corrections promptly reported to the Department. [62-620.610(11)]
12. Unless specifically stated otherwise in Department rules, the permittee, in accepting this permit, agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules. A reasonable time for compliance with a new or amended surface water quality standard, other than those standards addressed in Rule 62-302.500, F.A.C., shall include a reasonable time to obtain or be denied a mixing zone for the new or amended standard. [62-620.610(12)]
13. The permittee, in accepting this permit, agrees to pay the applicable regulatory program and surveillance fee in accordance with Rule 62-4.052, F.A.C. [62-620.610(13)]
14. This permit is transferable only upon Department approval in accordance with Rule 62-620.340, F.A.C. The permittee shall be liable for any noncompliance of the permitted activity until the transfer is approved by the Department. [62-620.610(14)]
15. The permittee shall give the Department written notice at least 60 days before inactivation or abandonment of a wastewater facility and shall specify what steps will be taken to safeguard public health and safety during and following inactivation or abandonment. [62-620.610(15)]
16. The permittee shall apply for a revision to the Department permit in accordance with Rules 62-620.300 and the Department of Environmental Protection Guide to Wastewater Permitting at least 90 days before construction of any planned substantial modifications to the permitted facility is to commence or with Rule 62-620.325(2) for minor modifications to the permitted facility. A revised permit shall be obtained before construction begins except as provided in Rule 62-620.300, F.A.C. [62-620.610(16)]
17. The permittee shall give advance notice to the Department of any planned changes in the permitted facility or activity which may result in noncompliance with permit requirements. The permittee shall be responsible for any and all damages which may result from the changes and may be subject to enforcement action by the Department for penalties or revocation of this permit. The notice shall include the following information:
 - a. A description of the anticipated noncompliance;
 - b. The period of the anticipated noncompliance, including dates and times; and
 - c. Steps being taken to prevent future occurrence of the noncompliance.[62-620.610(17)]
18. Sampling and monitoring data shall be collected and analyzed in accordance with Rule 62-4.246, Chapters 62-160 and 62-601, F.A.C., and 40 CFR 136, as appropriate.
 - a. Monitoring results shall be reported at the intervals specified elsewhere in this permit and shall be reported on a Discharge Monitoring Report (DMR), DEP Form 62-620.910(10).
 - b. If the permittee monitors any contaminant more frequently than required by the permit, using Department approved test procedures, the results of this monitoring shall be included in the calculation and reporting of the data submitted in the DMR.
 - c. Calculations for all limitations which require averaging of measurements shall use an arithmetic mean unless otherwise specified in this permit.
 - d. Any laboratory test required by this permit shall be performed by a laboratory that has been certified by the Department of Health (DOH) under Chapter 64E-1, F.A.C., where such certification is required by Rule 62-160.300, F.A.C. The laboratory must be certified for any specific method and analyte combination that is used to comply with this permit. For domestic wastewater facilities, the on-site test procedures specified in Rule 62-160.300(4), F.A.C., shall be performed by a laboratory certified test for those parameters or under the direction of an operator certified under Chapter 62-602, F.A.C.

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

- e. Field activities including on-site tests and sample collection, whether performed by a laboratory or a certified operator, must follow the applicable procedures described in DEP-SOP-001/01 (January 2002). Alternate field procedures and laboratory methods may be used where they have been approved according to the requirements of Rules 62-160.220, and 62-160.330, F.A.C.

[62-620.610(18)]

- 19. Reports of compliance or noncompliance with, or any progress reports on, interim and final requirements contained in any compliance schedule detailed elsewhere in this permit shall be submitted no later than 14 days following each schedule date. [62-620.610(19)]

- 20. The permittee shall report to the Department any noncompliance which may endanger health or the environment. Any information shall be provided orally within 24 hours from the time the permittee becomes aware of the circumstances. A written submission shall also be provided within five days of the time the permittee becomes aware of the circumstances. The written submission shall contain: a description of the noncompliance and its cause; the period of noncompliance including exact dates and time, and if the noncompliance has not been corrected, the anticipated time it is expected to continue; and steps taken or planned to reduce, eliminate, and prevent recurrence of the noncompliance.

- a. The following shall be included as information which must be reported within 24 hours under this condition:

- 1. Any unanticipated bypass which causes any reclaimed water or effluent to exceed any permit limitation or results in an unpermitted discharge,
- 2. Any upset which causes any reclaimed water or the effluent to exceed any limitation in the permit,
- 3. Violation of a maximum daily discharge limitation for any of the pollutants specifically listed in the permit for such notice, and
- 4. Any unauthorized discharge to surface or ground waters.

- b. Oral reports as required by this subsection shall be provided as follows:

- 1. For unauthorized releases or spills of treated or untreated wastewater reported pursuant to subparagraph a.4 that are in excess of 1,000 gallons per incident, or where information indicates that public health or the environment will be endangered, oral reports shall be provided to the Department by calling the STATE WARNING POINT TOLL FREE NUMBER (800) 320-0519, as soon as practical, but no later than 24 hours from the time the permittee becomes aware of the discharge. The permittee, to the extent known, shall provide the following information to the State Warning Point:

- a) Name, address, and telephone number of person reporting;
- b) Name, address, and telephone number of permittee or responsible person for the discharge;
- c) Date and time of the discharge and status of discharge (ongoing or ceased);
- d) Characteristics of the wastewater spilled or released (untreated or treated, industrial or domestic wastewater);
- e) Estimated amount of the discharge;
- f) Location or address of the discharge;
- g) Source and cause of the discharge;
- h) Whether the discharge was contained on-site, and cleanup actions taken to date;
- i) Description of area affected by the discharge, including name of water body affected, if any; and
- j) Other persons or agencies contacted.

- 2. Oral reports, not otherwise required to be provided pursuant to subparagraph b.1 above, shall be provided to the Department within 24 hours from the time the permittee becomes aware of the circumstances.

- c. If the oral report has been received within 24 hours, the noncompliance has been corrected, and the noncompliance did not endanger health or the environment, the Department shall waive the written report.

[62-620.610(20)]

FACILITY: Wekiva Hunt Club WWTF
PERMITTEE: Sanlando Utilities Corporation

PERMIT NUMBER: FL0036251
EXPIRATION DATE: January 2, 2010

21. The permittee shall report all instances of noncompliance not reported under Permit Conditions IX. 18. and 19. of this permit at the time monitoring reports are submitted. This report shall contain the same information required by Permit Condition IX. 20 of this permit. [62-620.610(21)]

22. Bypass Provisions.

- a. Bypass is prohibited, and the Department may take enforcement action against a permittee for bypass, unless the permittee affirmatively demonstrates that:
 1. Bypass was unavoidable to prevent loss of life, personal injury, or severe property damage; and
 2. There were no feasible alternatives to the bypass, such as the use of auxiliary treatment facilities, retention of untreated wastes, or maintenance during normal periods of equipment downtime. This condition is not satisfied if adequate back-up equipment should have been installed in the exercise of reasonable engineering judgment to prevent a bypass which occurred during normal periods of equipment downtime or preventive maintenance; and
 3. The permittee submitted notices as required under Permit Condition IX. 22. b. of this permit.
- b. If the permittee knows in advance of the need for a bypass, it shall submit prior notice to the Department, if possible at least 10 days before the date of the bypass. The permittee shall submit notice of an unanticipated bypass within 24 hours of learning about the bypass as required in Permit Condition IX. 20. of this permit. A notice shall include a description of the bypass and its cause; the period of the bypass, including exact dates and times; if the bypass has not been corrected, the anticipated time it is expected to continue; and the steps taken or planned to reduce, eliminate, and prevent recurrence of the bypass.
- c. The Department shall approve an anticipated bypass, after considering its adverse effect, if the permittee demonstrates that it will meet the three conditions listed in Permit Condition IX. 22. a. 1. through 3. of this permit.
- d. A permittee may allow any bypass to occur which does not cause reclaimed water or effluent limitations to be exceeded if it is for essential maintenance to assure efficient operation. These bypasses are not subject to the provisions of Permit Condition IX. 22. a. through c. of this permit.

[62-620.610(22)]

23. Upset Provisions

- a. A permittee who wishes to establish the affirmative defense of upset shall demonstrate, through properly signed contemporaneous operating logs, or other relevant evidence that:
 1. An upset occurred and that the permittee can identify the cause(s) of the upset;
 2. The permitted facility was at the time being properly operated;
 3. The permittee submitted notice of the upset as required in Permit Condition IX. 20. of this permit; and
 4. The permittee complied with any remedial measures required under Permit Condition IX. 5. of this permit.
- b. In any enforcement proceeding, the permittee seeking to establish the occurrence of an upset has the burden of proof.
- c. Before an enforcement proceeding is instituted, no representation made during the Department review of a claim that noncompliance was caused by an upset is final agency action subject to judicial review.

[62-620.610(23)]

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Vivian F. Garfein
Director, Central District

Date: January 4, 2005



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Charlie Crist
Governor

Jeff Kottkamp
Lt. Governor

Michael W. Sole
Secretary

Sent via e-mail: pcflyn@uiwater.com

SANLANDO UTILITIES CORP
200 WEATHERSFIELD AVE
ALTAMONTE SPRINGS FL 32714

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Wekiva Hunt Club WWTF
File No. FL0036251-015-DW1
Permit Revision

Dear Mr. Flynn:

The Department is in receipt of your request to revise the conditions of the permit referenced above. The conditions are changed to modify or expand the approved residuals application sites as follows:

II. RESIDUALS MANAGEMENT REQUIREMENTS

- In addition to the existing AUP sites, the following site(s) is(are) now an approved part of the Agricultural Use Plan(s):

Site Name	Site Type (AG or LR)	Application Area (acres)	County	Site Location					
				Latitude			Longitude		
				DD	MM	SS	DD	MM	SS
Deseret Ranch Unit 1	AG	5,918.6	Osceola	28°	05'	543"	80°	50'	159"
Deseret Ranch Unit 2	AG	5,763.6	Osceola	28°	16'	197"	80°	55'	231"
Deseret Ranch Unit 3	AG	11,464.7	Osceola	28°	12'	126"	80°	54'	161"
Deseret Ranch Unit 4	AG	12,020	Osceola	28°	10'	121"	81°	05'	300"
Deseret Ranch Unit 6	AG	12,754.8	Osceola	28°	20'	97"	80°	55'	525"
Deseret Ranch Unit 7	AG	12,570	Osceola	28°	16'	482"	80°	58'	962"
Deseret Ranch Unit 8	AG	11,935.5	Osceola	27°	59'	838"	80°	52'	261"
Deseret Ranch Unit 9	AG	12,098	Osceola	27°	59'	838"	80°	52'	261"
Deseret Ranch Unit 11	AG	12,353.7	Osceola	28°	16'	515"	81°	01'	837"
Deseret Ranch Unit 13	AG	4,238.4	Osceola	28°	05'	552"	80°	48'	715"

This letter must be attached to Wastewater Permit No. FL0036251 and becomes a part of and subject to all conditions of that permit.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under sections 120.569 and 120.57 of the Florida Statutes before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

"More Protection, Less Process"
www.dep.state.fl.us

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received by the clerk) in the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, Mail Station 35, Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under section 120.60(3) of the Florida Statutes must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under section 120.60(3) of the Florida Statutes, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with rule 28-106.205 of the Florida Administrative Code.

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by rule 28-106.301.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

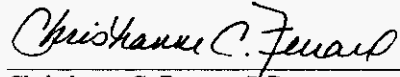
Mediation under section 120.573 of the Florida Statutes is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under section 120.68 of the Florida Statutes, by the filing of a notice of appeal under rule 9.110 of the Florida Rules of Appellate Procedure with the Clerk of the Department in the Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida, 32399-3000; and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION




Christianne C. Ferraro, P.E.
Program Administrator
Water Facilities
3319 Maguire Boulevard, Suite 232
Orlando, FL 32803-3767
Phone: (407)894-7555

Date: February 14, 2008

FILING AND ACKNOWLEDGMENT

Filed, on this date, pursuant to Section 120.52, F.S., with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

February 15, 2008
Date

CCF/wgb/cs/ply

cc: Shelley's Septic Tank Inc. (via e-mail: jfisher@shelleysseptic.com)

CERTIFICATE OF SERVICE

This is to certify that this PERMIT REVISION and all copies were mailed before the close of business on February 15, 2008 to the listed persons by .



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Charlie Crist
Governor

Jeff Kotkamp
Lt. Governor

Michael W. Sole
Secretary

Sent via email: petflynn@miwater.com

SANLANDO UTILITIES CORPORATION
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS FL 32714

ATTENTION PATRICK FLYNN
 REGIONAL DIRECTOR

Seminole County - DW
Wekiva Hunt Club WWTF
File No. FL0036251-016-DW1
Permit Revision

Dear Mr. Flynn:

The Department is in receipt of your request to revise the conditions of the permit referenced above. The conditions are changed as follows:

1. Based on the fact that there were no surface water discharges since August of 2006, the stream water quality sampling will be reduced from quarterly to annually.

For Sweetwater Creek/Cove Lake Water Quality Monitoring:

- The following parameters monitoring frequency is reduced from quarterly to annually:
BOD, Carbonaceous S, Chloride, Total Organic Carbon (TOC), Nitrate Nitrogen, NH₃ - Nitrogen, Total as N, Total Kjeldahl Nitrogen, Phosphorus, Total as P, Ortho-Phosphorus, Total as P, Total Suspended Solids, Chlorophyll-a, Alkalinity, Oxygen, Dissolved (DO), pH, Temperature.

2. The Total Maximum Daily Load (TMDL) for the Wekiva River, Upstream Segment, has been adopted by the Department. In accordance with Rule 62-304.506(2)(a), F.A.C., effective June 3, 2008, the wasteload allocations for wastewater sources are 2,805 lbs/month of nitrate and 40 lbs/month of total phosphorus. The wasteload allocations are granted to the Wekiva Hunt Club Wastewater Treatment Facility.

This letter must be attached to Wastewater Permit No. FL0036251 and becomes a part of and subject to all conditions of that permit.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under sections 120.569 and 120.57 of the Florida Statutes before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received by the clerk) in the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, Mail Station 35, Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under section 120.60(3) of the Florida Statutes must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under section 120.60(3) of the Florida Statutes, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with rule 28-106.205 of the Florida Administrative Code.

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by rule 28-106.301.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

Mediation under section 120.573 of the Florida Statutes is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under section 120.68 of the Florida Statutes, by the filing of a notice of appeal under rule 9.110 of the Florida Rules of Appellate Procedure with the Clerk of the Department in the Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida, 32399-3000; and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro, P.E.
Program Administrator
Water Facilities
3319 Maguire Boulevard, Suite 232
Orlando, FL 32803-3767
Phone: (407) 894-7555

Date: June 19, 2008

FILING AND ACKNOWLEDGMENT

Filed, on this date, pursuant to Section 120.52, F.S., with the designated Department Clerk, receipt of which is hereby acknowledged.


Clerk

June 20, 2008
Date

CCF/crl/es/ply

Attachment: Revised DMR Page

cc: DEP Wastewater Compliance Section

Scotty L. Haws, Regional Compliance Manager (via email: slhaws@uiwater.com)

Stephen N. Romano, P.E. (via e-mail: sromano@cphengineers.com)

CERTIFICATE OF SERVICE

This is to certify that this PERMIT REVISION and all copies were mailed before the close of business on June 20, 2008 to the listed persons by 

DEPARTMENT OF ENVIRONMENTAL PROTECTION DISCHARGE MONITORING REPORT - PART A

When Completed mail this report to: Department of Environmental Protection, Wastewater Compliance Evaluation Section, MS 3551, 2600 Blair Stone Road, Tallahassee, FL 32399-2400

PERMITTEE NAME: Sandhills Utilities Corporation
MAILING ADDRESS: 200 Weathersfield Avenue
Altamonte Springs, FL 32714

PERMIT NUMBER FL0036251

TIME:	Final
CLASS SIZE:	Major

REPORT: Monthly
GROUP: Domestic

FACILITY: Wakiva Hunt Club WWTF
LOCATION: 144 Ladbury Drive
Longwood, FL 32779

MONITORING GROUP NUMBER: D-001
MONITORING GROUP DESC: Surface water discharge, including Influent

COUNTY: Seminole

NO DISCHARGE FROM SITE: ☐

MONITORING PERIOD From: _____ To: _____

[illegible]

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

NAME/TITLE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT				SIGNATURE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT				TELEPHONE NO.		DATE (YYMMDD)	

COMMENT AND EXPLANATION OF ANY VIOLATIONS (Reference all attachments here):

Florida Department of Environmental Protection

Twin Towers Office Bldg. 2600 Blair Stone Road Tallahassee, Florida 32399-2400

GROUND WATER MONITORING REPORT

Rule 62-522.600(11)

PART I GENERAL INFORMATION

(1) Facility Name Woodlands (Des Pinar) WWTF / Seminole County

Address _____

City _____

Zip _____

Telephone Number () _____

(2) The GMS Identification Number 3059P01774

(3) DEP Permit Number FLA011080

(4) Authorized Representative Name _____

Address _____

City _____

Zip _____

Telephone Number () _____

(5) Type of Discharge _____

(6) Method of Discharge _____

Certification

I certify under penalty of law that I have personally examined and am familiar with the information submitted in this document and all attachments and that, based on my inquiry of those individuals immediately responsible for obtaining the information, I believe that the information is true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.

Date: _____

Signature of Owner or Authorized Representative

PART II QUALITY ASSURANCE REQUIREMENTS

Sample Organization _____

Analytical Lab _____

NELAC Certification # _____

NELAC Certification # _____

Lab Name _____

Address _____

Phone Number () _____

Printed 9/20/2004

GROUND WATER MONITORING WELL REPORT - PART D

County: Seminole County
 Facility Name: Woodlands (Des Pinar) WWTF
 Permit Number: FLA011080 **GMS# 3059P01774**

Permit Builder MW ID: MWB-5
 Well Type: Background
 Description: **Well Name MW-5**
Ponds
 WAFR # 7012
GMS# 3059A13042

Monitoring Period From: _____ To: _____
 Was the well purged before sampling? ☐ Yes ☐ No

Date Sample Obtained: _____
 Time Sample Obtained: _____

Parameter	Permit Builder PARM Code	Other Historic PARM Code	Sample Measurement (Analysis Results)	Units	Permit Requirement	Detection Limits	Analysis Method	Sampling Equipment Used	Samples Filtered (L/F/N)
Water Level Relative to Feet, NGVD	82545	--		Feet	Report				
Nitrate, (as N)	00620	--		mg/l	Report				
Solids, Total Dissolved(TDS)	70295	70296		mg/l	Report				
Chloride (as Cl)	00940	--		mg/l	Report				
Coliform, Fecal	74055	--		#/100	Report				
pH	00400	--		SU	Report				
Turbidity, Lab - Nephelometric	82079	--		NTU	Report				

COMMENTS AND EXPLANATION:
 9/20/2004

GROUND WATER MONITORING WELL REPORT - PART D

County: Seminole County
 Facility Name: Woodlands (Des Pinar) WWTF
 Permit Number: FLA011080 **GMS# 3059P01774**

Permit Builder MW ID: MWC-6
 Well Type: Compliance
 Description: **Well Name MW-6**
Ponds
 WAFR # 7010
GMS# 3059A13044

Monitoring Period From: _____ To: _____
 Was the well purged before sampling? ☐ Yes ☐ No

Date Sample Obtained: _____
 Time Sample Obtained: _____

Parameter	Permit Builder PARM Code	Other Historic PARM Code	Sample Measurement (Analysis Results)	Units	Permit Requirement	Detection Limits	Analysis Method	Sampling Equipment Used	Samples Filtered (L/F/N)
Water Level Relative to Feet, NGVD	82545	--		Feet	Report				
Nitrate, (as N)	00620	--		mg/l	10				
Solids, Total Dissolved(TDS)	70295	70296		mg/l	500				
Chloride (as Cl)	00940	--		mg/l	250				
Coliform, Fecal	74055	--		#/100	4				
pH	00400	--		SU	6.5-8.5				
Turbidity, Lab - Nephelometric	82079	--		NTU	Report				

COMMENTS AND EXPLANATION:
 9/20/2004

GROUND WATER MONITORING WELL REPORT - PART D

County: Seminole County
 Facility Name: Woodlands (Des Pinar) WWTF
 Permit Number: FLA011080 GMS# 3059P01774

Permit Builder MW ID: MWI-7
 Well Type: Intermediate
 Description: Well Name MW-7
 Ponds
 WAFR # 7011
 GMS# 3059A13043

Monitoring Period From: _____ To: _____
 Was the well purged before sampling? ☐ Yes ☐ No

Date Sample Obtained: _____
 Time Sample Obtained: _____

Parameter	Permit Builder PARM Code	Other Historic PARM Code	Sample Measurement (Analysis Results)	Units	Permit Requirement	Detection Limits	Analysis Method	Sampling Equipment Used	Samples Filtered (L/F/N)
Water Level Relative to Feet, NGVD	82545	--		Feet	Report				
Nitrate, (as N)	00620	--		mg/l	Report				
Solids, Total Dissolved(TDS)	70295	70296		mg/l	Report				
Chloride (as Cl)	00940	--		mg/l	Report				
Coliform, Fecal	74055	--		#/100	Report				
pH	00400	--		SU	Report				
Turbidity, Lab - Nephelometric	82079	--		NTU	Report				

COMMENTS AND EXPLANATION:
 9/20/2004

INSTRUCTIONS FOR COMPLETING THE WASTEWATER DISCHARGE MONITORING REPORT

Read these instructions as well as the SUPPLEMENTAL INSTRUCTIONS FOR COMPLETING THE WASTEWATER DISCHARGE MONITORING REPORT before completing the DMR. Hard copies and/or electronic copies of the required parts of the DMR were provided with the permit. All required information shall be completed in full and typed or printed in ink. A signed, original DMR shall be mailed to the address printed on the DMR by the 28th of the month following the monitoring period. The DMR shall not be submitted before the end of the monitoring period.

The DMR consists of three parts—A, B, and D—all of which may or may not be applicable to every facility. Facilities may have one or more Part A's for reporting effluent or reclaimed water data. All domestic wastewater facilities will have a Part B for reporting daily sample results. Part D is used for reporting ground water monitoring well data.

When results are not available, the following codes should be used on parts A and D of the DMR and an explanation provided where appropriate. Note: Codes used on Part B for raw data are different.

CODE	DESCRIPTION/INSTRUCTIONS
ANC	Analysis not conducted.
DRY	Dry Well
FLD	Flood disaster.
IFS	Insufficient flow for sampling.
LS	Lost sample.
MNR	Monitoring not required this period.

CODE	DESCRIPTION/INSTRUCTIONS
NOD	No discharge from/to site.
OPS	Operations were shutdown so no sample could be taken.
OTH	Other. Please enter an explanation of why monitoring data were not available.
SEF	Sampling equipment failure.

When reporting analytical results that fall below a laboratory's reported method detection limits or practical quantification limits, the following instructions should be used:

1. Results greater than or equal to the PQL shall be reported as the measured quantity.
2. Results less than the PQL and greater than or equal to the MDL shall be reported as the laboratory's MDL value. These values shall be deemed equal to the MDL when necessary to calculate an average for that parameter and when determining compliance with permit limits.
3. Results less than the MDL shall be reported by entering a less than sign ("<") followed by the laboratory's MDL value, e.g. < 0.001. A value of one-half the MDL or one-half the effluent limit, whichever is lower, shall be used for that sample when necessary to calculate an average for that parameter. Values less than the MDL are considered to demonstrate compliance with an effluent limitation.

PART A -DISCHARGE MONITORING REPORT (DMR)

Part A of the DMR is comprised of one or more sections, each having its own header information. Facility information is preprinted in the header as well as the monitoring group number, whether the limits and monitoring requirements are interim or final, and the required submittal frequency (e.g. monthly, annually, quarterly, etc.). Submit Part A based on the required reporting frequency in the header and the instructions shown in the permit. The following should be completed by the permittee or authorized representative:

No Discharge From Site: Check this box if no discharge occurs and, as a result, there are no data or codes to be entered for all of the parameters on the DMR for the entire monitoring group number; however, if the monitoring group includes other monitoring locations (e.g., influent sampling), the "NOD" code should be used to individually denote those parameters for which there was no discharge.

Monitoring Period: Enter the month, day, and year for the first and last day of the monitoring period (i.e. the month, the quarter, the year, etc.) during which the data on this report were collected and analyzed.

Sample Measurement: Before filling in sample measurements in the table, check to see that the data collected correspond to the limit indicated on the DMR (i.e. interim or final) and that the data correspond to the monitoring group number in the header. Enter the data or calculated results for each parameter on this row in the non-shaded area above the limit. Be sure the result being entered corresponds to the appropriate statistical base code (e.g. annual average, monthly average, single sample maximum, etc.) and units.

No. Ex.: Enter the number of sample measurements during the monitoring period that exceeded the permit limit for each parameter in the non-shaded area. If none, enter zero.

Frequency of Analysis: The shaded areas in this column contain the minimum number of times the measurement is required to be made according to the permit. Enter the actual number of times the measurement was made in the space above the shaded area.

Sample Type: The shaded areas in this column contain the type of sample (e.g. grab, composite, continuous) required by the permit. Enter the actual sample type that was taken in the space above the shaded area.

Signature: This report must be signed in accordance with Rule 62-620.305, F.A.C. Type or print the name and title of the signing official. Include the telephone number where the official may be reached in the event there are questions concerning this report. Enter the date when the report is signed.

Comment and Explanation of Any Violations: Use this area to explain any exceedances, any upset or by-pass events, or other items which require explanation. If more space is needed, reference all attachments in this area.

PART B - DAILY SAMPLE RESULTS

Monitoring Period: Enter the month, day, and year for the first and last day of the monitoring period (i.e. the month, the quarter, the year, etc.) during which the data on this report were collected and analyzed.

Daily Monitoring Results: Transfer all analytical data from your facility's laboratory or a contract laboratory's data sheets for all day(s) that samples were collected. Record the data in the units indicated. Table 1 in Chapter 62-160, F.A.C., contains a complete list of all the data qualifier codes that your laboratory may use when reporting analytical results. However, when transferring numerical results onto Part B of the DMR, only the following data qualifier codes should be used and an explanation provided where appropriate.

CODE	DESCRIPTION/INSTRUCTIONS
<	The compound was analyzed for but not detected.
A	Value reported is the mean (average) of two or more determinations.
J	Estimated value, value not accurate.
Q	Sample held beyond the actual holding time.
Y	Laboratory analysis was from an unpreserved or improperly preserved sample.

Add the results to get the Total and divide by the number of days in the month to get the Monthly Average.

Plant Staffing: List the name, certificate number, and class of all state certified operators operating the facility during the monitoring period. Use additional sheets as necessary.

PART D - GROUND WATER MONITORING REPORT

Monitoring Period: Enter the month, day, and year for the first and last day of the monitoring period (i.e. the month, the quarter, the year, etc.) during which the data on this report were collected and analyzed.

Date Sample Obtained: Enter the date the sample was taken. Also, check whether or not the well was purged before sampling.

Time Sample Obtained: Enter the time the sample was taken.

Sample Measurement: Record the results of the analysis. If the result was below the minimum detection limit, indicate that.

Detection Limits: Record the detection limits of the analytical methods used.

Analysis Method: Indicate the analytical method used. Record the method number from Chapter 62-160 or Chapter 62-601, F.A.C., or from other sources.

Sampling Equipment Used: Indicate the procedure used to collect the sample (e.g. airlift, bucket/bailer, centrifugal pump, etc.)

Samples Filtered: Indicate whether the sample obtained was filtered by laboratory (L), filtered in field (F), or unfiltered (N).

Signature: This report must be signed in accordance with Rule 62-620.305, F.A.C. Type or print the name and title of the signing official. Include the telephone number where the official may be reached in the event there are questions concerning this report. Enter the date when the report is signed.

Comments and Explanation: Use this space to make any comments on or explanations of results that are unexpected. If more space is needed, reference all attachments in this area.

SPECIAL INSTRUCTIONS FOR LIMITED WET WEATHER DISCHARGES

Flow (Limited Wet Weather Discharge): Enter the measured average flow rate during the period of discharge or divide gallons discharged by duration of discharge (converted into days). Record in million gallons per day (MGD).

Flow (Upstream): Enter the average flow rate in the receiving stream upstream from the point of discharge for the period of discharge. The average flow rate can be calculated based on two measurements, one made at the start and one made at the end of the discharge period. Measurements are to be made at the upstream gauging station described in the permit.

Actual Stream Dilution Ratio: To calculate the Actual Stream Dilution Ratio, divide the average upstream flow rate by the average discharge flow rate. Enter the Actual Stream Dilution Ratio accurate to the nearest 0.1.

No. of Days the SDF > Stream Dilution Ratio: For each day of discharge, compare the minimum Stream Dilution Factor (SDF) from the permit to the calculated Stream Dilution Ratio. On Part B of the DMR, enter an asterisk (*) if the SDF is greater than the Stream Dilution Ratio on any day of discharge. On Part A of the DMR, add up the days with an "*" and record the total number of days the Stream Dilution Factor was greater than the Stream Dilution Ratio.

CBOD₅: Enter the average CBOD₅ of the reclaimed water discharged during the period shown in duration of discharge.

TKN: Enter the average TKN of the reclaimed water discharged during the period shown in duration of discharge.

Actual Rainfall: Enter the actual rainfall for each day on Part B. Enter the actual cumulative rainfall to date for this calendar year and the actual total monthly rainfall on Part A. The cumulative rainfall to date for this calendar year is the total amount of rain, in inches, that has been recorded since January 1 of the current year through the month for which this DMR contains data.

Rainfall During Average Rainfall Year: On Part A, enter the total monthly rainfall during the average rainfall year and the cumulative rainfall for the average rainfall year. The cumulative rainfall for the average rainfall year is the amount of rain, in inches, which fell during the average rainfall year from January through the month for which this DMR contains data.

No. of Days LWWD Activated During Calendar Year: Enter the cumulative number of days that the limited wet weather discharge was activated since January 1 of the current year.

Reason for Discharge: Attach to the DMR a brief explanation of the factors contributing to the need to activate the limited wet weather discharge.

Sanlando Utilities Corporation

Docket No.: 090402-WS

Seminole County

**25.30.440 (7)
NOTICES**

Test Year Ended December 31, 2008



Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3787

Colleen M. Castille
Secretary

SENT VIA E-MAIL TO: p.c.flynn@utilitiesinc-usa.com

January 13, 2006

SANLANDO UTILITIES CORPORATION
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS FLORIDA 32714

WARNING LETTER No. OWL-WW-06-0002

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Wekiva Hunt Club WWTF
Wastewater Facility - Permit No. FL0036251

Dear Mr. Flynn:

The purpose of this letter is to advise you of possible violations of law for which you may be responsible, and to seek your cooperation in resolving the matter. A file review conducted on December 29, 2005, of Wekiva Hunt Club WWTF indicates that a violation of Florida Statutes and Rules may exist at the above described facility. A copy of the inspection report is enclosed for your review. Department of Environmental Protection personnel noted the following at the above described facility:

A review of the Discharge Monitoring Reports (DMRs) and records on file indicated the following violations:

- a. The total phosphorus monthly maximum results reported on the D001 DMRs for June, September and October 2005 were 0.84, 1.1 and 0.54 mg/L, respectively, which exceeded the permit limit of 0.5 mg/L.
- b. The total phosphorus monthly average results reported on the D001 DMRs for June and September 2005 were 0.84 and 0.67 mg/L, respectively, which exceeded the permit limit of 0.4 mg/L.
- c. The Carbonaceous Biochemical Oxygen Demand (CBOD₅) monthly average result reported on the D001 DMR for July 2005 was 5.2 mg/L, which exceeded the permit limit of 5.0 mg/L.
- d. The annual average daily flow results to the percolation ponds (R001) reported on the DMRs for August through October 2005 were 0.426, 0.432 and 0.418 MGD, which exceeded the permit limit of 0.40 MGD.

*Review total
@ 2:50 pm*

Section 403, Florida Statutes, provides that:

- A. **Florida Statutes, Chapter 403.161 Prohibitions, violations, intent.** (1) It shall be a violation of this chapter, and it shall be prohibited for any person: (b) To fail to obtain any permit required by this chapter or by rule or regulation, or to violate or fail to comply with any rule, regulation, order, permit, or certification adopted or issued by the Department pursuant to its lawful authority.
- B. **Florida Administrative Code Rule 62-620.300 General Prohibitions.** (5) A permitted industrial or domestic wastewater facility or activity shall not be operated, maintained, constructed, expanded, or modified in a manner that is inconsistent with the terms of the permit.
- C. **Florida Administrative Code Rule 62-4.030 General Prohibition.** Any stationary installation which will reasonably be expected to be a source of pollution shall not be operated, maintained, constructed, expanded, or modified without the appropriate and valid permits issued by the Department, unless the source is exempted by Department rule. The Department may issue a permit only after it receives reasonable assurance that the installation will not cause pollution in violation of any of the provisions of Chapter 403, F.S., or the rules promulgated thereunder. A permitted installation may only be operated, maintained, constructed, expanded or modified in a manner that is consistent with the terms of the permit.

The activities noted during the Department's file review and any other activities at your facility that may be contributing to violations of the above described statutes or rules should be ceased. Operation of a facility in violation of state statutes or rules may result in the potential liability for damages and restoration, and the judicial imposition of civil penalties, pursuant to Sections 403.141 and 403.161, Florida Statutes.

You are requested to contact Clarence Anderson or Daniel Hall of this office at (407) 893-3313 within 15 days of receipt of this Warning Letter to arrange a meeting to discuss this matter. The Department is interested in reviewing any facts you may have that will assist in determining whether any violations have occurred. You may bring anyone with you to the meeting that you feel could help resolve this matter. The Department has tentatively calculated penalties for the violations addressed above and may discuss the penalties at the meeting.

Please be advised that this Warning Letter is part of an agency investigation, preliminary to agency action in accordance with Section 120.57(4), Florida Statutes. We look forward to your cooperation in completing the investigation and resolution of this matter.

Sincerely,



for Vivian F. Garfein
Director, Central District

VFG/ca
Enclosure: Inspection Report
cc: DW Permitting Section
David O'Brien, DEP/Tallahassee

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

@ = Optional

WASTEWATER COMPLIANCE INSPECTION REPORT

FACILITY AND INSPECTION INFORMATION

Name and Physical Location of Facility WEKIVA HUNT CLUB WWTF 144 LEDBURY DRIVE LONGWOOD FL 32729	WAFR ID: FL0036251	County Seminole Phone	Entry Date/Time 12/29/05 @ Exit Date/Time
Name(s) of Field Representative(s) TOM KEYES	Title LEAD OPERATOR	Phone 407 682-5651	
Name and Address of Permittee or Designated Representative PATRICK FLYNN UTILITIES INC OF FLORIDA 290 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS FL 32714	Title REGIONAL DIRECTOR	Phone	@ Operator Certification # TOM KEYES A-3099

Inspection Type <input checked="" type="checkbox"/> Domestic <input type="checkbox"/> Industrial	Samples Taken (Y/N): No	@ Sample IDs:	Samples Split (Y/N):
Were Photos Taken (Y/N): N	@ Log book Volume:	@ Page	

FACILITY COMPLIANCE AREAS EVALUATED							
IC = In Compliance; NC = Out of Compliance; SC = Significant out of Compliance; NA = Not Applicable; NE = Not Evaluated							
Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "♦"							
	PERMIT CONDITIONS		OPERATION/MAINTENANCE		PERMIT CONDITIONS		PERMIT CONDITIONS
IC	1. ♦ Permit	NE	3. Laboratory	NE	6. ♦ Facility Site Review	SC	9. ♦ Effluent Quality
NE	2. ♦ Compliance Schedules	NE	4. Sampling	NE	7. Flow Measurement	NE	10. ♦ Effluent Disposal
		NE	5. ♦ Records & Reports	NE	8. ♦ Operation & Maintenance	NE	11. Residuals/Sludge
NE	13. Other:					NE	12. Groundwater

Recommended Action: WARNING LETTER

Name(s) and Signature(s) of Inspector(s) David Smicherko <i>David Smicherko</i>	District Office/Phone Number Central District 407-893-3313	Date 12/29/05
@ Signature of Reviewer Kalina Warren <i>Kalina Warren</i>	District Office/Phone Number Central District 407-893-3313	Date 1/4/06

Fill Out This Section For All Surface Water Discharger Inspections (CEI, CSI, CBI, PAI, XSI, RI)

Transaction Code	NPDES Number	YR/MO/DA	Insp Type	Inspector	Fac Type
N 5	F L 0 0 3 6 2 5 1			2 5	3 2

ADDITIONAL NPDES COMMENTS

Inspection Type (Field 1): A=PAI, B=CBI, C=CEI, S=CSI, X=XSI, R=RI
 Inspection Code (Field 2): S=State, J=Joint EPA/State-EPA Lead, T=Joint State/EPA-State Lead, L=Local Program
 Facility Type (Field 3): 1=Municipal (Publicly Owned), 2=Industrial and Privately Owned Domestic, 3=Agricultural, 4=Federal
 Every other field is self explanatory

INSPECTION COMMENTS

PERMIT: In Compliance

The FDEP Permit FL0036251 was issued January 4, 2005. The permit expires on January 2, 2010. The permit authorizes the operation of an existing 2.9 MGD annual average daily flow (AADF) design capacity wastewater treatment facility (WWTF), consisting of three contiguous package wastewater treatment plants (0.97 MGD design capacity each) connected in parallel with manual influent screening, aeration, clarification, chemical feed facilities, disinfection by chlorination, tertiary filtration, dechlorination, aerobic digestion of residuals and dewatering by two vacuum assisted drying beds.

EFFLUENT QUALITY: Significant Out of Compliance

The file review of the DMRs from June to October 2005 showed the following exceedences of the permit limits.

The total phosphorus monthly maximum results reported on the D001 DMRs for June, September and October 2005 were 0.84 mg/L, 1.1 mg/L and 0.54 mg/L, respectively. These exceeded the permit limit of 0.5 mg/L.

The total phosphorus monthly average results reported on the D001 DMRs for June and September 2005 were 0.84 mg/L and 0.67 mg/L, respectively. These exceeded the permit limit of 0.4 mg/L.

The monthly average CBOD₅ result reported on the D001 DMR for July 2005 was 5.2 mg/L, which exceeded the permit limit of 5.0 mg/L.

The annual average daily flow results to the percolation ponds (R001) reported on the DMRs for August to October 2005 were 0.426 MGD, 0.432 MGD and 0.418 MGD. These exceeded the permit limit of 0.40 MGD.

WEKIVA WWTF
WARNING LETTER MEETING
February 15, 2006

Items A & B;

Total phosphorous exceedences for the monthly maximum reported on the D001 DMR's for June 0.84 mg/L, September 1.1 mg/L and October 2005 0.54 mg/L. Permit limit of 0.5 mg/L.

EPA Qtrly report - EPA initiates response request.

Sequence of Events;

On or about June 23, 2005 the operator discovered sodium aluminate pump #3 to plant #3 was not functioning.

Upon discovering the pump failure, the operator tied into pumps 1 & 2 and increased the feed rate to compensate for the loss of pump #3. This method was inadequate due to the chemical binding with the sludge in plants not permitting treatment to plant #3.

To compensate, the operator then tied into pump #2 (plant #2) to feed both plants 2 & 3. This method appeared to work for a limited time.

The operator sent pump #3 to the manufacturer for repairs in September and ordered a new stand-by pump.

On or about October 27, 2005 both the repaired and new pump arrived and installed. Adjustments to the feed rate were made as required.

Resolution;

- A spare pump is held in reserve should a pump failure occur.
- Pump operation is visually checked on a daily basis to insure dosing.
- The laboratory has been consulted to provide sampling results in a timely manner.
- Process control testing procedures have been developed to closely monitor ortho p concentrations.
- Written procedures have been developed for plant personnel to achieve continuity.

Item C;

The CBOD monthly average for July 2005 was 5.2 mg/L, exceeding the permit limit of 5.0 mg/L.

Discussion Items;

- The CBOD result of 5.2 mg/L does not agree with the TSS result of <0.2 mg/L.
- This instance has not occurred since 2002.

Item D;

The AADF to the pere ponds for August through September 2005 were 0.426, 0.432 and 0.418 MGD, exceeding the permit limit of 0.400 MGD.

Discussion Items;

- The Utility maximizes its use of the pere ponds in lieu of sending treated effluent to the creek. Generally speaking the Utility can send greater amounts to the ponds during the wetter periods and compensate during drier periods of the year resulting in a lower AADF that meets permit limits.
- In most cases the treated effluent to the ponds is at a high level of disinfection which meets reuse standards.
- The Utility sends reuse to two golf course, one of which is closed and not using as much effluent as it has in the past.
- Plant processes the formerly used potable water for wash down, vacuum beds, etc. have been converted to reuse to increase usage.
- The City of Altamonte only takes the Utility's effluent on Wednesday, Thursday, Saturday and Sunday.

DEPARTMENT OF ENVIRONMENTAL PROTECTION DISCHARGE MONITORING REPORT - PART A

When Completed mail this report to: Department of Environmental Protection, Central District, 3319 Maguire Boulevard Suite 232, Orlando, FL 32803-3767

PERMITTEE NAME: Saurando Utilities Corporation
MAILING ADDRESS: 200 Weatherfield Avenue
Altamonte Springs, FL 32714

PERMIT NUMBER: FLA011689

LIMIT: Final
CLASS SIZE: N/A

REPORT GROUP: Monthly Domestic

LOCATION: Woodlands Lakes Plant W.W.T.
125 Western Fork Avenue
Longwood, FL

MONITORING GROUP NUMBER: R-002
MONITORING GROUP DESC: Sprayfield

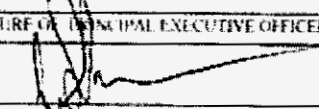
COUNTRY: None

NO DISCHARGE FROM SITE: ☐

MONITORING PERIOD: From: December 1 2008 To: December 31 2008

Parameter		Quantity or Loading	Units	Quality or Concentration	Units	No. Ex.	Frequency of Analysis	Sample Type
Flow	Sample Measurement	0.095				0	5 Days/Week	Flow meters and totalizers
PARAM Code 50050 Y	Permit Requirement	0.1	MGD				5 Days/Week	Flow meters and totalizers
Mon Site No. 11 W-3	Requirement	(An Avg.)						
Flow	Sample Measurement	0.194				0	5 Days/Week	Flow meters and totalizers
PARAM Code 50050 Y	Permit Requirement	Report	MGD				5 Days/Week	Flow meters and totalizers
Mon Site No. 11 W-3	Requirement	(Mo Avg.)						
DO (Dissolved Oxygen) 5 day, 20C	Sample Measurement			9.7	MG/L	0	Every Two Weeks	8-hour FPC
PARAM Code 80082 Y	Permit Requirement			20.0	MG/L		Every Two Weeks	8-hour FPC
Mon Site No. 11 A-1	Requirement			(An Avg.)				
DO (Dissolved Oxygen) 5 day, 20C	Sample Measurement			7.5	MG/L	0	Every Two Weeks	8-hour FPC
PARAM Code 80082 Y	Permit Requirement			30.0	MG/L		Every Two Weeks	8-hour FPC
Mon Site No. 11 A-1	Requirement			(Mo Avg.)				
Solids Total Suspended	Sample Measurement			10.1	MG/L	0	Every Two Weeks	8-hour FPC
PARAM Code 00500 Y	Permit Requirement			20.0	MG/L		Every Two Weeks	8-hour FPC
Mon Site No. 11 A-1	Requirement			(An Avg.)				
Solids Total Suspended	Sample Measurement			6.8	MG/L	0	Every Two Weeks	8-hour FPC
PARAM Code 00500 Y	Permit Requirement			30.0	MG/L		Every Two Weeks	8-hour FPC
Mon Site No. 11 A-1	Requirement			(Mo Avg.)				

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

NAME (TITLE OR PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT)	SIGNATURE OF PRINCIPAL EXECUTIVE OFFICER OR AUTHORIZED AGENT	TELEPHONE NO.	DATE (YY MM DD)
James A. Neely, Jr., Lead Operator		407-869-1919	09/01/20

COMMENT AND EXPLANATION OF ANY VIOLATIONS (Reference all attachments here):

DISCHARGE MONITORING REPORT - PART A (Continued)

CITY

Woodlands (Ex-Plant) WWTF

MONITORING GROUP NUMBER: R-002

PERMIT NUMBER: FLA011080

MONITORING PERIOD: From: December 1, 2008 To: December 31, 2008

Parameter		Quantity or Loading	Units	Quality or Concentration			Units	No. Ex.	Frequency of Analysis	Sample Type
pH	Sample Measurement			7.3	7.8		NU	0	5 Days/Week	Grab
PARM Code 04080 A	Permit Requirement			6.0 (Min.)	8.5 (Max.)		NU		5 Days/Week	Grab
Codiform Total	Sample Measurement			<1.0			<100ML	0	Every Two Weeks	Grab
PARM Code 74055 A	Permit Requirement			200 (An. Avg.)			<100ML		Every Two Weeks	Grab
Codiform Total	Sample Measurement			<1.0	<1.0	<1.0	<100ML	0	Every Two Weeks	Grab
PARM Code 74055 A	Permit Requirement			Report (Mo Geo Mean)	400 (90%)	800 (Max.)	<100ML		Every Two Weeks	Grab
Total Residual Chlorine (or Disinfection)	Sample Measurement			1.6			MG/L	0	5 Days/Week	Grab
PARM Code 84040 A	Permit Requirement			0.5 (Min.)			MG/L		5 Days/Week	Grab
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									
	Sample Measurement									
	Permit Requirement									

DAILY SAMPLE RESULTS - PART B

Form Number:
Monitoring Period:

EEA-11080

From December 1, 2008

To December 31, 2008

Facility: Wastewater Treatment Plant, W.W. 11

Code	CHLORINE (mg/L)	Total Coliforms (MPN/100ml)	Non-fecal Coliforms (MPN/100ml)	PH (pH)	SS (mg/L)	Dissolved Oxygen (mg/L)	Flow, Total (MGD)	Flow, To Reg. Pond (MGD)	Flow, To Sprayfield (MGD)	SS (mg/L)	CHLORINE (mg/L)
Mon. Site	EEA-1	EEA-1	EEA-1	EEA-1	EEA-1	EEA-1	EEA-1	EEA-2	EEA-3	EEA-1	EEA-1
1				7.6		2.2	0.281		0.281		
2				7.4		2.2	0.281		0.281		
3				7.5		2.2	0.281		0.281		
4				7.4		2.2	0.281		0.281		
5				7.3		2.4	0.281		0.281		
6				7.5		2.2	0.281		0.281		
7				7.4		2.2	0.281		0.281		
8				7.4		2.2	0.281		0.281		
9				7.4		2.2	0.281		0.281		
10				7.4		2.2	0.281		0.281		
11	8.0		2.0	7.4	1.2	2.2	0.281	0.281	0.000	288.0	211.0
12		<1.0		7.5		2.2	0.281	0.281	0.000		
13				7.8		2.2	0.275	0.281	0.360		
14				7.4		2.2	0.404	0.404	0.000		
15				7.4		2.2	0.205	0.205	0.000		
16				7.5		2.2	0.300	0.300	0.372		
17				7.4		2.2	0.281	0.281	0.000		
18				7.4		2.2	0.280	0.000	0.362		
19				7.3		2.3	0.291	0.291	0.000		
20				7.5		2.2	0.331	0.000	0.495		
21				7.5		2.2	0.355	0.305	0.000		
22				7.4		2.0	0.227	0.227	0.000		
23	7.0		0.10	7.3	12.4	2.2	0.254	0.000	0.380	240.0	179.0
24		<1.0		7.4		1.6	0.327	0.322	0.000		
25				7.5		2.2	0.260	0.000	0.334		
26				7.4		2.0	0.304	0.140	0.164		
27				7.4		2.1	0.322	0.000	0.545		
28				7.4		1.6	0.298	0.298	0.000		
29				7.4		2.2	0.127	0.127	0.000		
30				7.4		2.2	0.338	0.000	0.401		
31				7.6		2.2	0.280	0.280	0.000		
Total	15.0	2.0	2.1		13.6		8.954	4.630	5.827	528	390
Mo. Avg	7.5	<1.0	1.05		6.8		0.288	0.115	0.194	26.4	195

PLANT STAFFING

Day Shift Operator

Class

A

Certificate No.

7064

Name

Terry Sillitoe

Shift Operator

Class

A

Certificate No.

12274

Name

Corey Sudd

Shift Operator

Class

B

Certificate No.

14141

Name

Paul Woodard

Lead Operator

Class

B

Certificate No.

7873

Name

James Soegheimer

Florida Department of Environmental Protection

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION, 6201 BOULEVARD, SUITE 100, TALLAHASSEE, FLORIDA 32310-3000

GROUND WATER MONITORING REPORT

Rule 62-522.600(11)

PART I GENERAL INFORMATION

(1) Facility Name Woodlands Des Plaines WASTE Management

Address 125 Western Fork

City Longwood

Zip 32750

Telephone Number (407) 260-5065

(2) The GMS Identification Number 30850P01771

(3) DEP Permit Number EEA011080

(4) Authorized Representative Name James Swegheimer

Address 125 Western Fork

City Longwood

Zip 32750

Telephone Number (407) 260-5065

(5) Type of Discharge Domestic Wastewater Treatment Facility

(6) Method of Discharge Rapid Infiltration Basins and Slow Rate Restricted Access Land Application

Certification

I certify under penalty of law that I have personally examined and am familiar with the information submitted in this document and all attachments and that, based on my inquiry of those individuals immediately responsible for obtaining the information, I believe that the information is true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.

Date: 1/22/09



Signature of Owner or Authorized Representative

PART II QUALITY ASSURANCE REQUIREMENTS

Sample Organization Advanced Enviromental Laboratories Inc

Analytical Lab NELAC Certification # E84589

NELAC Certification # _____

Lab Name Advanced Enviromental Labratories, Inc

Address 5810 D Breckenridge Parkway

Phone Number (813) 630-9616

Printed 9/20/2004

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Pinar / Seminole County)

Permit Number: FLA011080-001 GMS# 3059P01774
 Month/Year: October 2008 – December 2008
 Date Sample Obtained: 10/23/08 12:18
 Was the well purged before sampling? ☒ Yes ☐ No

Monitoring Location Site Number:	MW-5
Well Type:	Background
Ground Water Class:	G-II
WAFR Number	7012
Input WAFR Number	MWB-7012
GMS Well #	3059P13042

[illegible]

Comments and Explanations:

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Pinar / Seminole County)

Permit Number: FLA011080-001 GMS# 3059P01774

Monitoring Location Site Number: MW-6

Month/Year: October 2008 – December 2008

Well Type: Background

Date Sample Obtained: 10/23/08 13:21

Ground Water Class: G-II

Was the well purged before sampling? ☒ Yes ☐ No

WAFR Number 7012

Input WAFR Number MWB-7012

GMS Well # 3059P13042

[illegible]

Character and Explanation

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Pinar / Seminole County)

Permit Number: FLA011080-001 GMS# 3059P01774
 Month/Year: October 2008 - December 2008
 Date Sample Obtained: 10/23/08 12:50
 Was the well purged before sampling? ☒ Yes ☐ No

Monitoring Location Site Number: MW-7
 Well Type: Background
 Ground Water Class: G-II
 WAFR Number: 7012
 Input WAFR Number: MWB-7012
 GMS Well #: 3059P13042

Parameter	Param Code	Sampling Methods	Samples Filtered in field (Y/N)	Preservatives Added	Analysis Method	Analysis Result	Detection Limits/Units
Water Level (ft. NGVD)	82545				Field	79.95	
Nitrate (mg/L as N)	00620	Pump	N	Ice	SM4500NO3-F	4.1	0.24 mg/L
TDS (mg/L)	70296	Pump	N	Ice	E160.1	280	10 mg/L
Chloride (mg/L)	00940	Pump	N	Ice	E325.2	65	3.8 mg/L
Fecal Coliform (#/100ML)	74055	Pump	N	Ice	SM9222D	1.0 U	1.0 Col/100 mL
pH (standard units)	00400	Pump	N	Ice	Field	6.49	
Turbidity (NTU lab)	82079	Pump	N	Ice	E180.1	65	0.32 NTU

Comments and Explanation:

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Pinar / Seminole County)

Permit Number: FLA011080-001 GMS# 3059P01774
Month/Year: October 2008 - December 2008
Date Sample Obtained: 11/18/08 15:10
Was the well purged before sampling? ☒ Yes ☐ No

Monitoring Location Site Number:	MW-6
Well Type:	Background
Ground Water Class:	G-II
WAFR Number	7012
Input WAFR Number	MWB-7012
GMS Well #	3059P13042

[illegible]

Comments and Explanation

GROUNDWATER MONITORING REPORT - PART D (Woodlands Bes Pinar / Seminole County)

Permit Number: FLA011080-001 GMS#: 3059P01774
 Month/Year: October 2008 – December 2008
 Date Sample Obtained: 11/18/08 15:47
 Was the well purged before sampling? ☒ Yes ☐ No

Monitoring Location Site Number:	MW-7
Well Type:	Background
Ground Water Class:	G-II
WAFR Number	7012
Input WAFR Number	MWB-7012
GMS Well #	3059P13042

[illegible]

Comments and Explanation

680.3.15 2006



Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen Castile
Secretary

SENT VIA E-MAIL TO: p.c.flynn@utilitiesinc-usa.com

COPY

April 20, 2006

SANLANDO UTILITIES CORPORATION
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS FLORIDA 32714

OCD-C-WW-06-0304

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Wekiva Hunt Club WWTF
Warning Letter OWL-WW-06-0002
OGC File No. 06-0800

Dear Mr. Flynn:

This office has reviewed a letter from Scotty L. Haws, Assistant Operations Manager, dated March 3, 2006, responding to the proposed civil penalties for the violations addressed in the above referenced Warning Letter. After carefully considering the information presented in his letter, the Department tenders the attached revised Penalty Computation Worksheet as its final position relative to civil penalties. The revised civil penalties were derived in conformance with prescribed Department rules and guidelines.

The Department has prepared a Consent Order for resolution of the referenced enforcement case. Please print and review the enclosed Consent Order, and if satisfactory, sign and date the appropriate spaces and forward to this office no later than May 8, 2006. A copy of the completed document will be forwarded to you upon entry by the Director.

If you have any questions about the terms of this Consent Order, please contact Gary P. Miller or Clarence Anderson at (407) 893-3313.

Sincerely,

Vivian F. Garfein
Director, Central District

VFG/ca
Enclosures

cc: DW Permitting Section

PENALTY COMPUTATION WORKSHEET
REVISED

Violator's Name: Sanlando Utilities Corporation

Identify Violator's Facility: Wekiva Hunt Club WWTF

Name of Department Staff Responsible for the Penalty Computations:

Clarence Anderson and Gary P. Miller

Date: April 17, 2006

PART I - Penalty Determinations

Violation Type*	Penalty Amount	Multi-day	Adjustments	Total
Permit limit exceedance.	\$ 2,000.00	\$ 2,000.00	- \$ 1,750.00	\$ 2,250.00
Total Penalties for all Violations:				\$ 2,250.00
Total Costs and Expenses Incurred by the Department				<u>\$ 250.00</u>
<u>TOTAL PENALTY</u>				\$ 2,500.00

* See attached Penalty Determination Worksheet for a description of the violation.

Economic benefit was considered when calculating these penalties.

** Environmental Litigation Reform Act

**"The monetary computations enclosed have been formulated and
are being tendered in the context of settlement negotiations"**

ELRA PENALTY COMPUTATION WORKSHEET**
REVISED

Sanlando Utilities Corporation
Wekiva Hunt Club WWTF

Part II - Multi-day Penalties and Adjustments

ADJUSTMENTS

Dollar Amount

Violation

Permit limits exceedance for surface water discharge: a. The total phosphorus monthly maximum results reported on the DMRs for D001 for June, September and October 2005 were 0.84, 1.1 and 0.54 mg/L, respectively, which exceeded the permit limit of 0.5 mg/L; b. The total phosphorus monthly average results reported on the DMRs for D001 for June and September 2005 were 0.84 and 0.67 mg/L, respectively, which exceeded the permit limit of 0.4 mg/L; c. The Carbonaceous Biochemical Oxygen Demand (CBOD₅) monthly average result reported on the DMRs for D001 for July 2005 was 5.2 mg/L, which exceeded the permit limit of 5.0 mg/L and d. The annual average daily flow results to the percolation ponds (R001) reported on the DMRs for August through October 2005 were 0.426, 0.432 and 0.418 MGD, which exceeded the permit limit of 0.40 MGD.

Good faith prior to discovery: _____ **- \$ 1,750.00**

Justification: Respondent has replaced inoperative pump and has a spare pump and parts on-site. A written Sodium Aluminate Pumping System – Operation/Performance Standard Operating Procedure is now on-site. Due to the lack of additional supporting data, it is believed that the reported CBOD₅ single sample result is not representative of an actual monthly average. The annual average daily flow to the percolation ponds exceeded the permit limit, but the effluent being discharged to the ponds was of public access quality and did not jeopardize the integrity of the ponds or the pond berms.

Total Adjustments: _____ **- \$ 1,750.00**

**"The monetary computations enclosed have been formulated and
are being tendered in the context of settlement negotiations"**



Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen Castillo
Secretary

SENT VIA E-MAIL TO: p.c.flynn@utilitiesinc-usa.com

April 20, 2006

SANLANDO UTILITIES CORPORATION
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS FLORIDA 32714

OCD-C-WW-06-0304

ATTENTION PATRICK C FLYNN
REGIONAL DIRECTOR

SUBJECT: **SHORT FORM CONSENT ORDER**
Proposed Settlement of Wekiva Hunt Club WWTF
OGC File No.: 06-0800

Dear Mr. Flynn:

The purpose of this letter is to complete the resolution of the matter previously identified by the Department in the Warning Letter dated January 13, 2006, a copy of which is attached. The corrective actions required to bring your facility into compliance have been performed. The Department finds that you are in violation of the rules and statutes cited in the attached Warning Letter. In order to resolve the matters identified in the attached Warning Letter, you are assessed civil penalties in the amount of \$2,250.00, along with \$250.00 to reimburse the Department costs, for a total of \$2,500.00.

The civil penalties are apportioned as follows: \$2,000.00 for violation of Sections 403.121(3)(b) and 403.161(1)(b), Florida Statutes, and Rules 62-620.300(5) and 62-4.030, Florida Administrative Code; \$250.00 for violation of Sections 403.121(6) and 403.161(1)(b), Florida Statutes, and Rules 62-620.300(5) and 62-4.030, Florida Administrative Code.

The Department acknowledges that the payment of these civil penalties by you does not constitute an admission of liability. This payment must be made payable to the Department of Environmental Protection by cashier's check or money order and shall include the OGC File Number assigned above and the notation "Ecosystems Management and Restoration Trust Fund." Payment shall be sent to the Department of Environmental Protection, Central District Office, 3319 Maguire Boulevard, Suite 232, Orlando, Florida 32803-3767, within 30 days of your signing this letter.

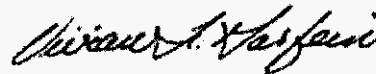
Your signing this letter constitutes your acceptance of the Department's offer to resolve this matter on these terms. If you elect to sign this letter, please return it to the Department at the address indicated above. The Department will then countersign the letter and file it with the Clerk

Sanlando Utilities Corporation
OGC File No.: 06-0800
Page 2

of the Department. When the signed letter is filed with the Clerk, the letter shall constitute final agency action of the Department which shall be enforceable pursuant to Section 120.69 and 403.121, Florida Statutes.

If you do not sign and return this letter to the Department at the District address by May 8, 2006, the Department will assume that you are not interested in settling this matter on the above described terms, and will proceed accordingly. None of your rights or substantial interests are determined by this letter unless you sign it and it is filed with the Department Clerk.

Sincerely,



Vivian F. Garfein
Director, Central District

VFG//ca

FOR THE RESPONDENT:

I, Patrick C. Flynn, Regional Director, on behalf of Sanlando Utilities Corporation, **HEREBY ACCEPT THE TERMS OF THE SETTLEMENT OFFER IDENTIFIED ABOVE.**

By: 

Date: 6/16/06

.....
FOR DEPARTMENT USE ONLY

DONE AND ENTERED this 21st day of June, 2006 in
Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION


Vivian F. Garfein

Director, Central District
UF

FILED, on this date, pursuant to
§120.52, Florida Statutes,
with the designated Department
Clerk, receipt of which is hereby
acknowledged.


Clerk

6/22/06
Date

VFG: ca

Enclosures

Copies furnished to: Lea Crandall, Agency Clerk, Mail Station 35

NOTICE OF RIGHTS

Persons who are not parties to this Consent Order but whose substantial interests are affected by this Consent Order have a right, pursuant to Sections 120.569 and 120.57, Florida Statutes, to petition for an administrative hearing on it. The Petition must contain the information set forth below and must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS-35, Tallahassee, Florida 32399-3000, within 21 days of receipt of this notice. A copy of the Petition must also be mailed at the time of filing to the District Office named above at the address indicated. Failure to file a petition within the 21 days constitutes a waiver of any right such person has to an administrative hearing pursuant to Sections 120.569 and 120.57, Florida Statutes.

The petition shall contain the following information:

(a) The name, address, and telephone number of each petitioner; the Department's Consent Order identification number and the county in which the subject matter or activity is located; (b) A statement of how and when each petitioner received notice of the Consent Order; (c) A statement of how each petitioner's substantial interests are affected by the Consent Order; (d) A statement of the material facts disputed by petitioner, if any; (e) A statement of facts which petitioner contends warrant reversal or modification of the Consent Order; (f) A statement of which rules or statutes petitioner contends require reversal or modification of the Consent Order; (g) A statement of the relief sought by petitioner, stating precisely the action petitioner wants the Department to take with respect to the Consent Order.

If a petition is filed, the administrative hearing process is designed to formulate agency action. Accordingly, the Department's final action may be different from the position taken by it in this Notice. Persons whose substantial interests will be affected by any decision of the Department with regard to the subject Consent Order have the right to petition to become a party to the proceeding. The petition must conform to the requirements specified above and be filed (received) within 21 days of receipt of this notice in the Office of General Counsel at the above address of the Department. Failure to petition within the allowed time frame constitutes a waiver of any right such person has to request a hearing under Sections 120.569 and 120.57, Florida Statutes, and to participate as a party to this proceeding. Any subsequent intervention will only be at the approval of the presiding officer upon motion filed pursuant to Rule 28-106.205, Florida Administrative Code.

Mediation under Section 120.573, Florida Statutes, is not available in this proceeding.

SANLANDO UTILITIES CORPORATION

AN AFFILIATE OF UTILITIES, INC.
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS, FLORIDA 32714

CORPORATE OFFICES:
2335 Sanders Road
Northbrook, Illinois 60062
Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@utilitiesinc-usa.com

March 3, 2006

Mr. Gary Miller
FDEP - Central District
Wastewater Compliance Section
3319 Maguire Boulevard, Suite 232
Orlando, FL 32803-3767

RE: Wekiva WWTF
Permit No. FL0036251
Warning Letter No. OWL-WW-06-0002

Dear Mr. Miller:

This letter is in response to the meeting held on February 15, 2006 with Department personnel regarding the above referenced system and Sanlando Utilities Corporation entering into a short form Consent Order to resolve the matters at hand.

Sanlando Utilities Corporation agrees to enter into a short form Consent Order but would like to take this opportunity to identify several items that the Department should take under consideration to reduce the penalty amount.

As explained in our meeting, the total phosphorus limit was exceeded due to an equipment failure and less than timely results from the laboratory. To resolve these issues Sanlando has since purchased a spare pump, parts and has consulted with our contract laboratory to provide analysis results in a timely manner. Additionally, the Utility has developed a written standard operating protocol to insure that plant personnel are consistently performing daily checks and process control. (Please see the enclosed attachment).

The Carbonaceous Biochemical Oxygen Demand (CBOD5) monthly average result of 5.2 mg/L that exceeded the permit limit of 5.0 mg/L in July 2005, was the result of a single (1) sample analysis taken for the month. Due to the lack of additional supporting data, it is believed that this single sample is not representative of an actual monthly average. During the same sampling event, the result of the total suspended solids (TSS) was reported as <2.0 or less than the laboratory's detection limit. Being that there is a direct relationship between these two parameters, the TSS value contradicts the CBOD5 result reported by the laboratory. To the credit of the Utility this instance has not occurred at this facility since 2002. We would ask that the Department consider deleting the penalty amount for this violation.

620.3.15

Mr. Gary Miller
Warning Letter Response
Page Two

The annual average daily flows to the percolation ponds reported for August through October, 2005, exceeded the permit limit of 0.400 mgd. These instances were due to extended wet weather periods experienced in the latter part of 2004 that resulted in a net reduction of the amount of public access reuse being utilized throughout our distribution system. We ask the Department to consider this and the fact that effluent being discharged to the ponds was of public access quality and did not jeopardize the integrity of the ponds or the pond berms at any point in time. To note, the Utility continues to minimize the use of the surface water discharge to Sweetwater Creek but will be more diligent when calculating and accounting for the daily flows going forward. Again, we would ask that the Department consider deleting the penalty amount regarding this issue.

We appreciate all efforts taken by the Department in this matter. If you should have any questions, or require further information, please do not hesitate to call me at (407) 869-8588, ext. 234.

Sincerely,

SANLANDO UTILITIES CORPORATION


Scotty L. Haws
Assistant Operations Manager

EC: Patrick C. Flynn, Regional Director
Bryan K. Gongre, Regional Manager

SANLANDO UTILITIES CORPORATION

AN AFFILIATE OF UTILITIES, INC.
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS, FLORIDA 32714

CORPORATE OFFICES:
2335 Sanders Road
Northbrook, Illinois 60062
Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@utilitiesinc-usa.com

MEMORANDUM

Date: February 17, 2006
To: All Operators, Wekiva Wastewater Treatment Facility
From: Scotty L. Haws
Subject: Sodium Aluminate Pumping System - Operation/Performance
Standard Operating Procedure

The following procedure will insure proper operation of the Sodium Aluminate Pumping System and compliance with the Total Phosphorus limit as required by the Wekiva Wastewater Treatment Facility operating permit:

- Samples are to be collected each morning at the same time (Peak Flow) from effluent of each wastewater treatment plant, (1, 2, & 3) for quick reference analysis of Ortho "P" and documented.
- Check pumping equipment for proper operation and document daily. Perform maintenance as needed.
- The Sodium Aluminate storage tank level is to be monitored and documented daily.
- The Sodium Aluminate flow discharging into each treatment plant is to be monitored and documented daily.

Upon determining a "bench mark" level of Ortho "P" analysis comparing the Ortho "P" with actual Total "P" values, if Ortho "P" is climbing, pump adjustments will have to be made.

The attached spreadsheet is to be used for documentation and a copy forwarded to the office with the DMR each month.

When shipments of Sodium Aluminate are received, the material cannot be air lifted into the storage tank by use of an air lift pump. Sodium Aluminate must be pumped directly into the tank from the bottom. Always insure that the deliverer is aware of this procedure.

This Standard Operating Procedure is to be followed without exception.

Thank you for your continued efforts and cooperation in maintaining compliance.

Page 1 of 2
2/17/06

FL Jackle 3335:Documents:Microsoft User Data:Outlook Express Temp\Sodium Aluminat...system (SOP).doc

Month/Year _____

[illegible]



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Charlie Crist
Governor

Jeff Kottkamp
Lt. Governor

Michael W. Sole
Secretary

SENT VIA E-MAIL TO: pcflyn@uiwater.com

June 11, 2008

UTILITIES INC
200 WEATHERSFIELD AVE
ALTAMONTE SPRINGS FL 32714

OCD-C-WW-08-0478

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Woodlands Des Pinar WWTF
Wastewater Facility - Permit No. FLA011080
Noncompliance Letter

Dear Mr. Flynn:

On May 21, 2008, Department personnel conducted a routine inspection of your wastewater facility. A copy of the inspection report is enclosed for your review. During the course of the inspection, and/or determined from records on file in this office, the following ground water deficiencies were noted:

1. The Department has not received the ground water monitoring reports for the third and fourth quarters of 2007. Please submit these reports as soon as possible.
2. The ground water monitoring report for the second quarter of 2007 did not contain any data for compliance well MW-6. Please submit this data as soon as possible.
3. Nitrate concentrations were reported above the primary standard of 10 milligrams per Liter (mg/L) in the ground water from compliance well MW-6 for the first quarter of 2007 and first quarter of 2008 at 38 mg/L for the first quarter of 2007 and 29 mg/L and 22 mg/L for the first quarter of 2008. Please determine the cause of these concentrations and report this to the Department with a plan to reduce these concentrations to below the primary standard.
4. Total dissolved solids (TDS) concentrations were reported above the secondary standard of 500 mg/L in the ground water from compliance well MW-6 for the first quarter of 2007 and first quarter of 2008 at 570 mg/L and 590 mg/L. Please determine the cause of these concentrations and report this to the Department with a plan to reduce these concentrations to below the primary standard.

Please respond to these items, in writing, with a schedule of corrective action. Pursuant to Rule 62-4.100(2), F.A.C., failure to comply with pollution control rules shall be grounds for permit suspension or revocation and initiation of formal enforcement action. Your reply is requested

Woodlands Des Pinar WWTF
OCD-C-WW-08-0478
Page 2 of 2

within 14 days from the date of this letter. Ground water questions should be directed to Marsha Johnson at (407) 893-3308, Ext. 2275. Any other questions should be addressed to David Smicherko at (407) 893-3313.

Sincerely,



Gary P. Miller
Program Manager
Wastewater Compliance/Enforcement

GM/ds/ar

Enclosure: Inspection Report

cc: Scotty L. Haws, Utilities Inc. of Florida, slhaws@uiwater.com
Anil Desai, Program Manager, Ground Water Section, anil.desai@dep.state.fl.us

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

WASTEWATER COMPLIANCE INSPECTION REPORT

FACILITY AND INSPECTION INFORMATION

@ = Optional

Name and Physical Location of Facility WOODLANDS (DES PINAR) WWTF 125 WESTERN FORK AVENUE LONGWOOD FL	WAFR ID: FLA011080	County Seminole Phone	Entry Date/Time 5-21-08 1:00 PM Exit Date/Time 5-21-08 2:00 PM
Name(s) of Field Representative(s) JIM SWEGHIEMER	Title LEAD OPERATOR	Phone 407 669 1919	
Name and Address of Permittee or Designated Representative PATRICK FLYNN UTILITIES INC OF FLORIDA 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS FL 32714	Title REGIONAL DIRECTOR	Phone	@ Operator Certification # B7473

Inspection Type	<input checked="" type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> I	Samples Taken (Y/N): No	@ Sample ID#:	Samples Split (Y/N): N
<input checked="" type="checkbox"/> Domestic <input type="checkbox"/> Industrial	Were Photos Taken (Y/N): N	@ Log book Volume: 11	@ Page: 224	

FACILITY COMPLIANCE AREAS EVALUATED

IC = In Compliance; NC = Out of Compliance; SC = Significant out of Compliance; NA = Not Applicable; NE = Not Evaluated
 Significant Non-Compliance Criteria Should be Reviewed when Out of Compliance Ratings Are Given in Areas Marked by a "*" *

IC	1. * Permit	NE	3. Laboratory	IC	6. * Facility Site Review	NC	9. * Effluent Quality
NE	2. * Compliance Schedules	NC	4. Sampling	IC	7. Flow Measurement	IC	10. * Effluent Disposal
		IC	5. * Records & Reports	IC	8. * Operation & Maintenance	IC	11. Residuals/Sludge
NE	13. Other:					NC	12. Groundwater

Facility and/or Order Compliance Status:	<input type="checkbox"/> In-Compliance	<input checked="" type="checkbox"/> Out-Of-Compliance	<input type="checkbox"/> Significant Out-Of-Compliance
Recommended Action: NONCOMPLIANCE LETTER			
Name(s) and Signature(s) of Inspector(s) David Smicherko <i>David Smicherko</i>	District Office/Phone Number Central District 407-893-3313	Date 6/10/08	
Name(s) and Signature(s) of Reviewer <i>Gary P. Miller</i>	District Office/Phone Number Central District 407-893-3313	Date 6/11/08	

Fill Out This Section For All Surface Water Discharger Inspections (CEI, CSI, CBI, PAI, XSI, RI, ASI, ANI)

Transaction Code	NPDES Number	VR/MO/DA	Insp Type	Inspector	Fac Type
N 3			1	2	3

ADDITIONAL NPDES COMMENTS

Inspection Type (Field 1): A:PAI, B:CBI, C:CEI, S:CSI, X:XSI, R:RI, \:ASI, =:ANI
 Inspection Code (Field 2): S: State, J: Joint EPA/State-EPA Lead, T: Joint State/EPA-State Lead, L: Local Program
 Facility Type (Field 3): 1: Municipal (Publicly Owned), 2: Industrial and Privately Owned Domestic, 3: Agricultural, 4: Federal
 Every other field is self explanatory

INSPECTION COMMENTS

PERMIT: In Compliance

The FDEP Permit No. FLA011080 expires September 27, 2009. The permit authorizes the operation of an existing 0.5 mgd permitted capacity contact stabilization wastewater treatment plant consisting of flow equalization, influent screening, aeration, secondary clarification, chlorination and aerobic digestion. Land application is via a 0.4 mgd AADF restricted access rapid rate infiltration basin system consisting of three percolation ponds with a total wetted area of 3.0 acres and a 0.1 mgd AADF restricted public access sprayfield consisting of 5.68 acres.

A permit revision was issued on July 17, 2007 lowering the permitted capacity to 0.499 MGD and decreasing the compliance monitoring from weekly to every two weeks.

COMPLIANCE SCHEDULE: N/A

LABORATORY: N/E

The facility uses Tri-Tech Laboratories for sample analysis.

SAMPLING: Out of Compliance

The influent and effluent composite samples are collected manually every hour and proportioned to the flow meter. At least 100 mL is collected per sample. The storage refrigerator was 2°C. Log of samples and compositing data is kept on-site.

A HACH Pocket Colorimeter II is used to test the residual chlorine. The calibration is checked daily with secondary standards. The facility has two meters and two sets of secondary standards, an "A" and a "B" kit. The quarterly verification of the secondary standards for the "A" kit which was in use in use was not verified. The operator placed the "B" kit in use. A log of calibration checks is kept.

An Orion 420 A pH meter is used to test the effluent pH. The meter is calibrated with a 10 and 7 SU buffers and checked with a 4 SU buffer. The buffers were within expiration dates.

The sampling points are as stated in the permit.

RECORDS AND REPORTS: In Compliance

A bound and numbered operations logbook was on-site showing the plant is staffed as required by permit. Copies of the operators' certifications and lab certifications were on site.

A review of the Discharge Monitoring Reports (DMRs) from January 2007 to March 2008 showed the no deficiencies in the effluent reporting requirements.

A current Annual Reuse Report and letter stating no new none domestic connections have been made are on file at the Department.

FACILITY SITE REVIEW: In Compliance

ACCESS: The facility is enclosed by a continuous fence with a lockable gate.

HEADWORKS: There is a surge tank and a new manual barscreen. Portions of the catwalk have been replaced. The surge pumps have been relocated outside the tank. An influent bypass to the aeration tank has been installed. Screenings are deposited in a dumpster which taken to landfill. There are 2 blowers dedicated to the surge tank.

CONTACT AND REAERATION BASINS: There are two blowers for the contact and reaeration. The air distribution appeared to be even. There are two blowers dedicated to these basins.

CLARIFIERS: The stilling well was clear. The weirs were level with little algal growth. The skimmer was working. The effluent was clear.

CHLORINE CONTACT CHAMBER: The chlorine contact chamber have floating covers to help conserve sodium hypochlorite. The effluent was clear.

DISINFECTION: Sodium hypochlorite is used for disinfection. It is stored in a 900 tank in a secondary containment vessel. Two pumps send the solution to the clarifier weirs or the CCC. The facility uses approximately 70 gallons per day.

DIGESTER: Storage for residuals was available. No odors were present.

BACKFLOW PREVENTION: The RPZ appeared to be in working condition (no leaks). Annual certification was onsite.

AUXILIARY POWER: The facility has a generator onsite which runs weekly.

FLOW MEASUREMENT: In Compliance

EFF-1 flow is measured at a 60° V-notch weir with an ultrasonic flow meter. The flow meter setup appears to be satisfactory. The calibration was completed on November 13, 2007.

OPERATION AND MAINTENANCE: In Compliance

Operations and Maintenance manuals are on-site. The facility grounds were well maintained.

EFFLUENT QUALITY: Out of Compliance

A review of the Discharge Monitoring Reports from January 2007 to March 2008 showed the following exceedance to the effluent quality limits.

The TSS maximum and monthly average results reported on the March 2007 DMR were 81.5 mg/L and 31.4 mg/L, respectively, which exceeded the permit limits of 60 mg/L and 30 mg/L. This exceedance was reported to the Department.

EFFLUENT DISPOSAL: In Compliance

The disposal system consists of three ponds and a sprayfield. Effluent goes to the #1 pond, which has an overflow to the #2 pond from there it is pumped to the sprayfield. Flow can also be sent to the #3 pond and then to the sprayfield. There was approximately 3 ft of freeboard in pond #1 and approximately 2 ft freeboard in pond #2. The pond berms and sprayfield were in good condition. The #3 pond was active and nearly empty.

RESIDUALS/SLUDGE: In Compliance

Residual disposal is by land application or transfer to Shelley's RMF for treatment. The facility produces Class B residuals. Vector attraction and pathogen reduction are met through aerobic digestion. The SOUR test and monitoring of fecal coliform colonies are used to verify treatment. One drying bed is utilized. Shelly's Septic hauls residuals to the land application sites. Hauling tickets and residuals analysis are kept on-site. Application sites were not visited.

GROUND WATER: Out of Compliance

A review of the ground water files for this facility indicates the following deficiencies:

The Department has not received the ground water monitoring reports for the third and fourth quarters of 2007. Please submit these reports as soon as possible.

The ground water monitoring report for the second quarter of 2007 did not contain any data for compliance well MW-6. Please submit this data as soon as possible.

Nitrate concentrations were reported above the primary standard of 10 milligrams per Liter (mg/L) in the ground water from compliance well MW-6 for the first quarter of 2007 and first quarter of 2008 at 38 mg/L for the first quarter of 2007 and 29 mg/L and 22 mg/L for the first quarter of 2008. Please determine the cause of these concentrations and report this to the Department with a plan to reduce these concentrations to below the primary standard.

Total dissolved solids (TDS) concentrations were reported above the secondary standard of 500 mg/L in the ground water from compliance well MW-6 for the first quarter of 2007 and first quarter of 2008 at 570 mg/L and 590 mg/L. Please determine the cause of these concentrations and report this to the Department with a plan to reduce these concentrations to below the primary standard.



June 24, 2008

Mr. Gary P. Miller, Program Manager
Florida Department of Environmental Protection
3319 Maguire Blvd., Suite 232
Orlando, Florida 32803-3767

RE: Des Pinar WWTF
Wastewater Facility Permit No. FLA011080
Response to Noncompliance Letter

Dear Mr. Miller:

This letter is in response to your recent correspondence concerning those items noted during a routine compliance inspection held on May 21, 2008 at the above referenced facility. For your reference, the deficiency has been re-typed in bold with the response immediately following. The following deficiencies have been corrected as follows:

1. **The Department has not received the ground water monitoring reports for the third and fourth quarters of 2007. Please submit these reports as soon as possible.**

Please find the enclosed copy of the third and fourth quarter Ground Water monitoring reports.

2. **The ground water monitoring report for the second quarter of 2007 did not contain any data for compliance well MW - 6. Please submit this data as soon as possible.**

Please find the enclosed copy of the complete Ground Water monitoring report for the second quarter 2007.

3. **Nitrate concentrations were reported above the primary standard of 10 milligrams per Liter (mg/L) in the ground water from compliance well MW-6 for the first quarter of 2007 and first quarter of 2008 at 38 mg/L for the first quarter of 2007 and 29 mg/L and 22 mg/L for the first quarter of 2008. Please determine the cause of these concentrations and report this to the Department with a plan to reduce these concentrations to below the primary standard.**

The treatment plant effluent monitoring for nitrate during the first quarter of 2007 and first quarter of 2008 is well within limits. Also, percolation pond maintenance is routinely performed and not considered to be a contributing factor.

When reviewing the GWMW report for the first quarter of 2007 there are two different minimum detection limits indicated by the laboratory conducting the analysis. This would lead one to question the overall analysis and results. The Lead Operator will more carefully scrutinize future results for such inaccuracies to omit this factor as a potential source of the elevated levels.

Lastly, nitrate levels can vary simply due to the decomposition of organic material in the surrounding soils, it is difficult if not impossible to determine the root cause. Should similar results be detected in the future, repeat samples will be obtained and analyzed.

4. **Total dissolved solids (TDS) concentrations were reported above the secondary standard of 500 mg/L in the ground water from compliance well MW-6 for the first quarter of 2007 and first quarter of 2008 at 570 mg/L and 590 mg/L. Please determine the cause of these concentrations and report this to the Department with a plan to reduce these concentrations to below the primary standard.**

Utilities, Inc. company Sanlando Utilities Corp.

200 Weathersfield Ave. • Altamonte Springs, FL 32714-4027 • P:407-869-1919 • F:407-869-6961 • www.uiwater.com

680 Des Pinar 197 170 May 21 2008

Mr. Gary Miller
June 24, 2008
Page 2

The high TDS levels occurring within the same well during the same two quarters as the elevated nitrate condition could potentially be linked to the same potential lab error or a result of improper purging prior to sample collection. Also, being that MW - 6 is often found dry, a return to a flooded condition or elevated water table could permit a greater TDS value to be detected.

I anticipate this response adequately addresses the Department's comments. If you have any questions or require additional information, please contact me at 407-682-5651.

Sincerely,

SANLANDO UTILITIES CORPORATION



Kathy Sillitoe
Area Manager

Enclosures: Third and fourth quarter 2007 monitoring well reports

Ec: Patrick Flynn, Regional Director, SUC
Bryan Gongre, Regional Manager, SUC
Scotty Haws, Regional Compliance Manager, SUC

Florida Department of Environmental Protection

Twin Towers Office Bldg. 2000 Blair Stone Road Tallahassee, Florida 32304-2400

GROUND WATER MONITORING REPORT

Rule 62-522.600(11)

PART I GENERAL INFORMATION

(1) Facility Name Woodlands (Des Pinar) WWTF / Seminole County

Address 125 Western Fork

City Longwood

Zip 32750

Telephone Number (407) 260-5065

(2) The GMS Identification Number 3059P01774

(3) DEP Permit Number FLA011080

(4) Authorized Representative Name James Swegheimer

Address 125 Western Fork

City Longwood

Zip 32750

Telephone Number (407) 260-5065

(5) Type of Discharge Domestic Wastewater Treatment Facility

(6) Method of Discharge Rapid Infiltration Basins and Slow Rate Restricted Acces Land Application

Certification

I certify under penalty of law that I have personally examined and am familiar with the information submitted in this document and all attachments and that, based on my inquiry of those individuals immediately responsible for obtaining the information, I believe that the information is true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.

Date: 6/20/08


Signature of Owner or Authorized Representative

PART II QUALITY ASSURANCE REQUIREMENTS

Sample Organization Advanced Enviromental Laboratories

Analytical Lab NELAC Certification # E84589

NELAC Certification #

Lab Name Advanced Enviromental Laboratories

Address 5810 D Breckenridge Parkway

Phone Number (813) 630-9616

Printed 9/20/2004

NOT REVISION

GROUNDWATER MONITORING REPORT - PART D

Permit Number:

Month/Year:

April - June 2007

Date Sample Obtained:

May 23, 2007@13.46

Was the well purged before sampling?

X Yes ___ No

Monitoring Location Site Number:

Well Type:

Ground Water Class:

G-II

WAFR Number

Input WAFR Number

GMS Well #

Elevation T.O.C

92.61

Parameter	Parm Code	Sampling Methods	Samples Filtered (Y/N)	Preservatives Added	Analysis Method	Analysis Result/Units	Detection Limits/Units
Water Level (ft. NGVD)	82545	PUMP	N	ICE	FIELD	67.77	N/A
Nitrate (mg/L as N)	00620	PUMP	N	ICE	SM4500NO3F	9.2	0.24
TDS (mg/L)	70296	PUMP	N	ICE	EPA16.1	260	8
Chloride (mg/L)	00940	PUMP	N	ICE	EPA325.2	61	1.2
Fecal Coliform (#/100ML)	74055	PUMP	N	ICE	SM9222D	1U	1.0
pH (standard units)	00400	PUMP	N	ICE	FIELD	4.76	N/A
Turbidity (NTU lab)	82079	PUMP	N	ICE	EPA180.1	0.71	0.13

Comments and Explanation:

GROUNDWATER MONITORING REPORT - PART D

Permit Number:

Month/Year:

April – June 2007

Date Sample Obtained:

May 23, 2007

Was the well purged before sampling? ☒ Yes ☐ No

Monitoring Location Site Number:

Well Type:

Ground Water Class: G-II

WAFR Number

Input WAFR Number

GMS Well #

WELL IS DRY

[illegible]

Comments and Explanation:

GROUNDWATER MONITORING REPORT - PART D

Permit Number:

Month/Year:

April - June 2007

Date Sample Obtained:

May 23, 2007 @ 1258

Was the well purged before sampling?

X Yes ___ No

Elevation T.O.C

93.17

Monitoring Location Site Number:

Well Type:

Ground Water Class:

G-II

WAFR Number

Input WAFR Number

GMS Well #

Parameter	Parm Code	Sampling Methods	Samples Filtered (Y/N)	Preservatives Added	Analysis Method	Analysis Result/Units	Detection Limits/Units
Water Level (ft. NGVD)	82545	PUMP	N	ICE	FIELD	65.65	N/A
Nitrate (mg/L as N)	00620	PUMP	N	ICE	SM4500NO3F	14	0.24
TDS (mg/L)	70296	PUMP	N	ICE	EPA16.1	390	8
Chloride (mg/L)	00940	PUMP	N	ICE	EPA325.2	78	1.2
Fecal Coliform (#/100ML)	74055	PUMP	N	ICE	SM9222D	1U	1.0
pH (standard units)	00400	PUMP	N	ICE	FIELD	6.44	N/A
Turbidity (NTU lab)	82079	PUMP	N	ICE	EPA180.1	1.1	0.13

Comments and Explanation:

GROUNDWATER MONITORING REPORT - PART D

Permit Number:

Month/Year:

April - June 2007

Date Sample Obtained:

May 23, 2007 @ 1258

Was the well purged before sampling? X Yes ___ No

Monitoring Location Site Number:

Well Type:

Ground Water Class:

G-11

WAFR Number

Input WAFR Number

GMS Well #

Elevation T.O.C

93.17

RESAMPLE

[illegible]

Comments and Explanation:

WELL NAME	UTILITIES INC.	SAMPLE ID	DATE	LOCATION	DESTINATION	SAMPLE DATE
WELL NO. MW-6		1137	11/15/77			11/15/77
PURGING DATA						
WELL DIAMETER (in.)	20.7	STA. 10 DEPTH (ft.)	17.10	TOTAL WELL VOLUME (gal)	3.30	
ONE WELL VOLUME (gal)	0.53	TOTAL WELL DEPTH (ft.)	17.10	TOTAL WELL CAPACITY (gal)	0.53	
FIELD REMARKS: * Well purge Day * Well not recovering enough to sample only 10 gal every 10 min.						
PURGE METHOD: PERISTALTIC PUMP	INITIATED AT: 1137	PURGE ENDED AT:		TOTAL VOL PURGED (gal)		
TIME	1140					
WELL						
PURGED (gal)	1.50	gal	gal	gal	gal	gal
CUMUL. VOL.		gal	gal	gal	gal	gal
PURGED (gal)		gal	gal	gal	gal	gal
PURGE RATE	17 gpm	gpm	gpm	gpm	gpm	gpm
DEPTH TO WATER (ft.)	19.1	ft.	ft.	ft.	ft.	ft.
TEMP.	70.5	°C	°C	°C	°C	°C
DEGREE CEL.	23.7	°C	°C	°C	°C	°C
COND.						
TURBIDITY	6.75 NTU	NTU	NTU	NTU	NTU	NTU
COLOR	55.0 PCU	PCU	PCU	PCU	PCU	PCU
CHLOR	Y or N	Y or N	Y or N	Y or N	Y or N	Y or N
WELL CAPACITY (GALLONS PER FOOT)	0.07	0.07	0.07	0.07	0.07	0.07
SAMPLING DATA						
SAMPLE NO.	PERISTALTIC PUMP	SAMPLE NO.	PERISTALTIC PUMP	SAMPLE NO.	PERISTALTIC PUMP	SAMPLE NO.
FIELD DECONTAMINATION	Y	N	Y	N	Y	N
FIELD CONDITION	CLEAR	CLAY	CLAY	CLAY	CLAY	CLAY
CIRCLE ONE						
CALIBRATIONS	PH	COND.	TURBIDITY	COND.	TURBIDITY	COND.
TW1-1981	1	20001-1	4	20001-1	4	20001-1
TW1-1981	1	20001-1	4	20001-1	4	20001-1
TW1-1981	1	20001-1	4	20001-1	4	20001-1

Florida Department of Environmental Protection

Environmental Protection Division, 1111 North Orange Avenue, Suite 1100, Jacksonville, Florida 32209-4000

GROUND WATER MONITORING REPORT

Rule 62-522.600(11)

PART I GENERAL INFORMATION

(1) Facility Name Woodlands (Des Plaines) WWTF - Seminole County

Address 125 Western Fork

City Longwood

Zip 32750

Telephone Number (407) 260-5065

(2) The GMS Identification Number 3059001774

(3) DEP Permit Number FLA011080

(4) Authorized Representative Name James Swegheimer

Address 125 Western Fork

City Longwood

Zip 32750

Telephone Number (407) 260-5065

(5) Type of Discharge Domestic Wastewater Treatment Facility

(6) Method of Discharge Rapid Infiltration Basins and Slow Restricted Access Land Application

Certification

I certify under penalty of law that I have personally examined and am familiar with the information submitted in this document and all attachments and that, based on my inquiry of those individuals immediately responsible for obtaining the information, I believe that the information is true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.

Date: 1-18-08


Signature of Owner or Authorized Representative

PART II QUALITY ASSURANCE REQUIREMENTS

Sample Organization Advanced Environmental Laboratories

Analytical Lab NELAC Certification # E84589

NELAC Certification #

Lab Name Advanced Environmental Laboratories

Address 5310 Breckenridge Parkway

Phone Number 813-6329512

1-800-241-1111

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Pinar / Seminole County)

Permit Number: FLA011080-001 GMS# 3059P01774

Month/Year: October 2007- December 2007

Date Sample Obtained: 12/05/07

Was the well purged before sampling? X Yes ___ No

Monitoring Location Site Number: NW

Well Type: Intermediate

Ground Water Class: G-1

WAFR Number: 001

Input WAFR Number: NW 001

GMS Well #: 3059P01774

Parameter	Param Code	Sampling Methods	Samples Filtered in field (Y/N)	Preservatives Added	Analysis Method	Analysis Result/Units	Interim Limits/Units
Water Level (ft. NGVD)	82545						
Nitrate (mg/L as N)	00620	Pump	N	Ice	SM4500NO3-F	68.40	
TDS (mg/L)	70296	Pump	N	Ice	E160.1	0.0	10.0
Chloride (mg/L)	00940	Pump	N	Ice	E325.2		1.0
Fecal Coliform (#/100ML)	74055	Pump	N	Ice	SM9222D		1.0
pH (standard units)	00400	Pump	N	Ice	Field	6.4	
Turbidity (NTU lab)	82079	Pump	N	Ice	E180.1		

GROUNDWATER MONITORING REPORT - PART D (Woodlands Dea Pinar / Semihule County)

Permit Number: FLA011080-001 GMS# 3050901-74
Month/Year: October 2007- December 2007
Date Sample Obtained: 11/14/07
Was the well purged before sampling? X Yes ___ No

Monitoring Location Site Number	10000000
Well Type:	Intermittent
Ground Water Class.	GT II
WAFR Number	7000
Input WAFR Number	1000000000
GMS Well #	1000000000

[illegible]

Arguments and Explanation

REF ID: A64504, Form Number 2, 1944

GROUNDWATER MONITORING REPORT - PART D (Wardlands Del Norte - Seminole Counties)

Permit Number: H1A011080-0PH GMS# 3059001771

Month/Year: October 2007- December 2007

Date Sample Obtained: 11/14/97

Was the well purged before sampling? ☒ Yes ☐ No

Monitoring Location Site Number: 1003-10

Well Type: _____

Ground Water Class: _____

WAFR Number

Input WAFR Number: 2154211

GMS Well #

[illegible]

Contents and Explanation.

GROUNDWATER MONITORING REPORT - PART D (Woodlands Del Pinar / Seminole County)

Permit Number: FLA011080-001 CMS# 1030201773

Month: Y - W October 2007 - December 2007

Date Sample Collected 11/14/07

Was the well gaspied before sampling? ☒ Yes ☐ No

Monitoring Location Site Number	Site Name
1	...
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100	...

Well Type: _____
 Completion: _____

Ground Water Class.

WAFR Number

Input WAER Number

GMS Well #

WHI I WAS DRY

[illegible]

Comments and Exploration:

Florida Department of Environmental Protection

Two Towers Office Bldg. 2600 Blair Stone Road Tallahassee, Florida 32399-2420

GROUND WATER MONITORING REPORT

Rule 62-522.600(11)

PART I GENERAL INFORMATION

(1) Facility Name Woodlands (Des Pina) WWTF / Seminole County

Address 125 Western Fork

City Longwood

Zip 32750

Telephone Number (407) 260-5065

(2) The GMS Identification Number 3059P01774

(3) DEP Permit Number FLA011080

(4) Authorized Representative Name James A. Swegheimer

Address 125 Western Fork

City Longwood

Zip 32750

Telephone Number (407) 260-5065

(5) Type of Discharge Domestic Wastewater Treatment Facility

(6) Method of Discharge Rapid Infiltration Basins and Slow Rate Restricted Access Land Application

Certification

I certify under penalty of law that I have personally examined and am familiar with the information submitted in this document and all attachments and that, based on my inquiry of those individuals immediately responsible for obtaining the information, I believe that the information is true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.

Date: 10-18-07


Signature of Owner or Authorized Representative

PART II QUALITY ASSURANCE REQUIREMENTS

Sample Organization Advanced Environmental Laboratories

Analytical Lab NELAC Certification # E84589

NELAC Certification #

Lab Name Advanced Environmental Laboratories

Address 6810 D Breckenridge Parkway

Phone Number (313) 630-9616

Printed by 2/1/08

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Pinar / Seminole County)

Permit Number: FLA011080-001 GMS# 3059P01774
 Month/Year: July 2007- September 2007
 Date Sample Obtained: 8/30/07
 Was the well purged before sampling? ☒ Yes ☐ No

Monitoring Location Site Number: MW 5
 Well Type: Background
 Ground Water Class: G-II
 WAFR Number: 7012
 Input WAFR Number: MWB-7012
 GMS Well #: 3059P13012

Parameter	Param Code	Sampling Methods	Samples Filtered in field (Y/N)	Preservatives Added	Analysis Method	Analysis Result/Units	Detection Limits/Units
Water Level (ft. NGVD)	82545					69.01	
Nitrate (mg/L, as N)	00620	Pump	N	Ice	SM4500NO3-F	8.5	0.047
TDS (mg/L)	70296	Pump	N	Ice	E160.1	240	10
Chloride (mg/L)	00940	Pump	N	Ice	E325.2	71	3.6
Fecal Coliform (#/100ML)	74055	Pump	N	Ice	SM9222D	1U	1.0
pH (standard units)	00400	Pump	N	Ice	Field	4.34	1.0
Turbidity (NTU lab)	82079	Pump	N	Ice	E180.1	2.2	0.13

Comments and Explanation:

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Plais / Seminole County)

Permit Number: FLA011080-001 GMS# 3059P01774
 Month/Year: July 2007- September 2007
 Date Sample Obtained: 8/30/07
 Was the well purged before sampling? X Yes No

Monitoring Location Site Number:	MW-6
Well Type:	Compliance
Ground Water Class:	G-II
WAFR Number	7010
Input WAFR Number	MWC-7010
GMS Well #	3050P13013

WELL WAS DRY

[illegible]

Consent and Explanation

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Plais / Seminole County)

Permit Number: FLA011080-001

FLA011080-001 GMS# 3059P01774

Monitoring Location Site Number: MW-7

Month/Year: July 2007- September 2007

Well Type: Intermediate

Date Sample Obtained: 8/30/07

Ground Water Class: G-II

Was the well purged before sampling? X Yes ___ No

WAFR Number 7011

Input WAFR Number MWR-7011

GMS Well # 1059 [1] 1043

[illegible]

Comments and Explanation:

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Pinar / Seminole County)

Permit Number: FLA011080-001 GMS# 3059P01774

Monitoring Location Site Number: MW-7

Month/Year. July 2007- September 2007

Well Type: Intermediate

Date Sample Obtained: 9/27/07

Ground Water Class: G-II

Was the well purged before sampling? ☒ Yes ☐ No

WAFR Number 7011

Input WAFR Number MWR-7011

GMS Well # 3059P13043

[illegible]

Comments and Explanations.

GROUNDWATER MONITORING REPORT - PART D (Woodlands Des Pinar / Seminole County)

Permit Number: FLA011080-001 GMS# 3050P01774
 Month/Year: July 2007- September 2007
 Date Sample Obtained: 9/27/07
 Was the well purged before sampling? X Yes ☐ No

Monitoring Location Site Number: Equipment Model:
Well Type:
Ground Water Class:
WAFR Number:
Input WAFR Number:
GMS Well #:

[illegible]

Cremations and Explanations:

Sanlando Utilities Corporation

Docket No.: 090402-WS

Seminole County

**25.30.440 (8)
FIELD EMPLOYEES**

Test Year Ended December 31, 2008



JOB TITLE	Meter Reader
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for the accurate and timely reading and recording of water meters to facilitate customer billing; to identify water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Walks 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Documents customer interaction and field activities in CC&B. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Maintains accurate and up-to-date records. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs minor meter maintenance and repair duties. ▪ Assists with repairs of water/wastewater treatment plant equipment. ▪ Assists with ordering parts and job costing. ▪ May assist with on-site customer communication. ▪ May assist with customer inquiries, requests and minor issues regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ May prepare a variety of operational reports related to water meter reading activities. ▪ Assists with the installation and disconnect of water meters. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word; ability to learn internal software programs Preferred: MS Excel, Outlook



ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read and transfer digits accurately. ▪ Ability to work independently in the absence of supervision. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to learn to read a variety of water meters. ▪ Ability to learn and understand tariffs as they apply to assigned duties. ▪ Ability to learn the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. *May be in the process of obtaining Distribution and/or Collections Systems certification or first-level plant operating license.
EXPERIENCE	Some water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

*Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.*



JOB TITLE	Field Technician I
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for the accurate and timely reading and recording of water meters to facilitate customer billing; to identify water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Walks 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Documents customer interaction and field activities in CC&B. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Maintains accurate and up-to-date records. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs minor meter maintenance and repair duties. ▪ Assists with repairs of water/wastewater treatment plant equipment. ▪ Assists with ordering parts and job costing. ▪ May assist with on-site customer communication. ▪ May assist with customer inquiries, requests and minor issues regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ May prepare a variety of operational reports related to water meter reading activities. ▪ Assists with the installation and disconnect of water meters. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word; ability to learn internal software programs Preferred: MS Excel, Outlook



ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read and transfer digits accurately. ▪ Ability to work independently in the absence of supervision. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to learn to read a variety of water meters. ▪ Ability to learn and understand tariffs as they apply to assigned duties. ▪ Ability to learn the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. *May be in the process of obtaining Distribution and/or Collections Systems certification or first-level plant operating license.
EXPERIENCE	Some water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Field Technician II
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for maintaining and cleaning water/wastewater system; identifying water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains • Maintains and tests water meters; performs new meter installation. • Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. • Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic plumbing tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. • Inspects area for cross connection violations and other unsafe conditions. • Maintains accurate and up-to-date records. • Documents customer interaction and Field Activities in CC&B. • Acts as liaison between the customers and customer service personnel for problem/complaint resolution. • Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. • Provides on-site customer communication. • Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> • May assist with repairs of water/wastewater treatment plant equipment. • May walk 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. • Determines consistency of meter readings; reports unusual cases of water usage to supervisor. • Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. • Indicates irregularities on forms for necessary action by servicing department. • Turns off service for nonpayment of charges in vacant premises, or on for new occupants. • Assists with ordering parts and job costing. • Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. • Assists with the installation and/or disconnection of water and/or sewer services. • May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment. • May assist in maintaining plant compliance with Federal, state and local



	<p>regulatory requirements.</p> <ul style="list-style-type: none"> ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Word, Excel; ability to learn internal software programs</p> <p>Preferred: Outlook</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read and transfer digits accurately. ▪ Ability to work independently in the absence of supervision. ▪ Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to learn to read a variety of water meters. ▪ Ability to learn the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. • Ability to learn and understand tariffs as they apply to assigned duties. • Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions.
EDUCATION	<p>Required: HS diploma or GED</p>
CERTIFICATIONS/LICENSES	<p>Required: Must maintain a valid driver's license.</p> <p>Preferred: Distribution and/or Collections certification as required by statute or regulation, or the ability to attain certification within 12 months of hire.</p> <p>*May be in the process of obtaining first-level operating license.</p>
EXPERIENCE	<p>A minimum of one year water meter reading experience required, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.</p>
PHYSICAL DEMANDS	<p>Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.</p>
EQUIPMENT USED	<p>Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.</p>
TRAVEL REQUIRED	<p>Within service area.</p>
SHIFT	<p>May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

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JOB TITLE	Field Supervisor
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for maintaining and cleaning water/wastewater systems; identifying water meter equipment problems; and performing water meter and/or system maintenance activities.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains ▪ Maintains and tests water meters; performs new meter installation. ▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. ▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic plumbing tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. ▪ Inspects area for cross connection violations and other unsafe conditions. ▪ Maintains accurate and up-to-date records. ▪ Documents customer interaction and Field Activities in CC&B. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ Provides on-site customer communication. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ May assist AM with overseeing the daily tasks of other field technicians. ▪ May assist with repairs of water/wastewater treatment plant equipment. ▪ May walk 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Assists with ordering parts and job costing. ▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. ▪ Assists with the installation and disconnection of water meters and sewer services. ▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment. ▪ May assist in maintaining plant compliance with Federal, state and local



	<p>regulatory requirements.</p> <ul style="list-style-type: none"> ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Word, Excel; ability to learn internal software programs</p> <p>Preferred: Outlook</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read and transfer digits accurately. ▪ Ability to work independently in the absence of supervision. ▪ Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to learn to read a variety of water meters. ▪ Ability to learn the methods, techniques, tools, equipment and materials used in the repair, installation and testing of water and flow meters. ▪ Ability to learn and understand tariffs as they apply to assigned duties. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions.
EDUCATION	<p>Required: HS diploma or GED</p>
CERTIFICATIONS/LICENSES	<p>Required: Must maintain a valid driver's license.</p> <p>Preferred: Distribution and/or Collections certification as required by State regulatory laws, or the ability to attain certification within 12 months of hire.</p> <p>*May be in the process of obtaining dual certifications or first-level operating license.</p>
EXPERIENCE	<p>A minimum of three years water meter reading experience required, in addition to previous mechanical or maintenance experience; in-depth, working knowledge of water meters, care and operation of a variety of tools and equipment used in maintaining water/wastewater systems, and safe work practices. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions.</p>
PHYSICAL DEMANDS	<p>Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.</p>
EQUIPMENT USED	<p>Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.</p>
TRAVEL REQUIRED	<p>Within service area.</p>
SHIFT	<p>May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
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JOB TITLE	Lead Water/Wastewater Treatment Operator
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under limited supervision, performs routine tasks related to the operation of a water/wastewater treatment facility. Responsible for maintaining plant compliance with EPA standards and state water Commission. Assists with training of other personnel and leading work crews. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and works cooperatively to provide quality seamless utility service. Works with AM and RM to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees the operation and maintenance of water/wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Oversees the organization and delegation of team tasks. ▪ Develops and maintains operational records and prepares reports in compliance with regulatory standards. ▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. ▪ Installs and repairs pumps, motors, valves and piping; diagnoses, repairs and clarifies aeration equipment, ion exchange bins, filtration equipment and other major apparatuses. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when non-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: identifying damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Cleans and maintains treatment plant, pumping stations and wells. Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Implements emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol and notifies local emergency responders. ▪ Adds chemicals to water by predetermined formula. Maintains minimum inventory levels of these materials. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state.



	<ul style="list-style-type: none"> ▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Coordinates construction and excavation involved in system repairs; estimates required labor and materials; identifies equipment needed for all projects; orders necessary parts. ▪ Maintains a safe working environment and reports safety concerns to Area Manager. ▪ Trains personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures. ▪ Ensures all operators are equipped with necessary tools, parts and safety equipment to work effectively. ▪ Stays abreast of Federal, State and local regulations and environmental guidelines regarding water/wastewater treatment and distribution.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ May assist with training personnel on safety procedures. ▪ Assists with overseeing and inspections of local construction projects. ▪ Assists with the development of short and long term plans for operation of facilities, including contingency plans as well as plant and equipment removal/replacement. ▪ Assists with the design and construction of extension and improvement projects. ▪ Provides on-site customer communication. ▪ Acts as liaison between the customers and customer service. ▪ Responds to requests and inquiries from the general public. ▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook, Internet Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Must be able to work independently. ▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ▪ Ability to review, classify, categorize, prioritize and/or analyze data. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. ▪ Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED



CERTIFICATIONS/LICENSES	Required: Must hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment; must maintain a valid driver's license.
EXPERIENCE	Requires a minimum of 5 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water/wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; operates and oversees the use of heavy equipment, including agricultural sludge spreaders.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Area Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	Oversees the operation and maintenance of water and wastewater treatment plants. Provides leadership and guidance in water and wastewater plant management. Works with Regional Manager and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Develops strategic plans for water and wastewater facility needs; manages the design and construction of facilities and infrastructure. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees, including meter readers, operators, field technicians, etc, engaged in the operation of water/wastewater plants and distribution systems. ▪ Manages the operation of multiple water systems and wastewater treatment facilities. ▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. ▪ Ensures water and wastewater quality consistently meet Federal, state and local laws. ▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. ▪ Stays abreast of Federal, state and local regulations and environmental guidelines regarding water/wastewater treatment and distribution. ▪ Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures; trains employees of safety policies and procedures. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Responds to all emergency situations, including coordination of contractors, public notification and informing UI personnel and governmental agencies as needed. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.



	<ul style="list-style-type: none"> ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Must have ability to effectively communicate and interact with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Proven ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: HS Diploma or GED Preferred: Bachelor's degree, this may be required in some circumstances; completion of multiple utility industry related courses, seminars, management and supervisory training is preferred.
CERTIFICATIONS/LICENSES	Required: Must hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment; must maintain a valid driver's license.
EXPERIENCE	Requires a minimum of 6 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Project Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for all water and wastewater utility construction projects from initial contract negotiations through warranty termination.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none">▪ Oversees complex technical projects, adhering to strict goals and deadlines.▪ Creates and maintains activity and progress reports for internal and external customers.▪ Responsible for all project development.▪ Hires, directs, evaluates and disciplines Construction Inspectors.▪ Obtains engineering proposals, monitors project budgets, construction activity and coordinates timing with operations.▪ Tracks all budget related information, such as hours worked and expenses, etc.▪ Coordinates all daily activities and personnel for each project.▪ Processes paperwork, including invoices, for each project in a timely manner and submits to Regional Director.▪ Ensures the success of projects, while remaining in line with time and budget parameters.▪ Notifies management staff of any current or pending escalations relating to projects, or items that could impact the success of projects.▪ Coordinates and completes the work necessary to obtain approval on emergency projects.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none">▪ Assists AM & RM with forecasting and planning capital projects up to 5 years in advance.▪ Attends project team status meetings as required.▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook; ability to learn internal software programs Preferred: PowerPoint and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Ability to calculate basic mathematical equations.▪ Ability to read and interpret soil and hydro-geological reports and maps.▪ Ability to complete work that will ensure the approval of all capital projects in a timely manner.▪ Ability to keep accurate records and prepare and submit accurate reports.▪ Ability to follow verbal and written instructions.▪ Excellent organizational and problem solving skills, including negotiating, decision-making research and analysis, and interpersonal skills.



	<ul style="list-style-type: none">▪ Ability to provide safe working conditions for fellow workers.▪ Ability to effectively communicate and interact with other employees and the public.▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.▪ Ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: Bachelor's Degree in Civil/Environmental Engineering or similar field. Preferred: MS or MBA
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license
EXPERIENCE	Requires a minimum of 3 years engineering experience, preferably related to water and/or wastewater projects and design.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Within the region; up to 25% for training, meetings, project management, etc.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
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JOB TITLE	Regional Compliance & Safety Advisor
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Responsible for developing and administering safety programs, as outlined in the UI Safety Manual, and to ensure compliance with all Company, local, state and federal regulations for all employees and facilities located within assigned region(s).
ESSENTIAL FUNCTIONS	<p>SAFETY:</p> <ul style="list-style-type: none"> ▪ Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance & Safety Coordinator and managers. ▪ Ensures every location conducts monthly safety meetings involving all employees; collects and files attendance forms. ▪ Works with all regional facilities to ensure safe working conditions and interact with team members and management to continually reinforce safe work practices, pointing out both the issues and encouraging positive behavior. Promotes good safety culture. ▪ Ensures all safety plans and programs are implemented, reviewed and updated according to changes in regulations or process/policy/equipment. ▪ Performs local safety inspections and training. ▪ Investigates accidents and injuries and recommends ways to avoid reoccurrence. ▪ Assists with all regional accident and injury claims. • Oversees and assists managers with annual facility inspections and follow-ups. ▪ Performs facility safety inspections on newly acquired facilities and/or properties, within assigned region. ▪ Provides inspection reports to RD and CCSC. • Ensures that correct PPE for all job tasks are provided with associated training. • Ensures that drivers comply with all safety regulations and that monthly vehicle inspection forms are completed by all employees that drive a Company vehicle. ▪ Actively participates in safety committee meetings. <p>COMPLIANCE:</p> <ul style="list-style-type: none"> ▪ Ensures compliance with applicable OSHA, EPA, NIOSH, state departments of health and public service commissions' standards. ▪ Communicates regularly with employees and management to ensure assigned region operates in compliance with all local, state and federal regulations. ▪ Monitors monthly DMR's and all water results for issues. ▪ Tracks implementation of capital projects to ensure compliance (e.g. radium, arsenic, etc.).



	<ul style="list-style-type: none"> ▪ Performs follow-up on all non-compliance advisories to address the specific issue and any underlying issues. ▪ Negotiates and tracks consent orders/compliance schedules to assure timely completion and closure. ▪ Provides reports to senior management to demonstrate compliance assurance. ▪ Maintains files on Notice of Violations, inspection reports, etc. for all facilities and Company response. ▪ Distributes annual Consumer Confidence Report and any customer notifications regarding water quality. ▪ Acts as liaison to Corporate Compliance & Safety Coordinator to implement standardized practices, policies and procedures. ▪ Stays abreast of upcoming regulations and works with Operations Support team to evaluate their impact on UI operations and capital planning.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs employee job safety observations as needed. ▪ Conducts or assists managers with New Employee Safety Orientation for all new hires prior to entering the workplace. ▪ Assists managers with general and specific security concerns. ▪ Ensures that all documents regarding the safety program are completed and filed appropriately. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Word, Excel</p> <p>Preferred: PowerPoint, Outlook and Explorer</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Strong written and verbal communication skills; previous public speaking experience required. ▪ Excellent analytical, communication and organizational skills. ▪ Proven ability to motivate others in pursuit of Company goals. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Relies on previous experience and judgment to plan and accomplish goals.
EDUCATION	<p>Required: Bachelors degree in Environmental Health Sciences, Safety or related field, or the equivalent in related work experience demonstrating the ability to manage compliance and safety programs, as well as incident investigations.</p>
CERTIFICATIONS/LICENSES	<p>Required: Valid driver's license</p> <p>Preferred: Certified Safety Professional, OSHA 30-hour course, Operator certification(s) in water and/or wastewater</p>
EXPERIENCE	<p>Requires a minimum of 5 year regulatory compliance and/or safety experience and an in-depth and up-to-date knowledge of relevant codes and standards associated with regulatory agencies such as OSHA, EPA, etc. One or more years of experience in environmental health and safety, or the equivalent in related work experience, demonstrating experience in aggressive worker's compensation claims management is preferred.</p>
PHYSICAL DEMANDS	<p>Light to moderate physical activity, requires normal hearing and vision.</p>



EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
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JOB TITLE	Regional Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for the management of water and wastewater treatment operations for the region, including directing, planning, managing, staffing, and organizing the safe and efficient operation of all UI subsidiaries in assigned region. Provides leadership and guidance in water and wastewater plant management. Works with Area Managers and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees plant operations and maintenance, customer contact and capital planning. ▪ Provides support and follow up to Area Managers. ▪ Maintains accurate and timely reports, records and permits associated with facility operations and customer relations, ensuring they meet compliance regulations. ▪ Assists Regional Director in the development and implementation of operational and regional strategies. ▪ Ensures water and wastewater quality consistently meet Federal, state and local laws. ▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. ▪ Provides expertise as required to maintain compliance with local, state, regional and Federal regulatory requirements regarding water/wastewater treatment and distribution. ▪ Offers opportunities to increase efficiency by identifying and implementing operational cost saving ideas. ▪ Serves as the contact for inquiries regarding operational issues; answers routine and ad hoc information requests that are regional or unit-specific in nature. ▪ Responsible for safety and maintaining a safe work environment. ▪ Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures, in addition to safety policies and procedures. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Provides leadership and guidance in energy management. ▪ Acts as point of contact with developers, engineers, consultants, regulators and customers. ▪ Assists Regional Director in executing any additional assigned duties. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.



COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Must have ability to effectively communicate with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: Bachelor's degree in Business, Engineering, Environmental Science or similar field, or a combination of education and experience. Preferred: Completion of multiple utility industry related courses, seminars, management and/or supervisory training.
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Ability to hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment.
EXPERIENCE	Requires a minimum of 7 years progressive experience working in utility management or the utility industry. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Within region.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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This description is a working draft, subject to revision.*



JOB TITLE	Regional Business Operations Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Provides analytical and business support to the Regional Vice President, including cash maintenance and planning, etc. Works with Regional Director and Regional staff to assure continuity of processes, goals and vision of Utilities, Inc.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Directs the annual regional financial budgeting process, including an array of excel based statistical and financial reports, which are used internally and/or distributed to the Corporate office. ▪ Coordinates the annual regional capital project planning effort. ▪ Manages monthly regional capital spending and financial re-forecasting efforts, including preparing all corporate schedules. ▪ Evaluates and reports on monthly and YTD regional financial performance results vs. budget and prior year's results. ▪ Reviews progress of monthly capital spending to ensure regional conformity to projected budgetary goals. ▪ Responsible for the accuracy of regional financial reporting. ▪ Drives revenue and cost savings by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists in the determination of monthly regional Operations & Maintenance posting validity and suggests corrective measures where necessary. ▪ Assists with the completion of special projects for the Corporate Operations Support Team. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office, Outlook, Explorer Preferred: PowerPoint, JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Able to maintain confidential information. ▪ Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles. Knowledge of automated financial and accounting reporting systems. Knowledge of Federal and State financial regulations. Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Exceptional analytical skills and experience interpreting a strategic vision into an operational model. ▪ Excellent analytical, communication and organizational skills.



	<ul style="list-style-type: none">▪ Proven ability to motivate others in pursuit of Company goals.▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.▪ Ability to keep accurate records and prepare and submit accurate reports.▪ Detail oriented.▪ Ability to develop and maintain effective working relationships with a wide variety of individuals.
EDUCATION	Required: Bachelor's degree in Business, Finance, Management, Accounting or similar field. Preferred: MBA
EXPERIENCE	Minimum 3 years business and finance or accounting experience, preferably in water /wastewater utility management, with increasing levels of responsibility.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel will be required as necessary.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Regional Director
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Responsible for directing the safe and efficient operation of all Utilities, Inc. subsidiaries in assigned region. Oversees all areas of operations: water, wastewater, customer service, development, etc.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Monitors financial performance on a regional and business unit basis. ▪ Leads operations team to be in compliance with all applicable local, state and federal regulations. ▪ Manages the preparation and execution of all rate case, pass-through and indexing activity, changes to service territory, and any other PSC related activities in coordination with the company's regulatory department. • Oversees the development and execution of developer agreements, including payment of fees. ▪ Oversees the maintenance of facilities, company vehicles, tools and equipment to guarantee they are in good operating condition. ▪ Develops monitors and executes approved capital expense plan and operating budget. ▪ Provides stewardship of legal issues. ▪ Coordinates with the VP of Corporate Development regarding potential acquisitions and divestitures. ▪ Provides information to corporate headquarters and to staff in a timely and comprehensive manner. • Recruits, retains, manages and provides leadership for regional operations staff. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Develops and maintains positive relationships with community. ▪ Remains up to date on new and revised regulations that may impact the company. ▪ Develops familiarity with other regulated industries.
COMPUTER SKILLS	Required: MS Word, Excel, PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Excellent analytical, communication and organizational skills. ▪ Ability to develop successful relationships with a wide variety of individuals. ▪ Proven ability to motivate others in pursuit of Company goals. ▪ Ability to read and comprehend maps, plans and surveys.
EDUCATION	Required: Bachelors Degree or a combination of related experience and education. Preferred: MBA



CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.
EXPERIENCE	Minimum 9 years experience with water and/or wastewater utility management with increasing levels of responsibility. Knowledge of all local, state and federal tariffs, regulations and laws pertaining to the assigned region.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Regional Vice President
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Chief Operating Officer
JOB SUMMARY	Responsible for directing the safe, efficient and profitable operation of assigned region's assets. Works with Regional Managers, Regional Director, Regional Business Manager, Regional Compliance & Safety Manager and Regional Office Manager to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees all operations of the regional offices. ▪ Drives revenue by effectively challenging and motivating employees. ▪ Develops capital plan to meet customer growth and maintenance requirements and adherence to that plan. ▪ Leads operations team to be in compliance with all applicable local, state and federal regulations. ▪ Maintains assets in good operating condition. ▪ Ensures and promotes a safe work environment for all employees. ▪ Analyzes margins to ensure efficient operations. ▪ Manages and provides leadership to regional staff. ▪ Serves as the regional ambassador and local company contact for customers, community organizations and representatives; manages UI's relationship with communities by attending local and regional community events. ▪ Maintains partial profit and loss responsibility for the region. ▪ Oversees new business development. ▪ Supports the CEO, COO, CFO and CRO (Executive Team) to achieve the Company's goals and objectives.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs strategic planning for operations and provides input and assists the Executive Team on policy issues. ▪ Serves as main contact for local media and manages relationship. ▪ Stays abreast of local environment and upcoming regulation changes. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office, Outlook, Explorer Preferred: PowerPoint, JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Able to maintain confidential information. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel.



	<ul style="list-style-type: none"> ▪ Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles. ▪ Exceptional organizational and analytical skills and experience interpreting a strategic vision into an operational model. ▪ Exceptional verbal and written communication skills. ▪ Ability to motivate others in pursuit of Company goals; strong leadership skills. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Detail oriented.
EDUCATION	Required: Bachelor's degree Preferred: MBA or equivalent
CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.
EXPERIENCE	Minimum 10 years experience with water and/or wastewater utility management with increasing levels of responsibility. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of all local, state and Federal water/wastewater tariffs, regulations and laws pertaining to the assigned region.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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ERC COUNT 12/08
FLORIDA FIELD EMPLOYEES

w/p d-3

<u>Neal, William</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
241100	Tierra Verde	S	2,093.2	14.07%	14.07%
248100	Cypress Lakes	W	1,247.0	8.38%	
248101	Cypress Lakes	S	1,145.5	7.70%	16.09%
250100	Mid-County	S	3,355.0	22.56%	22.56%
	Utilities, Inc. of Florida				
252106	Orangewood	W	1,788.3	12.02%	
252107	Orangewood	S	162.0	1.09%	
252125	Summertree	W	1,225.0	8.24%	
252126	Summertree	S	1,023.0	6.88%	
252128	Lake Tarpon	W	433.3	2.91%	31.14%
257100	Bayside	W	242.0	1.63%	
257101	Bayside	S	241.0	1.62%	3.25%
259100	Labrador	W	781.1	5.25%	
259101	Labrador	S	760.7	5.12%	10.37%
262100	Sandy Creek	W	203.8	1.37%	
262101	Sandy Creek	S	171.0	1.15%	2.52%
			14,871.9	100.00%	100.00%

<u>Finchirah, Jeffrey</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
241100	Tierra Verde	S	2,093.2	31.13%	31.13%
	Utilities, Inc. of Florida				
252106	Orangewood	W	1,788.3	26.59%	
252107	Orangewood	S	162.0	2.41%	
252125	Summertree	W	1,225.0	18.22%	
252126	Summertree	S	1,023.0	15.21%	
252128	Lake Tarpon	W	433.3	6.44%	68.87%
			6,724.8	100.00%	100.00%

<u>Stewart, Malcolm</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
242100	Lake Placid	W	130.7	3.39%	
242101	Lake Placid	S	130.7	3.39%	6.78%
249100	Eagle Ridge	S	1,602.6	41.56%	
249101	Eagle Ridge	S	908.0	23.55%	65.11%
256100	Sandalhaven	S	1,083.9	28.11%	28.11%
			3,855.9	100.00%	100.00%

<u>Chard, Ronald</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
242100	Lake Placid	W	130.7	0.71%	
242101	Lake Placid	S	130.7	0.71%	1.42%
248100	Cypress Lakes	W	1,247.0	6.78%	
248101	Cypress Lakes	S	1,145.5	6.23%	13.01%
249100	Eagle Ridge	S	1,602.6	8.71%	
249101	Eagle Ridge	S	908.0	4.94%	13.65%
250100	Mid-County	S	3,355.0	18.24%	18.24%
	Utilities, Inc. of Florida				
252106	Orangewood	W	1,788.3	9.72%	
252107	Orangewood	S	162.0	0.88%	
252125	Summertree	W	1,225.0	6.66%	
252126	Summertree	S	1,023.0	5.56%	

252128 Lake Tarpon	W	433.3	2.36%	25.18%
253101 Miles Grant	W	1,104.7	6.01%	
253102 Miles Grant	S	1,030.2	5.60%	11.61%
256100 Sandalhaven	S	1,083.9	5.89%	5.89%
257100 Bayside	W	242.0	1.32%	
257101 Bayside	S	241.0	1.31%	2.63%
259100 Labrador	W	781.1	4.25%	
259101 Labrador	S	760.7	4.14%	8.38%
		18,394.7	100.00%	100.00%

<u>Wilson, Michael</u>	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
242100 Lake Placid	W	130.7	0.68%	
242101 Lake Placid	S	130.7	0.68%	1.37%
248100 Cypress Lakes	W	1,247.0	6.52%	
248101 Cypress Lakes	S	1,145.5	5.99%	12.51%
249100 Eagle Ridge	S	1,602.6	8.38%	
249101 Eagle Ridge	S	908.0	4.75%	13.12%
250100 Mid-County	S	3,355.0	17.54%	17.54%
Utilities, Inc. of Florida				
252106 Orangewood	W	1,788.3	9.35%	
252107 Orangewood	S	162.0	0.85%	
252125 Summertree	W	1,225.0	6.40%	
252126 Summertree	S	1,023.0	5.35%	
252128 Lake Tarpon	W	433.3	2.26%	24.21%
253101 Miles Grant	W	1,104.7	5.77%	
253102 Miles Grant	S	1,030.2	5.38%	11.16%
256100 Sandalhaven	S	1,083.9	5.67%	5.67%
257100 Bayside	W	242.0	1.26%	
257101 Bayside	S	241.0	1.26%	2.52%
259100 Labrador	W	781.1	4.08%	
259101 Labrador	S	760.7	3.98%	8.06%
261100 Hutchinson Island	W	195.2	1.02%	
261101 Hutchinson Island	S	167.2	0.87%	1.89%
262100 Sandy Creek	W	203.8	1.07%	
262101 Sandy Creek	S	171.0	0.89%	1.96%
		19,131.9	100.00%	100.00%

<u>Worrell, David</u>	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
241100 Tierra Verde	S	2,093.2	20.77%	20.77%
250100 Mid-County	S	3,355.0	33.28%	33.28%
Utilities, Inc. of Florida				
252106 Orangewood	W	1,788.3	17.74%	
252107 Orangewood	S	162.0	1.61%	
252125 Summertree	W	1,225.0	12.15%	
252126 Summertree	S	1,023.0	10.15%	
252128 Lake Tarpon	W	433.3	4.30%	45.95%
		10,079.8	100.00%	100.00%

<u>Anderson, Daniel</u>	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
Utilities, Inc. of Florida				
252129	Golden Hills	W	532.1	16.01%
252130	Golden Hills	S	78.8	2.37%
				18.38%

260100 Pennbrooke	W	1,465.0	44.09%	
260101 Pennbrooke	S	1,247.0	37.53%	81.62%
		3,322.9	100.00%	100.00%

Bailey, Alan
Brown, Donna
Finch, Allan
Kovs, Eugene
Lorenzo, Alexander
Swegheimer, James
Tzareff, Paul

System

ERC Count (1) Percentage to Total

255100 Sanlando	W	11,797.7	56.29%	
255101 Sanlando	S	9,158.0	43.69%	
255102 Sanlando	R	4.0	0.02%	100.00%
		20,959.7	100.00%	100.00%

Blasco, Christopher
Richardson, James
Schwades, Charles
Smith, Donald
White, Donald

System

ERC Count (1) Percentage to Total

LUSI				
251100 Four Lakes	W	66.0	0.42%	
251101 Lake Saunders	W	43.0	0.27%	
251102 South	W	3,065.1	19.29%	
251103 South	S	2,966.8	18.67%	
251106 North	W	5,684.5	35.77%	74.42%
Utilities, Inc. of Florida				
252129 Golden Hills	W	532.1	3.35%	
252130 Golden Hills	S	78.8	0.50%	3.84%
254101 ACME	N R	742.5	4.67%	4.67%
260100 Pennbrooke	W	1,465.0	9.22%	
260101 Pennbrooke	S	1,247.0	7.85%	17.07%
		15,890.8	100.00%	100.00%

Callahan, Robert
Cooper, Robert
Ebert, Shawn
Galarza, Richard
Hollister, Jimmie
Leard, Mark
Learned, Scott
Marinelli, John
Morrell, Matthew
Pennington, Jonathan
Pinder, Jeffrey
Shue, Mickey
Wright, Thomas

System

ERC Count (1) Percentage to Total

245100 Alafaya	S	7,545.9	21.16%	
245101 Alafaya	R	1,065.0	2.99%	24.15%
246100 Longwood	S	1,745.0	4.89%	4.89%
Utilities, Inc. of Florida				
252110 Weathersfield	W	1,174.0	3.29%	
252111 Weathersfield	S	1,160.5	3.25%	
252113 Oakland Shores	W	225.5	0.63%	
252114 Little Wekiva	W	61.0	0.17%	
252115 Park Ridge	W	102.0	0.29%	
252116 Phillips	W	77.0	0.22%	
252117 Crystal Lake	W	171.0	0.48%	
252118 Ravenna Park	W	345.0	0.97%	
252119 Ravenna Park	S	245.0	0.69%	
252121 Bear Lake Manor	W	224.5	0.63%	

252122 Jansen	W	250.5	0.70%	
252123 Crescent Heights	W	260.5	0.73%	
252124 Davis Shores	W	43.0	0.12%	12.17%
255100 Sanlando	W	11,797.7	33.09%	
255101 Sanlando	S	9,158.0	25.68%	
255102 Sanlando	R	4.0	0.01%	58.78%
		35,655.1	100.00%	100.00%

Cardinal, Anthony
Habery, Stephen
Schneider, Keith

System

ERC Count (1) Percentage to Total

Utilities, Inc. of Florida				
252106 Orangewood	W	1,788.3	38.61%	
252107 Orangewood	S	162.0	3.50%	
252125 Summertree	W	1,225.0	26.45%	
252126 Summertree	S	1,023.0	22.09%	
252128 Lake Tarpon	W	433.3	9.36%	100.00%
		4,631.6	100.00%	100.00%

Carver, Nathaniel

System

ERC Count (1) Percentage to Total

245100 Alafaya	S	7,545.9	14.85%	
245101 Alafaya	R	1,065.0	2.10%	16.95%
246100 Longwood	S	1,745.0	3.43%	3.43%
LUSI				
251100 Four Lakes	W	66.0	0.13%	
251101 Lake Saunders	W	43.0	0.08%	
251102 South	W	3,065.1	6.03%	
251103 South	S	2,966.8	5.84%	
251106 North	W	5,684.5	11.19%	23.28%
Utilities, Inc. of Florida				
252110 Weathersfield	W	1,174.0	2.31%	
252111 Weathersfield	S	1,160.5	2.28%	
252113 Oakland Shores	W	225.5	0.44%	
252114 Little Wekiva	W	61.0	0.12%	
252115 Park Ridge	W	102.0	0.20%	
252116 Phillips	W	77.0	0.15%	
252117 Crystal Lake	W	171.0	0.34%	
252118 Ravenna Park	W	345.0	0.68%	
252119 Ravenna Park	S	245.0	0.48%	
252121 Bear Lake Manor	W	224.5	0.44%	
252122 Jansen	W	250.5	0.49%	
252123 Crescent Heights	W	260.5	0.51%	
252124 Davis Shores	W	43.0	0.08%	
252129 Golden Hills	W	532.1	1.05%	
252130 Golden Hills	S	78.8	0.16%	9.74%
255100 Sanlando	W	11,797.7	23.22%	
255101 Sanlando	S	9,158.0	18.03%	
255102 Sanlando	R	4.0	0.01%	41.26%
260100 Pennbrooke	W	1,465.0	2.88%	
260101 Pennbrooke	S	1,247.0	2.45%	5.34%
		\$0,803.4	100.00%	100.00%

Coffee Jr, John

System

ERC Count (1) Percentage to Total

Utilities, Inc. of Florida				
252110 Weathersfield	W	1,174.0	4.64%	
252111 Weathersfield	S	1,160.5	4.59%	
252113 Oakland Shores	W	225.5	0.89%	
252114 Little Wekiva	W	61.0	0.24%	
252115 Park Ridge	W	102.0	0.40%	
252116 Phillips	W	77.0	0.30%	
252117 Crystal Lake	W	171.0	0.68%	
252118 Ravenna Park	W	345.0	1.36%	

252119	Ravenna Park	S	245.0	0.97%	
252121	Bear Lake Manor	W	224.5	0.89%	
252122	Jansen	W	250.5	0.99%	
252123	Crescent Heights	W	260.5	1.03%	
252124	Davis Shores	W	43.0	0.17%	17.15%
255100	Sanlando	W	11,797.7	46.63%	
255101	Sanlando	S	9,158.0	36.20%	
255102	Sanlando	R	4.0	0.02%	82.85%
			25,299.2	100.00%	100.00%

Eubanks, Brian

System

ERC Count (1) Percentage to Total

LUSI					
251100	Four Lakes	W	66.0	0.44%	
251101	Lake Saunders	W	43.0	0.28%	
251102	South	W	3,065.1	20.23%	
251103	South	S	2,966.8	19.59%	
251106	North	W	5,684.5	37.53%	78.06%
Utilities, Inc. of Florida					
252129	Golden Hills	W	532.1	3.51%	
252130	Golden Hills	S	78.8	0.52%	4.03%
260100	Pennbrooke	W	1,465.0	9.67%	
260101	Pennbrooke	S	1,247.0	8.23%	17.90%
			15,148.3	100.00%	100.00%

Gentilucci, Domenic

System

ERC Count (1) Percentage to Total

245100	Alafaya	S	7,545.9	16.60%	
245101	Alafaya	R	1,065.0	2.34%	18.94%
LUSI					
251100	Four Lakes	W	66.0	0.15%	
251101	Lake Saunders	W	43.0	0.09%	
251102	South	W	3,065.1	6.74%	
251103	South	S	2,966.8	6.53%	
251106	North	W	5,684.5	12.50%	26.01%
Utilities, Inc. of Florida					
252129	Golden Hills	W	532.1	1.17%	
252130	Golden Hills	S	78.8	0.17%	1.34%
255100	Sanlando	W	11,797.7	25.95%	
255101	Sanlando	S	9,158.0	20.14%	
255102	Sanlando	R	4.0	0.01%	46.10%
254101	ACME	N R	742.5	1.63%	1.63%
260100	Pennbrooke	W	1,465.0	3.22%	
260101	Pennbrooke	S	1,247.0	2.74%	5.97%
			45,461.4	100.00%	100.00%

Gongre, Brian

System

ERC Count (1) Percentage to Total

245100	Alafaya	S	7,545.9	14.64%	
245101	Alafaya	R	1,065.0	2.07%	16.71%
246100	Longwood	S	1,745.0	3.39%	3.39%
LUSI					
251100	Four Lakes	W	66.0	0.13%	
251101	Lake Saunders	W	43.0	0.08%	
251102	South	W	3,065.1	5.95%	
251103	South	S	2,966.8	5.76%	
251106	North	W	5,684.5	11.03%	22.94%
Utilities, Inc. of Florida					
252110	Weathersfield	W	1,174.0	2.28%	
252111	Weathersfield	S	1,160.5	2.25%	

252113	Oakland Shores	W	225.5	0.44%	
252114	Little Wekiva	W	61.0	0.12%	
252115	Park Ridge	W	102.0	0.20%	
252116	Phillips	W	77.0	0.15%	
252117	Crystal Lake	W	171.0	0.33%	
252118	Ravenna Park	W	345.0	0.67%	
252119	Ravenna Park	S	245.0	0.48%	
252121	Bear Lake Manor	W	224.5	0.44%	
252122	Jansen	W	250.5	0.49%	
252123	Crescent Heights	W	260.5	0.51%	
252124	Davis Shores	W	43.0	0.08%	
252129	Golden Hills	W	532.1	1.03%	
252130	Golden Hills	S	78.8	0.15%	9.60%
254101	ACME	N R	742.5	1.44%	1.44%
255100	Sanlando	W	11,797.7	22.89%	
255101	Sanlando	S	9,158.0	17.77%	
255102	Sanlando	R	4.0	0.01%	40.66%
260100	Pennbrooke	W	1,465.0	2.84%	
260101	Pennbrooke	S	1,247.0	2.42%	5.26%
			51,545.9	100.00%	100.00%

Hogue, Raymond

System

			<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
245100	Alafaya	S	7,545.9	25.52%	
245101	Alafaya	R	1,065.0	3.60%	29.12%
255100	Sanlando	W	11,797.7	39.90%	
255101	Sanlando	S	9,158.0	30.97%	
255102	Sanlando	R	4.0	0.01%	70.88%
			29,570.6	100.00%	100.00%

McPhee, Allison

System

			<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
260100	Pennbrooke	W	1,465.0	54.02%	
260101	Pennbrooke	S	1,247.0	45.98%	100.00%
			2,712.0	100.00%	100.00%

Overton, Michael

System

			<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
245101	Alafaya	R	1,065.0	4.51%	4.51%
LUSI					
251100	Four Lakes	W	66.0	0.28%	
251101	Lake Saunders	W	43.0	0.18%	
251106	North	W	5,684.5	24.10%	24.56%
Utilities, Inc. of Florida					
252110	Weathersfield	W	1,174.0	4.98%	
252113	Oakland Shores	W	225.5	0.96%	
252114	Little Wekiva	W	61.0	0.26%	
252115	Park Ridge	W	102.0	0.43%	
252116	Phillips	W	77.0	0.33%	
252117	Crystal Lake	W	171.0	0.72%	
252118	Ravenna Park	W	345.0	1.46%	
252121	Bear Lake Manor	W	224.5	0.95%	
252122	Jansen	W	250.5	1.06%	
252123	Crescent Heights	W	260.5	1.10%	
252124	Davis Shores	W	43.0	0.18%	
252129	Golden Hills	W	532.1	2.26%	14.69%
255100	Sanlando	W	11,797.7	50.01%	
255102	Sanlando	R	4.0	0.02%	50.03%
260100	Pennbrooke	W	1,465.0	6.21%	6.21%
			23,591.3	100.00%	100.00%

Parrish, Raymond

System

	<u>ERC Count (1)</u>	<u>Percentage to Total</u>
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LUSI				
251100 Four Lakes	W	66.0	0.45%	
251101 Lake Saunders	W	43.0	0.30%	
251102 South	W	3,065.1	21.08%	
251103 South	S	2,966.8	20.41%	
251106 North	W	5,684.5	39.10%	81.34%
260100 Pennbrooke	W	1,465.0	10.08%	
260101 Pennbrooke	S	1,247.0	8.58%	18.66%
		14,537.4	100.00%	100.00%

<u>Phillips, Christopher</u>	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
245100 Alafaya	S	7,545.9	56.78%	
245101 Alafaya	R	1,065.0	8.01%	64.79%
246100 Longwood	S	1,745.0	13.13%	13.13%

Utilities, Inc. of Florida				
252110 Weathersfield	W	1,174.0	8.83%	
252113 Oakland Shores	W	225.5	1.70%	
252114 Little Wekiva	W	61.0	0.46%	
252115 Park Ridge	W	102.0	0.77%	
252116 Phillips	W	77.0	0.58%	
252117 Crystal Lake	W	171.0	1.29%	
252118 Ravenna Park	W	345.0	2.60%	
252121 Bear Lake Manor	W	224.5	1.69%	
252122 Jansen	W	250.5	1.88%	
252123 Crescent Heights	W	260.5	1.96%	
252124 Davis Shores	W	43.0	0.32%	22.08%
		13,289.9	100.00%	100.00%

<u>Remigio, Robert</u>	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
255100 Sanlando	W	11,797.7	99.97%	
255102 Sanlando	R	4.0	0.03%	100.00%
		11,801.7	100.00%	100.00%

<u>Sillito, Terry</u>	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
Utilities, Inc. of Florida				
252110 Weathersfield	W	1,174.0	8.14%	
252113 Oakland Shores	W	225.5	1.56%	
252114 Little Wekiva	W	61.0	0.42%	
252115 Park Ridge	W	102.0	0.71%	
252116 Phillips	W	77.0	0.53%	
252117 Crystal Lake	W	171.0	1.19%	
252118 Ravenna Park	W	345.0	2.39%	
252121 Bear Lake Manor	W	224.5	1.56%	
252122 Jansen	W	250.5	1.74%	18.23%
255100 Sanlando	W	11,797.7	81.77%	81.77%
		14,428.2	100.00%	100.00%

<u>Vanmeter Jr, Nathan</u>	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
246100 Longwood	S	1,745.0	100.00%	100.00%
		1,745.0	100.00%	100.00%

<u>Weirzbicki, Anthony</u>	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
242100 Lake Placid	W	130.7	0.77%	
242101 Lake Placid	S	130.7	0.77%	1.54%
248100 Cypress Lakes	W	1,247.0	7.34%	
248101 Cypress Lakes	S	1,145.5	6.74%	14.08%
249100 Eagle Ridge	S	1,602.6	9.43%	
249101 Eagle Ridge	S	908.0	5.34%	14.77%
250100 Mid-County	S	3,355.0	19.74%	19.74%

Utilities, Inc. of Florida					
252106	Orangewood	W	1,788.3	10.52%	
252107	Orangewood	S	162.0	0.95%	
252125	Summertree	W	1,225.0	7.21%	
252126	Summertree	S	1,023.0	6.02%	
252128	Lake Tarpon	W	433.3	2.55%	27.25%
256100	Sandalhaven	S	1,083.9	6.38%	6.38%
257100	Bayside	W	242.0	1.42%	
257101	Bayside	S	241.0	1.42%	2.84%
259100	Labrador	W	781.1	4.60%	
259101	Labrador	S	760.7	4.48%	9.07%
261100	Hutchinson Island	W	195.2	1.15%	
261101	Hutchinson Island	S	167.2	0.98%	2.13%
262100	Sandy Creek	W	203.8	1.20%	
262101	Sandy Creek	S	171.0	1.01%	2.21%
			16,997.0	100.00%	100.00%

ERC COUNT 12/08
FLORIDA REGION

w/p d-2

<u>State</u>	<u>Company</u>	<u>Business Unit</u>	<u>ERC</u>	<u>% to Total Florida</u>	
Florida	00241	241100	2,093.2	2.87%	2.87% Tierra Verde
	00242	242100	130.7	0.18%	
	00242	242101	130.7	0.18%	0.36% Lake Placid
	00245	245100	7,545.9	10.34%	
	00245	245101	1,065.0	1.46%	11.80% Alafaya
	00246	246100	1,745.0	2.39%	2.39% Longwood
	00248	248100	1,247.0	1.71%	
	00248	248101	1,145.5	1.57%	3.28% Cypress Lakes
	00249	249100	1,602.6	2.20%	
	00249	249101	908.0	1.24%	3.44% Eagle Ridge
	00250	250100	3,355.0	4.60%	4.60% Mid-County
	00251	251100	66.0	0.09%	
	00251	251101	43.0	0.06%	
	00251	251102	3,065.1	4.20%	
	00251	251103	2,966.8	4.07%	
	00251	251106	5,684.5	7.79%	16.21% LUSI
	00252	252106	1,788.3	2.45%	
	00252	252107	162.0	0.22%	
	00252	252125	1,225.0	1.68%	
	00252	252126	1,023.0	1.40%	5.75% UIF - Pasco
	00252	252110	1,174.0	1.61%	
	00252	252111	1,160.5	1.59%	
	00252	252113	225.5	0.31%	
	00252	252114	61.0	0.08%	
	00252	252115	102.0	0.14%	
	00252	252116	77.0	0.11%	
	00252	252117	171.0	0.23%	
	00252	252118	345.0	0.47%	
	00252	252119	245.0	0.34%	
	00252	252121	224.5	0.31%	
	00252	252122	250.5	0.34%	5.53% UIF - Seminole
	00252	252123	260.5	0.36%	
	00252	252124	43.0	0.06%	0.42% UIF - Orange
	00252	252128	433.3	0.59%	0.59% UIF - Pinellas
	00252	252129	532.1	0.73%	
	00252	252130	78.8	0.11%	0.84% UIF - Marion
	00253	253101	1,104.7	1.51%	
	00253	253102	1,030.2	1.41%	2.93% Miles Grant
	00254	254100	197.0	0.27%	
	00254	254101	742.5	1.02%	1.29% ACME
	00255	255100	11,797.7	16.17%	
	00255	255101	9,158.0	12.55%	
	00255	255102	4.0	0.01%	28.72% Sanlando
	00256	256100	1,083.9	1.49%	1.49% Sandalhaven
	00257	257100	242.0	0.33%	
	00257	257101	241.0	0.33%	0.66% Bayside

00259	259100	781.1	1.07%	
00259	259101	760.7	1.04%	2.11% Labrador
00260	260100	1,465.0	2.01%	
00260	260101	1,247.0	1.71%	3.72% Pennbrooke
00261	261100	195.2	0.27%	
00261	261101	167.2	0.23%	0.50% Hutchinson Island
00262	262100	203.8	0.28%	
00262	262101	171.0	0.23%	0.51% Sandy Creek
		<u>72,968.0</u>	<u>100.00%</u>	<u>100.00%</u>

ERC COUNT 12/08
FLORIDA AND SOUTH REGIONS

w/p d-1

State	Company	Business Unit	ERC	% to Total Florida/South	
Florida	00241	241100	2,093.2	2.23%	Tierra Verde
	00242	242100	130.7	0.14%	
	00242	242101	130.7	0.14%	Lake Placid
	00245	245100	7,545.9	8.04%	
	00245	245101	1,065.0	1.14%	Alafaya
	00246	246100	1,745.0	1.86%	Longwood
	00248	248100	1,247.0	1.33%	
	00248	248101	1,145.5	1.22%	Cypress Lakes
	00249	249100	1,602.6	1.71%	
	00249	249101	908.0	0.97%	Eagle Ridge
	00250	250100	3,355.0	3.58%	Mid-County
	00251	251100	66.0	0.07%	
	00251	251101	43.0	0.05%	
	00251	251102	3,065.1	3.27%	
	00251	251103	2,966.8	3.16%	
	00251	251106	5,684.5	6.06%	LUSI
	00252	252106	1,788.3	1.91%	
	00252	252107	162.0	0.17%	
	00252	252125	1,225.0	1.31%	
	00252	252126	1,023.0	1.09%	UIF - Pasco
	00252	252110	1,174.0	1.25%	
	00252	252111	1,160.5	1.24%	
	00252	252113	225.5	0.24%	
	00252	252114	61.0	0.07%	
	00252	252115	102.0	0.11%	
	00252	252116	77.0	0.08%	
	00252	252117	171.0	0.18%	
	00252	252118	345.0	0.37%	
	00252	252119	245.0	0.26%	
	00252	252121	224.5	0.24%	
	00252	252122	250.5	0.27%	UIF - Seminole
	00252	252123	260.5	0.28%	
	00252	252124	43.0	0.05%	UIF - Orange
	00252	252128	433.3	0.46%	UIF - Pinellas
	00252	252129	532.1	0.57%	
	00252	252130	78.8	0.08%	UIF - Marion
	00253	253101	1,104.7	1.18%	
	00253	253102	1,030.2	1.10%	Miles Grant
	00254	254100	197.0	0.21%	
	00254	254101	742.5	0.79%	ACME

Louisiana

00255	255100	11,797.7	12.58%		
00255	255101	9,158.0	9.76%		
00255	255102	4.0	0.00%	22.34%	Sanlando
00256	256100	1,083.9	1.16%	1.16%	Sandalhaven
00257	257100	242.0	0.26%		
00257	257101	241.0	0.26%	0.51%	Bayside
00259	259100	781.1	0.83%		
00259	259101	760.7	0.81%	1.64%	Labrador
00260	260100	1,465.0	1.56%		
00260	260101	1,247.0	1.33%	2.89%	Pennbrooke
00261	261100	195.2	0.21%		
00261	261101	167.2	0.18%	0.39%	Hutchinson Island
00262	262100	203.8	0.22%		
00262	262101	171.0	0.18%	0.40%	Sandy Creek
00356	356102	511.0	0.54%		
00356	356103	493.0	0.53%		
00356	356105	2,101.7	2.24%		
00356	356106	2,069.9	2.21%		
00356	356108	672.7	0.72%		
00356	356109	661.8	0.71%		
00356	356111	672.5		0.72%	
00356	356112	668.5	0.71%		
00356	356114	386.5	0.41%		
00356	356115	363.0	0.39%		
00356	356117	556.4	0.59%		
00356	356118	534.6	0.57%		
00356	356120	49.5	0.05%		
00356	356121	47.8	0.05%		
00356	356122	41.8	0.04%		
00356	356124	161.0	0.17%		
00356	356125	158.0	0.17%		
00356	356127	105.0		0.11%	10.93% LWS
00357	357101	4,575.8	4.88%		
00357	357102	4,265.4	4.55%		
00357	357104	940.8	1.00%		
00357	357105	811.8	0.87%	11.29%	UIL

93,816.5	100.00%	100.00%
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State of Florida**Department of Environmental Protection****ISSUED: 4/16/2009****LICENSE NO.: 008003**

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011**ALAN R. BAILEY****CHARLIE CRIST****GOVERNOR****DISPLAY IS REQUIRED BY LAW****MICHAEL W. SOLE****SECRETARY****State of Florida****Department of Environmental Protection****ISSUED: 4/16/2009****LICENSE NO.: 007602**

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011**ALAN R. BAILEY****CHARLIE CRIST****GOVERNOR****DISPLAY IS REQUIRED BY LAW****MICHAEL W. SOLE****SECRETARY**



State of Florida

Department of Environmental Protection
OPERATOR CERTIFICATION PROGRAM
2600 BLAIR STONE ROAD, N.E. 33506
FALL AHSSEL, FLORIDA 32099-2400
(850) 245-7500

PAUL M. TZAREFF

3201 OLD LOCKWOOD ROAD
OVIEDO, FL 32765

State of Florida

Department of Environmental Protection

LICENSE NO.: 0016046 DATE ISSUED: 9/17/2008

CLASS C WASTEWATER TREATMENT PLANT OPERATOR

PAUL M. TZAREFF

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2011

State of Florida

Department of Environmental Protection

ISSUED: 9/17/2008

LICENSE NO.: 0016046

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VALID UNTIL: 4/30/2011

PAUL M. TZAREFF

CHARLIE CRIST

MICHAEL W. SOLE

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 009083

**THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
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VALID UNTIL: 4/30/2011

KATHY ANN SILLITOE

CHARLIE CRIST
GOVERNOR

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SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 013094

**THE CLASS B DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2011

KATHY ANN SILLITOE

CHARLIE CRIST
GOVERNOR

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SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

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**THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
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VALID UNTIL: 4/30/2011

JOHN B. COFFEE, JR.

CHARLIE CRIST
GOVERNOR

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SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 008659

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

DOMENIC V. GENTILUCCI

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 012562

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

DOMENIC V. GENTILUCCI

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 007183

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

JAMES A SWEGHEIMER

CHARLIE CRIST

GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

VALID UNTIL: 4/30/2011

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 007873

THE CLASS B WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

JAMES A SWEGHEIMER

CHARLIE CRIST

GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY



State of Florida

Department of Environmental Protection
OPERATOR CERTIFICATION PROGRAM
2600 BLAIR STONE ROAD, N.E. 33106
TALLAHASSEE, FLORIDA 32399-2400
(850)245-7500



ALLAN FINCH
512 POWER RD
SANFORD, FL 32771-9506

State of Florida

Department of Environmental Protection

LICENSE NO.: 007806 DATE ISSUED: 4/16/2009
CLASS C DRINKING WATER TREATMENT PLANT OPERATOR
ALLAN FINCH
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA
STATUTES
VALID UNTIL: 4/30/2011

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 007806

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
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VALID UNTIL: 4/30/2011

ALLAN FINCH

CHARLIE CRIST

GOVERNOR

PAGE 01/01

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MEXIVA PLANT

MICHAEL W. SOLE

SECRETARY

06/07/2009 18:32 4076825713

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 013756

**THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2011

ALEXANDER LORENZO

CHARLIE CRIST

GOVERNOR

PAGE 01/01

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MEKIVA PLANT

MICHAEL W. SOLE

SECRETARY

4076825713

06/11/2009 15:36

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 008518

**THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2011

ALEXANDER LORENZO

CHARLIE CRIST

GOVERNOR

PAGE 01/01

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MEKIVA PLANT

MICHAEL W. SOLE

SECRETARY

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06/11/2009 15:37

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 008003

**THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2011

ALAN R. BAILEY

CHARLIE CRIST
GOVERNOR

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MICHAEL W. SOLE
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State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

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**THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
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VALID UNTIL: 4/30/2011

ALAN R. BAILEY

CHARLIE CRIST
GOVERNOR

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SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 002181

**THE CLASS A DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2011

THOMAS E. KEYS

CHARLIE CRIST
GOVERNOR

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MICHAEL W. SOLE
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State of Florida
Department of Environmental Protection

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**THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
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VALID UNTIL: 4/30/2011

THOMAS E. KEYS

CHARLIE CRIST
GOVERNOR

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MICHAEL W. SOLE
SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 008241

**THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2011

RAYMOND H. HOGUE

CHARLIE CRIST
GOVERNOR

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MICHAEL W. SOLE
SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 014256

**THE CLASS B DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2011

RAYMOND H. HOGUE

CHARLIE CRIST
GOVERNOR

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MICHAEL W. SOLE
SECRETARY

Sanlando Utilities Corporation

Docket No.: 090402-WS

Seminole County

**25.30.440 (9)
VEHICLES**

Test Year Ended December 31, 2008

Vehicle Schedule

Company: Sanlando Utility Corp.

Docket No.: 090402-WS

Test Year Ended: December 31, 2008

Vehicle #	Year	Model	Serial Number	Driver	Position	Original Cost	Allocation Method
0000220	2002	CHVRL S10 4X2 REG	1GCCS14W1282092	BAILEY, ALAN	Operator	14,342.01	ERCS
0000019	2000	CHVRL S10 4X2 REG	1GCCS14W9YK196208	BROWN, DONNA	Meter reader	15,363.17	ERCS
0000726	2007	CHVRL SILVERADO 15	1GCEC14V37E150478	CALLAHAN, ROBERT	Field Tech, Lift Stns	17,224.42	ERCS
0000659	2006	CHVRL TRAILBLAZER	1GNDT13S462302634	CARVER, NATHANIEL	Project Manager	27,706.16	ERCS
0000703	2007	CHVRL COLORADO 4X2	1GCCS14E578115658	COFFEE, JOHN	Operator	16,019.95	ERCS
0000431	2004	CHVRL SILVERADO 25	1GCHK24U04E296751	COOPER, KEVIN	Field Supervisor	25,036.88	ERCS
0000650	2006	CHVRL TAHOE 4X4 SP	1GNEK13TX6R148941	DURHAM, RICHARD	Regional Vice President	38,005.83	ERCS
0000455	2004	CHVRL SILVERADO 15	1GCEC14X94Z320851	EBERT, SHAWN	Field Tech	18,204.00	ERCS
0000102	2001	CHVRL S10 4X2 REG	1GCCS14W71K129239	FINCH, ALLAN	Operator	14,157.57	ERCS
0000512	2005	CHVRL TAHOE 4X2 SP	1GNEC13T85R199267	FLYNN, PATRICK	Regional Director	37,478.51	ERCS
0000812	2008	CHVRL SILVERADO 15	1GCEC14028Z104431	GALARZA, RICHARD	Field Tech	23,047.01	ERCS
0000864	2008	CHVRL SILVERADO 15	1GCEC19078Z217557	GENTILUCCI, DOMENIC	Area Manager	22,372.23	ERCS
0000818	2008	TOYOT HIGHLANDER	JTEDS41A482011962	GONGRE, BRYAN	Regional Manager	29,220.44	ERCS
0000729	2007	CHVRL TRAILBLAZER	1GNDS13S572108957	HAWS, SCOTTY	Reg Comp & Safety Mgr	29,355.64	ERCS
0000771	2007	CHVRL COLORADO 4X2	1GCCS14E078230006	HOGUE, RAYMOND	Operator	16,222.00	ERCS
0000810	2008	CHVRL SILVERADO 15	1GCEC14068Z104173	HOLLISTER, JIMMIE	Field Tech	20,347.01	ERCS
0009834	1998	CHVRL S10 4X2 REG	1GCCS14X6WK246309	KEYES, THOMAS	Lead Operator	15,739.06	ERCS
0000807	2008	CHVRL SILVERADO 15	1GCEC140X8Z100756	LEARD, MARK	Field Tech	20,347.01	ERCS
0000658	2006	CHVRL SILVERADO 25	1GCHC24U26E156264	LEARNED, SCOTT	Field Tech, Lift Stns	23,373.33	ERCS
0000014	2000	CHVRL S10 4X2 REG	1GCCS14W1YK195845	LORENZO, ALEXANDER	Operator	15,363.17	ERCS
0000509	2005	CHVRL SILVERADO 15	1GCEK19T35E230984	MARINELLI, JOHN	Area Manager	29,472.75	ERCS
0000808	2008	CHVRL SILVERADO 15	1GCEC140X8Z100840	MORRELL, MATTHEW	Field Tech	20,347.01	ERCS
0000833	2008	CHVRL EXPRESS RWD	1GCFG15X581152329	OVERTON, MICHAEL	Field Tech	20,253.31	ERCS
0000813	2008	CHVRL SILVERADO 15	1GCEC14078Z104411	PENNINGTON, JONATHAN	Field Tech	20,494.48	ERCS
0000809	2008	CHVRL SILVERADO 15	1GCEC14048Z102261	PINDER, JEFFREY	Field Supervisor	20,347.01	ERCS
0000824	2008	CHVRL COLORADO 4X2	1GCCS14E888162104	REMIGIO, ROBERTO	Meter reader	17,577.16	ERCS
0000688	2006	TOYOTA HIGHLANDER	JTEEW21A060032524	SCHIOPU, MIRCEA	Northbrook, Mailroom Clerk	35,567.16	ERCS
0000312	2003	CHVRL SILVERADO 15	1GCEC14X03Z114378	SHUE, MICKEY	Field Tech, Lift Stns	18,519.00	ERCS
0000428	2004	CHVRL TRAILBLAZER	1GNDT13S442340667	SILLITOE, KATHY	Area Manager	27,109.73	ERCS
0000740	2007	CHVRL COLORADO 4X2	1GCCS199978141451	SWEGHEIMER, JAMES	Lead Operator	16,424.27	ERCS
0000636	2006	CHVRL COLORADO 4X2	1GCCS146568234592	TZAREFF, PAUL	Operator	17,700.04	ERCS
0000731	2007	CHVRL COLORADO 4X2	1GCCS19E078137723	WRIGHT, THOMAS	Field Tech	18,386.81	ERCS

Sanlando Utilities, Corp.: Personnel

<u>Employee</u>	<u>Job Title</u>	<u>Job Descriptions</u>
BONAGURA, JOHN	Business Manager	
BAILEY, ALAN	Operator	
BROWN, DONNA	Meter reader	<i>*Please see attached job</i>
CALLAHAN, ROBERT	Field Tech, Lift Stns	<i>descriptions for duties performed</i>
CARVER, NATHANIEL	Project Manager	
COFFEE, JOHN	Operator	
COOPER, KEVIN	Field Supervisor	
DURHAM, RICHARD	Regional Vice President	
EBERT, SHAWN	Field Tech	
FINCH, ALLAN	Operator	
FLYNN, PATRICK	Regional Director	
GALARZA, RICHARD	Field Tech	
GENTILUCCI, DOMENIC	Area Manager	
GONGRE, BRYAN	Regional Manager	
HAWS, SCOTTY	Reg Comp & Safety Mgr	
HOGUE, RAYMOND	Operator	
HOLLISTER, JIMMIE	Field Tech	
KEYES, THOMAS	Lead Operator	
LEARD, MARK	Field Tech	
LEARNED, SCOTT	Field Tech, Lift Stns	
LORENZO, ALEXANDER	Operator	
MARINELLI, JOHN	Area Manager	
MORRELL, MATTHEW	Field Tech	
OVERTON, MICHAEL	Field Tech	
PENNINGTON, JONATHAN	Field Tech	
PINDER, JEFFREY	Field Supervisor	
REMIGIO, ROBERTO	Meter reader	
SHUE, MICKEY	Field Tech, Lift Stns	
SILLITOE, KATHY	Area Manager	
SWEGHEIMER, JAMES	Lead Operator	
TZAREFF, PAUL	Operator	
WRIGHT, THOMAS	Field Tech	

** Allocation method for all employees is based on ERCs. Employee salary allocations by employee are attached. Please note Patrick Flynn's salary allocation is based off the FL ERC count, and John Bonagura's, Scotty Haws's, and Rick Durham's salary allocations are based off the FL and South ERC Count.*

Sanlando Utilities Corporation

Docket No.: 090402-WS

Seminole County

**25.30.440 (10)
CUSTOMER COMPLAINTS**

Test Year Ended December 31, 2008

SANLANDO UTILITIES CORP. - SERVICE ORDERS 01/01/08 to 05/31/08

SUBDIVISION : 00680 ROUTE:41 SERVICE ORDER# : 258531
 ACCOUNT# : 006804137101 CUSTOMER NAME: WILLIAMS,ROBERT E
 SERVICE ADDRESS: 2098 JUDITH PL
 EDATE : 01/15/08 TYPE: 26
 COMMENT : WATER IN STREET DUE TO SOMEONE RAN OVER THE METERS URGENT-
 WATER GOING ALL OVER; PHONED OFFICE; 7:55AM PAGED TO JOHN M;
 8AM PH 407-333-0321-MRS. WILLIAMS-INFORM IF HER SIDE
 RESOLUTION : R 61950
 MTR OK.LEAK ON CUST LINE.S\OFF AND TAGGED DOOR WITH INFO
 JH/MC
 RDATE : 01/15/08

SUBDIVISION : 00680 ROUTE: SERVICE ORDER# :272199
 ACCOUNT# : 006800000000 CUSTOMER NAME: SERVICE ADDRESS:
 EDATE : 02/27/08 TYPE: 26
 COMMENT : CUST STATED RUMBLING SOUND UNDERGROUND.POSSIBLE MAIN BREAK
 RESOLUTION : NO PROBLEM WITH UTILITIES LINES. COULD HAVE HEARD THE
 IRRIGATION WATER RUNNING THROUGH NEIGHBORHOOD LINES.
 JH/MC
 RDATE : 02/24/08

SUBDIVISION : 00680 ROUTE: SERVICE ORDER#: 290538
 ACCOUNT# : 006800000000 CUSTOMER NAME:
 SERVICE ADDRESS:
 EDATE : 04/25/08 TYPE: 26
 COMMENT : NEAR END OF 2805 WALDENS POND COVE -THERE IS WATER COMING AT
 CURB NEAR STREET THELMA ROSE; PH; 407-333-0635
 PAGED TO JOHN M; 9:13AM
 RESOLUTION : LEAK ON CUSTOMER SIDE. TURNED ON WATER AND NOTIFIED CUST.
 LG/MC
 RDATE : 04/25/08

SUBDIVISION : 00680 ROUTE:42 SERVICE ORDER#: 297836
 ACCOUNT# : 006804108602 CUSTOMER NAME :. GORDON, BRAD & DEBRA
 SERVICE ADDRESS: 1762 COCOPLUM CT EDATE: 05/19/08 TYPE: 26
 FOPER : SUC
 COMMENT : MR. CALLED SAYING HE CUT THE MAIN LINE BETWEEN THE METER AND
 THE STREET. PAGED TO DALE WHITE
 RESOLUTION : R 2974250 REPAIRED POLY SUPPLY LINE
 RG/MC
 RDATE : 05/19/08

SUBDIVISION : 00680 ROUTE: 41 SERVICE ORDER#:275943
 ACCOUNT# : 006804100301 CUSTOMER NAME: LEWIS,KENNETH
 SERVICE ADDRESS: 1201 KUMQUAT CT EDATE: 03/10/08
 TYPE : 27 FOPER:
 COMMENT : BROKEN WATER LINE
 RESOLUTION : SPOKE WITH CUST AND SHE SAID SHE HAD THE PROBLEM HANDLED
 MS/MC
 RDATE : 03/09/08

SUBDIVISION : 00680 ROUTE: 96 SERVICE ORDER#: 276453
 ACCOUNT# : 006809814803 CUSTOMER NAME: BROADDUS,RAYMOND R
 SERVICE ADDRESS: 2801 CITRON DR EDATE: 03/11/08 TYPE: 27 FOPER:
 COMMENT : LINE BROKEN AT MAIN PER CUSTOMER.

DISPATCHED CALL TO ON CALL- MICK SHUE.
CELL# 407-967-8336

RESOLUTION : R 2550450
CUST REPAIRED BREAK ON THEIR SIDE.
ML/MC

RDATE : 03/11/08

SUBDIVISION : 00680 ROUTE:. 42 SERVICE ORDER#: 295085
ACCOUNT# : 006804228901 CUSTOMER NAME: GAIBOR,PEPE L
SERVICE ADDRESS: 1383 WINDY RIDGE CT EDATE: 05/09/08
TYPE : 28 FOPER: SUC
COMMENT : CUST.CAME INTO THE LOBBY SAYING HIS PRESSURE IS REAL LOW.
PLEASE CHECK BOTH MTRS.(2 MTR.BOX) SAYS MAYBE IT HAS SOMETHING
TO DO WITH THE OTHER MTR. PLEASE TAG THE DOOR.HE WOULD LIKE TO
TALK TO YOU IF HE IS AT HOME AT THE TIME. PHONE NUMBER IS 407-
767-5933. FAX TO OPERATIONS, LORETTA. THANKS

RESOLUTION : READING TODAY: 6995640. CUSTOMER HAS WRONG FITTING ON HIS SIDE
OF METER. INFORMED CUSTOMER HE NEEDS TO REPAIR SERVICE LINE
BEFORE METER TEST CAN BE COMPLETED. INFORMED CUSTOMER TO CALL
OFFICE AFTER REPAIR IS DONE, TO SCHEDULE TEST. NOTE: TAGGED
DOOR AND TALKED TO CUSTOMER. PERFORMED PRESSURE TEST AT HOSE
BIBB, HOUSE HAS 64 P.S.I.RICHARD G.:LA 5/19/8 REPAIR WAS MADE.
MTR NIPPLE WAS ADDED AND MTR CHKD OUT. FLOW TESTED @SERV POINT
70 GPM
DW/MC

RDATE : 05/09/08

SUBDIVISION : 00680 ROUTE:96 SERVICE ORDER#:296220
ACCOUNT# : 006809806801 CUSTOMER NAME:SIMONE,ANGELO J
SERVICE ADDRESS: 2611 JENNIFER HOPE BLVD EDATE: 05/13/08
TYPE : 28 FOPER: SUC
COMMENT : MS. CALLED DUE TO LOW PRESSURE
PLEASE CHECK PRESSURE AND TALK WITH CUSTOMER

RESOLUTION : R 1450040 PRESSURE AT HOSE BIB 70 PSI 18 GAL PER MINTUTE
NO LEAKS TAGGED DOOR WITH FINDINGS
COACH/MC

RDATE : 05/14/08

SUBDIVISION : 00680 ROUTE: 42 SERVICE ORDER# :256053
ACCOUNT# : 006804230301 CUSTOMER NAME:WINGFIELD RESERVE HOA,
SERVICE ADDRESS: PEACHLEAF CT IRRIG EDATE. 01/07/08 TYPE: 33
FOPER : SUC
COMMENT : CUSTOMER CALLED TO REPORT WHEN WE COMPLETED A REPAIR AT THIS
LOCATION WE DESTROYED THE LANDSCAPING AROUND THEIR AREA AND
ALSO BROKE THE CONCRETE AT THE CURB. WHEN WILL THIS BE
REPAIRED. PLEASE CALL DOROTHY DODSON @ 407-788-6700, EXT 314
(PROPERTY MGR) WITH YOUR FINDINGS.

RESOLUTION : SPOKE WITH PROPERTY MANAGER.INFORMED HER WE WILL HAVE THIS
COMPLETED IN A WEEK
. JM/MC

RDATE : 01/08/08

SUBDIVISION : 00680 ROUTE: SERVICE ORDER# : 287692
ACCOUNT# : 006800000000 CUSTOMER NAME :
SERVICE ADDRESS:
EDATE : 04/17/08 TYPE: 36
FOPER : OMMENT: SEWER DISCHARGING FROM ANHOLE ON MARKHAM WOODS RD
NORTH OF SR #434 PER RANDY W/SEMINOLE CTY- PH; 407-547-9520

PAGED TO JOHN M; 9:35AM

RESOLUTION : PLUGGED MANHOLE IN BACK EASMENT.VAC JETTED AND REMOVED
BLOCKAGE. REPORTED TO DEP.CLEANED AREA
JM/MC

RDATE : 04/17/08

SUBDIVISION : 00680 ROUTE: 96 SERVICE ORDER# : 294584

ACCOUNT# : 006809801703 CUSTOMER NAME: HOTALING,ASHLEIGH

SERVICE ADDRESS: 1501 TRACY DEE WAY EDATE: 05/08/08

TYPE : 36 FOPER:

COMMENT : CALLED AFTER HOURS FOR SEWER BACKUP ISSUE

RESOLUTION : CHKED UP AND DOWN STREAM MANHOLES. JETTED MAINS AFTER SPEAKING
WITH JEFF P
SE/MC

RDATE : 05/07/08

SUBDIVISION : 00680 ROUTE : SERVICE ORDER# : 272196

ACCOUNT# : 006800000000 CUSTOMER NAME: ,

SERVICE ADDRESS:

EDATE : 02/27/08 TYPE: 39

FOPER :

COMMENT : AC POWERFAIL, SOMEONE HIT TRANSFOMER.

RESOLUTION : RAN GENERATOR UNTIL PROGRESS RESTORED POWER.
JH/MC

RDATE : 02/23/08

SUBDIVISION : 00680 ROUTE: 43 SERVICE ORDER# : 262886

ACCOUNT# : 006808970020 CUSTOMER NAME: DELUCA HOMES,

SERVICE ADDRESS: 1302 BELLA VISTA CIR EDATE : 01/28/08

TYPE : 4 FOPER : SUC

COMMENT : REUSE MTR.FEE PAID 07/31/07 FOR 5/8" REUSE FOR LOT 2, BELLA
VISTA. PLEASE PROVIDE MTR. INFO AND LOCATION.

RESOLUTION : REUSE METER INSTALLED. 5/8" SERIAL #34587904, STARTING READ 10.
LOCATION: RIGHT LINE.

RDATE : 10/12/07

SUBDIVISION : 00680 ROUTE:. 43 SERVICE ORDER#:. 262909

ACCOUNT# : 006808970030 CUSTOMER NAME :. DELUCA HOMES,

SERVICE ADDRESS: 1298 BELLA VISTA CIR EDATE:. 01/28/08

TYPE : 4 FOPER:. SUC

COMMENT : REUSE MTR. FEE RECEIVED FOR 5/8" MTR. FOR LOT 3 IN BELLA
VISTA. PLEASE PROVIDE ALL MTR.INFO AND THE LOCATION.

RESOLUTION : REUSE MTR. SERIAL #34587913, STARTING READ 10.??:LA LOCATION:
LEFT LINE.

RDATE :. 10/12/07

SUBDIVISION :. 00680 ROUTE:43 SERVICE ORDER#262984

ACCOUNT# :. 006808970170

CUSTOMER NAME :. DELUCA HOMES,

SERVICE ADDRESS:. 1236 BELLA VISTA CIR

EDATE :. 01/28/08

TYPE :. 4

FOPER :. SUC

COMMENT :. REUSE MTR.FEE RECEIVED IN JULY FOR LOT 17 IN THE BELLA VISTA.
. PROVIDE ALLK MTR. INFO AND THE LOCATION.

RESOLUTION :. REUSE 5/8" MTR. BADGER, S/N 34587901. LOCATION: RIGHT
PROPERTY LINE.
. MATT:LA

RDATE :. 08/23/07

SUBDIVISION :. 00680 ROUTE:97 SERVICE ORDER# 262996
 ACCOUNT# :. 006808970180
 CUSTOMER NAME :. DELUCA HOMES,
 SERVICE ADDRESS:.. 1232 BELLA VISTA CIR
 EDATE :. 01/28/08
 TYPE :. 4
 FOPER :. SUC
 COMMENT :. REUSE MTR.FEE RECEIVED IN JULY FOR 5/8" MTR. FOR LOT 18 IN
 BELLA VISTA.PROVIDE ALL THE MTR. INFO AND THE LOCATION.
 RESOLUTION :. REUSE MTR. S/N 34587926, STARTING READ 10. LOCATION: LEFT
 PROPERTY LINE.
 . MATT:LA
 RDATE :. 09/27/07

SUBDIVISION :. 00680 ROUTE:97 SERVICE ORDER# 263010
 ACCOUNT# :. 006808970350
 CUSTOMER NAME :. DELUCA HOMES INC,
 SERVICE ADDRESS:.. 1257 BELLA VISTA CIR
 EDATE :. 01/28/08
 TYPE :. 4
 FOPER :. SUC
 COMMENT :. REUSE MTR. FEE RECEIVED IN JULY FOR 5/8" REUSE MTR.FOR LOT 35
 IN BELLA VISTA. PROVIDE ALL MTR. INFO AND THE LOCATION
 RESOLUTION :. REUSE MTR. INSTALLED: 5/8" S/N 34587915, READING 10.LOCATION:
 RIGHT PROPERTY LINE.
 MATT:LA
 RDATE :. 09/27/07

SUBDIVISION :. 00680 ROUTE:43 SERVICE ORDER# 263037
 ACCOUNT# :. 006808970360
 CUSTOMER NAME :. DELUCA HOMES ,
 SERVICE ADDRESS:.. 1253 BELLA VISTA CIR
 EDATE :. 01/28/08
 TYPE :. 4
 FOPER :. SUC
 COMMENT :. REUSE MTR.FEE RECEIVED IN JULY FOR 5/8" REUSE MTR. FOR LOT 36
 IN BELLA VISTA. PROVIDE ALL MTR. INFO AND THE LOCATION OF
 THIS METER
 RESOLUTION :. REUSE METER: 5/8" S/N 34587924, READING 10.LOCATION: LEFT
 PROPERTY LINE.
 . MATT:LA
 RDATE :. 09/27/07

SUBDIVISION :. 00680 ROUTE: 43 SERVICE ORDER# 263120
 ACCOUNT# :. 006808970370
 CUSTOMER NAME :. DELUCA HOMES ,
 SERVICE ADDRESS:.. 1249 BELLA VISTA CIR
 EDATE :. 01/29/08
 TYPE :. 4
 FOPER :. SUC
 COMMENT :. REUSE MTR.FEE RECEIVED FOR 5/8" REUSE FOR LOT 37 IN BELLA
 VISTA. PROVIDE ALL MTR. INFO AND THE LOCATION.
 RESOLUTION :. REUSE MTR.:5/8" S/N 34587925, STARTING READ 10. LOCATION:
 RIGHT PROPERTY LINE. MATT:LA
 RDATE :. 09/27/07

SUBDIVISION :. 00680 ROUTE: 43 SERVICE ORDER# 263265
 ACCOUNT# :. 006808970380

CUSTOMER NAME :. DELUCA HOMES INC,
SERVICE ADDRESS:. 1245 BELLA VISTA CIR
EDATE :. 01/29/08
TYPE :. 4
FOPER :. SUC
COMMENT :. REUSE MTR.FEE RECEIVED IN JULY FOR 5/8" REUSE MTR. FOR LOT
38,BELLA VISTA. PROVIDE ALL MTR. INFO AND THE LOCATION.
RESOLUTION :. REUSE MTR. INSTALLED 09/27/07, S/N 34587927, READING 10.
LOCATION :. LEFT PROPERTY LINE. MATT:LA
RDATE :. 09/27/07

SUBDIVISION :. 00680 ROUTE: 43 SERVICE ORDER# 263286
ACCOUNT# :. 006808970390
CUSTOMER NAME :. DELUCA HOMES INC,
SERVICE ADDRESS:. 1241 BELLA VISTA CIR
EDATE :. 01/29/08
TYPE :. 4
FOPER :. SUC
COMMENT :. REUSE MTR.FEE RECEIVED IN JULY FOR 5/8" REUSE MTR. FOR LOT 39
IN BELLA VISTA. PROVIDE ALL MTR. INFO AND THE LOCATION.
RESOLUTION :. REUSE MTR.: 5/8" S/N 34587928, READING 10. LOCATION: RIGHT
PROPERTY LINE.
. MATT:LA
RDATE :. 09/27/07

SUBDIVISION :. 00680
ROUTE :. 43
SERVICE ORDER# :. 263306
ACCOUNT# :. 006808970400
CUSTOMER NAME :. DELUCA HOMES INC,
SERVICE ADDRESS:. 1237 BELLA VISTA CIR
EDATE :. 01/29/08
TYPE :. 4
FOPER :. SUC
COMMENT :. REUSE MTR. FEE RECEIVED IN JULY, FOR 5/8" REUSE MTR. FOR LOT
40 IN THE BELLA VISTA. PROVIDE ALL MTR.INFO AND THE LOCATION.
RESOLUTION :. REUSE MTR. #34587916, STARTING READ 10. LOCATION: LEFT
PROPERTY LINE.
. MATT:LA
RDATE :. 09/27/07

SUBDIVISION :. 00680
ROUTE :. 43
SERVICE ORDER# :. 263322
ACCOUNT# :. 006808970410
CUSTOMER NAME :. DELUCA HOMES INC,
SERVICE ADDRESS:. 1233 BELLA VISTA CIR
EDATE :. 01/29/08
TYPE :. 4
FOPER :. SUC
COMMENT :. REUSE MTR. FEE RECEIVED IN JULY FOR 5/8" REUSE MTR. FOR LOT
41, BELLA VISTA. PROVIDE ALL MTR. INFO AND THE LOCATION.
RESOLUTION :. REUSE METER: 5/8", S/N 34587929, READING 10. LOCATION: RIGHT
PROPERTY LINE. MATT:LA
RDATE :. 09/27/07

SUBDIVISION :. 00680 ROUTE:. 43 SERVICE ORDER# 271540
ACCOUNT# :. 006808970090
CUSTOMER NAME :. CURTAIN,MICHAEL R
SERVICE ADDRESS:. 1268 BELLA VISTA CIR
EDATE :. 02/25/08
TYPE :. 4
FOPER :. SUC
COMMENT :. REUSE APP.AND MTR.FEE RECEIVED FROM DELUCA HOMES 08/02/07, FOR
LOT 9 IN THE BELLA VISTA SUBDIVISION. PLS PROVIDE ALL THE
MTR INFO AND LOCATION OF THIS REUSE METER.
RESOLUTION :. REUSE MTR. 5/8" BADGER, S/N 34587902, STARTING READ 10.
LOCATION :. CENTER OF PROPERTY LINE.
MATT:LA
RDATE :. 08/23/07

SUBDIVISION :. 00680 ROUTE:43 SERVICE ORDER# 271574 ACCOUNT# 006808970540
CUSTOMER NAME :. HILLPOT,HOLLY J
SERVICE ADDRESS:. 753 CRISTALDI WAY
EDATE :. 02/25/08
TYPE :. 4
FOPER :. SUC
COMMENT :. REUSE APP.AND MTR.FEE RECEIVED FROM DELUCA HOMES ON 07/19/07,
FOR LOT 54IN THE BELLA VISTA SUB-DIVISION, FOR A 5/8" REUSE
MTR.PLEASE PROVIDE ALL MTR. INFO AND THE LOCATION OF THIS
REUSE MTR.
RESOLUTION :. REUSE MTR.INFO: 5/8" BADGER S/N 34587905, STARTING READ 10.
LOCATION :. CENTER OF PROPERTY. MATT:LA
RDATE :. 08/23/07

SUBDIVISION :. 00680
ROUTE :. 43
SERVICE ORDER# :. 271763
ACCOUNT# :. 006808970550
CUSTOMER NAME :. GARNICA,ARLIS
SERVICE ADDRESS:. 754 CRISTALDI WAY
EDATE :. 02/26/08
TYPE :. 4
FOPER :. SUC
COMMENT :. REUSE TAP APP.AND METER FEE WAS PAID BY DELUCA HOMES ON
07/31/07, FOR LOT 55 IN THE BELLA VISTA SUB-DIVISION. PLEASE
PROVIDE ALL THE METER INFO AND THE LOCATION OF REUSE METER.
RESOLUTION :. REUSE METER IS A 5/8" BADGER, S/N 34587914
. STARTING READ 10. LOCATIONS CENTER OF PROPERTY. MATT:LA
RDATE :. 08/23/07

SUBDIVISION :. 00680 ROUTE 43 SERVICE ORDER# 272622 ACCOUNT# 006808970560
CUSTOMER NAME :. SOUSA ,MIGUEL
SERVICE ADDRESS:. 750 CRISTALDI WAY
EDATE :. 02/28/08
TYPE :. 4
FOPER :. SUC
COMMENT :. THE REUSE METER FEE WAS PAID BY DELUCA HOME ON 07/31/07, FOR
\$150.00. PLEASE PROVIDE ALL THE REUSE METER INFO AND THE
LOCATION OF THIS METER.
RESOLUTION :. REUSE METER INFOF: 5/8" BADGER, S/N 34587917, STARTING READ
10.
. LOCATION: LEFT PROPERTY LINE. MATT:LA THE REUSE METER FEE WAS
PAID BY DELUCA HOMES 07/31/07. THEY HAD THE CLOSING BEFORE
REUSE ACCOUNT WAS SET UP.

RDATE :. 08/23/07
 SUBDIVISION :. 00680
 ROUTE :. 43
 SERVICE ORDER# :. 272684
 ACCOUNT# :. 006808970840
 CUSTOMER NAME :. DELUCA HOMES INC,
 SERVICE ADDRESS:. 1116 BELLA VISTA CIR
 EDATE :. 02/28/08
 TYPE :. 4
 FOPER :. SUC
 COMMENT :. PLEASE PROVIDE THE REUSE METER INFO FOR LOT 84 IN THE BELLA
 VISTA SUB-DIVISION.
 RESOLUTION :. REUSE METER IS A: 5/8" S/N 34587912, STARTING READ 10.
 LOCATION :. LEFT PROPERTY LINE. MATT:LA
 RDATE :. 09/27/07
 SUBDIVISION :. 00680
 ROUTE :. 41
 SERVICE ORDER# :. 271683
 ACCOUNT# :. 006804129301
 CUSTOMER NAME :. MEERDINK,WARREN L
 SERVICE ADDRESS:. 2001 W CROWLEY CIR
 EDATE :. 02/26/08
 TYPE :. 43
 FOPER :. SUC
 COMMENT :. MS. CALLED SAYING SHE HAS NO WATER.
 . PAGED TO JOHN M.
 RESOLUTION :. NO WATER DUE TO MTR BEINF CHANGED OUT. SEE SO#236549
 . RG/MC
 RDATE :. 02/26/08
 SUBDIVISION :. 00680
 ROUTE :. 42
 SERVICE ORDER# :. 276037
 ACCOUNT# :. 006804228061
 CUSTOMER NAME :. MCBRIDE,CLIFFORD
 SERVICE ADDRESS:. 1731 MYRTLE LAKE HILLS RD
 EDATE :. 03/10/08
 TYPE :. 43
 FOPER :.
 COMMENT :. NO WATER-ALL THRU HOUSE. NO WATER SOFTNER ?
 . PAGED TO JOHN M; 4:12PM (AFTER HRS)
 RESOLUTION :. PEOPLE WORKING ON NEIGHBORS IRRIGATION TURNED OFF MTR.
 . TURNED ON AND INFORMED CUST
 . MC
 RDATE :. 03/10/08
 SUBDIVISION :. 00680 ROUTE: 96 SERVICE ORDER# :. 281220
 ACCOUNT# :. 006809828002 CUSTOMER NAME:. HUGGINS, SHELIA K
 SERVICE ADDRESS:. 2810 SAND LAKE RD EDATE:03/27/08
 TYPE :. 43 FOPER :.
 COMMENT :. CUSTOMER HAS NO WATER.
 . DISPATCHED TO JEFF PINDER
 RESOLUTION :. CUST CALLED AND CANCELED THE CALL OUT
 . JP/MC
 RDATE :. 03/27/08

SUBDIVISION :. 00680
 ROUTE :. 96
 SERVICE ORDER# :. 283982
 ACCOUNT# :. 006809801607
 CUSTOMER NAME :. RAY, HAROLD L
 SERVICE ADDRESS: 1511 TRACY DEE WAY
 EDATE :. 04/07/08
 TYPE :. 43
 FOPER :.
 COMMENT :. CUSTOMER CALLED DUE TO NO WATER AT RESIDENCE - (A.M. REQUEST
 MEET CUST). PLEASE CHECK METER VALVE TO SEE IF TURNED ON.
 CUSTOMER STATED HE CHECK HOUSE VALVE. WAS TURNED OFF LAST
 MONTH DUE TO NON PMT. WAIVER WAS RECEIVED - PER ORDER WATER
 WAS TURNED ON.
 RESOLUTION :. R 764460
 :. UNLOCKED AND TURNED ON
 :. JP/MC
 RDATE :. 04/08/08

SUBDIVISION :. 00680
 ROUTE :. 42
 SERVICE ORDER# :. 290836
 ACCOUNT# :. 006804216302
 CUSTOMER NAME :. RODRIGUEZ, ALFREDO
 SERVICE ADDRESS: 1901 WINGFIELD DR
 EDATE :. 04/25/08
 TYPE :. 43
 FOPER :.
 COMMENT :. CUST CALLED IN NO WATER. PLEASE CHK OUT
 :. PAGED TO DALE WHITE
 RESOLUTION :. R 9348200
 :. MM/MC
 RDATE :. 04/25/08

SUBDIVISION :. 00680
 ROUTE :. 21
 SERVICE ORDER# :. 296870
 ACCOUNT# :. 006803100711
 CUSTOMER NAME :. WAVE CORPORATION,
 SERVICE ADDRESS: 1250 DOUGLAS AVE
 EDATE :. 05/15/08
 TYPE :. 43
 FOPER :.
 COMMENT :. SAID NO WATER EVER ON THIS IRRG ACCOUNT ? PLEASE CHECK AND TAG
 WITH RESULTS & DO AFTER 4PM OR BEFORE 10AM **: -)
 RESOLUTION :. R 3613520 IRRIGATION NOT HOOKED UP
 :. JH/DALE/MC
 RDATE :. 05/16/08

SUBDIVISION :. 00681
 ROUTE :. 61
 SERVICE ORDER# :. 258346
 ACCOUNT# :. 006816301601
 CUSTOMER NAME :. BROCK, MICHELE A
 SERVICE ADDRESS: 661 N LONGVIEW PL
 EDATE :. 01/14/08
 TYPE :. 26
 FOPER :.

COMMENT :. CUSTOMER STATES THAT THERE IS A BROKEN LINE OUT FRONT.
 . PLEASE CHECK.
 . DISPATCHED CALL TO MATT M.
 RESOLUTION :. MR=170490
 . LEAK IN CUSTOMERS PVC. THEY WILL MAKE REPAIR
 . SE/LYN
 RDATE :. 01/14/08

 SUBDIVISION :. 00681
 ROUTE :.
 SERVICE ORDER# :. 270053
 ACCOUNT# :. 006810000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 02/20/08
 TYPE :. 26
 FOPER :.
 COMMENT :. WATER POURING OUT AT SHADWO BAY BLVD AND WEKIVA SPRINGS-NEAR
 INLET
 . PAGED TO JOHN M
 . HER PH; 407-774-2850-NANCY
 RESOLUTION :. COMMUNITY POOL BEING DRAINED
 . NO LEAK
 . JP/LYN
 RDATE :. 02/20/08

 SUBDIVISION :. 00681
 ROUTE :. 61
 SERVICE ORDER# :. 281420
 ACCOUNT# :. 006816145602
 CUSTOMER NAME :. WINDSOR RB GEM LLC,
 SERVICE ADDRESS :. 494 N PIN OAK PL
 EDATE :. 03/28/08
 TYPE :. 27
 FOPER :.
 COMMENT :. ERICA WITH SABAL WALK APARTMENTS CALLED TO REPORT A BREAK
 BETWEEN 494 & 498 N. PIN OAK PL. CAN BE REACHED AT 407-788-
 8888
 . DISPATCHED CALL TO JEFF PINDER
 RESOLUTION :. LEAK IN CUSTOMERS LINE
 . INFORMED MAINTENANCE ON PROPERTY TO MAKE REPAIR
 . NOT OURS.
 . JP/LYN
 RDATE :. 03/28/08

 SUBDIVISION :. 00681
 ROUTE :. 63
 SERVICE ORDER# :. 273843
 ACCOUNT# :. 006817313802
 CUSTOMER NAME :. ENGELHARDT, CHARLES D
 SERVICE ADDRESS :. 672 SMOKERISE BLVD
 EDATE :. 03/04/08
 TYPE :. 28
 FOPER :. SUC
 COMMENT :. CUST STATING THAT ALOT OF PRESSURE AND AIR IS COMING OUT OF
 HER FAUCETS. PLEASE CHK OUT.
 . PAGED TO JEFF P
 RESOLUTION :. MR=4072940
 . NO ON E HOME PRESSURE GOOD OUTSIDE.

. HUNG TAG TO INFORM CUSTOMER TO CHECK WATER SOTNER.
 . MATT/LYN
 RDATE :. 03/04/08
 SUBDIVISION :. 00681
 ROUTE :. 62
 SERVICE ORDER# :. 273933
 ACCOUNT# :. 006817428401
 CUSTOMER NAME :. RAYMOND,RICKY
 SERVICE ADDRESS:. 727 RIVERBEND BLVD
 EDATE :. 03/04/08
 TYPE :. 28
 FOPER :. SUC
 COMMENT :. CUST CALLED IN LOW PRESSURE. PLEASE CHK OUT AND TAG DOOR
 . PAGED TO JEFF P
 RESOLUTION :. RR=589880
 . PRESSURE AT HOUSE IS 70 psi AND IS SAME WITH SURROUNDING
 . NEIGHBORS, TALKED WITH CUTOMER ABOUT FINDINGS.
 . SE/LYN
 RDATE :. 03/04/08
 SUBDIVISION :. 00681
 ROUTE :. 52
 SERVICE ORDER# :. 274185
 ACCOUNT# :. 006816111901
 CUSTOMER NAME :. TORINA,JOSEPH
 SERVICE ADDRESS:. 202 E HORNBEAM DR
 EDATE :. 03/04/08
 TYPE :. 28
 FOPER :. SUC
 COMMENT :. CUSTOMER CALLED DUE TO VERY LOW WATER PRESSURE.
 . PAGED TO PINDER
 RESOLUTION :. MR=333140
 . SPOKE WITH CUSTOMER - PROBLEM WITHIN CUSTOMERS WATER SOFTNER
 . MATT/LYN
 RDATE :. 03/04/08
 SUBDIVISION :. 00681
 ROUTE :. 62
 SERVICE ORDER# :. 293468
 ACCOUNT# :. 006817419701
 CUSTOMER NAME :. GREENBERG, KEITH
 SERVICE ADDRESS:. 501 RIVERBEND BLVD
 EDATE :. 05/06/08
 TYPE :. 28
 FOPER :. SUC
 COMMENT :. CUSTOMER BELIEVES PRESSURE PROBLEM EXISTS AT OUR METER. HAS
 HAD PLUMBER OUT TO CONFIRM. PLEASE CHECK PRESSURE.
 . DISPATCHED CALL TO MATT M.
 RESOLUTION :. MR=2557340
 . CHECKED PSI AND GPM - 60 PSI
 . TAGGED DOOR TO CHECK WATER SOFTNER IF THEY HAVE ONE OR THEIR
 IRRIGATION COULD HAVE BEEN ON.
 . 14 GPM
 . MATT/LYN
 RDATE :. 05/06/08
 SUBDIVISION :. 00681 ROUTE: 52 SERVICE ORDER# :. 295876

ACCOUNT# :. 006816206601
CUSTOMER NAME :. COPLIN, ROBERT E
SERVICE ADDRESS :. 520 SUGAR RIDGE CT
EDATE :. 05/13/08
TYPE :. 28
FOPER :.
COMMENT :. CHECK PRESSURE BETWEEN 10AM-4PM SAYS IS BAD ALL AREAS-AND ALL
THE TIME. TAG WITH RESULTS
RESOLUTION :. MR=5692810
. 84 psi 14 gpm @ HOUSE
. NO PROBLEM FOUND.
. HUNG TAG WITH INFO & ADVISED CUSTOMER TO CHECK FILTRATION
SYSTEM IF HE HAS ONE.
. JP/LYN
RDATE :. 05/14/08

SUBDIVISION :. 00681
ROUTE :. 63
SERVICE ORDER# :. 299476
ACCOUNT# :. 006817501503
CUSTOMER NAME :. DELLORUSS, EDWARD C
SERVICE ADDRESS :. 103 S SMOKERISE BLVD
EDATE :. 05/23/08
TYPE :. 28
FOPER :.
COMMENT :. PLEASE OBTAIN READING AND CHECK PRESSURE GOING TO HOME.
. INFORM. CUSTOMER OF FINDINGS.
. CUSTOMER HAS BEEN DEALING WITH LOW PRESSURE A LONG TIME.
RESOLUTION :. MR=6018600
. 45 psi AT HOUSE BIB
. 50 psi AT HOUSE BIB IN RAR OF HOME
. 5 GAL PER MINUTE AT METER
. TALKED WITH CUSTOMER
. COACH/LYN
RDATE :. 05/27/08

SUBDIVISION :. 00681 ROUTE 61 SERVICE ORDER# 263021 ACCOUNT# 006816115901
CUSTOMER NAME :. PARSONS, H L
SERVICE ADDRESS :. 588 WHISPERWOOD DR
EDATE :. 01/28/08
TYPE :. 29
FOPER :. SUC
COMMENT :. MR. CAME INTO THE OFFICE WITH A JAR OF DIRTY YELLOW WATER AND
A JAR OF FROZEN ICE WITH BLACK SPECKS IN IT. HE WANTS HIS
WATER TESTED AND HE WANTS A COPY OF THE TEST.
. PAGED TO ELISA
RESOLUTION :. 2/6/08 1430-1600 DROPPED OFF A COPY OF THE BACT TEST RESULTS
AS REQUESTED & EXPLAINED THE RESULTS. MR.P. THEN TOLD ME
INTENDS TO REPLACE THE TP VALVE & THE SUPPLY LINE FOR THE HOT
WATER HEATER HIMSELF. I TOLD HIM THAT I DID NOT BELEIVE THAT
THE TANK WAS CRUDFREE - HE DISAGREED AND TOLD ME HE WOULD
CALL ME NEXT WEEK AFTER THE PARTS ARE REPLACED SO I CAN
WATCH HIM FLUSH THE TANK. AT THIS POINT I REITERATED THE FACT
THAT HE COULD REPLACE ALL THESE PARTS AND STILL HAVE TO
REPLACE THE HOT WATER HEATER ANYWAY.
. ALEX/LYN
. 2/22/08 DROPPED OFF COPY OF LAB RESULTS. HE WANTS TO REPAIR
BY HIMSELF.L
RDATE :. 01/28/08

SUBDIVISION :. 00681
 ROUTE :. 61
 SERVICE ORDER# :. 274768
 ACCOUNT# :. 006816144401
 CUSTOMER NAME :. POSTMASTER,
 SERVICE ADDRESS:. 920 WEKIVA SPRINGS RD
 EDATE :. 03/06/08
 TYPE :. 29
 FOPER :.
 COMMENT :. CUSTOMER SAYS ON 3-4-08 WE HAD WATER OFF FOR A COUPLE OF
 HOURS, WHEN WATER CAME BACK IT HAS WHITE PARTICLES AND HAS
 NOT CLEARED UP IN 2 DAYS.
 . PAGED JOHN M
 RESOLUTION :. 3/6 - SPOKE WITH POST OFFICE CUSTODIAN, WE FLUSHED
 . AT A HOSE BIB FOR 15 MINS. TOLD THEM SOMEBODY WOULD
 . BE BY TO TAKE SAMPLES AND IF PROBLEM PERSISTS TO FLUSH
 . BUILDING AT ALL HOSE BIBS AND FAUCETS FOR 15 MINS.
 . MATT/LYN
 RDATE :. 03/06/08

SUBDIVISION :. 00681
 ROUTE :. 71
 SERVICE ORDER# :. 297948
 ACCOUNT# :. 006817208401
 CUSTOMER NAME :. PRAIRIE,JOHN
 SERVICE ADDRESS:. 306 VALLEY DR
 EDATE :. 05/19/08
 TYPE :. 29
 FOPER :. SUC
 COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE SAYING THEIR WATER HAS
 A WHITE SUBSTANCE IN IT. PLEASE PROVIDE RESOLUTION
 RESOLUTION :. WATER QUALITY ISSUE WAS DISPATCHED TO PLANT OPERATOR ON CALL
 . JP/LYN
 RDATE :. 05/17/08

SUBDIVISION :. 00681
 ROUTE :. 63
 SERVICE ORDER# :. 274324
 ACCOUNT# :. 006817506705
 CUSTOMER NAME :. BEGANE,GLENN
 SERVICE ADDRESS:. 110 BRANDYWINE LN
 EDATE :. 03/05/08
 TYPE :. 31
 FOPER :.
 COMMENT :. CUSTOMER HAS AIR IN LINES AND SAYS THAT THE PROBLEM IS WITHIN
 THE HOME WHERE HE IS HEARING A LOUD NOISE FOLLOWED BY
 VIBRATION TONE. HE DOESNT WAS TO CONTACT A PLUMBER DUE TO
 EXPENSE WITHOUT FIRST ALLOWING US TO INVESTIGATE OUR METER
 AND LINES.
 DISPATCHED CALL TO JEFF P
 RESOLUTION :. RR=6618700
 . CHECKED OUR METER AND LINES AND THEY ARE FINE.
 . SPOKE WITH CUSTOMER.
 . MATT/LYN
 RDATE :. 03/05/08

SUBDIVISION :. 00681
 ROUTE :. 61
 SERVICE ORDER# :. 285230
 ACCOUNT# :. 006816100191
 CUSTOMER NAME :. MANION,LISA A
 SERVICE ADDRESS:. 195 WEKIVA SPRINGS RD
 EDATE :. 04/10/08
 TYPE :. 36
 FOPER :.
 COMMENT :. CUSTOMER CALLED TO REPORT SEWER BACK UP IN ROAD. PLUMBER ON
 :. SITE.
 :. DISPATCHED TO JEFF PINDER.
 RESOLUTION :. FOUND 4" PVC SEWER F.M. CRACKED IN PARKING LOT.
 :. HAD CONTRACTOR JOHN BUSH MAKE REPAIR USING
 :. WRAP AROUND REPAIR CLAMP.
 :. SE/MM
 RDATE :. 04/10/08

SUBDIVISION :. 00681
 ROUTE :. 52
 SERVICE ORDER# :. 297090
 ACCOUNT# :. 006816315901
 CUSTOMER NAME :. VILLAGE ON THE GREEN,
 SERVICE ADDRESS:. 500 VILLAGE PL BLDG B
 EDATE :. 05/15/08
 TYPE :. 36
 FOPER :.
 COMMENT :. SEWER BACK UP IN 3 UNITS-BLG #430-OR F-PER MAINTENANCE
 :. PAUL ; 407-682-4767
 :. PAGED TO; JOHN M;4:43PM
 RESOLUTION :. JOHN SPOKE WITH PAUL
 :. PROBLEM WAS INTERNAL & CUSTOMER WILL CONTACT A PLUMBER
 :. JP/LYN
 RDATE :. 05/15/08

SUBDIVISION :. 00681
 ROUTE :. 63
 SERVICE ORDER# :. 297811
 ACCOUNT# :. 006817503101
 CUSTOMER NAME :. TIFT,LAWRENCE
 SERVICE ADDRESS:. 203 S SMOKERISE BLVD
 EDATE :. 05/19/08
 TYPE :. 36
 FOPER :. SUC
 COMMENT :. MR. CALLED DUE TO CLOGGED SEWER LINE AGAIN. HE WANTS JEFF
 :. PINDER TO CALL HIM AT 407-869-0656.
 RESOLUTION :. SPOKE WITH MR. TIFT VIA PHONE.
 :. SENT VAC & JET SERVICES OUT TO CLEAN HIS LINE
 :. JP/LYN
 RDATE :. 05/20/08

SUBDIVISION :. 00681
 ROUTE :. 71
 SERVICE ORDER# :. 293790
 ACCOUNT# :. 006817205001
 CUSTOMER NAME :. DAWKINS,SAM
 SERVICE ADDRESS:. 313 VALLEY DR
 EDATE :. 05/06/08

TYPE :. 39
 FOPER :.
 COMMENT :. ALARM GPOING OFF HERE
 . PAGED TO MATT M; 1:10PM
 RESOLUTION :. L/S H-2 POWER OUTAGE
 . PROGRESS ENERGY RESTORED POWER
 . SHAWN/LYN
 RDATE :. 05/06/08

SUBDIVISION :. 00681
 ROUTE :. 52
 SERVICE ORDER# :. 261347
 ACCOUNT# :. 006816239501
 CUSTOMER NAME :. WINTER,GLEN E
 SERVICE ADDRESS:.. 532 TIMBERIDGE DR
 EDATE :. 01/23/08
 TYPE :. 40
 FOPER :.
 COMMENT :. CUST CALLED AND STATED THAT GROUND IS SINKING AROUND MANHOLE
 IN FRONTYARD
 . D. HE CALLED THE COUNTY AND THEY CAME AND LOOKED AT IT AND
 SAID TO CALL US TO REPAIR IT.
 . PAGED TO JEEF P
 RESOLUTION :. INSPECTED MANHOLE IN FRONT OF DRIVEWAY.
 . NO SIGNS OF INFILTRATION OR ANY PROBLEMS WITH MANHOLE. TAGGED
 DOOR.
 . MATT/LYN
 RDATE :. 01/23/08

SUBDIVISION :. 00681
 ROUTE :. 62
 SERVICE ORDER# :. 286468
 ACCOUNT# :. 006817402101
 CUSTOMER NAME :. JORDAN,JOSEPH
 SERVICE ADDRESS:.. 501 N SWEETWATER BLVD
 EDATE :. 04/14/08
 TYPE :. 40
 FOPER :.
 COMMENT :. CUSTOMER SAYS THAT WE HAVE DUG UP GRASS AND RUINED SIDE WALK.
 . PLEASE CALL HIM AT 407-383-6720 MR JORDAN.
 RESOLUTION :. AREA CLEANED UP & NEW SOD LAID.
 . SPOKE WITH CUSTOMER
 . JP/LYN
 RDATE :. 04/14/08

SUBDIVISION :. 00681
 ROUTE :. 52
 SERVICE ORDER# :. 254167
 ACCOUNT# :. 006816101001
 CUSTOMER NAME :. COOPER,ROBERT
 SERVICE ADDRESS:.. 306 BLACK GUM TRL
 EDATE :. 01/02/08
 TYPE :. 43
 FOPER :.
 COMMENT :. CUSTOMER HAS NO WATER DUE TO MAKING REPAIR TO PVC GOING TO
 METER @ COUPLING
 . REQUEST ASSISTANCE NEED BRASS FITTING DUE TO IT WAS GLUED TO
 PVC
 . PAGED TO PINDER

RESOLUTION :. MET WITH CUSTOMER.
 :. LEAK IS IN CUSTOMERS PVC.
 :. PROVIDED CUSTOMER A 3/4" PVC SLIP TO FEMALE PVC FITTING AS A
 COURTESY.
 :. NOT OURS
 :. JP/LYN
 RDATE :. 01/02/08

 SUBDIVISION :. 00681
 ROUTE :. 52
 SERVICE ORDER# :. 258365
 ACCOUNT# :. 006816207501
 CUSTOMER NAME :. SHAUGHNESSY, JOSEPH
 SERVICE ADDRESS: 503 SUGAR RIDGE CT
 EDATE :. 01/14/08
 TYPE :. 43
 FOPER :. SUC
 COMMENT :. MR. CALLED THE ANSWERING SERVICE SAYING THEY HAVE NO WATER
 :. PLEASE PROVIDE RESOLUTION
 RESOLUTION :. METER WAS CHANGED OUT ON 1/11/08
 :. FIELD TECH FORGOT TO TURN WATER BACK ON
 :. EXPLAINED TO CUSTOMER HOW TO TURN ON
 :. RICH/LYN
 RDATE :. 01/11/08

 SUBDIVISION :. 00681
 ROUTE :. 61
 SERVICE ORDER# :. 272276
 ACCOUNT# :. 006816120631
 CUSTOMER NAME :. DAVIS, ROBERT
 SERVICE ADDRESS: 891 CUTLER RD
 EDATE :. 02/27/08
 TYPE :. 43
 FOPER :. SUC
 COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE ON 2/19/08 SAYING THEY
 HAVE NO WATER.
 :. PLEASE PROVIDE RESOLUTION
 RESOLUTION :. CALLED CUSTOMER BACK SHE SAID HER NEIGHBOR JUST TOLD HER THAT
 HE TURNED OFF HER WATER AT THE METER DUE TO WATER POURING OUT
 OF HER HOUSE WHEN SHE WAS AT WORK.
 :. MATT/LYN
 RDATE :. 02/27/08

 SUBDIVISION :. 00681
 ROUTE :. 61
 SERVICE ORDER# :. 298195
 ACCOUNT# :. 006816119640
 CUSTOMER NAME :. SEMINOLE COUNTY BCC,
 SERVICE ADDRESS: 930 WEKIVA SPRINGS RD IRRG
 EDATE :. 05/20/08
 TYPE :. 43
 FOPER :. SUC
 COMMENT :. CUSOTMER CALLED SAYING THEY HAVE NO WATER.
 :. PAGED TO JEFF PINDER
 RESOLUTION :. SEMINOLE COUNTY CHANGED OUT METER
 :. NEW METER #34284227 MR=23700
 :. PROBLEM WAS ON CUSTOMERS SIDE.
 :. WATER WAS OFF AT THEIR BACKFLOW.
 :. TURNED WATER BACK ON FOR CUSTOMER

RDATE . JP/LYN
: 05/20/08

SUBDIVISION : 00682
ROUTE : 11
SERVICE ORDER# : 262387
ACCOUNT# : 006821223002
CUSTOMER NAME : COOK, CRAIG
SERVICE ADDRESS: 141 TOLLGATE TRL
EDATE : 01/25/08
TYPE : 26
FOPER :
COMMENT : WATER RUNNING IN STREET AND A HISSING NOISE-MAY BE BRKEN LINE
?

RESOLUTION : PAGED TO JOHN M; 11:04AM
: 01/25/08 READ 2864070
: REPLACED 3' X 1' POLYU AND COMPIX COMP 1" POLY FITTING TO
REPAIR LEAK AT WATERMAIN. THIS LEAK WAS BEFORE THE METER, NO
CONSUMPTION.
: JH/TEMP
RDATE : 01/25/08

SUBDIVISION : 00682
ROUTE : 14
SERVICE ORDER# : 263519
ACCOUNT# : 006823306904
CUSTOMER NAME : COLEMAN, JOANNE
SERVICE ADDRESS: 2172 WOODBRIDGE RD
EDATE : 01/30/08
TYPE : 26
FOPER :
COMMENT : READ, REPAIR LEAK IF OURS AT GARAGE NEAR STREET & BETWEEN
THIS & 2170.
PAGED TO MATT M; 8:20AM
RESOLUTION : 01/30/08 LEAK WAS FIXED YESTERDAY (1/29/08). NO LEAK TODAY
: SPOKE WITH CUSTOMER, SHE SAW LEAK ON MONDAY (01/28/08)
: MATT/TEMP
RDATE : 01/30/08

SUBDIVISION : 00682
ROUTE : 11
SERVICE ORDER# : 265114
ACCOUNT# : 006821422952
CUSTOMER NAME : HEILMAN, LORETTA
SERVICE ADDRESS: 558 THAMES CIR
EDATE : 02/05/08
TYPE : 26
FOPER : SUC
COMMENT : CUSTOMER CALLED TO SAY THAT THE COMPANY HAD A MAIN BREAK IN
THE AREA NEAR HER HOME LAST WEEK (2/1/08). SAND IS NOW IN ALL
OF HER FIXTURES. SHE SAID THAT A FIELD TECH WAS IN THE HOME
2/4/08 ATTEMPTING TO CLEAN THE SAND BUT NOT ABLE TO DO SO.
SHE WANTS TO HAVE HER PLUMBER IN TO CLEAN OUT THE FIXTURES.
REFERRED TO JM.CUST#'S LAURA 407-474-1844 BOB 407-493-3075
RESOLUTION : 2/5/08 THIS COMPLAINT WAS REFERRED TO JOHN M TO HANDLE WITH
CUST
: JOHN IS AWARE OF THIS PROBLEM.
: JM/EC

. 3/18/08 GAVE THE OKAY TO GET THE PLUMBER TO TAKE CARE OF THE PROBLEM.
 . WE WILL TAKE IT OFF OF THE BILL. SPOKE WITH KAREN S.
 . JOHN M/EC
 . 03/21/08 RECEIVED COPY OF PLUMBER BILL FOR REPAIR WORK INSIDE HOME DUE TO SAND IN LINES CAUSED BY MAIN BREAK IN THE AREA.
 JOHN M. STATED CUST IS DUE REIMBURSEMENT PLUS CREDIT FOR FLUSHING ATTEMPTS WITHIN HOME BY OUR OPERATOR. JM/KS

RDATE :. 02/05/08

SUBDIVISION :. 00682
 ROUTE :. 11
 SERVICE ORDER# :. 265199
 ACCOUNT# :. 006821422952
 CUSTOMER NAME :. HEILMAN, LORETTA
 SERVICE ADDRESS: 558 THAMES CIR
 EDATE :. 02/05/08
 TYPE :. 26
 FOPER :. SUC
 COMMENT :. CUSTOMER HAD MULTIPLE COMPLAINTS ABOUT WATER QUALITY AND WANTED INFO ON MAIN BREAK THAT OCCURRED ON 2/1/08. CUSTOMER CALLED ANS SERV AT 10:40 AM 2/2/08.
 RESOLUTION :. TURNED CALL OVER TO DALE W. TO RESOLVE. SEE S/O TO JOHN M ABOUT THIS.
 . CONTACT TO THE OFFICE ON 2/5/08
 . DW/JP/EC
 RDATE :. 02/02/08

SUBDIVISION :. 00682
 ROUTE :. 15
 SERVICE ORDER# :. 268429
 ACCOUNT# :. 006823211501
 CUSTOMER NAME :. BURNS, STANLEY
 SERVICE ADDRESS: 200 WEEPING ELM LN
 EDATE :. 02/14/08
 TYPE :. 26
 FOPER :.
 COMMENT :. MAIN BREAK-IN STREET
 . CLYDE WAGNER-SPRING SECURITY-PH; 407-772-0787
 . PAGED TO JOHN M; 1:33PM
 RESOLUTION :. 2/14 - LEAK IN 1" POLY LINE UNDER ROAD. EXPOSED LINE AND INSTALLED REPAIR CLAUM.
 . MATT & ML/LYN
 RDATE :. 02/14/08

SUBDIVISION :. 00682
 ROUTE :. 11
 SERVICE ORDER# :. 289270
 ACCOUNT# :. 006821221801
 CUSTOMER NAME :. LOPER, THOMAS L
 SERVICE ADDRESS: 211 TOLLGATE TRL
 EDATE :. 04/22/08
 TYPE :. 26
 FOPER :.
 COMMENT :. READ-WATER RUNNING AT SIDEWALK FOR 5 DAYS-REPAIR
 . NEIGHBOR PHONED THIS IN FROM 215 TOLLGATE;
 . PAGED TO JOHN M; 10AM HE IS AWARE OF THIS AND THE CREW WILL

BE OUT THIS AM AFTER SANFROD AREA ISSUE
 RESOLUTION :. 4/22/08 READ 2182730
 . LG/EC
 RDATE :. 04/22/08

 SUBDIVISION :. 00682
 ROUTE :.
 SERVICE ORDER# :. 296120
 ACCOUNT# :. 006820000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 05/13/08
 TYPE :. 26
 FOPER :.
 COMMENT :. WATER MAIN BREAK ON HEATHER HILL RD.
 . PER JOHN WATER WILL BE OFF FOR 45 MINUTES, CUSTOMERS WILL BE
 TAGGED TO BOIL WATER.
 RESOLUTION :. 5/13/08 READ 1900250 116 HEATHER HILL RD
 . 1" SERVICE LINE BROKE UNDER ROAD. REPAIRS MADE, SAMPLE TAKEN,
 DOORS TAGGED.
 . JH/EC
 RDATE :. 05/13/08

 SUBDIVISION :. 00682
 ROUTE :. 14
 SERVICE ORDER# :. 254477
 ACCOUNT# :. 006823121301
 CUSTOMER NAME :. BECKMANN,CLAIRE
 SERVICE ADDRESS :. 300 FOX SQUIRREL LN
 EDATE :. 01/02/08
 TYPE :. 27
 FOPER :.
 COMMENT :. MR CALLED TO REPORT A LINE BREAK AT THIS LOCATION:
 . KEN NICKLES 407-466-4713
 . DISPATCH CALL TO JEFF PINDER
 RESOLUTION :. 1/4/07 READ 3087020 S/OFF WATER FOR CUSTOMER TO MAKE
 REPAIRS
 .
 . ML/EC
 RDATE :. 01/04/08

 SUBDIVISION :. 00682
 ROUTE :. 13
 SERVICE ORDER# :. 285172
 ACCOUNT# :. 006822112153
 CUSTOMER NAME :. MADEIROS,PAUL A
 SERVICE ADDRESS :. 1511 MARVIN ST
 EDATE :. 04/10/08
 TYPE :. 27
 COMMENT :. SEMINOLE COUNTY WITNESS A TREE CREW DROP A LARGE LIMB AND
 BREAK A WATER LINE AT THIS ADDRESS. PLEASE CHK OUT AND REPAIR
 IF NEEDED.
 . PAGED TO JOHN M
 RESOLUTION :. 4/10/08 ABANDON SERVICE, REPAIRED LINE AND MARKED WITH SAFETY
 TAPE.
 . NO METERS. APRIL 10, 2008
 . DALE/TEMP
 RDATE :. 04/10/08

SUBDIVISION :. 00682
ROUTE :. 12
SERVICE ORDER# :. 257371
ACCOUNT# :. 006821212101

CUSTOMER NAME :. BEMILLER, GARY L
SERVICE ADDRESS:. 102 MARCY BLVD
EDATE :. 01/10/08
TYPE :. 28
FOPER :.
COMMENT :. CUSTOMER HAS LOW WATER PRESSURE.
. PLEASE CHECK.
. DISPATCHED CALL TO : JOHN M
RESOLUTION :. 1/10/08 READ 2786600 CUSTOMER HAD LOW PRESSURE ON IRRG. I
FOUND CURB STOP HALF OPEN. TURNED FULLY OPEN. RESOLVED FLOW
PRESSURE OK
. JH/EC
RDATE :. 01/10/08

SUBDIVISION :. 00682
ROUTE :. 13
SERVICE ORDER# :. 257523
ACCOUNT# :. 006821504301
CUSTOMER NAME :. RENDELL, CHRISTINE M
SERVICE ADDRESS:. 148 LEA AVE
EDATE :. 01/10/08
TYPE :. 28
FOPER :.
COMMENT :. CUST HAS LOW PRESSURE.PLEASE CHK PRESSURE AND TAG DOOR WITH
FINDINGS. CUST STATES IT HAS GOTTEN INCREASINGLY WORSE.
. PAGED TO JOHN M
RESOLUTION :. 1/10/08 READ 5587930 THIS CUSTOMER HAS A WATER SOFTNER. IT
NEEDS TO BE SERVICED. 70 PSI AT MAIN HOSE BIB. NO PROBLEM
WITH OUR LINE.
. JH/EC
RDATE :. 01/10/08

SUBDIVISION :. 00682
ROUTE :. 11
SERVICE ORDER# :. 284015
ACCOUNT# :. 006821224001
CUSTOMER NAME :. FISHER, MARVIN
SERVICE ADDRESS:. 121 TOLLGATE TRL
EDATE :. 04/07/08
TYPE :. 28
FOPER :.
COMMENT :. 4/4/08 - CUSTOMER CALLED THE ANSWERING SERVICE BECAUSE OF LOW
WATER PRESSURE.
. PAGED TO ONCALL
. PLEASE RESOLVE
RESOLUTION :. 4/4/08 READ 1195770 CUST HAD BREAK IN HIS SERVICE LINE NEAR
THE SIDE OF THE HOUSE. SHUT OFF WATER AND LUBRICATED THE CURB
STOP FOR HIM TO TURN ON WHEN LEAK WAS FIXED.
. JP/EC
RDATE :. 04/04/08

SUBDIVISION :. 00682
ROUTE :. 13
SERVICE ORDER# :. 293639

ACCOUNT# :. 006822120202
CUSTOMER NAME :. WOLOSHEEN, JOHN R
SERVICE ADDRESS: 1916 BOOTHE CIR
EDATE :. 05/06/08
TYPE :. 29
FOPER :.
COMMENT :. CUSTOMER CALLED COMPLAINING THAT WATER IS BROWN.
. PAGED TO JOHN.
RESOLUTION :. JOHN MARINELLI SAID THEY JUST FINISHED FLUSHING THE SYSTEM
AND THEY NEED TO RUN THE WATER FOR A FEW MINUTES AND IT WOULD
CLEAR UP. I RELAYED THE INFORMATION.
. FT
RDATE :. 05/06/08

SUBDIVISION :. 00682
ROUTE :. 12
SERVICE ORDER# :. 278149
ACCOUNT# :. 006821216301
CUSTOMER NAME :. KALSTROM, ROBERT
SERVICE ADDRESS: 200 TOLLGATE TRL
EDATE :. 03/18/08
TYPE :. 30
FOPER :.
COMMENT :. 3/16/08 - CUSTOMER CALLED THE ANSWERING SERVICE BECAUSE OF
DARK GREASY SUBSTANCE COMING FROM WATER.
. PAGED TO ONCALL
. PLEASE RESOLVE
RESOLUTION :. AFTER TALKING WITH MRS. FOUND THAT ONLY THE KITCHEN FAUCET
HAS BROWNISH WATER. I INFORMED HER THAT SINCE THE REST OF THE
HOUSE IS CLEAR THAT MAYBE HER PLUMBING LINES TO THE KITCHEN
FAUCET MAY NEED REPLACING.
. SE/KIM
RDATE :. 03/19/08

SUBDIVISION :. 00682
ROUTE :. 12
SERVICE ORDER# :. 295472
ACCOUNT# :. 006821122701
CUSTOMER NAME :. KANTARJIAN, JERRY
SERVICE ADDRESS: 99 HICKORY TREE RD
EDATE :. 05/12/08
TYPE :. 30
FOPER :.
COMMENT :. PLEASE CHECK WITH CUSTOMER-SHE HAS CLAY LOOKING, SANDY
PARTICLES IN WATER THROUGHOUT HOUSE.
. DISPATCHED TO JOHN M
RESOLUTION :. 5/12/08 READ 1739760 SPOKE WITH CUSTOMER - REMODELING
KITCHEN. EVERYTHING
. OKAY
. JP/EC
RDATE :. 05/12/08

SUBDIVISION :. 00682
ROUTE :. 11
SERVICE ORDER# :. 276870
ACCOUNT# :. 006821106301
CUSTOMER NAME :. GLASCOTT, CRAIG
SERVICE ADDRESS: 147 STONEY RIDGE DR
EDATE :. 03/13/08

TYPE :. 32
 FOPER :. SUC
 COMMENT :. MS. CALLED AND WANTS SOMEONE TO COME TO HER HOME AND CHECK
 HER WATER. IT SMELLS VERY BAD. LIKE SULFUR.
 . AM VISIT
 . CELL PHONE # 321-377-7422
 . CALL 15 MINS. BEFORE YOUR ARRIVAL.
 RESOLUTION :. HAD A PROBLEM AT THE PLANT. EXPLAINED TO THE CUSTOMER.
 . JM/EC
 RDATE :. 03/14/08

SUBDIVISION :. 00682
 ROUTE :. 11
 SERVICE ORDER# :. 277552
 ACCOUNT# :. 006821314802
 CUSTOMER NAME :. DATUS GUILBEAU, MARJORIE
 SERVICE ADDRESS:.. 123 SHERIDAN AVE
 EDATE :. 03/14/08
 TYPE :. 32
 FOPER :.
 COMMENT :. DISPATCHED CALL TO ONCALL PLANT OPERATOR.
 . CUSTOMER HAS HIGH CHLORINE ODOR
 . (GIVEN TO AF)
 RESOLUTION :. CL2 RUNNING A LITTLE HIGH AT PLANT. TURNED CL2 DOWN. SPOKE
 WITH CUST.
 . AF/EC
 RDATE :. 03/14/08

SUBDIVISION :. 00682
 ROUTE :. 11
 SERVICE ORDER# :. 299479
 ACCOUNT# :. 006821322101
 CUSTOMER NAME :. BECVAR, ROBERT
 SERVICE ADDRESS:.. 204 SLADE DR
 EDATE :. 05/23/08
 TYPE :. 32
 FOPER :.
 COMMENT :. BAD CHLORINE SMELL-TRIED PAGING JIM S-NO RESPONSE ?
 . WILL EAMIL AND INFORM TO TAG ON RESULTS
 RESOLUTION :. TALED TO CUSTOMER. EXPLAINED THAT WE HAD A PROBLEM
 WITH A BLEACH PUMP.
 RDATE :. 05/23/08

SUBDIVISION :. 00682
 ROUTE :. 15
 SERVICE ORDER# :. 254147
 ACCOUNT# :. 006823207401
 CUSTOMER NAME :. BUONO, ANTHONY
 SERVICE ADDRESS:.. 105 WILD PLUM LN
 EDATE :. 01/02/08
 TYPE :. 36
 FOPER :.
 COMMENT :. CUSTOMER SAYS HE IS HAVING SEWER BACK UPS. HE SAID COMPANY
 WAS WORKING IN THE AREA 2 WEEKS AGO. CALL 407-875-2722
 RESOLUTION :. 1/2/08 CHECKED MANHOLES, GOOD FLOW. CALLED CUSTOMER ADVISED
 HIM OF COMPANY POLICY AND TO CALL A PLUMBER
 . MATT/EC
 RDATE :. 01/02/08

SUBDIVISION :. 00682
ROUTE :. 15
SERVICE ORDER# :. 289489
ACCOUNT# :. 006823222103
CUSTOMER NAME :. ZIA-MIAN, MICHAEL B
SERVICE ADDRESS:. 112 AUTUMN DR
EDATE :. 04/22/08
TYPE :. 36
FOPER :.
COMMENT :. SEWER IS CLOGGED AND COMING OUT OF MANHOLE IN FRONT OF THIS
HOUSE.
. DISPATCHED CALL TO JOHN M
RESOLUTION :. 4/23/08 READ 2517060 NO SEWER COMING OUT OF MANHOLE
. LG/EC
RDATE :. 04/23/08

SUBDIVISION :. 00682
ROUTE :.
SERVICE ORDER# :. 260284
ACCOUNT# :. 006820000000
CUSTOMER NAME :. ,
SERVICE ADDRESS:.
EDATE :. 01/18/08
TYPE :. 37
FOPER :. SUC
COMMENT :. 1/9/08 CALL FOR HIGH LEVEL TO ANS SERVICE APPROX 5:45
RESOLUTION :. CHECK STATION RESET STARTER # 2 PUMP. CHECKED OPERATION
EVERYTHING OK
. RG/EC
RDATE :. 01/09/08

SUBDIVISION :. 00682
ROUTE :.
SERVICE ORDER# :. 260278
ACCOUNT# :. 006820000000
CUSTOMER NAME :. ,
SERVICE ADDRESS:.
EDATE :. 01/18/08
TYPE :. 38
FOPER :. SUC
COMMENT :. 1/10/08 APPROX 6:45 ANS SERV WAS CALLED FOR HIGH LEVEL ALARM
RESOLUTION :. RESPONDED TO HIGH LEVEL ALARM ARRIVE, NO ALARM GOING OFF.
CHECKED STATION FOR PROPER OPERATIONS. CHECKED BREAKERS AND
HEATERS FOR PROPER SERVICE ORDERS FOR SUBDIVISIONS 00680
00681 00682 00683 BY SUB 20:16:20 04-09-09
. FUNCTION STATION OPERATION IS NORMAL
. RG/EC
RDATE :. 01/10/08

SUBDIVISION :. 00682
ROUTE :.
SERVICE ORDER# :. 265208
ACCOUNT# :. 006820000000
CUSTOMER NAME :. ,
SERVICE ADDRESS:.
EDATE :. 02/05/08

TYPE :. 38
 FOPER :. SUC
 COMMENT :. 2/3/08 CALL TO ANS SERV @7:15 AM TO REPORT HIGH WATER ALARM
 RESOLUTION :. UPON ARRIVAL FOUND BAD PHASE MONITOR. REPLACE PHASE MONITOR
 AND PUMPED STATION DOWN. LET CYCLE. NO OVERFLOW
 . JP/EC
 RDATE :. 02/03/08

SUBDIVISION :. 00682
 ROUTE :.
 SERVICE ORDER# :. 265953
 ACCOUNT# :. 006820000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 02/07/08
 TYPE :. 39
 FOPER :.
 COMMENT :. 2/3/08 - L/S C-3 ALARM GOING OFF - CALLED OUT TO THE
 ANSWERING SERVICE
 . PAGED TO ONCALL
 . PLEASE RESOLVE
 RESOLUTION :. NEVER RECEIVED THIS CALL. HAD CALL ON AT2-H5-1-5. SPOKE WITH
 JEFF P.
 . JM/TEMP
 RDATE :. 02/07/08

SUBDIVISION :. 00682
 ROUTE :.
 SERVICE ORDER# :. 269337
 ACCOUNT# :. 006820000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 02/18/08
 TYPE :. 39
 FOPER :.
 COMMENT :. 2/16/08 - CUSTOMER GARY QUINCY CALLED THE ANSWERING SERVICE
 DUE TO L/S ALARM GOING OFF.
 . PAGED TO ONCALL
 . PLEASE RESOLVE
 RESOLUTION :. ARRIVED AT L/S. HIGH LEG WAS OUT. CALLED INTO P.E. HIGH LEG
 RESTORED.
 . STATION UPA AND WORKING FINE.
 . MM/LYN
 RDATE :. 02/19/08

SUBDIVISION :. 00682
 ROUTE :. 14
 SERVICE ORDER# :. 284017
 ACCOUNT# :. 006823318602
 CUSTOMER NAME :. STAUDUHAR, WILLIAM P
 SERVICE ADDRESS :. 657 RIVERPARK CIR
 EDATE :. 04/07/08
 TYPE :. 39
 FOPER :.
 COMMENT :. 4/5/08 - LIFTSTATION ALARM - CUSTOMER CALLED THE ANSWERING
 SERVICE.
 . ALARM GOING OFF.
 . PAGED TO ONCALL
 . PLEASE RESOLVE

RESOLUTION :. PHASE MONITOR ACTING UP. TURNED DOWN VOLTAGE DIAL. PUMPS
 KICKED ON
 . PUMPED SEWAGE DOWN. EVERYTHING WORKING OKAY.
 . JP/EC
 RDATE :. 04/08/08

SUBDIVISION :. 00682
 ROUTE :.
 SERVICE ORDER# :. 291689
 ACCOUNT# :. 006820000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 04/29/08
 TYPE :. 39
 FOPER :. SUC
 COMMENT :. POWER FAILURE CALL APPROX 11:20 A.M.
 RESOLUTION :. REPLACED PHASE MONITOR - WORKING FINE
 .
 . SL/EC
 RDATE :. 04/20/08

SUBDIVISION :. 00682
 ROUTE :.
 SERVICE ORDER# :. 291690
 ACCOUNT# :. 006820000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 04/29/08
 TYPE :. 41
 FOPER :. SUC
 COMMENT :. CALL TO CAMERA SEWER LINE FOR DEPRESSION IN YARD
 RESOLUTION :. CAMERED LINE FROM CLEAN OUAT 115' TO MAIN FOUND NO PROBLEMS.
 THERE WAS SOME GREASE IN HER LINE. SPOKE TO HER ABOUT IT.
 . NO ADDRESS PROVIDED BY FIELD ONLY N MARCY DR. CUSTOMER'S NAME
 "A-9"
 . MM/EC
 RDATE :. 04/24/08

SUBDIVISION :. 00682 ROUTE 11
 SERVICE ORDER# :. 255065
 ACCOUNT# :. 006821221905
 CUSTOMER NAME :. MUNDINGER, KIRBY
 SERVICE ADDRESS :. 209 TOLLGATE TRL
 EDATE :. 01/03/08
 TYPE :. 43
 FOPER :.
 COMMENT :. CUSTOMER HAS NO WATER
 . DISPATCHED CALL TO JOHN M
 RESOLUTION :. 1/3/08 READ 3851560. CUSTOMER SHUT OFF VALVE AT THE HOUSE.
 OLD SOFTNER.
 . JH/EC
 RDATE :. 01/03/08

SUBDIVISION :. 00682
 ROUTE :. 13
 SERVICE ORDER# :. 263027
 ACCOUNT# :. 006821518471
 CUSTOMER NAME :. HURLEY, JAYNA L
 SERVICE ADDRESS :. 111 COLONIAL LN

EDATE :. 01/28/08
 TYPE :. 43
 FOPER :.
 COMMENT :. NO WATER-DISPATCHED CALL TO JIMMIE H
 RESOLUTION :. 01/28/08 READ 1820760
 . CUT OPEN READ TO REPAIR 1" POLYLINE.
 . 6' OF NEW POLY 2 COMPIXCOMP
 . 9 1/2' X 9' SQUARE TO PATCH.
 . JH/TEMP
 RDATE :. 01/28/08

SUBDIVISION :. 00682
 ROUTE :. 14
 SERVICE ORDER# :. 264267
 ACCOUNT# :. 006823336702
 CUSTOMER NAME :. DERLE, JESSICA
 SERVICE ADDRESS: 489 PICKFORD PT
 EDATE :. 01/31/08
 TYPE :. 43
 FOPER :.
 COMMENT :. NO WATER.
 . DISPATCHED TO DALE W
 RESOLUTION :. 01/31/08 READ 4054500 CUST. PROBLEM, LAWN CARE ISSUE
 . DW/TEMP
 RDATE :. 01/31/08

SUBDIVISION :. 00682
 ROUTE :. 11
 SERVICE ORDER# :. 265938
 ACCOUNT# :. 006821422952
 CUSTOMER NAME :. HEILMAN, LORETTA
 SERVICE ADDRESS: 558 THAMES CIR
 EDATE :. 02/07/08
 TYPE :. 43
 FOPER :.
 COMMENT :. 2/2/08 - NO WATER - CUSTOMER CALLED THE ANSWERING SERVICE DUE
 TO SERVICE ORDERS FOR SUBDIVISIONS 00680 00681 00682 00683
 BY SUB 20:16:20 04-09-09
 . NO WATER WE WERE WORKING IN AREA TODAY.
 . PAGED TO ONCALL
 . PLEASE RESOLVE
 RESOLUTION :. CHANGED OUT VALVE ON 2" LINE AND THEY HAD LOW PSI. NEVER HAD
 THE WATER OFF.
 . READ 0544620
 . RG/EC
 RDATE :. 02/08/08

SUBDIVISION :. 00682
 ROUTE :. 11
 SERVICE ORDER# :. 296060
 ACCOUNT# :. 006821101205
 CUSTOMER NAME :. REXHAJ, SANDRA
 SERVICE ADDRESS: 114 TOLLGATE TRL
 EDATE :. 05/13/08
 TYPE :. 43
 FOPER :.
 COMMENT :. NO WATER-PAGED TO JOHN M; 11:38AM
 RESOLUTION :. 1" POLLY SERVICE TO METER SERVICES BROKEN UNDER ROAD. MADE
 REPAIRS WITH FIELD CREW

. READ 2822940
 . JH/EC
 RDATE :. 05/13/08

 SUBDIVISION :. 00682
 ROUTE :. 13
 SERVICE ORDER# :. 255962
 ACCOUNT# :. 006822101303
 CUSTOMER NAME :. DALY, MATTHEW
 SERVICE ADDRESS:.. 224 ADAIR AVE
 EDATE :. 01/07/08
 TYPE :. 49
 FOPER :.
 COMMENT :. TAKE READING; TURN ON FOR NEW
 . AM APPT.
 RESOLUTION :. 1/7/07 CUSTOMER JIM RUDDY, PH# 407-718-0984 CALLED AT 1:11 PM
 TODAY
 . TO CANCEL T/ON. S/O IS CANCELED.
 . EC
 RDATE :. 01/07/08

 SUBDIVISION :. 00682
 ROUTE :. 15
 SERVICE ORDER# :. 259576
 ACCOUNT# :. 006823231001
 CUSTOMER NAME :. ONDO, JOHN M
 SERVICE ADDRESS:.. 110 BRIDLEWOOD LN
 EDATE :. 01/17/08
 TYPE :. 49
 FOPER :. SUC
 COMMENT :. 1/16/08 MVR REREAD INDICATED METER IS STUCK. PLEASE REPLACE
 METER. NOTIFY OFFICE IF UNABLE TO COMPLETE IN 5 WORK DAYS.
 . **SENT TO FIELD 1/18/08
 RESOLUTION :. 1/28/08 S/O # 250306 REQUESTED THE SAME REPLACEMENT. THIS S/O
 . VOIDED.
 RDATE :. 01/28/08

 SUBDIVISION :. 00682
 ROUTE :. 12
 SERVICE ORDER# :. 259773
 ACCOUNT# :. 006821125801
 CUSTOMER NAME :. LITTLE, JOHN
 SERVICE ADDRESS:.. 116 PENELOPE DR
 EDATE :. 01/18/08
 TYPE :. 49
 FOPER :.
 COMMENT :. 12/12/07 READ 531130X
 RESOLUTION :. S/O ENTERED IN ERROR
 . EC
 RDATE :. 01/16/08

 SUBDIVISION :. 00682
 ROUTE :. 13
 SERVICE ORDER# :. 260190
 ACCOUNT# :. 006822113042
 CUSTOMER NAME :. MORGAN, STEVEN
 SERVICE ADDRESS:.. 1311 NOBLE ST
 EDATE :. 01/18/08

TYPE :. 49
 FOPER :.
 COMMENT :. 01/16/08 REREAD 7086720 ADJUSTED
 .
 RESOLUTION :. S/O ENTERED IN ERROR
 .
 . EC
 RDATE :. 01/16/08
 .
 SUBDIVISION :. 00682
 ROUTE :. 11
 SERVICE ORDER# :. 260398
 ACCOUNT# :. 006821310802
 CUSTOMER NAME :. GHULAMHUSSAIN,AHMED
 SERVICE ADDRESS:.. 213 SHERIDAN AVE
 EDATE :. 01/21/08
 TYPE :. 49
 FOPER :. SUC
 COMMENT :. OBTAIN FINAL READ AND LEAVE ON FOR NEW: LISA FUHRMANN
 RESOLUTION :. 2/29/08 F/R 2001100, F/C 17100
 . DUPLICATE S/O ISSUED IN ERROR
 . EC
 RDATE :. 02/29/08
 .
 SUBDIVISION :. 00682
 ROUTE :. 11
 SERVICE ORDER# :. 268941
 ACCOUNT# :. 006821220501
 CUSTOMER NAME :. HETTENBACH,DONALD A
 SERVICE ADDRESS:.. 167 POST AND RAIL RD
 EDATE :. 02/15/08
 TYPE :. 49
 FOPER :.
 COMMENT :. 1/7/08 READ 3582880
 . 2/7/08 READ 2692790 H/C
 RESOLUTION :. DUPLICATE S.O.-DB
 RDATE :. 02/18/08
 .
 SUBDIVISION :. 00682
 ROUTE :. 15
 SERVICE ORDER# :. 269129
 ACCOUNT# :. 006823207002
 CUSTOMER NAME :. COHEN,SHOSHANA
 SERVICE ADDRESS:.. 102 SWEET BAY LN
 EDATE :. 02/18/08
 TYPE :. 49
 FOPER :.
 COMMENT :. PLEASE CHECK VALVE @ METER CUSTOMER STATED WATER WILL NOT
 SHUT OFF ALL THE WAY DUE TO BROKEN VALVE
 . PLEASE REPLACE VALVE - CUSTOMER HAS REPAIRS TO MAKE.
 RESOLUTION :. ENTERED IN ERROR.
 RDATE :. 02/19/08
 .
 SUBDIVISION :. 00682
 ROUTE :. 12
 SERVICE ORDER# :. 269213
 ACCOUNT# :. 006821117902
 CUSTOMER NAME :. VEGA,PAUL
 SERVICE ADDRESS:.. 246 TOLLGATE TRL

EDATE :. 02/18/08
 TYPE :. 49
 FOPER :.
 COMMENT :. 01/09/08 READ 3547390
 . 02/08/08 READ 3547350 NEG
 RESOLUTION :. DUPLICATE SERVICE ORDER
 . JP/TEMP
 RDATE :. 02/18/08

 SUBDIVISION :. 00682
 ROUTE :. 13
 SERVICE ORDER# :. 269281
 ACCOUNT# :. 006821413601
 CUSTOMER NAME :. LACKEY, JERRY W
 SERVICE ADDRESS:.. 2 TAPPAN ZEE LN
 EDATE :. 02/18/08
 TYPE :. 49
 FOPER :.
 COMMENT :. 01/10/08 READ 4010020
 . 02/12/08 READ 4010020
 . STUCK OR VACANT?
 RESOLUTION :. 2/18/08 DUPLICATE ISSUED. SEE S/O# 269233
 RDATE :. 02/18/08

SUBDIVISION :. 00682
 ROUTE :. 14
 SERVICE ORDER# :. 269302
 ACCOUNT# :. 006823324702
 CUSTOMER NAME :. MCGUIRE, WILLIAM R
 SERVICE ADDRESS:.. 2304 SPRINGS LANDING BLVD
 EDATE :. 02/18/08
 TYPE :. 49
 FOPER :.
 COMMENT :. 01/09/08 READ 1484250
 . 02/11/08 READ 1484250
 . STUCK OR VACANT?
 RESOLUTION :. DUP S/O REQUEST.
 . EC
 RDATE :. 02/18/08

SUBDIVISION :. 00682
 ROUTE :. 14
 SERVICE ORDER# :. 269318
 ACCOUNT# :. 006823111401
 CUSTOMER NAME :. GLENWOOD VILLAGE INC,
 SERVICE ADDRESS:.. HIDDEN OAK ENT IRRIG
 EDATE :. 02/18/08
 TYPE :. 49
 COMMENT :. 01/10/08 READ 6287070
 . 02/12/08 READ 6287070
 . IRRIG. OFF OR STUCK?
 RESOLUTION :. 2/18/08-DUPLICATE S.O.-DB
 RDATE :. 02/18/08

SUBDIVISION :. 00682
 ROUTE :. 15
 SERVICE ORDER# :. 269322
 ACCOUNT# :. 006823216501

CUSTOMER NAME :. MCCALL,HOLLIS
 SERVICE ADDRESS:. 114 STARLING LN
 EDATE :. 02/18/08
 TYPE :. 49
 FOPER :.
 COMMENT :. 01/11/08 READ 5149790
 :. 02/13/08 READ 5149790
 :. STUCK OR VACANT?
 RESOLUTION :. DUPLICATE S/O REQUEST.
 :. EC
 RDATE :. 02/18/08

SUBDIVISION :. 00682
 ROUTE :. 15
 SERVICE ORDER# :. 271632
 ACCOUNT# :. 006823221601
 CUSTOMER NAME :. BOYER SR, RONALD
 SERVICE ADDRESS:. 102 AUTUMN DR
 EDATE :. 02/26/08
 TYPE :. 49
 FOPER :.
 COMMENT :. OBTAIN FINAL READ LOCK AND TAG FOR NEW
 RESOLUTION :. DUP S/O REQUEST
 :.
 :. EC
 RDATE :. 01/02/27

SUBDIVISION :. 00682
 ROUTE :. 13
 SERVICE ORDER# :. 282141
 ACCOUNT# :. 006821422751
 CUSTOMER NAME :. SLEEPY HOLLOW,
 SERVICE ADDRESS:. TARRYTOWN TRL IRRIG
 EDATE :. 03/31/08
 TYPE :. 49
 FOPER :.
 COMMENT :. PLEASE PROVIDE READ FOR BILLING
 RESOLUTION :. S/O ISSUED IN ERROR.
 :. EC
 RDATE :. 03/18/08

SUBDIVISION :. 00683
 ROUTE :. 91
 SERVICE ORDER# :. 258226
 ACCOUNT# :. 006839116502
 CUSTOMER NAME :. QUINN,CYNTHIA
 SERVICE ADDRESS:. 106 ALBRIGHTON DR
 EDATE :. 01/14/08
 TYPE :. 26
 FOPER :.
 COMMENT :. HEARS A THUMPING NOISE UNDER DRIVEWAY-MAY BE A PIPE READY TO
 :. BURST ?
 :. PAGED TO MATT M; 11:05
 :. NOTE TO OFFICE HAS BEEN OCCURING SINCE DEC 2007*
 RESOLUTION :. CALLED CUSTOMER ADVISED HER THAT IT IS JUST WATER HAMMER IN
 :. THE RECLAIM LINE DUE TO A FAULTY VALVE AT THE PLANT.
 :. MM/KIM
 RDATE :. 01/14/08

SUBDIVISION :. 00683
 ROUTE :. 92
 SERVICE ORDER# :. 262707
 ACCOUNT# :. 006839212304
 CUSTOMER NAME :. PEAHEY, MITCHELL
 SERVICE ADDRESS:.. 200 CAMBRIDGE DR
 EDATE :. 01/28/08
 TYPE :. 26
 FOPER :.
 COMMENT :. WATER TRICKLING OUT NEAR HYDRANT AT STREET
 :. PAGED TO MATT M; 10:04AM
 :.
 RESOLUTION :. LEAK IS AT THE HYDRANT ON ESSEX DR. IT IS ON SCHEDULE TO BE
 :. FIXED TOMORROW.
 :. MM/KIM
 RDATE :. 01/28/08

SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 268168
 ACCOUNT# :. 006839543902
 CUSTOMER NAME :. POLIZZI, JANICE
 SERVICE ADDRESS:.. 473 WEKIVA COVE RD
 EDATE :. 02/13/08
 TYPE :. 26
 FOPER :.
 COMMENT :. CUST CALLED IN WATER COMING FROM UNDER THE ROAD.
 :. PAGED TO JEFF P
 RESOLUTION :. REPAIRED 1" POLY LEAK UNDER ROAD
 :. MR=1999540
 :. MM;SE;ML/LYN
 RDATE :. 02/13/08

SUBDIVISION :. 00683
 ROUTE :. 93
 SERVICE ORDER# :. 271210
 ACCOUNT# :. 006839516601
 CUSTOMER NAME :. O'BRIEN, NADINE
 SERVICE ADDRESS:.. 209 STEVENAGE DR
 EDATE :. 02/25/08
 TYPE :. 26
 FOPER :.
 COMMENT :. 2/23/08 - WATER MAIN BREAK
 :. THIS CUSTOMER CALLED THE ANSWERING SERVICE - PAGED TO ONCALL
 :. PLEASE RESOLVE
 RESOLUTION :. R=2676740
 :. FOUND 1" POLY COMPLETELY SEPARATED AT AN OLD REPAIR CLAMP,
 :. CUT OUT BAD SECTION OF POLY AND REPLACED USING A 2' SECTION
 :. ON 1" WITH 2 COMP
 :. SE/KIM
 RDATE :. 02/26/08

SUBDIVISION :. 00683
 ROUTE :. 92
 SERVICE ORDER# :. 287475
 ACCOUNT# :. 006839301602
 CUSTOMER NAME :. GUZINSKI, DAVID
 SERVICE ADDRESS:.. 243 CAMBRIDGE DR
 EDATE :. 04/16/08

TYPE :. 26
 FOPER :.
 COMMENT :. WATER BUBBLING DOWN THE STREET IN STREET-
 . HIS PH; 407-474-4956
 . PAGED TO JEFF P; 4PM
 . 2 HOUSES AWAY*
 RESOLUTION :. LEAK AT CURBSTOP ON 1" POLY AT MAIN. REPLACED 4' OF 1" AND A
 NEW COMP NUT ON CURBSTOP.
 . MATT/SE/KIM
 RDATE :. 04/17/08

SUBDIVISION :. 00683
 ROUTE :. 93
 SERVICE ORDER# :. 254781
 ACCOUNT# :. 006839515701
 CUSTOMER NAME :. SMITH,RANDALL
 SERVICE ADDRESS :. 227 STEVENAGE DR
 EDATE :. 01/03/08
 TYPE :. 28
 FOPER :.
 COMMENT :. 1/2/08 - CUSTOMER CALLED THE ANSWERING SERVICE AFTER HOURS
 DUE TO LOW WATER PRESSURE
 . PAGED TO ONCALL - PLEASE RESOLVE
 RESOLUTION :. 1/2/08 LOW PRESSURE DUE TO PROBLEM @ PLANT
 . JP/EC
 RDATE :. 01/02/08

SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 254784
 ACCOUNT# :. 006839319501
 CUSTOMER NAME :. CHAMBERS,ARTHUR
 SERVICE ADDRESS :. 205 W CUMBERLAND CIR
 EDATE :. 01/03/08
 TYPE :. 28
 COMMENT :. 1/2/08 - CUSTOMER CALLED THE ANSWERING SERVICE DUE TO:
 NO WATER PRESSURE
 . PLEASE RESOLVE (PAGED TO ONCALL)
 RESOLUTION :. 1/2/08 LOW PRESSURE DUE TO PROBLEM @ PLANT
 .
 . JP/EC
 RDATE :. 01/02/08

SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 258238
 ACCOUNT# :. 006839523701
 CUSTOMER NAME :. WOOLDRIDGE,LEE
 SERVICE ADDRESS :. 337 FOREST PARK CIR
 EDATE :. 01/14/08
 TYPE :. 28
 FOPER :.
 COMMENT :. CUST HAS VERY LOW WATER PRESSURE. PLEASE CHK PRESSURE AND TAG
 DOOR WITH ANY INFO AS TO WHAT THE PROBLEM MIGHT BE.
 RESOLUTION :. R-3152600 PSI @ HOSE IS 60, ALSO CHECKED SURROUNDING HOMES
 AND FOUND SAME PRESSURE. TAGGED DOOR WITH FINDINGS
 . SE/KIM
 RDATE :. 01/15/08

SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 265217
 ACCOUNT# :. 006839540402
 CUSTOMER NAME :. VARGAS, JUAN
 SERVICE ADDRESS: 292 TORPOINT GATE RD
 EDATE :. 02/05/08
 TYPE :. 28
 FOPER :.
 COMMENT :. CUSTOMER CALLED DUE TO LOW WATER PRESSURE FOR THE PAST 2
 DAYS.
 . PAGED TO PINDER
 . PER CUSTOMER NO WATER SOFTENER
 RESOLUTION :. R=3543870 NO PRESSURE PROBLEM, AFTER TALKING WITH CUSTOMER
 . THE MRS. TURNED OFF THE HOUSE VALVE
 . SE/KIM
 RDATE :. 02/05/08

SUBDIVISION :. 00683
 ROUTE :. 93
 SERVICE ORDER# :. 270688
 ACCOUNT# :. 006839566601
 CUSTOMER NAME :. KAHAN, ED
 SERVICE ADDRESS: 206 N CASTLEFORD CT
 EDATE :. 02/22/08
 TYPE :. 28
 FOPER :.
 COMMENT :. CUSTOMER CALLED ABOUT LOW PRESSURE. PAGED ALEX L
 RESOLUTION :. THE PRESSURE AT THE CUSTOMER'S HOUSE ON 2/22/08 PSI 62 TO 70.
 NO ONE WAS HOME TO TALK TOO.
 . RH/KIM
 RDATE :. 02/22/08

SUBDIVISION :. 00683
 ROUTE :. 92
 SERVICE ORDER# :. 284068
 ACCOUNT# :. 006839200101
 CUSTOMER NAME :. RICHARDSON, GERALD
 SERVICE ADDRESS: 212 HOLDERNESS DR
 EDATE :. 04/07/08
 TYPE :. 28
 FOPER :.
 COMMENT :. NEEDS GALS. PER MINUTE AND HER PRESSURE IS VERY LOW OUTSIDE
 AND INSIDE
 . NO WATER SOFTNER-TAG WITH FINDINGS*
 RESOLUTION :. R=3574280 CHECKED CURBSTOP AND IT IS OPEN. GOOD FLOW @ HOUSE
 BIB.
 . 60 PSI, SPOKE WITH HOMEOWNER'S SON.
 . MM/KIM
 RDATE :. 04/08/08

SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 286733
 ACCOUNT# :. 006839558203
 CUSTOMER NAME :. LOWELL, ROBERT
 SERVICE ADDRESS: 313 NEW WATERFORD PL
 EDATE :. 04/15/08

TYPE :. 28
 FOPER :.
 COMMENT :. CUSTOMER HAD A DROP IN PRESSURE AND WOULD LIKE TO KNOW WHY.
 . DISPATCHED JOHN M.
 RESOLUTION :. R=482270 CHECKED FOR LEAKS, NONE FOUND. CURBSTOP IS OPEN ALL
 THE WAY. NOT SURE WHAT CAUSED DROP IN PRESSURE. COULD HAVE
 BEEN A NUMBER OF FACTORS WENT TO SPEAK TO THE CUSTOMER, NO
 ANSWER. TAGGED DOOR.
 . MM/KIM
 RDATE :. 04/15/08

SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 295943
 ACCOUNT# :. 006839534401
 CUSTOMER NAME :. FRANKLIN, PAUL
 SERVICE ADDRESS :. 110 ROMNEY MARSH RD
 EDATE :. 05/13/08
 TYPE :. 28
 FOPER :.
 COMMENT :. CUST CALLED IN WITH LOW PRESSURE
 . PAGED TO JEFF P
 RESOLUTION :. 5/13/08-READ 2886030 50 PSI 10 GPM @ HOUSE SPOKE WITH
 CUSTOMER AND HE SAID PRESSURE WAS FINE
 . JP/DB
 RDATE :. 05/13/08

SUBDIVISION :. 00683
 ROUTE :. 92
 SERVICE ORDER# :. 297223
 ACCOUNT# :. 006839216103
 CUSTOMER NAME :. WILLIAMS, JENNIFER M
 SERVICE ADDRESS :. 150 HOLDERNESS DR
 EDATE :. 05/16/08
 TYPE :. 28
 FOPER :. SUC
 COMMENT :. MS. CALLED DUE TO LOW PRESSURE
 . CHECK PRESSURE AND TAG DOOR WITH YOUR FINDINGS
 RESOLUTION :. R=330830 60 PSI AND 9.5 GPM @ 10:50AM
 . CUSTOMER HAS WATER SOFTENER
 . TAGGED.
 . MM/KIM
 RDATE :. 05/19/08

SUBDIVISION :. 00683
 ROUTE :. 92
 SERVICE ORDER# :. 297559
 ACCOUNT# :. 006839325102
 CUSTOMER NAME :. WHITELEY, JOHNATHAN
 SERVICE ADDRESS :. 1108 CAMBRIDGE CT
 EDATE :. 05/16/08
 TYPE :. 28
 FOPER :. SUC
 COMMENT :. MS. CALLED DUE TO LOW PRESSURE.
 . PLEASE CHECK PRESSURE AND TAG THE DOOR WITH YOUR FINDINGS.
 RESOLUTION :. R=1107230 58 PSI AND 11GPM @ 11:00AM
 . TAGGED DOOR WITH FINDINGS
 . MM/KIM
 RDATE :. 05/19/08

SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 298506
 ACCOUNT# :. 006839310301
 CUSTOMER NAME :. SORENSEN, CHRIS
 SERVICE ADDRESS :. 100 E BERKSHIRE CIR
 EDATE :. 05/20/08
 TYPE :. 28
 FOPER :.
 COMMENT :. CUSTOMER HAS HAD LOW PRESURE FOR PAST COUPLE OF MONTHS. HE
 TRIED TO CHECK TO MAKE SURE THE METER IS FULLY OPEN AND IT IS
 FROZEN. PLEASE CHECK INTO THIS AND TALK TO CUSTOMER OR TAG
 DOOR.
 RESOLUTION :. R=2586530 CURBSTOP IS OPEN FULLY.
 . 45PSI - 10GPM @ 10:30AM
 . MM/KIM
 RDATE :. 05/21/08

SUBDIVISION :. 00683
 ROUTE :. 93
 SERVICE ORDER# :. 297644
 ACCOUNT# :. 006839508102
 CUSTOMER NAME :. STATEN, RICHARD
 SERVICE ADDRESS :. 1208 DUNCAN CT
 EDATE :. 05/19/08
 TYPE :. 29
 COMMENT :. CUSTOMER CALLED AND REPORTED BLACK WATER COMING OUT OF THE
 FAUCETS
 RESOLUTION :. R=2538970 TALKED WITH CUSTOMER. PUT WATER SOFTENER ON
 BYPASS, CLEAR WATER COMING OUT OF RAW WATER LINE TO SOFTENER.
 TOLD HER SHE SHOULD PROBABLY HAVE IN SERVICE REP.
 . MM/KIM
 RDATE :. 05/19/08

SUBDIVISION :. 00683
 ROUTE :. 91
 SERVICE ORDER# :. 269533
 ACCOUNT# :. 006839713401
 CUSTOMER NAME :. CONLEY, MADELINE
 SERVICE ADDRESS :. 423 EVESHAM PL
 EDATE :. 02/19/08
 TYPE :. 32
 COMMENT :. WATER TASTE TERRIBLE-CHECK AND TAG OR INFORM WHEN RESOLVED OF
 WHAT DONE
 . OR IF HER ISSUE ***
 RESOLUTION :. NOT FIELD ISSUE FAXED TO WEKIVA PLANT FOR PLANT OPERATOR TO
 CHECK OUT . 0930 - CHLORINE RESIDUAL I.D. NO ONE HOME. PHONE
 NUMBER NOT IN SERVICE.
 . 1200 - NO ONE HOME. SPOKE WITH NEIGHBOR AT 421, NO COMPLAINTS
 . RECEIVED 2/20/08. 0726. AZ
 RDATE :. 02/20/08

SUBDIVISION :. 00683
 ROUTE :. 94
 SERVICE ORDER# :. 259431
 ACCOUNT# :. 006839612303
 CUSTOMER NAME :. POLL, DANIELLE A
 SERVICE ADDRESS :. 2004 ST ANDREWS PL

EDATE :. 01/17/08
 TYPE :. 36
 FOPER :.
 COMMENT :. PLEASE CHECK FOR SEWER CLOG @ MANHOLE CUSTOMER CALLED IN
 OVERFLOW END OF DRIVE
 . PAGED TO PINDER
 RESOLUTION :. NO SEWER BACK UP. BROKEN IRRIGATION LINE BELONGING TO HOA
 . SPOKE WITH BOARD OF DIRECTOR & HE WILL ARRANGE REPAIR.
 . JP/KIM
 RDATE :. 01/17/08

SUBDIVISION :. 00683
 ROUTE :. 92
 SERVICE ORDER# :. 274574
 ACCOUNT# :. 006839232301
 CUSTOMER NAME :. COOK,EUGENE
 SERVICE ADDRESS:. 141 HARROGATE CT
 EDATE :. 03/05/08
 TYPE :. 36
 FOPER :.
 COMMENT :. 3/2/08 - LINES BACKED UP - CUSTOMER CALLED THE ANSWERINGS
 SERVICE DUE TO BACK UP.
 . PAGED TO ONCALL - PLEASE RESOLVE
 RESOLUTION :. PER ON CALL, HE CHECKED UP STREAM AND DOWN STREAM MANHOLES,
 GOOD FLOW. ADVISED CUSTOMER TO CALL PLUMBER
 . ML/KIM
 RDATE :. 03/02/08

SUBDIVISION :. 00683
 ROUTE :. 94
 SERVICE ORDER# :. 280935
 ACCOUNT# :. 006839607101
 CUSTOMER NAME :. COX JR,WILLIAM M
 SERVICE ADDRESS:. 274 NEEDLES TRL
 EDATE :. 03/26/08
 TYPE :. 37
 FOPER :.
 COMMENT :. CUSTOMER IS STATING THAT A SEWER GAS IS COMING UP THROUGH THE
 WASHING MACHINE. PLEASE CHK ARE LINES TO SEE IF THERE IS A
 BLOCK.
 RESOLUTION :. WENT OUT & SPOKE WITH CUSTOMER CHECKED UP AND DOWN STREAM
 MANHOLES AND FOUND NO PROBLEM. ADVISED CUSTOMER TO CHECK HIS
 VENT STACK.
 . MM/KIM
 RDATE :. 03/27/08

SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 258332
 ACCOUNT# :. 006839326501
 CUSTOMER NAME :. EDWARDS,THOMAS H
 SERVICE ADDRESS:. 116 E CUMBERLAND CIR
 EDATE :. 01/14/08
 TYPE :. 38
 COMMENT :. 1/12/08 CUSTOMER CALLED THE ANSWERING SERVICE DUE TO L/S #4
 GOING OFF.
 . PAGED TO ONCALL
 . PLEASE RESOLVE
 RESOLUTION :. POWER OUTAGE DUE TO FL POWER UPON ARRIVAL L/S WAS WORKING

FINE.
 . RICH/KIM
 RDATE :. 01/15/08

 SUBDIVISION :. 00683
 ROUTE :.
 SERVICE ORDER# :. 256994
 ACCOUNT# :. 006830000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 01/09/08
 TYPE :. 39
 COMMENT :. PER SERVICE CALL RESPONSE SHEET - L/S L-3 (E YORK CT).
 GENERATOR RUNNING RESTORE,
 RESOLUTION :. GENERATOR ON WEEKLY TEST RUN FOR 1 HOUR. I WENT OUT TO
 STATION TO BE SURE NORMAL CONDITION "OFFICE CLOSED".
 GENERATOR SHUT OFF AND TRANSFER
 . NORMAL, STATION OKAY.
 . JH/KIM
 RDATE :. 01/01/08

 SUBDIVISION :. 00683
 ROUTE :.
 SERVICE ORDER# :. 258770
 ACCOUNT# :. 006830000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 01/15/08
 TYPE :. 39
 FOPER :.
 COMMENT :. PER THE ANSWERING SERVICE L/S L-4 ALARM IS GOING OFF
 . PAGED TO ONCALL
 . PLEASE RESOLVE
 RESOLUTION :. POWER OUTAGE, PROGRESS ENERGY DOING WORK IN AREA CAUSE OF
 ALARM, POWER RESTORED TO STATION, PUMPED STATION DOWN TESTED
 ELECTRICAL STATION, FULLY OPERATIONAL.
 . RG/KIM
 RDATE :. 01/12/08

 SUBDIVISION :. 00683
 ROUTE :.
 SERVICE ORDER# :. 272481
 ACCOUNT# :. 006830000000
 CUSTOMER NAME :. ,
 SERVICE ADDRESS :.
 EDATE :. 02/27/08
 TYPE :. 39
 FOPER :.

COMMENT :. PER SERVICE CALL RESPONSE FORM - L/S #7 VOLT CONTROL FAIL -
 RESTORE
 . PAGED TO ONCALL
 RESOLUTION :. STATION RUNNING O.K WHEN I ARRIVED ON BOTH PUMPS. MONITORED
 STATION
 . TILL PUMPED DOWN THEN 1 CYCLE
 . POSSIBLE VOLTAGE SURGE/SPIKE. WORKING NORMAL AT THIS TIME.
 . JH/KIM
 RDATE :. 02/21/08

 SUBDIVISION :. 00683
 ROUTE :.
 SERVICE ORDER# :. 280856
 ACCOUNT# :. 006830000000
 CUSTOMER NAME :.
 SERVICE ADDRESS :.
 EDATE :. 03/26/08
 TYPE :. 39
 COMMENT :. C & A CALLED DUE TO L/S #4 POWER FAIL
 . PAGED TO ONCALL
 RESOLUTION :. V.F.D. TRIPPED OUT AND DID NOT RESET CALLED JIMMY H. MANUAL
 RESET.
 .
 RDATE :. 03/23/08

 SUBDIVISION :. 00683
 ROUTE :. 93
 SERVICE ORDER# :. 289329
 ACCOUNT# :. 006839439806
 CUSTOMER NAME :. KELLUM, DONALD L
 SERVICE ADDRESS :. 400 W WEKIVA TRL
 EDATE :. 04/22/08
 TYPE :. 43
 FOPER :.
 COMMENT :. 4/19/08 - CUSTOMER CALLED (RHONDA DESISLETS) CALLED THE
 ANSWERING SERVICE DUE TO NO WATER.
 . PAGED TO ONCALL
 . PLEASE RESOLVE
 RESOLUTION :. OLD FINALLED ACCOUNT, CUSTOMER WAS SHUT OFF ON THE 15TH FOR A
 READ LOCK AND TAG FOR NEW. TOLD CUSTOMER TO CALL OFFICE ON
 4/21/08
 . JP/KIM
 RDATE :. 04/23/08

 SUBDIVISION :. 00683
 ROUTE :. 91
 SERVICE ORDER# :. 297870
 ACCOUNT# :. 006839708403
 CUSTOMER NAME :. RADULA, LOIS
 SERVICE ADDRESS :. 400 EVESHAM DR
 EDATE :. 05/19/08

 TYPE :. 43
 FOPER :.
 COMMENT :. CUST REPORTED NO WATER.
 . PAGED TO JEFF P
 . CUST #407-303-5716
 RESOLUTION :. R=145050

. CUSTOMER HAD WATER NO PROBLEM.
 . HUNG TAG.
 . JP/KIM
 RDATE :. 05/19/08

 SUBDIVISION :. 00683
 ROUTE :. 94
 SERVICE ORDER# :. 259430
 ACCOUNT# :. 006839612303
 CUSTOMER NAME :. POLL,DANIELLE A
 SERVICE ADDRESS:. 2004 ST ANDREWS PL
 EDATE :. 01/17/08
 TYPE :. 49
 FOPER :.
 COMMENT :.
 RESOLUTION :. SEE S/O #259431 DUPLICATE
 . ENTERED THIS ON IN ERROR.
 . KIM
 RDATE :. 01/17/08

 SUBDIVISION :. 00683
 ROUTE :. 93
 SERVICE ORDER# :. 261808
 ACCOUNT# :. 006839519102
 CUSTOMER NAME :. CHANG,MARTIN
 SERVICE ADDRESS:. 110 STEVENAGE CT
 EDATE :. 01/23/08
 TYPE :. 49
 FOPER :.
 COMMENT :. 12/14/07 READ 6969990
 . 01/15/08 READ 7008070 EST READ
 RESOLUTION :. GENERATED 2 ORDERS FOR THIS ACCOUNT
 . DELETING THIS ORDER
 . ENTERED IN ERROR.
 . KIM
 RDATE :. 01/24/08

 SUBDIVISION :. 00683
 ROUTE :. 95
 SERVICE ORDER# :. 295165
 ACCOUNT# :. 006839320405
 CUSTOMER NAME :. KNIGHT,CHRIS J
 SERVICE ADDRESS:. 123 E CUMBERLAND CIR
 EDATE :. 05/09/08
 TYPE :. 49
 FOPER :.
 COMMENT :. OBTAIN READ AND TURN ON FOR NEW
 . AM TURN ON. CHK OFFICE FOR WAIVER
 RESOLUTION :. WRONG ORDER TO FINAL ACCOUNT FOR NEW.
 . REGENERATED CORRECT ORDER.
 . KIM
 RDATE :. 05/12/08

 SUBDIVISION :. 00683
 ROUTE :. 93
 SERVICE ORDER# :. 297645
 ACCOUNT# :. 006839508102

CUSTOMER NAME :. STATEN,RICHARD
SERVICE ADDRESS:. 1208 DUNCAN CT
EDATE :. 05/19/08
TYPE :. 49
FOPER :. SUC
COMMENT :. MS. CALLED DUE TO BLACK WATER.
 . SHE DOES HAVE A WATER SOFTNER
 . PAGED TO JEFF PINDER
RESOLUTION :. S/O #297644 DONE
 . KIM
RDATE :. 05/19/08

137 records listed.

Sub Division : 368 MR Route : F5F FA ID : 0003010434
Account # : 0003010000 Customer Name : SHOPPES OF Phone #: (407) 855-2222
Address : 3883 WEKIVA SPRINGS RD CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 8/6/2008 1:11:34PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A WATER LINE BREAK. PAGED TO JEFF P.
Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/6/2008 3:00:00PM FA Status : Completed
Resolution : Met with contractor... No Leak found...
J. Pinder

Sub Division : 368 MR Route : FA ID : 0030910228
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Loretta Abbott Operator : Jeff Pinder
Entry Date : 10/9/2008 7:21:51AM SO Type : M-SIO Request Type: General Investigation
Instructions : MGMT CO.SAYS WEK. COVE HOA IS INTERESTED THE OF MTR.FOR IRRIG. IN THE MEDIAN ON THE
Due Date : 10/10/2008 12:00:00AM Resolution Date : 10/13/2008 10:30:00AM FA Status : Completed
Resolution : Located service and we can provide a 5/8" meter for this area.... Customer doesn't need anything bigger than that....
We can install as soon as the FA is produced.... J. Pinder

Sub Division : 368 MR Route : FA ID : 0030910603
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Elise Christian Operator : Richard Galarza
Entry Date : 12/10/2008 8:58:23AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST AT 121 BRIDLEWOOD LN CALLED ANS SERVICE 12/6/08 TO REPORT POSSIBLE SINK HOLE NEAR
Due Date : 12/11/2008 12:00:00AM Resolution Date : 12/6/2008 12:00:00AM FA Status : Completed
Resolution : On call went out and checked our lines/ No Problems found... Spoke with customer

Sub Division : 368 MR Route : FA ID : 0030910494
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Jacqueline Sillitoe Operator : Matthew Morrell
Entry Date : 11/24/2008 1:36:21PM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : ADDRESSES 589;567;548;540;528 ALBANY PL IN THE GOVERNERS POINT W. ARE MISSING METER COVERS
Due Date : 11/25/2008 12:00:00AM Resolution Date : 11/25/2008 10:30:00AM FA Status : Completed
Resolution : Replaced 2 boxes and 3 lids....
M. Morrell

Sub Division : 368 MR Route : FA ID : 0030910990
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Elise Christian Operator : Jeff Pinder
Entry Date : 9/2/2008 1:13:39PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER, MARK PETERSON CALLED TO SAY THAT FOR THE PAST WEE WATER HAS BEEN RUNNING

Due Date : 9/3/2008 12:00:00AM Resolution Date : 9/3/2008 7:35:00AM FA Status : Completed
Resolution : Checked entire area and only found ground water seeping out due to clogged underdrain.... J. Pinder

Sub Division : 368 MR Route : FA ID : 0030910280
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Karen Sasic Operator : Jeff Pinder
Entry Date : 11/10/2008 8:45:58AM SO Type : M-SIO Request Type: General Investigation
Instructions : SEMINOLE COUNTY CALLED TO REPORT LEAK AT THE CURB IN FRONT OF 403 TIMBERCOVE CIR. PAGED
Due Date : 11/10/2008 6:00:00PM Resolution Date : 11/11/2008 9:00:00AM FA Status : Completed
Resolution : Dug up valve in road and replaced 2" slip to male coupling into the valve...
J. Pinder

Sub Division : 368 MR Route : FA ID : 0030916285
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Florida Temp 2 Operator : Jeff Pinder
Entry Date : 9/18/2008 11:00:29AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer at 104 E sweetwater says drain/water/pond behind homes smells like sewage. hp 9/18/08
Due Date : 9/18/2008 12:00:00AM Resolution Date : 9/22/2008 9:00:00AM FA Status : Completed
Resolution : Checked up and downstream manholes in rear of property. Nothing wrong... What customer is smelling is root rot
from the woods...Spoke with customer... J. Pinder

Sub Division : 368 MR Route : FA ID : 0030910490
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Elise Christian Operator :
Entry Date : 12/15/2008 11:48:07AM SO Type : M-SIO Request Type: Water Main Break
Instructions : DR WARD AT 961 INNSWOOD CALLED TO REPORT WATER RUNNING DOWN FROM HIS HOME THAT
Due Date : 12/15/2008 12:00:00AM Resolution Date : 12/15/2008 12:00:00AM FA Status : Completed
Resolution : Customers leak

Sub Division : 368 MR Route : FA ID : 0030910165
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Ann Raponi Operator : John Marinelli
Entry Date : 6/23/2008 9:21:32AM SO Type : M-SIO Request Type: General Investigation
Instructions : Can we provide service to 1870 Barton Street? Mike Roose (407) 782-6551. AMR
Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/24/2008 12:00:00AM FA Status : Completed
Resolution : gave quote to Brian & yes we can provide water extend 2" line

Sub Division : 368 MR Route : FA ID : 0030919656
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Elise Christian Operator : Matthew Morrell
Entry Date : 8/12/2008 12:54:52PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : Security Guard at The Springs called to report lots of water running from all directions at Spring Blvd and Riverbend.
Due Date : 8/12/2008 12:00:00AM Resolution Date : 8/12/2008 5:00:00PM FA Status : Completed
Resolution : Dug up and repaired 8" schd 200 watermain... with a 8" X 15" repair clamp... Matt morrell, shawn ebert, leroy grainger

Sub Division : 368 MR Route : FA ID : 0030915821
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: English System Operator : John Marinelli
Entry Date : 5/14/2008 12:00:00AM SO Type : M-SIO Request Type: General Investigation
Instructions : DAVID GUERRA @ 413 RUTH ST.IS ASKING IF WE CAN PROVIDE WATER TO HIS PROPERTY AND THE
Due Date : 6/25/2008 12:00:00AM Resolution Date : 7/17/2008 9:40:00AM FA Status : Completed
Resolution : JOHN MARINELLI ASK FOR THE DUE DATE TO BE CHANGED, HE IS STILL WORKING ON THIS - THE CUSTOMER HAS NOT RETURNED HIS CALL. LORETTA CHGD. FROM 05/21 TO 06/25/08. LORETTA customer never returned phone call

Sub Division : 368 MR Route : FA ID : 0030910049
Account # : 0030910000 Customer Name : 368 Sanlando Phone #:
Address : 368 Sanlando CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 11/10/2008 2:30:18PM SO Type : M-SIO Request Type: General Investigation
Instructions : 11/8/08 - CUST @ 116 LEDBURY CALLED THE ANSWERING SERVICE AFTER HRS ABOUT PLANT GATE WAS
Due Date : 11/11/2008 12:00:00AM Resolution Date : 11/11/2008 9:00:00AM FA Status : Completed
Resolution : Advised Tom that the gate was left open.....

Sub Division : 368 MR Route : F4S FA ID : 0034610834
Account # : 0034610000 Customer Name : RUDD,SHAWN Phone #: (407) 230-0527
Address : 145 TARRYTOWN TRL CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 8/4/2008 4:07:15PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND CHECK WATER PRESSURE GOING TO HOME. NOTHING GOING ON AT
Due Date : 8/5/2008 12:00:00AM Resolution Date : 8/5/2008 12:00:00AM FA Status : Completed
Resolution : Read meter.Psi=70. Taged door.j.p.

Sub Division : 368 MR Route : F4T FA ID : 0041610364
Account # : 0041610000 Customer Name : SUMMERS,JEFFERY Phone #: (407) 788-9038
Address : 271 HUMMINGBIRD LN CSR: Lyn Paulk Operator : Jeff Pinder
Entry Date : 8/20/2008 7:12:21AM SO Type : M-SIO Request Type: General Investigation
Instructions : THIS METER APPEARS TO BE SLOWING DOWN AND FINALLY STOPPED. PLEASE CHECK METER AND

Due Date : 8/21/2008 12:00:00AM Resolution Date : 8/20/2008 9:00:00AM FA Status : Completed
Resolution : Meter is sticking... Please provide FA to replace meter....
J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 0059310728
Account # : 6846572261 Customer Name : Campbell,Linda Phone #: (407) 456-2932
Address : 103 WILD HOLLY LN CSR: Isabel Ceballos Operator : Dale White
Entry Date : 8/27/2008 3:54:35PM SO Type : M-SIO Request Type: No Water
Instructions : Customer has very little water coming out of faucets, hardly no water. Paged Dale W.
Due Date : 8/27/2008 12:00:00AM Resolution Date : 8/27/2008 5:00:00PM FA Status : Completed
Resolution : Customer had a broken service line... Dale W. spoke with customer and they will arrange the repair.....
J. Pinder

Sub Division : 368 MR Route : F4G FA ID : 0098210598
Account # : 0098210000 Customer Name : CHRISTENSEN,DAVID Phone #: (407) 788-5180
Address : 300 VALLEY DR CSR: Jacqueline Sillitoe Operator : Matthew Morrell
Entry Date : 10/14/2008 7:18:41AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER SAY THAT THERE IS A LEAK ON OUR SIDE OF THE STREET/METER. JMS 10/14 DISP TO JEFF P.
Due Date : 10/14/2008 12:00:00AM Resolution Date : 10/14/2008 8:00:00AM FA Status : Completed
Resolution : No leak found or indicated....
Matt Morrell

Sub Division : 368 MR Route : F4S FA ID : 0118500647
Account # : 0118500000 Customer Name : PLACE,KATHIE Phone #: (407) 493-5703
Address : 126 GLENDALE DR CSR: Isabel Ceballos Operator : Jimmie Hollister
Entry Date : 6/12/2008 8:57:16AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer has leak near meter. Does not know if it's hers or neighbor's but water is going into street. Paged John M.
Due Date : 6/12/2008 12:00:00AM Resolution Date : 6/12/2008 12:00:00AM FA Status : Completed
Resolution : Repaired 3/4in. poly on our side of the meter.R.G.6-12-2008

Sub Division : 368 MR Route : F4S FA ID : 0118500836
Account # : 0118500000 Customer Name : PLACE,KATHIE Phone #: (407) 493-5703
Address : 126 GLENDALE DR CSR: Jacqueline Sillitoe Operator : Jimmie Hollister
Entry Date : 8/12/2008 2:15:17PM SO Type : M-SIO Request Type: Lawn Repair for Sewer
Instructions : CUSTOMER IS ASKING THAT "CORRECT" GRASS BE PUT IN TO REPLACE LOST GRASS DUE TO A SEWER
Due Date : 8/13/2008 12:00:00AM Resolution Date : 8/13/2008 12:00:00AM FA Status : Completed
Resolution : Spoke with customer.City of longwood broke sewer lateral and replaced grass already.Read meter.j.p.

Sub Division : 368 MR Route : F5F FA ID : 0135410534
Account # : 0135410000 Customer Name : WOODS,MALCOLM Phone #: (407) 869-1834
Address : 100 DEVON CT CSR: Loretta Abbott Operator : Jeff Pinder
Entry Date : 10/8/2008 1:11:01PM SO Type : M-SIO Request Type: General Investigation
Instructions : WATER IS GUSHING AT THE MTR.WITH VERY LOW PRESSURE.CUST.IS OUT OF TOWN,CALL 407-920-5367
Due Date : 10/8/2008 2:00:00PM Resolution Date : 10/8/2008 2:30:00PM FA Status : Completed
Resolution : Repaired 3/4" poly leak on our side of meter...

Sub Division : 368 MR Route : F4G FA ID : 0139210460
Account # : 0139210000 Customer Name : BENDER,MINDY Phone #: (407) 687-5397
Address : 310 VALLEY DR CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 8/26/2008 2:47:18PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST CALLED IN A HOLE IN THE EASMENT BETWEEN HIS HOME AND HIS NEIGHBOR IN LINE WITH LIFT
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 4:00:00PM FA Status : Completed
Resolution : Found that customer had a broken sprinkler head.... Informed customer...
J. Pinder

Sub Division : 368 MR Route : F4G FA ID : 0224600543
Account # : 0224600000 Customer Name : GRODIN,JAMES Phone #:
Address : 207 SMOKERISE BLVD CSR: Lyn Paulk Operator : Jeff Pinder
Entry Date : 10/3/2008 9:13:27AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED TO REPORT SHE HAS NO WATER. PAGED TO JEFF PINDER... LYN
Due Date : 10/3/2008 12:00:00AM Resolution Date : 10/3/2008 11:00:00AM FA Status : Completed
Resolution : Spoke with customer; problem is with the customer's water softner....
M. Leard

Sub Division : 368 MR Route : F4T FA ID : 0237510255
Account # : 0237510000 Customer Name : ONDO,JOHN M Phone #: (407) 788-7001
Address : 110 BRIDLEWOOD LN CSR: Matthew Chandler Operator : Alex Lorenzo
Entry Date : 7/14/2008 10:07:38AM SO Type : M-SIO Request Type: Taste or Odor in the Water
Instructions : Cust called stating that water has a foul test and smell and it is making him and his wife sick. please chk out and tag
Due Date : 7/14/2008 12:00:00AM Resolution Date : 7/14/2008 3:00:00PM FA Status : Completed
Resolution : ALEX RESPONDED AND CHECKED WATER QUALITY. THE CL2 RESIDUAL 0.6. THE CUSTOMER HAD UNDER THE SINK FILTERS WHICH MAY NEED CHANGED. THE METER READING IS 0037660 FOR MTR. # 19246827

Sub Division : 368 MR Route : F4T FA ID : 0237510177
Account # : 0237510000 Customer Name : ONDO,JOHN M Phone #: (407) 788-7001
Address : 110 BRIDLEWOOD LN CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 9/26/2008 3:00:39PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called to complain that when it rains, the meter box lifts up and customer thinks it's unsafe. Please check it

Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/29/2008 10:08:00AM FA Status : Completed
Resolution : meter box lid was not locking down.the lid is locked down now and should be find now.

Sub Division : 368 MR Route : F4T FA ID : 0237510355
Account # : 0237510000 Customer Name : ONDO,JOHN M Phone #: (407) 788-7001
Address : 110 BRIDLEWOOD LN CSR: Lyn Paulk Operator : LeRoy Grainger
Entry Date : 9/11/2008 8:29:24AM SO Type : M-SIO Request Type: General Investigation
Instructions : REPLACE METER LID. CUSTOMER IS AFRAID SOMEONE WILL FALL INTO THE HOLE. THANK YOU...LYN
Due Date : 9/12/2008 12:00:00AM Resolution Date : 9/12/2008 9:11:00AM FA Status : Completed
Resolution : read meter/replaced meter box lid.

Sub Division : 368 MR Route : F4S FA ID : 0245400116
Account # : 0245400000 Customer Name : HADDAWAY,DAVID Phone #: (407) 332-4406
Address : 116 SHERIDAN AVE CSR: Florida Temp 2 Operator : Jimmie Hollister
Entry Date : 8/4/2008 7:38:25AM SO Type : M-SIO Request Type: Air in Water
Instructions : CUSTOMER STATES EXTREMELY LOW WATER PRESSURE. THANK YOU HP 8/4/08
Due Date : 8/4/2008 12:00:00AM Resolution Date : 8/4/2008 12:00:00AM FA Status : Completed
Resolution : Spoke with customer and explained to her that three pumps out of five are currently down at water plant.She understand.j.p.

Sub Division : 368 MR Route : F4F FA ID : 0256210970
Account # : 0256210000 Customer Name : CULLINAN,JAMES Phone #: (407) 862-0987
Address : 253 S SHADOWBAY BLVD CSR: Lyn Paulk Operator : Scott Learned
Entry Date : 10/2/2008 11:16:31AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED THE ANSWERING SERVICE ON 9/27/08 SAYING THER IS A LEAK ON THE STREET.
Due Date : 10/2/2008 12:00:00AM Resolution Date : 9/27/2008 6:00:00PM FA Status : Completed
Resolution : Leak was in broken HOA irrigation line. It shut off when valve shut. Advised cust to contact HOA to fix line.

Sub Division : 368 MR Route : F5G FA ID : 0308710657
Account # : 0308710000 Customer Name : DIEPEVEEN,PETE Phone #: (407) 682-2410
Address : 282 NEEDLES TRL CSR: Isabel Ceballos Operator : LeRoy Grainger
Entry Date : 7/29/2008 7:39:42AM SO Type : M-SIO Request Type: Water Miscellaneous
Instructions : Customer would like to have meter valve checked. It does not shut off all the way and still leaks. Please
Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/30/2008 8:19:00AM FA Status : Completed
Resolution : lubricated/exercised curb stop valve/works properly/no leaks.

Sub Division : 368 MR Route : F5G FA ID : 0328210045
Account # : 0328210000 Customer Name : PENSA,HERC J Phone #: (407) 774-3335
Address : 3990 RADLEY CT CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/30/2008 10:48:44AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer would like meter box raised. JMS 06/30/08
Due Date : 7/1/2008 12:00:00AM Resolution Date : 7/1/2008 8:06:00AM FA Status : Completed
Resolution : read meter/meter box is at same height as other boxes next to it and does not need to be raised.lrg

Sub Division : 368 MR Route : F4F FA ID : 0359500228
Account # : 0359500000 Customer Name : COFOID,KENT Phone #: (407) 862-0598
Address : 606 LONGMEADOW CIR CSR: Isabel Ceballos Operator :
Entry Date : 6/24/2008 2:23:32PM SO Type : M-SIO Request Type: General Investigation
Instructions : Re-read meter and check for leaks. Tag door w/findings. ic
Due Date : 6/25/2008 12:00:00AM Resolution Date : 6/25/2008 9:28:00AM FA Status : Completed
Resolution : read meter. No leak at meter. Meter is showing a small leak in custs line. Spoke with cust. ML.

Sub Division : 368 MR Route : F4T FA ID : 0412510090
Account # : 0412510000 Customer Name : SPRINGS COMM Phone #: (407) 694-5411
Address : 200 SPRINGRUN CIR IRRIG CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 10/28/2008 10:02:53AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : GABBY (407-862-3881) AT SPRINGS COMM OFFICE CALLED TO REPORT THAT THERE IS A LEAK AT THE
Due Date : 10/28/2008 12:00:00AM Resolution Date : 10/28/2008 3:00:00PM FA Status : Completed
Resolution : PER MATT M - THIS IS GROUND WATER, WILL CALL OFFICE TO EXPLAIN AGAIN TO CUSTOMER. JMS 10/28
Met with Gabby and Drew who is the head of the association.... Explained to them that the problem is with their
underdrain being clogged and is not our responsibil

Sub Division : 368 MR Route : F4T FA ID : 0412510499
Account # : 0412510000 Customer Name : SPRINGS COMM Phone #: (407) 694-5411
Address : 200 SPRINGRUN CIR IRRIG CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 10/28/2008 10:04:32AM SO Type : M-SIO Request Type: Repair Road
Instructions : GABBY WITH THE SPRINGS OFFICE REPORTED THAT ASPHALT IS CRACKING WHICH WE RECENTLY PUT
Due Date : 10/28/2008 12:00:00AM Resolution Date : 10/28/2008 3:00:00PM FA Status : Completed
Resolution : Met with Gabby and Drew who is the head of the association.We looked at the depression in the roadway and I
explained to them that we did not patch the road and that we have no line that run in that area. They will address the
problem internally.J.Pind

Sub Division : 368 MR Route : F4T FA ID : 0425200461
Account # : 0425200000 Customer Name : AKIN,REBECCA Phone #: (407) 251-4336
Address : 204 RIVERBEND CT CSR: Kimberly Bennett Operator : Mark Leard
Entry Date : 10/14/2008 1:33:54PM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : PLEASE CHECK SEWER LINE IF BLOCKAGE PER PLUMBER. FLOW SLOW. PAGED TO PINDER. KIM

Due Date : 10/14/2008 12:00:00AM Resolution Date : 10/14/2008 3:00:00PM FA Status : Completed
Resolution : Checked up and downstream manholes, no problems found... Spoke with customer advised her of company policy and she will contact her plumber.... Mark Leard

Sub Division : 368 MR Route : F4S FA ID : 0442400598
Account # : 0442400000 Customer Name : LEWIS,LYNN Phone #: (407) 767-5193
Address : 105 WILLOW TREE LN CSR: Leanne Loeffel Operator : Jimmie Hollister
Entry Date : 10/24/2008 1:34:58PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called complaining of accumulating water in and around meter box, she does not believe it is the rain.
Due Date : 10/24/2008 11:59:00PM Resolution Date : 10/24/2008 3:30:00PM FA Status : Completed
Resolution : curb stop leaking form top. tapped on to reset and stop leak.

Sub Division : 368 MR Route : F4G FA ID : 0447300926
Account # : 0447300000 Customer Name : CASSIM,APRIL Phone #: (407) 963-7177
Address : 205 GREEN LAKE CIR CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 10/1/2008 2:12:05PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER SAYS METER IS LEAKING.JMS 10/01/08 DISP.TO MATT M.
Due Date : 10/1/2008 12:00:00AM Resolution Date : 10/1/2008 3:00:00PM FA Status : Completed
Resolution : gasket leak on our side

Sub Division : 368 MR Route : F4F FA ID : 0461110328
Account # : 0461110000 Customer Name : CROWN POINT CONDO Phone #: (407) 628-1086
Address : CROWN POINT CONDOS CSR: Ferrellyn Trovinger Operator : Jeff Pinder
Entry Date : 9/10/2008 7:45:53AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check this meter to verify it is registering all flow. The consumption is less than half the consumption last
Due Date : 9/10/2008 12:00:00AM Resolution Date : 9/11/2008 2:30:00PM FA Status : Completed
Resolution : Checked low flow registering o.k. Connected 2' poly to flow high side & it registered o.k.... J. pinder Meter configuration needs to be changed... High flow has a 6 digit read and needs an 8.. Low flow has an 8 digit read and needs a 7....

Sub Division : 368 MR Route : F4S FA ID : 0526400364
Account # : 0526400000 Customer Name : DE BRUIN,JAN H Phone #: (407) 332-7455
Address : 162 SHERIDAN AVE CSR: Leanne Loeffel Operator : Jimmie Hollister
Entry Date : 8/22/2008 3:59:15PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please re-read meter for any activity of if it's functioning properly. There is 7 months with no usage for this premise.
Due Date : 8/25/2008 3:59:00PM Resolution Date : 8/25/2008 12:00:00AM FA Status : Completed
Resolution : Read meter.Meter stuck.j.p.

Sub Division : 368 MR Route : F4T FA ID : 0559600757
Account # : 0559600000 Customer Name : THOMAS,JIMMY T Phone #: (407) 702-2056
Address : 2239 SPRINGS LANDING BLVD CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 8/8/2008 8:13:53AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING CHECK FOR LEAKS - CUSTOMER CONCERN THAT USAGE IS HIGHER ONLY
Due Date : 8/11/2008 12:00:00AM Resolution Date : 8/11/2008 12:00:00AM FA Status : Completed
Resolution : reread meter no leaks detected at meter. tagged door with findings.r.g.

Sub Division : 368 MR Route : F4G FA ID : 0563300745
Account # : 0563300000 Customer Name : BERNER,ROBIN Phone #: (407) 667-0406
Address : 400 TIMBERCOVE PL CSR: Matthew Chandler Operator : LeRoy Grainger
Entry Date : 11/14/2008 3:51:57PM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : CUST CALLED IN WITH LOW PRESSURE FOR THE LAST FEW MONTHS. PLEASE CHK OUT AND TAG DOOR.
Due Date : 11/17/2008 6:00:00PM Resolution Date : 11/17/2008 9:15:00AM FA Status : Completed
Resolution : read meter/checked water pressure at house bib and it was good also gals per min was good.tagged door with findings.lrg.

Sub Division : 368 MR Route : F4T FA ID : 0668400982
Account # : 0668400000 Customer Name : FELDMAN,IRWIN Phone #: (407) 788-0209
Address : 232 SPRINGSIDE RD CSR: Debora Baranska Operator :
Entry Date : 6/5/2008 9:41:57AM SO Type : M-SIO Request Type: General Investigation
Instructions : blue cap in driveway-is it a water valve ? customer going to replace his driveway what does he need to do before he
Due Date : 6/6/2008 12:00:00AM Resolution Date : 6/6/2008 11:20:00AM FA Status : Completed
Resolution : blue cap in driveway is a WM valve. Spoke with customer and explained what valve is and what he should do. Coach. 6/6/08

Sub Division : 368 MR Route : F4S FA ID : 0673210099
Account # : 0673210000 Customer Name : CHOW,KEVIN Phone #: (407) 830-0231
Address : 1216 WINDSOR AVE CSR: Isabel Ceballos Operator : Jimmie Hollister
Entry Date : 10/8/2008 8:20:47AM SO Type : M-SIO Request Type: Water Miscellaneous
Instructions : Customer says residents in Knollwood area are requesting fire hydrants in this area be checked/inspected. Please
Due Date : 10/9/2008 12:00:00AM Resolution Date : 10/8/2008 12:00:00AM FA Status : Completed
Resolution : tested and flowed hydrants in area.r.g.

Sub Division : 368 MR Route : F4T FA ID : 0692400409
Account # : 0692400000 Customer Name : PHILLIPS,WANDA Phone #: (407) 788-1745
Address : 130 PRIMROSE DR CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 7/18/2008 8:20:04AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED DUE TO NO WATER. WATER BUBBLING FROM GROUND BETWEEN METER AND

Due Date : 7/18/2008 12:00:00AM Resolution Date : 7/18/2008 9:35:00AM FA Status : Completed
Resolution : CUsers PVC leaking. Shut water off for customer to make repairs

Sub Division : 368 MR Route : F4S FA ID : 0714410445
Account # : 0714410000 Customer Name : SULLIVAN,W E Phone #: (407) 332-8318
Address : 177 POST AND RAIL RD CSR: Jacqueline Sillitoe Operator : Richard Galarza
Entry Date : 11/21/2008 10:49:40AM SO Type : M-SIO Request Type: Sewer Miscellaneous
Instructions : CUSTOMER SAYS THAT THERE IS A HOLE IN THE SEWER LINE. DISPT TO JOHN M.
Due Date : 11/21/2008 12:00:00AM Resolution Date : 11/25/2008 1:00:00PM FA Status : Completed
Resolution : repaired 6" clay gravity line - broke by roots - install 4' pvc

Sub Division : 368 MR Route : F4S FA ID : 0714410793
Account # : 0714410000 Customer Name : SULLIVAN,W E Phone #: (407) 332-8318
Address : 177 POST AND RAIL RD CSR: Leanne Loeffel Operator : Jonathan
Entry Date : 12/17/2008 9:14:55AM SO Type : M-SIO Request Type: General Investigation
Instructions : Hole in road reappearing after sewer line repair, please repair again, customer is concerned for safety, it is in front of
Due Date : 12/18/2008 6:00:00PM Resolution Date : 12/18/2008 12:00:00AM FA Status : Completed
Resolution :

Sub Division : 368 MR Route : F4F FA ID : 0738310003
Account # : 0738310000 Customer Name : MCDOWELL,THOMAS Phone #: (407) 869-9031
Address : 616 N LONGVIEW PL CSR: Lyn Paulk Operator : Jeff Pinder
Entry Date : 10/2/2008 11:33:43AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED THE ANSWERING SERVICE ON 9/27/08 SAYING AN AREA THAT IS VERY WET ON RIGHT
Due Date : 10/3/2008 12:00:00AM Resolution Date : 9/29/2008 10:00:00AM FA Status : Completed
Resolution : Went by to check leak... Plumber was out repairing customer's line up by house...
Leak was in customers line. NOT OURS.... J. Pinder

Sub Division : 368 MR Route : F3Z FA ID : 0765210752
Account # : 0765210000 Customer Name : BARNES,MACK M Phone #:
Address : 1725 SUNWOOD DR CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 6/16/2008 8:02:14AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please read meter and check for leak. High usage over 211,000 gallons - could not put on high bill case due to no
Due Date : 6/17/2008 12:00:00AM Resolution Date : 6/17/2008 12:00:00AM FA Status : Completed
Resolution : Read meter and tagged door with findings.No leaks indicated.J.P.6-17-2008

Sub Division : 368 MR Route : F4G FA ID : 0802200917
Account # : 0802200000 Customer Name : RAVAGLIA,ALFIO Phone #: (407) 869-8158
Address : 704 FOX VALLEY DR CSR: Lyn Paulk Operator :
Entry Date : 6/17/2008 9:46:20AM SO Type : M-SIO Request Type: General Investigation
Instructions : Mr. called to report a leak at his meter. He said his bill has gone up. Check for leak and tag door with your findings.
Due Date : 6/17/2008 12:00:00AM Resolution Date : 6/17/2008 3:28:00PM FA Status : Completed
Resolution : cUSTOMER HAS A LEAK. sPOKE WITH THE CUSTOMER AND SHUT THE WATER OFF FOR THEM TO MAKE REPAIR. J. Pinder

Sub Division : 368 MR Route : F4G FA ID : 0840410448
Account # : 0840410000 Customer Name : HARRS,KATHERINE Phone #: (407) 859-2767
Address : 209 W SWEETWATER CREEK DR CSR: Lyn Paulk Operator :
Entry Date : 7/2/2008 8:34:51AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called the answering service saying the meter outside in the front of her house is leaking a lot of water.
Due Date : 7/2/2008 12:00:00AM Resolution Date : 7/2/2008 9:00:00AM FA Status : Completed
Resolution : Leak in 3/4 poly line. Installed a 3/4in repair clamp. ML.

Sub Division : 368 MR Route : F4G FA ID : 0840410109
Account # : 0840410000 Customer Name : HARRS,KATHERINE Phone #: (407) 859-2767
Address : 209 W SWEETWATER CREEK DR CSR: Lyn Paulk Operator : Shawn Ebert
Entry Date : 9/8/2008 10:36:04AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK FOR LEAK AT THE METER. MS. STATES METER IS LOCATED TO THE LEFT OF THE HOUSE
Due Date : 9/9/2008 12:00:00AM Resolution Date : 9/9/2008 11:00:00AM FA Status : Completed
Resolution : Leak was at our lift station, shut water off and put on schedule to repair....
S. Ebert

Sub Division : 368 MR Route : F5F FA ID : 0861300507
Account # : 0861300000 Customer Name : LUSK,MICHAEL Phone #: (407) 865-6942
Address : 107 KILKENNY CT CSR: Isabel Ceballos Operator :
Entry Date : 6/4/2008 9:06:15AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer says shut off valve at meter will not shut off. Please check-out /ic
Due Date : 6/5/2008 12:00:00AM Resolution Date : 6/5/2008 8:12:00AM FA Status : Completed
Resolution : Shut off valve is working fine. No need to replace. ML. 6/5/08

Sub Division : 368 MR Route : F5F FA ID : 0861300542
Account # : 0861300000 Customer Name : LUSK,MICHAEL Phone #: (407) 865-6942
Address : 107 KILKENNY CT CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/12/2008 8:03:10AM SO Type : M-SIO Request Type: Locate Line/Valve
Instructions : Customer says valve is not turning off. Please lubricate and exercise valve. If customer is home please speak with

Due Date : 6/13/2008 12:00:00AM Resolution Date : 6/13/2008 9:35:00AM FA Status : Completed
Resolution : LUBRICATED AND EXERCISED VALVE. SPOKE WITH CUSTOMER.
COACH

Sub Division : 368 MR Route : F5F FA ID : 0886700034
Account # : 0886700000 Customer Name : AZULA,FRANCISCO Phone #: (407) 869-0212
Address : 234 DUNCAN TRL CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 11/7/2008 8:33:40AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer called and stated plumber was there to check for leaks and could not shut the water off completely at the
Due Date : 11/10/2008 6:00:00PM Resolution Date : 11/10/2008 11:35:00AM FA Status : Completed
Resolution : read meter/lubricated and exercised curb stop valve/works fine now.lrg.

Sub Division : 368 MR Route : F5F FA ID : 0936900780
Account # : 0936900000 Customer Name : HAVENS,RUBY Phone #: (248) 588-5357
Address : 412 EVESHAM DR CSR: Lyn Paulk Operator :
Entry Date : 6/9/2008 3:40:09PM SO Type : M-SIO Request Type: General Investigation
Instructions : Ms. Called wanting water shut off ASAP due to a leak. Paged to on call (Dale White). Lyn
Due Date : 6/9/2008 12:00:00AM Resolution Date : 6/9/2008 4:30:00PM FA Status : Completed
Resolution : LEAK IN CUSTOMERS LINE. SHUT WATER OFF AND HUNG TAG.
J. PINDER

Sub Division : 368 MR Route : F4G FA ID : 0967310976
Account # : 0967310000 Customer Name : BERA,RABINDRA Phone #: (407) 583-7631
Address : 1009 S SWEETWATER BLVD CSR: Lyn Paulk Operator : Mark Leard
Entry Date : 10/8/2008 2:27:41PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK FOR A LEAK AT THE METER. REPAIR AS NECESSARY. THANK YOU...LYN
Due Date : 10/9/2008 12:00:00AM Resolution Date : 10/10/2008 11:30:00AM FA Status : Completed
Resolution : meter was leaking on our side. so i replaced the gasket.

Sub Division : 368 MR Route : F4G FA ID : 0987710315
Account # : 0987710000 Customer Name : NEUHAUS,JOHN Phone #: (407) 467-6543
Address : 821 SWEETWATER ISLAND CIR CSR: Lyn Paulk Operator : Jeff Pinder
Entry Date : 10/28/2008 7:31:04AM SO Type : M-SIO Request Type: General Investigation
Instructions : WHAT WAS THE READ OFF THE OLD METER? REPLACED METER.
Due Date : 10/29/2008 6:00:00PM Resolution Date : 10/29/2008 7:00:00AM FA Status : Completed
Resolution : Lyn, all you have to do is check the read history of the old meter.....
10/22/08 Read: 4920170..... J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 1013600941
Account # : 1013600000 Customer Name : LASSETER,CHRISTINA Phone #: (407) 951-4147
Address : 2266 SPRINGS LANDING BLVD CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 10/6/2008 12:16:17PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : SEMINOLE COUNTY ROADS DEPARTMENT CALLED IN A LEAK NEXT TO THE SIDEWALK AT THIS ADDRESS.
Due Date : 10/6/2008 12:00:00AM Resolution Date : 10/7/2008 12:00:00AM FA Status : Completed
Resolution : 1/1/2inch poly line leaking.repair clamped poly line.r.g.

Sub Division : 368 MR Route : F3Z FA ID : 1017010705
Account # : 1017010000 Customer Name : FLAMMIA,WAYNE Phone #: (407) 941-0404
Address : 1200 HOMOSASSA CT CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 9/18/2008 10:20:12AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND CHECK FOR LEAK @ METER. TAG WITH FINDINGS. KIM
Due Date : 9/18/2008 12:00:00AM Resolution Date : 9/18/2008 12:00:00AM FA Status : Completed
Resolution : leak on cutomers side of meter customer did his own repairs to his own service line r.g.

Sub Division : 368 MR Route : F5F FA ID : 1098400575
Account # : 1551133609 Customer Name : KRAUS,TODD Phone #: (407) 702-5871
Address : 112 DONNINGTON CT CSR: Matthew Chandler Operator : Mark Leard
Entry Date : 9/29/2008 2:25:57PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : customers mtr is leaking. please chk out and speak with cust on whos responsibility it is.
Due Date : 9/30/2008 12:00:00AM Resolution Date : 9/29/2008 1:00:00PM FA Status : Completed
Resolution : No leaks found... Appears customer may have made a repair on there side of meter..... M. Leard

Sub Division : 368 MR Route : F4T FA ID : 1129510266
Account # : 1129510000 Customer Name : CORDRAY,JANE Phone #: (407) 646-1568
Address : 128 RAINTREE DR CSR: Leanne Loeffel Operator : Mark Leard
Entry Date : 12/30/2008 3:51:14PM SO Type : M-SIO Request Type: General Investigation
Instructions : customer called and said water was leaking into the street, they are not sure where it is coming from and if it's a
Due Date : 12/30/2008 6:00:00PM Resolution Date : 12/31/2008 11:15:00AM FA Status : Completed
Resolution : Leak is actually at 124 Raintree in their irrigation line. Cust is aware of leak and wanted water left on. ML.

Sub Division : 368 MR Route : F4G FA ID : 1141410195
Account # : 1141410000 Customer Name : TREISE,WILLIAM Phone #: (407) 862-3527
Address : 310 LONESOME PINE DR CSR: Matthew Chandler Operator : LeRoy Grainger
Entry Date : 9/25/2008 10:12:19AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : CUSTOMER SAYS THA THE MTR BOX AND COVER ARE GETTING BROKEN AND STARTING TO SINK DUE TO
Due Date : 9/26/2008 12:00:00AM Resolution Date : 9/25/2008 2:00:00PM FA Status : Completed
Resolution : Checked meter box and lid... They are o.k. Meter box is concrete and in driveway and has settled less than a 1/4"..
No need to worry about replacing.... Hung tag....

Sub Division : 368 MR Route : F5F FA ID : 1154500500
Account # : 2154500000 Customer Name : SPURLOCK,MICHELLE Phone #: (719) 244-3318
Address : 105 HOLDERNESS DR CSR: Kimberly Bennett Operator : Mickey Shue
Entry Date : 8/22/2008 9:42:36AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : 8/15/08 CUSTOMER CALLED AFTER HOURS TO THE ANSWERING SERVICE DUE TO TOILETS BACKING UP
Due Date : 8/25/2008 12:00:00AM Resolution Date : 8/15/2008 12:00:00AM FA Status : Completed
Resolution : On call advised customer to contact a plumber.....

Sub Division : 368 MR Route : F4T FA ID : 1190610429
Account # : 1190610000 Customer Name : SHUPE,MARTHA S Phone #: (407) 699-4786
Address : 231 HUMMINGBIRD LN CSR: Matthew Chandler Operator : Matthew Morrell
Entry Date : 10/21/2008 7:20:48AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST CALLED IN A CRACK IN THE STREET NEXT TO A MANHOLE ALONG WITH A DEPRESSION. PLEASE
Due Date : 10/21/2008 6:00:00PM Resolution Date : 10/21/2008 2:00:00PM FA Status : Completed
Resolution : Looked at manhole and in manhole. There is a hollow spot by the manhole in the road where the asphalt is cracked out. Did not notice any infiltration. Notified John M and he will take a look at it. Called Clyde and spoke with him. Matt.

Sub Division : 368 MR Route : F3Y FA ID : 1260210825
Account # : 1260210000 Customer Name : MARCONI,FRANK A Phone #: (407) 774-2846
Address : 1185 COACHWOOD CT CSR: Lyn Paulk Operator : Mark Leard
Entry Date : 12/2/2008 8:41:56AM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED AGAIN "DEMANDING"THE VALVE TO BE REPAIRED-NOW... PAGED TO JEFF PINDER.
Due Date : 12/3/2008 6:00:00PM Resolution Date : 12/3/2008 1:15:00PM FA Status : Completed
Resolution : Per J. Pinder/ Spoke with customer and explained to them we are not going to change our valve for his convenience... Valve working fine and we can operate... Advised customer to install valve on his side.. M. Leard

Sub Division : 368 MR Route : F4T FA ID : 1327700292
Account # : 1327700000 Customer Name : FLEET-ACKERMAN,SH Phone #: (407) 869-1787
Address : 2073 HUTTON PT CSR: Lorie Mayeski Operator : Shawn Ebert
Entry Date : 10/14/2008 3:50:47PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED SAID HE JUST GOT BACK FROM VACATION TODAY AND DISCOVERED HIS WATER IS
Due Date : 10/14/2008 4:48:00PM Resolution Date : 10/14/2008 12:00:00AM FA Status : Completed
Resolution : Unknown why water was off... Turned water on for customer... Shawn Ebert

Sub Division : 368 MR Route : F4G FA ID : 1347210829
Account # : 1347210000 Customer Name : GROSH,DENNIS Phone #: (407) 682-1504
Address : 112 WAYLAND CIR CSR: Lyn Paulk Operator : LeRoy Grainger
Entry Date : 11/14/2008 11:27:29AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK THE METER. CUSTOMER CALLED AND HAS BEEN BILLED ZERO CONSUMPTION FOR THE

Due Date : 11/17/2008 6:00:00PM Resolution Date : 11/17/2008 8:47:00AM FA Status : Completed
Resolution : read meter/meter is stuck and needs to be replaced/please generate f.o for meter exchange,lrg.

Sub Division : 368 MR Route : F5F FA ID : 1356010655
Account # : 1356010000 Customer Name : LAWING,CHRISTOPHE Phone #: (407) 209-7655
Address : 236 S FOX CHASE PT CSR: Isabel Ceballos Operator : Mark Leard
Entry Date : 8/8/2008 2:07:47PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer has leak in irrigation system and plumber has tried to shut off valve, but it does not shut off all the way and
Due Date : 8/8/2008 12:00:00AM Resolution Date : 8/8/2008 3:30:00PM FA Status : Completed
Resolution : REPLACED 1" C/S.

Sub Division : 368 MR Route : F5G FA ID : 1368810705
Account # : 1368810000 Customer Name : KEALING,ROBERT Phone #: (407) 788-6521
Address : 309 NEEDLES CT CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 8/12/2008 8:26:28AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE LUBE/EXERCISE VAVLE ON METER-MAY NEED TO BE REPLACED. PLEASE ATTEMPT TO
Due Date : 8/13/2008 12:00:00AM Resolution Date : 8/13/2008 8:55:00AM FA Status : Completed
Resolution : lubed and exercised. curb stop is good now.

Sub Division : 368 MR Route : F3Z FA ID : 1378400702
Account # : 1378400000 Customer Name : WHIPPO,WADE Phone #: (407) 774-9970
Address : 1849 MISTY MORN PL CSR: Leanne Loeffel Operator : Jonathan
Entry Date : 10/27/2008 12:13:22PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check out new meter install, customer has a major leak and as a courtesy can you go by and just make sure
Due Date : 10/27/2008 6:00:00PM Resolution Date : 10/27/2008 12:00:00AM FA Status : Completed
Resolution : No leaks on our side.Customer has a slab leak in house.j.p.

Sub Division : 368 MR Route : F4F FA ID : 1385110551
Account # : 1385110000 Customer Name : CALTRIDER,KENNETH Phone #: (407) 869-9466
Address : 500 RED MULBERRY CT CSR: Lyn Paulk Operator : Mark Leard
Entry Date : 7/29/2008 9:37:59AM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED DUE TO A LEAK AT THE METER. PLEASE CALLED TO ARRANGE A TIME TO MEET MR. AT THE
Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/30/2008 8:33:00AM FA Status : Completed
Resolution : Gasket leak at meter. Found register head busted. changed out meter.

Sub Division : 368 MR Route : F4F FA ID : 1385110620
Account # : 1385110000 Customer Name : CALTRIDER,KENNETH Phone #: (407) 869-9466
Address : 500 RED MULBERRY CT CSR: Kimberly Bennett Operator : Matthew Morrell
Entry Date : 7/23/2008 8:38:22AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING LEAK AT METER PER CUSTOMER. PLEASE INFORM CUSTOMER THAT YOU ARE

Due Date : 7/23/2008 12:00:00AM Resolution Date : 7/23/2008 10:30:00AM FA Status : Completed
Resolution : Leak is in cust's pvc connection to meter. Notified cust and turned off meter for cust to make repairs.

Sub Division : 368 MR Route : F4G FA ID : 1407700918
Account # : 1407700000 Customer Name : BEATTIE,TOM Phone #: (407) 774-9511
Address : 114 OAK LEAF LN CSR: Lorie Mayeski Operator : Matthew Morrell
Entry Date : 11/4/2008 12:19:09PM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : CUSTOMER CALLED STATED THAT "EVERYTHING IN HER HOUSE IS BACKING UP" PLEASE INVESTIGATE.
Due Date : 11/4/2008 1:15:00PM Resolution Date : 11/4/2008 1:40:00PM FA Status : Completed
Resolution : Checked up and down stream manholes. Good flow. Spoke with cust and advised of company policy and to call a plumber. Matt

Sub Division : 368 MR Route : F5F FA ID : 1454610401
Account # : 5947140858 Customer Name : MULLENAX,GINA Phone #: (321) 239-6682
Address : 117 HARROGATE PL CSR: Loretta Abbott Operator : LeRoy Grainger
Entry Date : 12/30/2008 9:28:09AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST.WOULD LIKE THE MTR.CHECKED FOR A LEAK. DOES NOT BELIEVE THEY ARE USING SO MUCH
Due Date : 12/30/2008 12:00:00PM Resolution Date : 12/30/2008 1:33:00PM FA Status : Completed
Resolution : read meter/no leaks detected/tagged door with findings.lrg

Sub Division : 368 MR Route : F4G FA ID : 1492600912
Account # : 1492600000 Customer Name : TALAGA,JOE T Phone #: (407) 774-2575
Address : 108 BRANDYWINE LN CSR: Matthew Chandler Operator : Mark Leard
Entry Date : 12/30/2008 2:32:18PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A LEAK AT THE MTR. PLEASE CHK OUT AND REPAIR IF NEEDED.
Due Date : 12/31/2008 6:00:00PM Resolution Date : 12/31/2008 8:40:00AM FA Status : Completed
Resolution : 1" POLY LEAK AT METER REPAIRED WITH CLAMP.ML

Sub Division : 368 MR Route : F4T FA ID : 1520610903
Account # : 1520610000 Customer Name : BEHRMAN,BERNARD Phone #: (407) 862-4369
Address : 157 RAINTREE DR CSR: Matthew Chandler Operator : Matthew Morrell
Entry Date : 11/3/2008 7:04:52AM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : CUST CALLED IN WITH LOW WATER PRESSURE. IT IS AN ONGOING PROBLEM. PLEASE CHK OUT AND TAG
Due Date : 11/3/2008 6:00:00PM Resolution Date : 11/3/2008 1:45:00PM FA Status : Completed
Resolution : Curb stop was not open all the way. Openned curb stop fully. Pressure has now increased. Tagged door. Matt

Sub Division : 368 MR Route : F5G FA ID : 1608210756
Account # : 1608210000 Customer Name : LOWELL,ROBERT Phone #: (407) 774-5451
Address : 313 NEW WATERFORD PL CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 12/5/2008 12:48:46PM SO Type : M-SIO Request Type: General Investigation
Instructions : 12/2/08 - CUST CALLED AFTER HOURS TO ANSWERING SERVICE DUE TO LEAK. PAGED TO ONCALL
Due Date : 12/8/2008 12:00:00AM Resolution Date : 12/3/2008 10:00:00AM FA Status : Completed
Resolution : Went out and checked; found customer had 2 broken sprinkler heads...
Not ours. J. Pinder

Sub Division : 368 MR Route : F5G FA ID : 1608210774
Account # : 1608210000 Customer Name : LOWELL,ROBERT Phone #: (407) 774-5451
Address : 313 NEW WATERFORD PL CSR: Lyn Paulk Operator : Alex Lorenzo
Entry Date : 9/18/2008 8:28:45AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED DUE TO VERY LOW PRESSURE. PAGED TO TOM KEYS. LYN
Due Date : 9/18/2008 12:00:00AM Resolution Date : 9/18/2008 11:00:00AM FA Status : Completed
Resolution : Plant PSI-82... Residence PSI-52... CL2-1.4... No problem found...

Sub Division : 368 MR Route : F3Y FA ID : 1730810326
Account # : 1730810000 Customer Name : LAWRENCE,ROBERT Phone #: (407) 682-5633
Address : 2620 JENNIFER HOPE BLVD CSR: Lyn Paulk Operator : Matthew Morrell
Entry Date : 8/21/2008 11:51:26AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED DUE TO TOILETS BUBBLING UP. PAGED TO JEFF PINDER...THANK YOU...LYN
Due Date : 8/21/2008 12:00:00AM Resolution Date : 8/21/2008 12:00:00AM FA Status : Completed
Resolution : Customers toilet was gurgeling... No problem in our sewer lines.. explained company policy to customer....
Matt Morrell

Sub Division : 368 MR Route : F4G FA ID : 1808200263
Account # : 1808200000 Customer Name : BRINDLE,STEVEN Phone #: (407) 786-1115
Address : 617 FOX VALLEY DR CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 6/20/2008 3:50:11PM SO Type : M-SIO Request Type: Air in Water
Instructions : CUSTOMER CALLED DUE TO BURST OF AIR IN LINES. PAGED TO JON P. KIM
Due Date : 6/20/2008 12:00:00AM Resolution Date : 6/20/2008 12:00:00AM FA Status : Completed
Resolution : Called customer he said low pressure not air in lines.No leaks indicated.Psi=60-65.Customer didnt answer door.j.p.

Sub Division : 368 MR Route : F4T FA ID : 1828910823
Account # : 7475899453 Customer Name : ZUCKERMAN,DENISE Phone #: (954) 895-1236
Address : 111 RED CEDAR DR CSR: Jacqueline Sillitoe Operator : Matthew Morrell
Entry Date : 11/24/2008 2:20:25PM SO Type : M-SIO Request Type: Sewer Service Line Break
Instructions : CUSTOMER SAYS THAT PER ROTO ROOTER ADVISED HER THAT THERE IS A CRACK IN THE SEWER LINE

Due Date : 11/24/2008 12:00:00AM Resolution Date : 11/25/2008 12:00:00AM FA Status : Completed
Resolution : DISP MATT M. ** Rodded and camera line... Roots in customer's connection to our line, we cleared roots and put in root-X for customer... M. Morrell

Sub Division : 368 MR Route : F3Z FA ID : 1835600250
Account # : 8332313616 Customer Name : Estrada,Manuel E Phone #: (813) 685-3129
Address : 1760 HIGHLAND DR CSR: Florida Temp 2 Operator : John Marinelli
Entry Date : 7/17/2008 11:23:17AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER STATES A LEAK AT THE METER THANK YOU. HP 7/17/08
Due Date : 7/17/2008 12:00:00AM Resolution Date : 7/17/2008 1:30:00PM FA Status : Completed
Resolution : was the customers 1" backflow leaking - informed him to call a plumber or backflow company

Sub Division : 368 MR Route : F3Z FA ID : 1835600250
Account # : 8332313616 Customer Name : Estrada,Lisa K Phone #: (813) 685-3129
Address : 1760 HIGHLAND DR CSR: Florida Temp 2 Operator : John Marinelli
Entry Date : 7/17/2008 11:23:17AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER STATES A LEAK AT THE METER THANK YOU. HP 7/17/08
Due Date : 7/17/2008 12:00:00AM Resolution Date : 7/17/2008 1:30:00PM FA Status : Completed
Resolution : was the customers 1" backflow leaking - informed him to call a plumber or backflow company

Sub Division : 368 MR Route : F3Z FA ID : 1860310447
Account # : 1860310000 Customer Name : BUTLER,JOHN Phone #: (407) 804-9938
Address : 1817 CROWLEY CIR CSR: Isabel Ceballos Operator : Jimmie Hollister
Entry Date : 7/7/2008 2:28:55PM SO Type : M-SIO Request Type: Water Main Break
Instructions : Customer said there's a leak between his house and neighbor's.. Paged John M
Due Date : 7/7/2008 12:00:00AM Resolution Date : 7/7/2008 12:00:00AM FA Status : Completed
Resolution : Customer had leak on her side advise her to call plumber.Read meter.j.p.

Sub Division : 368 MR Route : F4T FA ID : 1867600734
Account # : 1867600000 Customer Name : BAUM,ROBERT Phone #: (407) 862-1009
Address : 132 POINT VIEW LN CSR: Isabel Ceballos Operator : John Marinelli
Entry Date : 10/23/2008 8:04:57AM SO Type : M-SIO Request Type: No Water
Instructions : Customer says after main break and water came back, he has no water in the bathroom sink. Paged Matt then John
Due Date : 10/23/2008 6:00:00PM Resolution Date : 10/15/2008 1:30:00PM FA Status : Completed
Resolution : TOLD CUSTOMER TO GET A PLUMBER - WE DEDCIED TO PAY THE BILL & BACK BILL CONTRACTOR

Sub Division : 368 MR Route : F4G FA ID : 1928500329
Account # : 1928500000 Customer Name : MEIER,JOSEPH A Phone #: (310) 810-3172
Address : 108 CREEKWOOD CT CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 12/16/2008 12:48:11PM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : WATER METER IS BROKEN. CONSTRUCTION CO. BROKE WATER METER. INFRATEC IS THE NAME OF THE
Due Date : 12/16/2008 12:00:00AM Resolution Date : 12/16/2008 2:10:00PM FA Status : Completed
Resolution : Contractor broke customer's PVC line. They had water off upon arrival and were making the repair... J. Pinder

Sub Division : 368 MR Route : F5G FA ID : 1985600887
Account # : 1985600000 Customer Name : Fletcher,Eugennie Phone #: (407) 788-5386
Address : 227 W COTTESMORE CIR CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 11/24/2008 8:58:47AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE READ AND TURN OFF TEMP FOR CUSTOMER. PLEASE TURN OFF IN MORNING.
Due Date : 11/25/2008 12:00:00AM Resolution Date : 11/25/2008 9:47:00AM FA Status : Completed
Resolution : read meter/turned oof meter.lrg.

Sub Division : 368 MR Route : F3Z FA ID : 2035500368
Account # : 5277842315 Customer Name : ANDY,SALLY Phone #: (407) 804-0407
Address : 413 VISTA OAK DR CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 10/7/2008 3:07:55PM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : CUST HAS LOW WATER PRESSURE. PLEASE CHK OUT.
Due Date : 10/8/2008 12:00:00AM Resolution Date : 10/8/2008 8:00:00AM FA Status : Completed
Resolution : Customer had dirty/ clogged shower head. 70 p.s.i. 65 g.p.m. no problem with flow. J.H.

Sub Division : 368 MR Route : F5F FA ID : 2036810867
Account # : 2036810000 Customer Name : LIANG,TERESA Phone #: (407) 865-5623
Address : 125 DUNCAN TRL CSR: Elise Christian Operator : Alex Lorenzo
Entry Date : 7/29/2008 12:04:40PM SO Type : M-SIO Request Type: General Investigation
Instructions : John/Jeff, per Bryan Gongre, please do the cl2 residual and bacti sample at this location as requested. Please contact
Due Date : 7/29/2008 12:00:00AM Resolution Date : 7/29/2008 1:15:00PM FA Status : Completed
Resolution : Alex sampled for Cl2 and tot coliform. The residual was 1.6.

Sub Division : 368 MR Route : F4S FA ID : 2139700657
Account # : 2139700000 Customer Name : HILL,BRENT Phone #: (407) 339-1303
Address : 102 COLONIAL LN CSR: Kimberly Bennett Operator : Richard Galarza
Entry Date : 11/12/2008 3:18:11PM SO Type : M-SIO Request Type: Locate Line/Valve
Instructions : CUSTOMER CALLED DUE TO SHUT OFF VALVE STRIPPED CAN'T TURN OFF FOR REPAIRS. THEIR HOUSE
Due Date : 11/13/2008 6:00:00PM Resolution Date : 11/13/2008 12:00:00AM FA Status : Completed
Resolution : lubericate & excercized curb stop.curb stop working properly for repairs.r.g.

Sub Division : 368 MR Route : F5F FA ID : 2161000577
Account # : 2161000000 Customer Name : BEECH,LEA Phone #:
Address : 105 LEYBURN PL CSR: Matthew Chandler Operator :
Entry Date : 6/27/2008 7:07:07AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please chk mtr for leaks. Chk if mtr itself is also leaking.
Due Date : 6/27/2008 12:00:00AM Resolution Date : 6/27/2008 11:20:00AM FA Status : Completed
Resolution : read meter/checked for leaks and no leaks detected anywhere.lrg

Sub Division : 368 MR Route : F5F FA ID : 2161000163
Account # : 2161000000 Customer Name : BEECH,LEA Phone #:
Address : 105 LEYBURN PL CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/27/2008 1:09:36PM SO Type : M-SIO Request Type: General Investigation
Instructions : Dispatched LRG to recheck meter for leaks. Customer is certain there is a leak. JMS 06/27/08
Due Date : 6/27/2008 12:00:00AM Resolution Date : 6/27/2008 2:35:00PM FA Status : Completed
Resolution : NO LEAKS. ML

Sub Division : 368 MR Route : F3Z FA ID : 2194310999
Account # : 2194310000 Customer Name : YANDELL,THOMAS F Phone #: (407) 444-2714
Address : 1866 E CROWLEY CIR CSR: Florida Temp 2 Operator : Jimmie Hollister
Entry Date : 7/29/2008 2:58:08PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER SAYS WATER IS FLOWING FROM METER INTO THE STREET. PAGED TO JOHN. HP 7/29/08
Due Date : 7/29/2008 12:00:00AM Resolution Date : 7/29/2008 12:00:00PM FA Status : Completed
Resolution : Next door neighbor's contractor "John" 407-431-9833 drove over meter box of 1866 and broke meter nipple on our side of meter. Told the neighbor they were responsible to fix the p.v.c. tagged door with info. We replaced meter nipple 1" i.p.

Sub Division : 368 MR Route : F4T FA ID : 2228200329
Account # : 2228200000 Customer Name : GOODARD,DOUGLAS Phone #: (407) 869-5140
Address : 206 JASMINE LN CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/26/2008 8:15:10AM SO Type : M-SIO Request Type: Locate Line/Valve
Instructions : Please read meter-customer doesnt think we read this. Also Lube the valve and exercise. JMS 06/26/08
Due Date : 6/27/2008 12:00:00AM Resolution Date : 6/27/2008 9:19:00AM FA Status : Completed
Resolution : read meter/lubricated valve and exercised.tagged door with information.lrg

Sub Division : 368 MR Route : F4F FA ID : 2258600461
Account # : 2258600000 Customer Name : ETCHISON,RICHARD J Phone #: (407) 682-1081
Address : 508 TIMBER RIDGE DR CSR: Florida Temp 2 Operator : LeRoy Grainger
Entry Date : 10/13/2008 2:29:31PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED TO SAY LEAK AT METER IN FLOWING INTO THE STREET. THANKS 10/13/08

Due Date : 10/13/2008 12:00:00AM Resolution Date : 10/14/2008 9:25:00AM FA Status : Completed
Resolution : dUG UP AND FOUND LEAK WAS IN THE CUSTOMER'S IRRIGATION.
sPOKE WITH CUSTOMER

Sub Division : 368 MR Route : F4F FA ID : 2330310968
Account # : 2330310000 Customer Name : SIMON,RICHARD A Phone #: (407) 869-7750
Address : 569 WHISPERWOOD DR CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 9/12/2008 1:32:51PM SO Type : M-SIO Request Type: Repair Road
Instructions : DEPRESSIONS LOCATED AT 516 WHISPERWOOD & 580 WHISPERWOOD DR PER CUSTOMER. THESE WERE
Due Date : 9/12/2008 12:00:00AM Resolution Date : 9/19/2008 11:00:00AM FA Status : Completed
Resolution : Investigated both manholes... No problem found... Minor depressions due to ground settling... Not an issue to be
concerned with now... J. Pinder

Sub Division : 368 MR Route : F5G FA ID : 2337110456
Account # : 2337110000 Customer Name : HUNT,CHERYL Phone #: (407) 862-6766
Address : 3981 LANCASHIRE LN CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 8/25/2008 10:58:28AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : PLEASE OBTAIN READING AND RAISE METER BOX TO GRADE - METER HAS SUNKEN DOWN IN GROUND,
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/28/2008 1:00:00PM FA Status : Completed
Resolution : Customer service didn't get contact # for HOA... Boxes don't need to be raised....
J. Pinder

Sub Division : 368 MR Route : F4S FA ID : 2337400535
Account # : 2337400000 Customer Name : MCGUIRK,CHARLES Phone #: (407) 260-1445
Address : 194 SHERIDAN AVE CSR: Florida Temp 2 Operator : James Swegheimer
Entry Date : 7/18/2008 8:02:25AM SO Type : M-SIO Request Type: Taste or Odor in the Water
Instructions : CUSTOMER CALLED DUE TO CHOLRINE TASTE IN HER WATER. PAGED TO TOM K. HP 7/18/08
Due Date : 7/18/2008 12:00:00AM Resolution Date : 7/18/2008 2:30:00PM FA Status : Completed
Resolution : flushed hydrant acroos from house & spoke with the customer- had problems at the plant

Sub Division : 368 MR Route : F3Z FA ID : 2340110466
Account # : 2340110000 Customer Name : CAMPBELL-BASHEAR, Phone #: (407) 788-3269
Address : 1644 RUTLEDGE RD CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 8/13/2008 8:56:33AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED DUE TO POSSIBLE LEAK BETWEEN 1644 & 1648 RUTLEDGE BY METER. PAGED TO
Due Date : 8/13/2008 12:00:00AM Resolution Date : 8/13/2008 12:00:00AM FA Status : Completed
Resolution : laek at 1648 address. not 1644 .leak at Irrigation line r.g.

Sub Division : 368 MR Route : F4F FA ID : 2414400501
Account # : 3971500000 Customer Name : CUMMINGS,DEBORAH Phone #: (407) 774-8337
Address : 2666 BENT HICKORY CIR CSR: Ferrellyn Trovinger Operator : Alex Lorenzo
Entry Date : 12/30/2008 11:32:50AM SO Type : M-SIO Request Type: General Investigation
Instructions : Mr. Basel said chlorine was so strong this morning he couldn't take a shower. He has called the county. Paged out to
Due Date : 12/30/2008 12:00:00AM Resolution Date : 12/30/2008 11:00:00AM FA Status : Completed
Resolution : Spoke with customer...CL2 was @ 3.5 Flushed hydrant in area for 5 min.
Alex

Sub Division : 368 MR Route : F5F FA ID : 2461900792
Account # : 2461900000 Customer Name : O'CONNELL,LORAINÉ Phone #: (407) 774-7467
Address : 209 RAMSBURY CT CSR: Isabel Ceballos Operator : Mark Leard
Entry Date : 8/1/2008 8:57:01AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer says there's a small leak in front of their house. Paged Jeff P /ic
Due Date : 8/1/2008 12:00:00AM Resolution Date : 8/5/2008 11:00:00AM FA Status : Completed
Resolution : No leak found in road way. Will keep an eye on the area...

Sub Division : 368 MR Route : F3Y FA ID : 2484710505
Account # : 2484710000 Customer Name : HOTALING,ASHLEIGH Phone #: (407) 451-6980
Address : 1501 TRACY DEE WAY CSR: Isabel Ceballos Operator :
Entry Date : 6/18/2008 10:28:09AM SO Type : M-SIO Request Type: No Water
Instructions : Customer called and stated they had no water. Paged Matt M.
Due Date : 6/18/2008 12:00:00AM Resolution Date : 6/18/2008 11:40:00AM FA Status : Completed
Resolution : Checked meter, it is on. Checked hose bibs and water is coming out. Water is on to house. Knocked on door to talk with cust, no answer. Coach.

Sub Division : 368 MR Route : F4T FA ID : 2502800286
Account # : 2502800000 Customer Name : NEIGHBORHOOD Phone #: (407) 869-6072
Address : 301 MARKHAM WOODS RD CSR: Lyn Paulk Operator : Jimmie Hollister
Entry Date : 8/1/2008 9:00:37AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER'S PLUMBER CALLED ASKING US TO REPLACE OUR VALVE BECAUSE IT DOES NOT WORK.
Due Date : 8/4/2008 12:00:00AM Resolution Date : 8/4/2008 12:00:00AM FA Status : Completed
Resolution : lubericated & excersized curbstop meter off r.g.

Sub Division : 368 MR Route : F4S FA ID : 2537400672
Account # : 2537400000 Customer Name : KLEIN,ESTELLE Phone #: (407) 628-3037
Address : 107 DES PINAR LN CSR: Jacqueline Sillitoe Operator : Jonathan
Entry Date : 12/16/2008 3:39:05PM SO Type : M-SIO Request Type: Water Main Break
Instructions : CUSTOMER SAYS THAT WATER IS POURING UP FROM ROAD . DISP TO ON CALL JOHN P.

Due Date : 12/16/2008 12:00:00AM Resolution Date : 12/16/2008 12:00:00AM FA Status : Completed
Resolution : Repaired 1" service line under road.j.p.

Sub Division : 368 MR Route : F4F FA ID : 2572310673
Account # : 3572310000 Customer Name : SWETTE,JEAN Phone #: (407) 701-2449
Address : 2819 SPYGLASS CV CSR: Leanne Loeffel Operator : Jeff Pinder
Entry Date : 10/16/2008 10:04:39AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer called and said he had a water leak, eater leaking everywhere and he could not find the shut-off valve and
Due Date : 10/16/2008 12:00:00AM Resolution Date : 10/16/2008 10:00:00AM FA Status : Completed
Resolution : Shut water off for customer to make repairs to theire line...
J. Pinder

Sub Division : 368 MR Route : F3Y FA ID : 2611800356
Account # : 2611800000 Customer Name : BARRINGTON @ Phone #: (407) 553-1292
Address : 1111 POST LAKE PL CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 9/17/2008 7:52:13AM SO Type : M-SIO Request Type: General Investigation
Instructions : MAIN LINE BREAK - NEEDS WATER TURNED OFF FOR REPAIRS.JMS 09/17 JMS
Due Date : 9/17/2008 12:00:00AM Resolution Date : 9/17/2008 9:00:00AM FA Status : Completed
Resolution : Temp turn off for customer to make repair.....
J Pinder

Sub Division : 368 MR Route : F5F FA ID : 2623500154
Account # : 2623500000 Customer Name : FOSTER,PAMELA Phone #: (407) 389-0051
Address : 108 PYTCHLEY CT CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/11/2008 3:08:38PM SO Type : M-SIO Request Type: Water Main Break
Instructions : Customer called to report water bubbling up from road. Dispatched to Jeff P.
Due Date : 6/11/2008 12:00:00AM Resolution Date : 6/12/2008 8:00:00AM FA Status : Completed
Resolution : Leak was in a 3/4"poly line under the road. Dug up and replaced 1ft of 3/4" poly.
Matt, ML, and Coach.

Sub Division : 368 MR Route : F4T FA ID : 2662600687
Account # : 2662600000 Customer Name : MURPHY,THOMAS E Phone #: (407) 948-1144
Address : 604 RIVERPARK CIR CSR: Jacqueline Sillitoe Operator : Jimmie Hollister
Entry Date : 9/29/2008 12:09:55PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : METER BOX IS FULL OF WATER-LEAKING. DISP TO JOHN M
Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/29/2008 12:00:00AM FA Status : Completed
Resolution : NO LEAKS DETECTED AT METER.EXCCES GROUND WATER FILLING METER BOX R.G.

Sub Division : 368 MR Route : F4G FA ID : 2665310877
Account # : 2665310000 Customer Name : FAULKNER,WALKER Phone #:
Address : 219 E SWEETWATER CREEK DR CSR: Matthew Chandler Operator : Matthew Morrell
Entry Date : 8/1/2008 7:17:01AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : CUST CALLED IN WITH A SEWER CLOG. HE THINKS IT IS ON OUR SIDE. PLEASE CHK OUT.PAGED TO JEFF
Due Date : 8/1/2008 12:00:00AM Resolution Date : 8/1/2008 11:00:00AM FA Status : Completed
Resolution : Cameraed and rotted line. Cameraed again and found root coming in a custs connection to our line. Notified cust that he will have to have a plumber fix.

Sub Division : 368 MR Route : F4G FA ID : 2665310682
Account # : 2665310000 Customer Name : FAULKNER,WALKER Phone #:
Address : 219 E SWEETWATER CREEK DR CSR: Jacqueline Sillitoe Operator : Matthew Morrell
Entry Date : 8/4/2008 8:49:34AM SO Type : M-SIO Request Type: General Investigation
Instructions : THERE IS A PROBLEM STILL WITH THE SEWER-CUSTOMER HAS HAD 2 PLUMBERS OUT AND FOUND THAT
Due Date : 8/4/2008 12:00:00AM Resolution Date : 8/5/2008 8:00:00AM FA Status : Completed
Resolution : Found roots coming into our 6" wye. Removed and replaced 6" wye and tyed customers sewer back in.. Customer will send plumbers bill for reimbursment.

Sub Division : 368 MR Route : F4G FA ID : 2696500054
Account # : 2696500000 Customer Name : CHRISTIAN,CYNTHIA M Phone #: (407) 245-8794
Address : 324 GREEN OAK CT CSR: Lyn Paulk Operator : Mark Leard
Entry Date : 12/16/2008 12:01:19PM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED ASKING FOR SOMEONE TO COME OUT AND TURN OFF HIS METER SO HE CAN MAKE SOME
Due Date : 12/16/2008 6:00:00PM Resolution Date : 12/16/2009 2:00:00PM FA Status : Completed
Resolution : Lubricated and exercised curb stop for customer to make repairs...

Sub Division : 368 MR Route : F4S FA ID : 2768210392
Account # : 2768210000 Customer Name : ROLLING HILLS GC Phone #: (407) 834-6818
Address : 548 ANDREWS DR CSR: Leanne Loeffel Operator : John Marinelli
Entry Date : 9/15/2008 11:57:32AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please repair meter box lid. Golf Course customer fell in the gap left by broken lid. Thank You *LML* 09/15/2008
Due Date : 9/16/2008 12:00:00AM Resolution Date : 11/3/2008 4:00:00PM FA Status : Completed
Resolution : Per John Marinelli; meter box lid has been replaced....
J. Pinder

Sub Division : 368 MR Route : F4S FA ID : 2771610198
Account # : 2771610000 Customer Name : ROBISON,ELDEN Phone #: (407) 252-9969
Address : 10 SLEEPY HOLLOW CV CSR: Elise Christian Operator : Jimmie Hollister
Entry Date : 8/6/2008 5:59:00PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer sent email that the water pressure has always been bad, but the last few days it has really gotten bad. So

Due Date : 8/7/2008 12:00:00AM Resolution Date : 8/7/2008 12:00:00AM FA Status : Completed
Resolution : Water plant problem for area last 1-2 weeks with high service pumps. 70 p.s.i. and 28 G.P.M. no problem found. J.H.

Sub Division : 368 MR Route : F3Z FA ID : 2860110950
Account # : 2860110000 Customer Name : LINCOLN,SCOTT S Phone #: (407) 628-1848
Address : 1600 RUTLEDGE RD CSR: Kimberly Bennett Operator : John Marinelli
Entry Date : 6/17/2008 3:05:03PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND INFORM CUSTOMER OF GPM THAT IS GOING FROM METER TO HOME.
Due Date : 6/18/2008 12:00:00AM Resolution Date : 6/18/2008 1:00:00PM FA Status : Completed
Resolution : Meter broken unable to flow the G.P.M. on it. Request meter replacement. "NOTE" 52 gallons per minute 80p.s.i.

Sub Division : 368 MR Route : F3Z FA ID : 2860110281
Account # : 2860110000 Customer Name : LINCOLN,SCOTT S Phone #: (407) 628-1848
Address : 1600 RUTLEDGE RD CSR: Kimberly Bennett Operator :
Entry Date : 9/8/2008 2:47:45PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK TO SEE IF WE CAN PROVIDE 1" METER TO THIS ADDRESS AND COST OF UPGRADE. KIM
Due Date : 9/9/2008 12:00:00AM Resolution Date : 9/9/2008 12:00:00AM FA Status : Completed
Resolution : met the customer & he cane have a 1" meter the cost would be \$110.00

Sub Division : 368 MR Route : F4T FA ID : 2876500444
Account # : 2876500000 Customer Name : WILLIAMS,VICKI Phone #: (407) 786-8727
Address : 277 SPRINGSIDE RD CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 11/21/2008 10:37:14AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A LEAK AT THE MTR. PLEASE CHK OUT AND REPAIR IF NEEDED. PAGED TO MATT M
Due Date : 11/21/2008 6:00:00PM Resolution Date : 11/21/2008 2:00:00PM FA Status : Completed
Resolution : Dug up, cut roots and replaced double 1 1/4" X 1" x 1" service going to houses..
J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 2900510302
Account # : 2900510000 Customer Name : ATWELL,CHRIS Phone #: (407) 774-0809
Address : 154 HOLDERNESS DR CSR: Lorie Mayeski Operator : LeRoy Grainger
Entry Date : 9/29/2008 9:11:31AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : PLEASE REPLACE METER COVER.
Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/29/2008 3:38:00PM FA Status : Completed
Resolution :

Sub Division : 368 MR Route : F4F FA ID : 2908600087
Account # : 2908600000 Customer Name : MOREIRA,JONATHAS Phone #: (407) 786-0795
Address : 524 TIMBER RIDGE DR CSR: Matthew Chandler Operator : LeRoy Grainger
Entry Date : 8/14/2008 7:49:44AM SO Type : M-SIO Request Type: Water Miscellaneous
Instructions : neighbor has called in water coming out of this mtr box. he says it is coming onto his property. please chk out and
Due Date : 8/14/2008 12:00:00AM Resolution Date : 8/14/2008 2:05:00PM FA Status : Completed
Resolution : found leak on customer side/notified customer in person.customer said he would call a plumber.

Sub Division : 368 MR Route : F4F FA ID : 2908600828
Account # : 2908600000 Customer Name : MOREIRA,JONATHAS Phone #: (407) 786-0795
Address : 524 TIMBER RIDGE DR CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 8/21/2008 10:20:04AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER @ 520 TIMBERIDGE CALLED DUE TO LEAK BY METER. PAGED TO PINDER. KIM
Due Date : 8/21/2008 12:00:00AM Resolution Date : 8/21/2008 11:35:00AM FA Status : Completed
Resolution : Shut water off and hung tag... Customer had leak in thier PVC....
J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 2965000961
Account # : 2965000000 Customer Name : MARTINEZ,JANIS Phone #:
Address : 215 JONESBURY CT CSR: Kimberly Bennett Operator : LeRoy Grainger
Entry Date : 7/29/2008 8:17:08AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND CHECK TO SEE IF METER HAS STOPPED. ADVISE OFFICE. KIM
Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/30/2008 8:41:00AM FA Status : Completed
Resolution : meter stuck/read meter.

Sub Division : 368 MR Route : F5F FA ID : 2989710167
Account # : 2989710000 Customer Name : BECK,DONALD Phone #: (407) 774-4551
Address : 235 CANTERCLUB TRL CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 8/25/2008 10:52:25AM SO Type : M-SIO Request Type: General Investigation
Instructions : 8/23/08 - CUSTOMER CALLED AFTER HOURS DUE TO WATER BUBBLING FROM DRIVEWAY. KIM
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/23/2008 1:00:00PM FA Status : Completed
Resolution : Investigated leak.. found a leak in our poly line under the road... Scheduled to repair on 8/26/08... No FA needed....

Sub Division : 368 MR Route : F4S FA ID : 3051600270
Account # : 3051600000 Customer Name : SANCHEZ,PABLO Phone #: (407) 696-7004
Address : 104 BRIAR PATCH CT CSR: Lyn Paulk Operator : Jimmie Hollister
Entry Date : 12/2/2008 9:14:24AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED ASKING US TO REPLACE THE METER COVER BEFORE A CHILD FALLS INTO THE HOLE AND IS

Due Date : 12/3/2008 6:00:00PM Resolution Date : 12/4/2008 8:30:00AM FA Status : Completed
Resolution : Replaced meter box LID. J.H.

Sub Division : 368 MR Route : F4F FA ID : 3057200046
Account # : 3057200000 Customer Name : GILLET, MICHAEL Phone #: (407) 772-5487
Address : 524 WOODVIEW DR CSR: Lorie Mayeski Operator : Mark Leard
Entry Date : 12/10/2008 9:46:14AM SO Type : M-SIO Request Type: General Investigation
Instructions : **CHECK METER REGISTER**METER IS 30 YRS OLD*CURRENT METER READ IS ROLLED BACK. PAST
Due Date : 12/11/2008 6:00:00PM Resolution Date : 12/11/2008 9:55:00AM FA Status : Completed
Resolution : METER NEEDS TO BE REPLACED IT IS STUCK .SEND OUT FO TO REPLACE METER

Sub Division : 368 MR Route : F4S FA ID : 3064410877
Account # : 3807220207 Customer Name : CAUDELL III, C.E. Phone #: (305) 747-6287
Address : 705 CHELSEA RD CSR: Isabel Ceballos Operator : Richard Galarza
Entry Date : 12/30/2008 8:57:07AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer says meter valve is leaking and hard to turn. Please check. /ic
Due Date : 12/31/2008 6:00:00PM Resolution Date : 12/31/2008 12:00:00AM FA Status : Completed
Resolution : lubericated curb stop and exercized stop.r.g.

Sub Division : 368 MR Route : F4S FA ID : 3064410590
Account # : 3807220207 Customer Name : CAUDELL III, C.E. Phone #: (305) 747-6287
Address : 705 CHELSEA RD CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 7/1/2008 10:19:02AM SO Type : M-SIO Request Type: General Investigation
Instructions : 7/1/08 - PLEASE CHECK TO SEE IF LEAK @ METER VAL WITH CITY OF LONGWOOD - PUBLIC WORKS
Due Date : 7/1/2008 12:00:00AM Resolution Date : 7/1/2008 12:00:00AM FA Status : Completed
Resolution : Tightened up pack nut on curb stop. Taged door for customer to also move irrigation line running through meter box.j.p.

Sub Division : 368 MR Route : F4S FA ID : 3132400147
Account # : 3132400000 Customer Name : BUSSEY, TERI Phone #: (407) 659-0593
Address : 112 SLADE DR CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 8/4/2008 12:38:12PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND CHECK PRESSURE GOING TO HM CUSTOMER HAS BEEN EXPERICING LOW
Due Date : 8/5/2008 12:00:00AM Resolution Date : 8/5/2008 12:00:00AM FA Status : Completed
Resolution : Read meter, psi=50. Taged door.j.p.

Sub Division : 368 MR Route : F5F FA ID : 3139610908
Account # : 3139610000 Customer Name : TRUHAN,STEPHEN J Phone #: (407) 453-5277
Address : 228 SELKIRK WAY CSR: Jacqueline Sillitoe Operator :
Entry Date : 7/1/2008 8:37:16AM SO Type : M-SIO Request Type: Locate Line/Valve
Instructions : Curb stop is leaking per plumber. He attempted to turn back on and now it is broken. Dispatched to Matt M
Due Date : 7/1/2008 12:00:00AM Resolution Date : 7/1/2008 10:00:00AM FA Status : Completed
Resolution : 228 SELKIRK WAS NOT LEAKING.226 SELKIRK WAS LEAKING ON CUSTOMERS SIDE TURNED METER OFF AND TAGGED DOOR.ML

Sub Division : 368 MR Route : F4G FA ID : 3150600657
Account # : 3150600000 Customer Name : LANG,LINDA Phone #: (407) 786-7755
Address : 301 S SWEETWATER COVE BLVD CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 8/26/2008 2:55:07PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER WOULD LIKE METER REREAD, BOX CLEANED OUT AND FOR METER TO BE CHECKED TO
Due Date : 8/27/2008 12:00:00AM Resolution Date : 8/27/2008 11:11:00AM FA Status : Completed
Resolution : read meter/cleaned out meter box/no leaks detected/meter working properly/tagged door with findings.

Sub Division : 368 MR Route : F4S FA ID : 3209410875
Account # : 3209410000 Customer Name : SCARWID,RICHARD A Phone #: (407) 831-1515
Address : 620 COVENTRY CT CSR: Lyn Paulk Operator : Jimmie Hollister
Entry Date : 9/18/2008 7:13:44AM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED SAYING THERE IS A MAIN BREAK ON HIS STREET AND HIS SIDE OF THE STREET IS
Due Date : 9/18/2008 12:00:00AM Resolution Date : 9/18/2008 12:00:00AM FA Status : Completed
Resolution : no leaks detected on property. puddle of water in drive way from rain!r.g.

Sub Division : 368 MR Route : F4S FA ID : 3229500402
Account # : 3229500000 Customer Name : CURTIS,WILLIAM R Phone #:
Address : 123 DELLWOOD DR CSR: Isabel Ceballos Operator : Jimmie Hollister
Entry Date : 7/29/2008 2:44:37PM SO Type : M-SIO Request Type: Water Miscellaneous
Instructions : Customer says someone drove over his meter and water is gushing out. Paged John M /ic
Due Date : 7/29/2008 12:00:00AM Resolution Date : 7/29/2008 12:00:00AM FA Status : Completed
Resolution : truck ran over meter box & broke supply line to meter. replaced poly line and curb stop r.g.

Sub Division : 368 MR Route : F4S FA ID : 3229500706
Account # : 3229500000 Customer Name : CURTIS,WILLIAM R Phone #:
Address : 123 DELLWOOD DR CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 7/23/2008 10:37:42AM SO Type : M-SIO Request Type: No Water
Instructions : CUST CALLED IN WITH NO WATER. PAGED TO DALE W.
Due Date : 7/23/2008 12:00:00AM Resolution Date : 7/23/2008 12:00:00AM FA Status : Completed

Resolution : House valve was shut off due to men working there and broke some kind of service line in back of house. Tagged door to let them know.j.p.

Sub Division : 368 MR Route : F5F FA ID : 3267800964
Account # : 3267800000 Customer Name : MORICCA,PASQUALE Phone #: (407) 788-3860
Address : 214 STEVENAGE DR CSR: Kimberly Bennett Operator : Shawn Ebert
Entry Date : 8/8/2008 3:51:32PM SO Type : M-SIO Request Type: General Investigation
Instructions : 7/26/08 - CUSTOMER CALLED THE ANSWERING SERVICE AFTER HOURS DUE TO METER VALVE NOT
Due Date : 8/11/2008 12:00:00AM Resolution Date : 7/26/2008 12:30:00PM FA Status : Completed
Resolution : Curb stop working o.k. Replaced meter coupling gasket our side of meter...

Sub Division : 368 MR Route : F4S FA ID : 3274500976
Account # : 3274500000 Customer Name : ARENDALE,JUSTIN Phone #: (407) 740-6449
Address : 975 CITRUSWOOD CT CSR: Kimberly Bennett Operator : John Marinelli
Entry Date : 6/25/2008 1:26:01PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED DUE TO LEAK AT METER @ SHUT OFF VALVE. METER IS FULL OF WATER.
Due Date : 6/25/2008 12:00:00AM Resolution Date : 6/25/2008 4:00:00PM FA Status : Completed
Resolution : repaired gasket leak on our side of the meter

Sub Division : 368 MR Route : F3Y FA ID : 3283000675
Account # : 3283000000 Customer Name : SOTO,ARLEEN Phone #: (407) 862-0551
Address : 2961 BRANTLEY HILLS CT CSR: Karen Sasic Operator : Jeff Pinder
Entry Date : 9/8/2008 4:30:26PM SO Type : M-SIO Request Type: Check Status of Premise
Instructions : PLEASE CHANGE OUT STUCK METER. KS
Due Date : 9/9/2008 12:00:00AM Resolution Date : 9/9/2008 2:30:00PM FA Status : Completed
Resolution : House is vacant per neighbor... Ran 20 gal. through meter it registered fine... Shut water off at meter and tagged door for someone to call..... J. Pinder per neighbor. House has been vacant for about 6 months... Ran 20 gal through meter and it is worki

Sub Division : 368 MR Route : F5G FA ID : 3284900644
Account # : 3284900000 Customer Name : BLAKE,BRETT Phone #: (407) 923-3849
Address : 205 BARRY CT CSR: Leanne Loeffel Operator : Mark Leard
Entry Date : 12/23/2008 3:04:42PM SO Type : M-SIO Request Type: General Investigation
Instructions : customer has a meter box that is leaking and water running out of onto the driveway into the street. paged to Jeff P.
Due Date : 12/23/2008 6:00:00PM Resolution Date : 12/23/2008 4:00:00PM FA Status : Completed
Resolution : 1" poly leak in our line. Repaired leak with 1" X 3" repair clamp...

Sub Division : 368 MR Route : F4F FA ID : 3306800709
Account # : 3306800000 Customer Name : CLUBSIDE RB-GEM, Phone #: (305) 716-0200
Address : CLUBSIDE BLDG 6000 CSR: Isabel Ceballos Operator : Mark Leard
Entry Date : 8/12/2008 1:46:21PM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : Customer says plumber was there on 8-12-2008 and said that their pressure was at 120 psi, he told them it was too

Due Date : 8/13/2008 12:00:00AM Resolution Date : 8/13/2008 8:30:00AM FA Status : Completed
Resolution : pressure is not to high it is at 80 psi not 120 let office know about psi.

Sub Division : 368 MR Route : F4F FA ID : 3306800336
Account # : 3306800000 Customer Name : CLUBSIDE RB-GEM, Phone #: (305) 716-0200
Address : CLUBSIDE BLDG 1000 CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 8/1/2008 3:37:43PM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : PER HOA REP (WOMAN) THIS BUILDING HAS A METER CAP MISSING...JMS 08/01
Due Date : 8/4/2008 12:00:00AM Resolution Date : 8/5/2008 9:30:00AM FA Status : Completed
Resolution : Adjusted meter box to fit...

Sub Division : 368 MR Route : F4F FA ID : 3306800785
Account # : 3306800000 Customer Name : CLUBSIDE RB-GEM, Phone #: (305) 716-0200
Address : CLUBSIDE BLDG 8000 CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 8/1/2008 3:35:44PM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : METER COVER MISSING HER PER HOA REP. 407-788-8888 ASK FOR MAINT.PERSON. JMS 08/01
Due Date : 8/4/2008 12:00:00AM Resolution Date : 8/5/2008 9:45:00AM FA Status : Completed
Resolution : Replaced metr box lid....

Sub Division : 368 MR Route : F5F FA ID : 3326410849
Account # : 3326410000 Customer Name : HALLETT,LILLIAN K Phone #:
Address : 128 ESSEX DR CSR: Kimberly Bennett Operator : John Marinelli
Entry Date : 6/6/2008 12:39:36PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED DUE TO HIGH USAGE ON 5/30/08 ORDER SENT OUT ON 6/2/08 TO CHECK FOR LEAKS
Due Date : 6/2/2008 12:00:00AM Resolution Date : 6/2/2008 12:00:00AM FA Status : Completed
Resolution : No leaks or nothing showing a leak. This is a new meter. Mark L.

Sub Division : 368 MR Route : F5F FA ID : 3359510994
Account # : 3359510000 Customer Name : RUSSAKOV,CHARLES Phone #: (407) 774-5737
Address : 306 CAMBRIDGE DR CSR: Ann Raponi Operator : Jeff Pinder
Entry Date : 8/27/2008 1:04:20PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called to saying there is an area between two meter boxes with a light pole that is sinking. Paged to Jeff
Due Date : 8/27/2008 12:00:00AM Resolution Date : 8/27/2008 3:00:00PM FA Status : Completed
Resolution : Problem appears to be in the county under drain... Informed seminole county of the problem... J. Pinder

Sub Division : 368 MR Route : F3Y FA ID : 3423010057
Account # : 3423010000 Customer Name : OWEN,DEBORAH Phone #: (407) 882-2875
Address : 3272 SUNSET VALLEY CT CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 12/5/2008 3:12:27PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check out meter box if it eneds to be replaced, customer says they cannpnt find meter in the box due to all the

Due Date : 12/8/2008 6:00:00PM Resolution Date : 12/8/2008 8:00:00AM FA Status : Completed
Resolution : read meter/read is 1483480/cleaned out meter box and meter is visible now and meter box is ok.lrg.

Sub Division : 368 MR Route : F4T FA ID : 3436300650
Account # : 3436300000 Customer Name : MARTINNEZ,MICHAEL Phone #: (407) 682-7498
Address : 106 WAX MYRTLE LN CSR: Kimberly Bennett Operator :
Entry Date : 6/19/2008 3:41:06PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK TO SEE IF METER NEEDS TO BE CHANGED OUT LOW USAGE FOR BILLING. KIM
Due Date : 6/19/2008 12:00:00AM Resolution Date : 6/20/2008 10:16:00AM FA Status : Completed
Resolution : Meter is working correctly. House is totally vacant. Coach.

Sub Division : 368 MR Route : F4G FA ID : 3437300580
Account # : 2266098710 Customer Name : Bateson,Blake R Phone #: (407) 506-5054
Address : 200 GREEN LAKE CIR CSR: Lorie Mayeski Operator : LeRoy Grainger
Entry Date : 9/10/2008 11:53:47AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check meter to verify it is registering all flow. Or is property vacant? LLM
Due Date : 9/11/2008 12:00:00AM Resolution Date : 9/11/2008 9:12:00AM FA Status : Completed
Resolution : read meter/meter works fine /house is vacant according to neighbors and there is a for sale sign in front yard.

Sub Division : 368 MR Route : F4G FA ID : 3452300012
Account # : 3452300000 Customer Name : RUSSELL,WENDY Phone #: (407) 682-9577
Address : 400 PALM LAKE CT CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 7/24/2008 3:50:21PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED TO REPORT LEAK AT MTR. PLEASE CHK OUT AND REPAIR.
Due Date : 7/25/2008 12:00:00AM Resolution Date : 7/25/2008 8:40:00AM FA Status : Completed
Resolution : Repaired meter coupling leak on our side of the meter

Sub Division : 368 MR Route : F4S FA ID : 3470400570
Account # : 3470400000 Customer Name : MANSKER,ANDY H Phone #: (407) 489-7275
Address : 113 HICKORY TREE RD CSR: Jacqueline Sillitoe Operator :
Entry Date : 9/15/2008 3:24:05PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CONTACT THIS CUSTOMER- THE LOCATION OF OUR MANHOLE/SWR IS CRACKING THE
Due Date : 9/16/2008 12:00:00AM Resolution Date : 9/16/2008 12:00:00AM FA Status : Completed
Resolution : CONTACTED CUSTOMER EXPLAINED MANHOLE COULD NOT BE MOVED AND HE SHOULD CALL SEMINOLE CO. TO HAVE APRON REPAIRED

Sub Division : 368 MR Route : F4S FA ID : 3470400090
Account # : 3470400000 Customer Name : MANSKER,ANDY H Phone #: (407) 489-7275
Address : 113 HICKORY TREE RD CSR: Jacqueline Sillitoe Operator :
Entry Date : 9/19/2008 3:47:29PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CALL MR MANSKER. SEM. CO. WONT REPAIR THIS BECAUSE OF THE MANHOLE. HE IS AT A LOSS
Due Date : 9/22/2008 12:00:00AM Resolution Date : 9/22/2008 12:00:00AM FA Status : Completed
Resolution : spoke with the customer about the manhole & county doing work on his sidewalk

Sub Division : 368 MR Route : F4F FA ID : 3509400376
Account # : 3509400000 Customer Name : FULP,STEPHEN Phone #: (407) 774-1808
Address : 2515 LAST TEE CT CSR: Lyn Paulk Operator : Jeff Pinder
Entry Date : 11/26/2008 7:25:00AM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED DUE TO NO WATER. HE SAID HE HAD SOMEONE WORKING ON HIS IRRIGATION SYSTEM
Due Date : 11/26/2008 6:00:00PM Resolution Date : 11/26/2008 8:50:00AM FA Status : Completed
Resolution : Turned water on... Curb stop is not broken and is working fine.....
J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 3541210650
Account # : 3541210000 Customer Name : JONES,ROBERT Phone #: (407) 788-0067
Address : 149 HAVILLAND PT CSR: Lyn Paulk Operator : Jeff Pinder
Entry Date : 10/13/2008 8:41:52AM SO Type : M-SIO Request Type: General Investigation
Instructions : ***** ATTENTION JEFF ***** MS. SAID HER METER IS NOT WORKING. SHE KNOWS SHE USES MORE WATER
Due Date : 10/14/2008 12:00:00AM Resolution Date : 10/13/2008 2:00:00PM FA Status : Completed
Resolution : Register dial on meter is spinning but the #'s are not changing properly... please provide F.A to replace meter.... J.
Pinder

Sub Division : 368 MR Route : F5F FA ID : 3541210030
Account # : 3541210000 Customer Name : JONES,ROBERT Phone #: (407) 788-0067
Address : 149 HAVILLAND PT CSR: Lyn Paulk Operator : Jeff Pinder
Entry Date : 7/16/2008 7:11:26AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED BECAUSE SHE HAS NO WATER. PAGED TO JEFF PINDER. LYN
Due Date : 7/16/2008 12:00:00AM Resolution Date : 7/16/2008 8:30:00AM FA Status : Completed
Resolution : WATER WAS OFF MOMENTARILY DUE TO CONSTRUCTION.

Sub Division : 368 MR Route : F3Y FA ID : 3557710926
Account # : 3557710000 Customer Name : FRANKLIN,STEVE Phone #: (407) 389-1314
Address : 2400 JENNIFER HOPE BLVD CSR: Jacqueline Sillitoe Operator : Matthew Morrell
Entry Date : 10/21/2008 10:06:12AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUSTOMER REPORTED METER IS LEAKING-PLEASE ADVISE.JMS 10/21 DISP: MATT M.

Due Date : 10/21/2008 12:00:00AM Resolution Date : 10/21/2008 11:45:00AM FA Status : Completed
Resolution : Curb stop would not shut off all the way. Replaced double service. Matt and Shawn.

Sub Division : 368 MR Route : F5G FA ID : 3685710477
Account # : 4793925995 Customer Name : HALA,SUZANNE Phone #: (407) 443-0440
Address : 1926 ST ANDREWS PL CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 11/24/2008 8:14:44AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : METER LEAKING. CUSTOMER'S NEIGHBOR CALLED TO REPORT. DISP TO JEFF P
Due Date : 11/24/2008 12:00:00AM Resolution Date : 11/24/2008 10:00:00AM FA Status : Completed
Resolution : Met HOA upon arrival, they had the water shut off and the leak was in the customers PVC line... Not ours... J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 3686310986
Account # : 3686310000 Customer Name : AIKEN,MICHAEL H Phone #: (407) 682-4015
Address : 111 INGRAM CIR CSR: Florida Temp 2 Operator : Jeff Pinder
Entry Date : 8/27/2008 7:31:47AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED TO SAY GROUND IS SINKING IN STREET NEXT TO MANHOLE. CALLED TO JEFF
Due Date : 8/27/2008 12:00:00AM Resolution Date : 8/27/2008 9:00:00AM FA Status : Completed
Resolution : We are aware of the leak and are repairing it today 8/27/08... J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 3686310937
Account # : 3686310000 Customer Name : AIKEN,MICHAEL H Phone #: (407) 682-4015
Address : 111 INGRAM CIR CSR: Leanne Loeffel Operator : Jeff Pinder
Entry Date : 11/21/2008 8:27:33AM SO Type : M-SIO Request Type: General Investigation
Instructions : cust states sewer leak has not been repaired, area is roped off and hole from leak is getting worse. She is done
Due Date : 11/21/2008 6:00:00PM Resolution Date : 11/21/2008 1:30:00PM FA Status : Completed
Resolution : Sealed manhole with John Marinelli, filled in depression in yard and hung a door tag informing customer repair has been made.... J. Pinder/J. Marinelli

Sub Division : 368 MR Route : F3Z FA ID : 3687310181
Account # : 7839635995 Customer Name : JONES,PETER Phone #: (407) 416-6007
Address : 2101 SILVER LEAF CT CSR: Leanne Loeffel Operator : Jonathan
Entry Date : 10/27/2008 11:18:22AM SO Type : M-SIO Request Type: General Investigation
Instructions : HOA called to inform us water is running from the premise for over a month, efforts to contact the homeowner were
Due Date : 10/27/2008 6:00:00PM Resolution Date : 10/27/2008 12:00:00AM FA Status : Completed
Resolution : notified Wingfield Reserve management about the water coming from a well casing that is their responsibility. LML Office notified wingfield reserve management about the water coming from well casing that is there responsibility.j.h.

Sub Division : 368 MR Route : F3Z FA ID : 3700210132
Account # : 3700210000 Customer Name : MILLICAN,BETH Phone #: (407) 339-0169
Address : 1554 GRACE LAKE CIR CSR: Isabel Ceballos Operator : John Marinelli
Entry Date : 7/17/2008 10:09:56AM SO Type : M-SIO Request Type: Water Miscellaneous
Instructions : Customer says his wife broke a line on their property and shut off valve at meter will not turn off all the way. Please
Due Date : 7/18/2008 12:00:00AM Resolution Date : 7/18/2008 4:00:00PM FA Status : Completed
Resolution : excercised valve for customer - richard Galarza

Sub Division : 368 MR Route : F4G FA ID : 3726510728
Account # : 3726510000 Customer Name : YEACKLE,JOHN F Phone #: (407) 869-0381
Address : 315 RIVERBEND BLVD CSR: Leanne Loeffel Operator : Mark Leard
Entry Date : 10/1/2008 8:15:57AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer needs water turned off for plumbing issues. Customer and plumber did not want to turn off themselves,
Due Date : 10/1/2008 12:00:00AM Resolution Date : 10/1/2008 11:00:00AM FA Status : Completed
Resolution : valve would not shut off so we had to replace 1" C/S.

Sub Division : 368 MR Route : F4T FA ID : 3747310746
Account # : 3747310000 Customer Name : CUNNINGHAM,WILLIA Phone #: (407) 869-6056
Address : 100 WILD HOLLY LN CSR: Ann Raponi Operator : Matthew Morrell
Entry Date : 10/20/2008 1:57:37PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer came in- about low pressure.Please check out- paged out to Matt M. thank you AMR
Due Date : 10/20/2008 5:59:00PM Resolution Date : 10/21/2008 9:40:00AM FA Status : Completed
Resolution : Checked pressure and cust has 80psi at house. No problem on our end. Matt

Sub Division : 368 MR Route : F4G FA ID : 3759510077
Account # : 3759510000 Customer Name : GARY,GREG Phone #: (407) 774-7855
Address : 106 COVERIDGE LN CSR: Florida Temp 2 Operator : Jeff Pinder
Entry Date : 8/22/2008 9:46:40AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED STATING WATER MAIN BREAK. NOT IF ITS HIS OR HIS NEIGHBORS. EMAILED AND
Due Date : 8/22/2008 12:00:00AM Resolution Date : 8/22/2008 2:30:00PM FA Status : Completed
Resolution : No leak found... Water in area was due to storm....
J. Pinder

Sub Division : 368 MR Route : F4S FA ID : 3868110991
Account # : 3868110000 Customer Name : HOWLAND,HOWARD H Phone #:
Address : 1650 W CARLTON ST CSR: Lorie Mayeski Operator : Jonathan
Entry Date : 11/3/2008 7:49:58AM SO Type : M-SIO Request Type: Commision Complaint
Instructions : CUSTOMER CALLED HE WILL BE REPAIRING AN OUTSIDE SPIGOT NEEDS TEMPORARY TURN OFF FOR
Due Date : 11/3/2008 6:00:00PM Resolution Date : 11/3/2008 12:00:00AM FA Status : Completed
Resolution : Read meter.Shut water off for customer until repair was made then turned water back on.j.p.

Sub Division :	368	MR Route :	F4S	FA ID :	3869110914
Account # :	3869110000	Customer Name :	MCDANIEL JR,HENRY	Phone #:	(407) 831-3688
Address :	1218 ROXBORO RD	CSR:	Lyn Paulk	Operator :	Jimmie Hollister
Entry Date :	10/15/2008 11:00:42AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	MR. CALLED DUE TO BROWN WATER. PAGED TO JOHN M. LYN				
Due Date :	10/15/2008 12:00:00AM	Resolution Date :	10/15/2008 12:00:00AM	FA Status :	Completed
Resolution :	Spoke with customer and explained to him about the fire hydrant flushing we were doing earlier in the day.j.p.				

Sub Division :	368	MR Route :	F3Z	FA ID :	3884400175
Account # :	3884400000	Customer Name :	CHIN,CLIFFORD	Phone #:	(407) 333-0326
Address :	2164 BLUE IRIS PL	CSR:	Florida Temp 2	Operator :	James Swegheimer
Entry Date :	7/14/2008 9:07:51AM	SO Type :	M-SIO	Request Type:	Discolored Water
Instructions :	CUSTOMER SAYS WATER IS WHITE/CLOUDY AND HAS STRONG CLORINE SMELL HP7/14/08				
Due Date :	7/15/2008 12:00:00AM	Resolution Date :	7/25/2008 12:00:00AM	FA Status :	Completed
Resolution :	Tested water.1.35 residual.Customer says water is ok now.Problem from chlorine pumps sticking at despinar plant.j.s.				

Sub Division :	368	MR Route :	F3Z	FA ID :	3884400175
Account # :	3884400000	Customer Name :	CHIN,CLIFFORD	Phone #:	(407) 333-0326
Address :	2164 BLUE IRIS PL	CSR:	Florida Temp 2	Operator :	James Swegheimer
Entry Date :	7/14/2008 9:07:51AM	SO Type :	M-SIO	Request Type:	Taste or Odor in the Water
Instructions :	CUSTOMER SAYS WATER IS WHITE/CLOUDY AND HAS STRONG CLORINE SMELL HP7/14/08				
Due Date :	7/15/2008 12:00:00AM	Resolution Date :	7/25/2008 12:00:00AM	FA Status :	Completed
Resolution :	Tested water.1.35 residual.Customer says water is ok now.Problem from chlorine pumps sticking at despinar plant.j.s.				

Sub Division :	368	MR Route :	F4T	FA ID :	3890800749
Account # :	3890800000	Customer Name :	LAMB,RONALD R	Phone #:	(407) 772-0715
Address :	489 VILLA NOVA PT	CSR:	Matthew Chandler	Operator :	Jimmie Hollister
Entry Date :	9/9/2008 7:25:35AM	SO Type :	M-SIO	Request Type:	Water Service Line Break
Instructions :	CUST CALLED IN A WATER LEAK NEAR THE SIDEWALK IN FRONT OF HER HOME. DOESN'T KNOW WHERE				
Due Date :	9/9/2008 12:00:00AM	Resolution Date :	9/9/2008 1:43:00PM	FA Status :	Completed
Resolution :	Checked area. No water leaks from Utilities. Excessive ground water from underdrain system and or irrigation/rain; tagged door with findings. J.H.				

Sub Division :	368	MR Route :	F4G	FA ID :	4014710529
Account # :	4014710000	Customer Name :	KING,SARA	Phone #:	(407) 682-4290
Address :	948 STONECREEK CT	CSR:	Lyn Paulk	Operator :	LeRoy Grainger
Entry Date :	12/3/2008 10:16:51AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	MS. CALLED DUE TO LOW PRESSURE. SHE SAID THERE WAS A MAIN BREAK IN THE AREA LAST WEEK AND				

Due Date : 12/4/2008 6:00:00PM Resolution Date : 12/4/2008 8:15:00AM FA Status : Completed
Resolution : water pressure very very good/65psi/and flow is 16gpm.could not see any problems.tagged door with findings.lrg.

Sub Division : 368 MR Route : F4G FA ID : 4018310531
Account # : 4018310000 Customer Name : BOLTON,DANIEL Phone #: (407) 819-0814
Address : 1003 S SWEETWATER BLVD CSR: Lyn Paulk Operator :
Entry Date : 6/9/2008 3:59:34PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please exercise and lubricate valve. Mr. said it is frozen. Thanks,Lyn.
Due Date : 6/13/2008 12:00:00AM Resolution Date : 6/20/2008 10:42:00AM FA Status : Completed
Resolution : read, exercised and lubricated valve. Valve is good and working fine. ML

Sub Division : 368 MR Route : F4T FA ID : 4082300800
Account # : 4082300000 Customer Name : GLENWOOD VILLAGE Phone #: (407) 770-1748
Address : HIDDEN OAK ENT IRRIG CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 10/2/2008 11:52:34AM SO Type : M-SIO Request Type: General Investigation
Instructions : Cust called and meter valve seems frozen, exercise and lube valve, tag that meter is on and valve is workable. Thank
Due Date : 10/3/2008 12:00:00AM Resolution Date : 10/3/2008 8:45:00AM FA Status : Completed
Resolution : Unable to tag irrigation meter for HOA....
J. Pinder lubricated curb stop and exercised.valve works properly now/left meter on.

Sub Division : 368 MR Route : F4F FA ID : 4107400456
Account # : 4107400000 Customer Name : HALL,OTTIS F Phone #: (407) 788-0788
Address : 2534 LONG IRON CT CSR: Lorie Mayeski Operator :
Entry Date : 12/18/2008 12:36:14PM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : CUSTOMER CALLED STATED HE HAS VERY LOW WATER PRESSURE. PLEASE INVESTIGATE. THANKS,
Due Date : 12/18/2008 6:00:00PM Resolution Date : 12/18/2008 2:30:00PM FA Status : Completed
Resolution : Problem was in customer's filtration system.... By-passed system customer will resolve his issue

Sub Division : 368 MR Route : F4F FA ID : 4111310423
Account # : 4111310000 Customer Name : SEMINOLE COUNTY Phone #: (407) 665-7676
Address : 930 WEKIVA SPRINGS RD IRRG CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 10/29/2008 10:43:11AM SO Type : M-SIO Request Type: General Investigation
Instructions : SEMINOLE COUNTY WATER CALLED DUE TO A CALL FROM THE FIRE DEPARTMENT. THE WATER
Due Date : 10/29/2008 6:00:00PM Resolution Date : 10/29/2008 12:10:00PM FA Status : Completed
Resolution : Fire department broke the main stem of the hydrant... We will have it repaired by the end of the day on 10/30/08.... J. Pinder

Sub Division :	368	MR Route :	F4T	FA ID :	4115400204
Account # :	4115400000	Customer Name :	LAISSE,CYNTHIA	Phone #:	(407) 682-7474
Address :	397 WOODSTEAD CIR	CSR:	Kimberly Bennett	Operator :	Jimmie Hollister
Entry Date :	6/17/2008 1:17:14PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	PLEASE OBTAIN READING CUSTOMER CALLED DUE TO LEAK AT METER. PAGED TO JOHN M. KIM				
Due Date :	6/17/2008 12:00:00AM	Resolution Date :	6/17/2008 12:00:00AM	FA Status :	Completed
Resolution :	reread meter s/l leak, clamped s/l				

Sub Division :	368	MR Route :	F4G	FA ID :	4122300173
Account # :	4122300000	Customer Name :	PRATT,EVELYN G	Phone #:	(407) 862-6470
Address :	100 PALM LAKE CT	CSR:	Matthew Chandler	Operator :	Jeff Pinder
Entry Date :	7/28/2008 1:57:01PM	SO Type :	M-SIO	Request Type:	Water Quality
Instructions :	Cust requested the hydrants be flushed in this area. If this is done on a schedule when will it be done. Please tag cust				
Due Date :	7/29/2008 12:00:00AM	Resolution Date :	7/29/2008 7:00:00AM	FA Status :	Completed
Resolution :	Hung tag informing customer; hydrants are flushed once a year and their area is scheduled to be done again by the end of the year.				

Sub Division :	368	MR Route :	F5F	FA ID :	4199500752
Account # :	4357318500	Customer Name :	ZAGROBELNY,BRONIC	Phone #:	(407) 461-8467
Address :	122 W YORK CT	CSR:	Kimberly Bennett	Operator :	Jeff Pinder
Entry Date :	7/18/2008 10:53:10AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	7/13/08 - customer called after hours sue to no water. paged to oncall				
Due Date :	7/21/2008 12:00:00AM	Resolution Date :	7/13/2008 5:20:00PM	FA Status :	Completed
Resolution :	Customer's water was off at the house valve				

Sub Division :	368	MR Route :	F5F	FA ID :	4205300190
Account # :	6027949529	Customer Name :	Matheus,Mary	Phone #:	(407) 862-7229
Address :	110 WHEATLAND CT	CSR:	Kimberly Bennett	Operator :	Jeff Pinder
Entry Date :	8/25/2008 12:33:13PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	08/23/2008 - CUSTOMER CALLED THE ANSWERING SERVICE DUE TO LEAK COMING FROM GROUND				
Due Date :	8/26/2008 12:00:00AM	Resolution Date :	8/24/2008 10:00:00AM	FA Status :	Completed
Resolution :	i spoke with on-call; he went out to investigate leak in customers back yard and found no sign of any leak..... Spoke with customer... J. Pinder				

Sub Division :	368	MR Route :	F4T	FA ID :	4239510667
Account # :	4239510000	Customer Name :	CEDENO,PABLO	Phone #:	(407) 952-3414
Address :	124 RAINTREE DR	CSR:	Lyn Paulk	Operator :	
Entry Date :	6/18/2008 1:42:22PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	Mr. called and was trying to turn water on. Our valve is frozen and he broke his line. Please send someone to assist				

Due Date : 6/18/2008 12:00:00AM Resolution Date : 6/18/2008 3:05:00PM FA Status : Completed
Resolution : Went and turned off water for cust so they could fix there line then turned back on . Coach.

Sub Division : 368 MR Route : F4F FA ID : 4265110546
Account # : 1347888264 Customer Name : Gentry, ,Kelly R Phone #: (863) 944-7911
Address : 400 RED MULBERRY CT CSR: Lorie Mayeski Operator : Alex Lorenzo
Entry Date : 10/24/2008 11:27:24AM SO Type : M-SIO Request Type: Discolored Water
Instructions : customer called reported that the water supply comming into the house is "brown". please investigate Thanks, Lorie
Due Date : 10/24/2008 12:00:00AM Resolution Date : 10/24/2008 11:00:00AM FA Status : Completed
Resolution : Went out to house, no one was home. Checked water at the hose bib as well as at the hydrandt and found no problem. Spoke with neighbor's and they had no problems.. Taged door. Alex....

Sub Division : 368 MR Route : F4F FA ID : 4281110744
Account # : 4281110000 Customer Name : GOLF BROOKE INC Phone #: (407) 869-8787
Address : CLUB SITE/PUMP HOUSE CSR: Elise Christian Operator :
Entry Date : 6/10/2008 1:15:22PM SO Type : M-SIO Request Type: General Investigation
Instructions : Is this meter working? Schedule change out if necessary. (ec)
Due Date : 6/10/2008 1:15:22PM Resolution Date : 6/11/2008 1:00:00PM FA Status : Completed
Resolution : READ AND CHECK METER. METER O.K. CLUBHOUSE POOL IS CLOSED
JEFF PINDER

Sub Division : 368 MR Route : F4G FA ID : 4334410493
Account # : 4334410000 Customer Name : MOORE,KARA Phone #: (407) 788-5190
Address : 124 COUNTRYSIDE DR CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 8/5/2008 9:56:10AM SO Type : M-SIO Request Type: General Investigation
Instructions : LUBE AND EXERCISE CURB STOP PER CUSTOMER.JMS 08/05
Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/6/2008 8:27:00AM FA Status : Completed
Resolution : read meter/lubricated and exercised curb stop.

Sub Division : 368 MR Route : F5F FA ID : 4342600060
Account # : 7234700000 Customer Name : RODGERS,MARSHA Phone #: (407) 682-8881
Address : 112 W YORK CT CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 7/17/2008 1:54:10PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : WATER LINE IS BROKEN AND "OOZING" WATER PER CUSTOMER. THIS IS LOCATED AT STREET ON RIGHT
Due Date : 7/17/2008 12:00:00AM Resolution Date : 7/17/2008 2:30:00PM FA Status : Completed
Resolution : Found broken sprinkler head. Hung tag to inform customer

Sub Division : 368 MR Route : F5F FA ID : 4342600032
Account # : 7234700000 Customer Name : RODGERS,MARSHA Phone #: (407) 682-8881
Address : 112 W YORK CT CSR: Kimberly Bennett Operator : Shawn Ebert
Entry Date : 7/30/2008 1:52:54PM SO Type : M-SIO Request Type: No Water
Instructions : 7/28/08 - CUSTOMER CALLED THE ANSWERING SERVICE DUE TO NO WATER, PAGED TO ONCALL. KIM
Due Date : 7/31/2008 12:00:00AM Resolution Date : 7/28/2008 6:08:00PM FA Status : Completed
Resolution : Spoke with customer via phone; homeowner had irrigation work done and they shut water off at meter. Customer will contact homeowner. NOT OURS>>>

Sub Division : 368 MR Route : F4G FA ID : 4379410371
Account # : 4379410000 Customer Name : VISCOVICH,PAUL Phone #: (407) 774-1731
Address : 109 CRESTWOOD DR CSR: Lyn Paulk Operator : Matthew Morrell
Entry Date : 7/11/2008 10:29:06AM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED DUE TO CLOGGED SEWER LINE. PLUMBER IS THERE AND SAID IT IS IN OUR LINE. PAGED TO
Due Date : 7/11/2008 12:00:00AM Resolution Date : 7/11/2008 11:30:00AM FA Status : Completed
Resolution : MET WITH HOMEOWNER AND PLUMER AND DETERMINED THE PROBLEM WAS IN THE CUSTOMERS LINE.

Sub Division : 368 MR Route : F4G FA ID : 4379410248
Account # : 4379410000 Customer Name : VISCOVICH,PAUL Phone #: (407) 774-1731
Address : 109 CRESTWOOD DR CSR: Jacqueline Sillitoe Operator : Matthew Morrell
Entry Date : 7/21/2008 10:40:43AM SO Type : M-SIO Request Type: Sewer Miscellaneous
Instructions : CUSTOMER'S PLUMBER ON SITE SAYS THAT SWR BLOCKAGE ON OUR SIDE. JMS 07/21 ATTN JOHN M.
Due Date : 7/22/2008 12:00:00AM Resolution Date : 7/21/2008 11:00:00AM FA Status : Completed
Resolution : Met with customer, problem in customer's line. NOT OURS!!!!

Sub Division : 368 MR Route : F4F FA ID : 4393210178
Account # : 4393210000 Customer Name : BELBEN,STEVEN Phone #: (407) 774-9076
Address : 320 W HORNBEAM DR CSR: Isabel Ceballos Operator :
Entry Date : 7/16/2008 10:32:03AM SO Type : M-SIO Request Type: Water Miscellaneous
Instructions : Customer cannot turn valve at meter. Please exercise and lubricate as needed. Tag door after completion so
Due Date : 7/17/2008 12:00:00AM Resolution Date : 7/16/2008 3:20:00PM FA Status : Completed
Resolution :

Sub Division : 368 MR Route : F4F FA ID : 4406800993
Account # : 5961101120 Customer Name : SP Longwood Phone #: (503) 429-9888
Address : 302 SABAL PARK PL CSR: Leanne Loeffel Operator : Jeff Pinder
Entry Date : 12/4/2008 11:16:41AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer discovered a leaky pipe and needs assistance locating and turning off water to make repairs. Speak to Lisa.

Due Date : 12/4/2008 6:00:00PM Resolution Date : 12/4/2008 1:00:00PM FA Status : Completed
Resolution : Replaced our 1 1/2" curb stop and shut the water off for the customer to make repair.... J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 4406800993
Account # : 9332459932 Customer Name : SP Longwood Phone #: (503) 429-9888
Address : 302 SABAL PARK PL CSR: Leanne Loeffel Operator : Jeff Pinder
Entry Date : 12/4/2008 11:16:41AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer discovered a leaky pipe and needs assistance locating and turning off water to make repairs. Speak to Lisa.
Due Date : 12/4/2008 6:00:00PM Resolution Date : 12/4/2008 1:00:00PM FA Status : Completed
Resolution : Replaced our 1 1/2" curb stop and shut the water off for the customer to make repair.... J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 4406800993
Account # : 5961101120 Customer Name : SP Longwood Phone #: (503) 429-9888
Address : 302 SABAL PARK PL CSR: Leanne Loeffel Operator : Jeff Pinder
Entry Date : 12/4/2008 11:16:41AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer discovered a leaky pipe and needs assistance locating and turning off water to make repairs. Speak to Lisa.
Due Date : 12/4/2008 6:00:00PM Resolution Date : 12/4/2008 1:00:00PM FA Status : Completed
Resolution : Replaced our 1 1/2" curb stop and shut the water off for the customer to make repair.... J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 4406800993
Account # : 5961101120 Customer Name : SP Longwood Phone #: (503) 429-9888
Address : 302 SABAL PARK PL CSR: Leanne Loeffel Operator : Jeff Pinder
Entry Date : 12/4/2008 11:16:41AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer discovered a leaky pipe and needs assistance locating and turning off water to make repairs. Speak to Lisa.
Due Date : 12/4/2008 6:00:00PM Resolution Date : 12/4/2008 1:00:00PM FA Status : Completed
Resolution : Replaced our 1 1/2" curb stop and shut the water off for the customer to make repair.... J. Pinder

Sub Division : 368 MR Route : F4G FA ID : 4444600095
Account # : 4444600000 Customer Name : NANCE,DARRELL Phone #: (407) 862-3029
Address : 204 N SWEETWATER COVE BLVD CSR: Lyn Paulk Operator : Mark Leard
Entry Date : 10/2/2008 11:37:11AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED THE ANSWERING SERVICE ON 9/28 SAYING WATER IS COMING FROM WATER METER.
Due Date : 10/3/2008 12:00:00AM Resolution Date : 9/29/2008 10:00:00AM FA Status : Completed
Resolution : Found meter coupling leaking on our side of meter.... Replaced coupling.....
M. Leard

Sub Division : 368 MR Route : F4F FA ID : 4469210008
Account # : 5354978364 Customer Name : Antonelli,Rosemary Phone #: (407) 788-1981
Address : 2705 CATTAIL CT CSR: Lyn Paulk Operator :
Entry Date : 6/2/2008 8:38:16AM SO Type : M-SIO Request Type: General Investigation
Instructions : Ms. called due to low pressure. Please re-read and tag door with your findings.
Due Date : 6/3/2008 12:00:00AM Resolution Date : 6/12/2008 3:00:00PM FA Status : Completed
Resolution : No pressure problem found. Matt.

Sub Division : 368 MR Route : F5G FA ID : 4482000970
Account # : 4482000000 Customer Name : SOSKI,ELLY Phone #: (407) 772-0747
Address : 123 GOLFCLUB DR CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 9/10/2008 9:11:40AM SO Type : M-SIO Request Type: General Investigation
Instructions : RECEIVED CALL FROM MR. TONY MORTON (HOA MANAGER FOR WEKIVA COUNTRY CLUB VILLAS
Due Date : 9/10/2008 12:00:00AM Resolution Date : 9/10/2008 10:45:00AM FA Status : Completed
Resolution : No problem found in our lines.... possible irrigation or break in customer's sewer line.... J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 4490710369
Account # : 4490710000 Customer Name : ZADROZNY,KRIS Phone #: (407) 862-7549
Address : 207 PEMBROOK PL CSR: Lyn Paulk Operator : LeRoy Grainger
Entry Date : 11/13/2008 1:13:58PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE EXERCISE AND LUBRICATE THE VALVE SO THE PLUMBER CAN TURN IT OFF TO MAKE REPAIRS.
Due Date : 11/14/2008 6:00:00PM Resolution Date : 11/14/2008 8:10:00AM FA Status : Completed
Resolution : read meter/lubricated exercised meter valve talked to customer and valve woks fine now.lrg.

Sub Division : 368 MR Route : F4G FA ID : 4498400158
Account # : 1746795683 Customer Name : NETINHO,DONNA Phone #: (954) 649-9585
Address : 105 BLUE LAKE CT CSR: Elise Christian Operator : Mark Leard
Entry Date : 10/27/2008 7:42:32AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST SENT EMAIL SATURDAY THAT WAS REC'ED THIS A.M. INFORMING THE OFFICE THAT THERE IS A
Due Date : 10/27/2008 12:00:00AM Resolution Date : 10/27/2008 11:00:00AM FA Status : Completed
Resolution : TALKED TO CUSTOMER TOLD HIM LEAK WAS ON HIS SIDE . I TURED METER OFF UNTIL REPAIR IS MADE

Sub Division : 368 MR Route : F4S FA ID : 4540300730
Account # : 4540300000 Customer Name : SUCICH,CRAIG Phone #: (407) 448-9869
Address : 110 CEDARWOOD CIR CSR: Jacqueline Sillitoe Operator : Jimmie Hollister
Entry Date : 6/6/2008 8:53:33AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check meter per customer-this is old and not working properly. Wayne Small @ 407-948-1298 would like for
Due Date : 6/9/2008 12:00:00AM Resolution Date : 6/9/2008 12:00:00AM FA Status : Completed

Resolution : Flowed meter for g.p.m. 17 g.p.m.No problems with flow.Customer recently installed 7 zone sprinkler system.Spoke with him on the phone and he understands.J.M.P.6-9-2008

Sub Division : 368 MR Route : F4T FA ID : 4541500948
Account # : 4541500000 Customer Name : BURD,T H Phone #: (407) 310-4307
Address : 133 BRIDGEVIEW CT CSR: Lyn Paulk Operator :
Entry Date : 6/26/2008 8:27:30AM SO Type : M-SIO Request Type: General Investigation
Instructions : Mr. called asking us to check his meter to insure it is working, he was billed zero consumption. Check meter and tag
Due Date : 6/27/2008 12:00:00AM Resolution Date : 6/27/2008 8:40:00AM FA Status : Completed
Resolution : read meter/meter is stuck and not working.tagged door with findings.lrg

Sub Division : 368 MR Route : F4G FA ID : 4561400607
Account # : 4561400000 Customer Name : DOANE,ELLEN Phone #: (407) 786-0003
Address : 3691 WATERCREST DR CSR: Matthew Chandler Operator :
Entry Date : 6/24/2008 1:43:31PM SO Type : M-SIO Request Type: No Water
Instructions : Cust called in with no water. Paged to jeff P.
Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/24/2008 3:10:00PM FA Status : Completed
Resolution : Customers line was broken. Someone turned water off. Told customer we can not turn it back on till line is repaired.
ML.

Sub Division : 368 MR Route : F4G FA ID : 4561400674
Account # : 4561400000 Customer Name : DOANE,ELLEN Phone #: (407) 786-0003
Address : 3691 WATERCREST DR CSR: Lyn Paulk Operator : LeRoy Grainger
Entry Date : 7/29/2008 9:52:13AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE REREAD METER AND CHECK FOR LEAKS, PER LETTER FROM CUSTOMER. TAG DOOR WITH YOUR
Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/30/2008 9:45:00AM FA Status : Completed
Resolution : read meter/talked with customer about no leaks detected.

Sub Division : 368 MR Route : F4T FA ID : 4602400889
Account # : 4602400000 Customer Name : MESSINA,FRANK A Phone #: (407) 509-9490
Address : 150 WISTERIA DR CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 12/3/2008 3:32:29PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check out the sinkhole in front of this premise whether it is water related or beyond our scope. HOA
Due Date : 12/4/2008 6:00:00PM Resolution Date : 12/4/2008 9:25:00AM FA Status : Completed
Resolution : the only sink hole effect that i could determine at this address was meter box lid broke and crushed down in box with dirt covering it to make it look like a sink hole.cleaned out box and replaced lid /tagged door with findings.lrg.

Sub Division : 368 MR Route : F4G FA ID : 4606500167
Account # : 4606500000 Customer Name : WILKERSON,ROY Phone #: (407) 786-0617
Address : 614 SWEETWATER COVE BLVD CSR: Lyn Paulk Operator : Alex Lorenzo
Entry Date : 9/8/2008 11:56:41AM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED DUE TO STRONG CHLORINE ODOR IN HIS WATER. PLEASE CALL MR. @ 407-786-0617 AND

Due Date : 9/9/2008 12:00:00AM Resolution Date : 9/9/2008 1:30:00PM FA Status : Completed
Resolution : Met customer and tested CL2 in kitchen (1.2) and bath (1.4). Customer complain CL2 smell is stronger in the morning... suggested customer fill jug with water and put in refridgerator without cap... Flushed Hydrant in front of house for 5 min...

Sub Division : 368 MR Route : F4G FA ID : 4613310591
Account # : 4613310000 Customer Name : TREMEL,SANDRA K Phone #: (407) 865-6972
Address : 800 CROOKED OAK CT CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/24/2008 1:41:43PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer thinks main in street has leak near meters. Dispatched to Jeff P

Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/24/2008 2:20:00PM FA Status : Completed
Resolution : Leak was in neighbors line at 900 Crooked Oak ct. Shut off meter and tagged door. Matt

Sub Division : 368 MR Route : F4S FA ID : 4647210175
Account # : 4647210000 Customer Name : CUCCHIARO,THOMAS Phone #:
Address : 118 HICKORY TREE RD CSR: Ruth Bishop Operator : Jimmie Hollister
Entry Date : 10/7/2008 3:55:27PM SO Type : M-SIO Request Type: Locate Line/Valve
Instructions : Clark Ca. Locate entire property of 118 Hickory Hills Ct. and all properies in between to closest catv tap and back to
Due Date : 10/9/2008 12:00:00AM Resolution Date : 10/9/2008 12:00:00AM FA Status : Completed
Resolution : reread meter.r.g.

Sub Division : 368 MR Route : F5F FA ID : 4680100648
Account # : 4680100000 Customer Name : MARCHESKIE,LEE Phone #: (407) 774-7493
Address : 155 DUNCAN TRL CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 8/22/2008 9:20:12AM SO Type : M-SIO Request Type: Lift Station Problems
Instructions : LIFT STATION BEHIND THIS PROPERTY IS OVERFLOWING. DISPATCHED TO JEFF PINDER.JMS 08/22
Due Date : 8/22/2008 12:00:00AM Resolution Date : 8/22/2008 12:00:00PM FA Status : Completed
Resolution : Lift station down due too power outage from the storm... Ran station with generator till power was restored... Approx. overflow was 750 gal. J. Pinder

Sub Division : 368 MR Route : F4S FA ID : 4685110119
Account # : 4685110000 Customer Name : BELL,JAMES E Phone #: (407) 831-5059
Address : 212 ADAIR AVE CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 6/9/2008 8:12:20AM SO Type : M-SIO Request Type: Discolored Water
Instructions : CUSTOMER CALLED DUE TO DISCOLORED WATER (BLACK WATER) PAGED TO TOM K.
Due Date : 6/9/2008 12:00:00AM Resolution Date : 6/9/2008 12:00:00AM FA Status : Completed
Resolution : Eddie Roberts came to address and tested water,water is ok.Spoke with customer also.Told him to check water softner.J.M.P.6-9-2008

Sub Division : 368 MR Route : F4F FA ID : 4741300285
Account # : 4741300000 Customer Name : TAYLOR,LEE N Phone #:
Address : 525 WOODVIEW DR CSR: Lorie Mayeski Operator : LeRoy Grainger
Entry Date : 11/18/2008 7:13:36AM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : CUSTOMER CALLED STATED THAT THEY HAVE "LOW WATER PRESSURE" PLEASE INVESTIGATE.
Due Date : 11/18/2008 6:00:00PM Resolution Date : 11/18/2008 9:43:00AM FA Status : Completed
Resolution : read meter/possible leak on cust. side/cust.water pressure at hose bib was 30 psi.also checked neighbors pressure and it was 60 psi.tagged door with findings and noted on tag to check water softner also.lrg.

Sub Division : 368 MR Route : F4T FA ID : 4745200962
Account # : 4745200000 Customer Name : MANDELBAUM,LINDA Phone #: (407) 869-7037
Address : 200 RIVERBEND CT CSR: Isabel Ceballos Operator : John Marinelli
Entry Date : 9/24/2008 11:10:56AM SO Type : M-SIO Request Type: Lawn Repair for Water Breaks
Instructions : John; Customer called and knows that where water break occurred is being fixed, but he wants to know when holes
Due Date : 9/25/2008 12:00:00AM Resolution Date : 9/25/2008 12:30:00PM FA Status : Completed
Resolution : John Spoke with customer and had our sub-contractor repair her driveway while paving the street..... J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 4745200674
Account # : 4745200000 Customer Name : MANDELBAUM,LINDA Phone #: (407) 869-7037
Address : 200 RIVERBEND CT CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 8/28/2008 1:06:08PM SO Type : M-SIO Request Type: Water Main Break
Instructions : person called in a large main break near this address. paged to jeff p
Due Date : 8/28/2008 12:00:00AM Resolution Date : 8/28/2008 3:00:00PM FA Status : Completed
Resolution : Dug up and replaced 20' of 8" Water main that was split the entire section of pipe..
Dale, Matt, Jimmy, Shawn, Mark, Johnathan, Richard,Leroy, Roberto,Jeff & Mick

Sub Division : 368 MR Route : F5F FA ID : 4747400015
Account # : 4747400000 Customer Name : RAY,MAURICE J Phone #:
Address : 110 ALBRIGHTON DR CSR: Matthew Chandler Operator : LeRoy Grainger
Entry Date : 12/15/2008 12:21:24PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : A landscaper called in a leak at the mtr at this address. please chk out and repair if needed ...CUSTOMER CALLED
Due Date : 12/15/2008 6:00:00PM Resolution Date : 12/15/2008 3:00:00PM FA Status : Completed
Resolution : Leak in customers pvc line. Shut water off and spoke with customer...

Sub Division : 368 MR Route : F4T FA ID : 4770500172
Account # : 4770500000 Customer Name : WINDMUELLER,JOHAN Phone #:
Address : 136 BRIDGEVIEW CT CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 9/15/2008 9:28:24AM SO Type : M-SIO Request Type: Sewer Miscellaneous
Instructions : PLEASE TAG DOOR TO ADVISE** CUSTOMER SAYS THAT SWR MANHOLE IS LOCATED IN THE MID.OF

Due Date : 9/16/2008 12:00:00AM Resolution Date : 9/16/2008 7:00:00AM FA Status : Completed
Resolution : Hung tag advising customer manholes can not be moved... we will seal lid to eliminate any minor order that may come from it.... As far as order in house; I advised customer to clean there vent stacks ontop of home... Manhole could not be causing this pr

Sub Division : 368 MR Route : F5G FA ID : 4814010862
Account # : 4814010000 Customer Name : WRIGHT,ELIZABETH Phone #: (407) 788-7664
Address : 402 BUDLEIGH SALTERTON CLS CSR: Isabel Ceballos Operator :
Entry Date : 7/29/2008 3:53:59PM SO Type : M-SIO Request Type: Discolored Water
Instructions : Customer says there have been some black particles in the water for a while now. Please have someone check this
Due Date : 7/30/2008 12:00:00AM Resolution Date : 8/8/2008 12:00:00AM FA Status : Completed
Resolution : Contacted them by phone requesting a sample. They will call me basck.

Sub Division : 368 MR Route : F4G FA ID : 4828600808
Account # : 4828600000 Customer Name : MATTONE,JOHN S Phone #: (407) 862-3295
Address : 502 S SWEETWATER COVE BLVD CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 11/17/2008 9:07:54AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : LEAK AT METER PER CUSTOMER.JMS 11/17 DISP TO JEFF PINDER. (EMAILD FA INFO)
Due Date : 11/17/2008 12:00:00AM Resolution Date : 11/17/2008 1:30:00PM FA Status : Completed
Resolution : meter was leaking on customers side no one was home turned meter off and tagged door

Sub Division : 368 MR Route : F4T FA ID : 4851800619
Account # : 4851800000 Customer Name : HIGHER CALL Phone #: (407) 905-6244
Address : 555 MARKHAM WOODS RD CSR: Jacqueline Sillitoe Operator : Jimmie Hollister
Entry Date : 7/24/2008 8:54:40AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : WATER LINE BROKEN IN BACK OF BUILDING. PLEASE TEMP OFF FOR REPAIRS IF NOT OUR
Due Date : 7/24/2008 12:00:00AM Resolution Date : 7/24/2008 12:00:00AM FA Status : Completed
Resolution : 2-1/2 irrigation line is broken cause of leak r.g.

Sub Division : 368 MR Route : F5G FA ID : 4853310696
Account # : 4853310000 Customer Name : MILLER,JOHN H Phone #: (407) 788-6618
Address : 300 NEW WATERFORD 106 CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 8/1/2008 7:47:57AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : WATER IS SEEPING UP THROUGH SIDEWALK PER NEIGHBOR. THIS IS AN ELDERLY WOMAN WHO LIVES
Due Date : 8/1/2008 12:00:00AM Resolution Date : 8/1/2008 9:35:00AM FA Status : Completed
Resolution : leak was coming for meter.It was broken so I had to replace it.

Sub Division : 368 MR Route : F5F FA ID : 4860300362
Account # : 4860300000 Customer Name : BROWN,BARBARA Phone #: (407) 788-2670
Address : 107 HATFIELD CT CSR: Ferrellyn Trovinger Operator : LeRoy Grainger
Entry Date : 12/1/2008 10:25:16AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please verify read on this account. Thanks, FLT
Due Date : 12/1/2008 12:00:00AM Resolution Date : 12/2/2008 7:43:00AM FA Status : Completed
Resolution : Verified Read... Please provide an FA to test water meter this week.....
J. Pinder

Sub Division : 368 MR Route : F3Z FA ID : 4868200097
Account # : 4868200000 Customer Name : SCHMITT,ELIZABETH Phone #: (407) 831-6292
Address : 1357 S RIDGE LAKE CR CSR: Lyn Paulk Operator : Jonathan
Entry Date : 12/4/2008 11:51:34AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED SAYING SHE HAD A PLUMBER DO SOME WORK AT HER HOME AND NOW OUR VALVE IS
Due Date : 12/5/2008 6:00:00PM Resolution Date : 12/5/2008 12:00:00AM FA Status : Completed
Resolution : Read meter.Curb stop leaking,replaced,j.p.

Sub Division : 368 MR Route : F5F FA ID : 4906800155
Account # : 4906800000 Customer Name : DECOSMO,BRIAN Phone #: (407) 772-0314
Address : 225 STEVENAGE DR CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 12/15/2008 1:38:21PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A LARGE LEAK AT THE MTR. IT IS POURING OUT OF THE YARD AND INTO THE GUTTER.
Due Date : 12/15/2008 6:00:00PM Resolution Date : 12/15/2008 3:20:00PM FA Status : Completed
Resolution : Leak in customer's irrigation. Shut water off for customer to make repairs

Sub Division : 368 MR Route : F3Z FA ID : 4913600421
Account # : 4913600000 Customer Name : SMITH,DAVID A Phone #: (407) 339-5460
Address : 1432 CANAL POINT RD CSR: Lyn Paulk Operator : James Swegheimer
Entry Date : 9/15/2008 10:44:50AM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED ASKING US TO CHECK HIS WATER DUE TO A BLACK FILM IN IT. HE SAID WHEN HE RUNS
Due Date : 9/16/2008 12:00:00AM Resolution Date : 9/19/2008 12:00:00AM FA Status : Completed
Resolution : checked water ok - black film coming from inside the house- still investigating & working with the home owner

Sub Division : 368 MR Route : F4S FA ID : 4925510479
Account # : 4925510000 Customer Name : MUMEY,LINDA Phone #: (407) 746-9314
Address : 1338 N MARCY DR CSR: Lyn Paulk Operator : John Marinelli
Entry Date : 10/6/2008 7:12:53AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED TO REPORT A LEAK AT THE METER. WATER IS COMI NG OUT BETWEEN THE GRASS AND THE
Due Date : 10/6/2008 12:00:00AM Resolution Date : 11/3/2008 3:30:00PM FA Status : Completed

Resolution : Per John Marinelli; upon further investigation, we found that the leak was from a clogged underdrain system not our water line.... J. Pinder

Sub Division : 368 MR Route : F4G FA ID : 5022410038
Account # : 5022410000 Customer Name : PINNEKE,BRAD Phone #: (407) 563-3626
Address : 905 S SWEETWATER BLVD CSR: Lyn Paulk Operator : Alex Lorenzo
Entry Date : 7/17/2008 9:37:45AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED BECAUSE HER POOL MAN TESTED HER WATER THIS MORNING AND TOLD HER THE
Due Date : 7/17/2008 12:00:00AM Resolution Date : 7/18/2008 12:45:00PM FA Status : Completed
Resolution : Took sample for testing..CL2 res. 1.8 P04 - .07 All peramiters normal..
Contacted customer and gave her results....

Sub Division : 368 MR Route : F4S FA ID : 5027500264
Account # : 5027500000 Customer Name : HEWWING,DIANA Phone #: (407) 834-4541
Address : 115 GLENDALE DR CSR: Matthew Chandler Operator : Jonathan
Entry Date : 12/16/2008 12:31:03PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN DUE A LARGE LEAK COMING FROM SOMEWHERE BETWEEN HER HOUSE AND HER
Due Date : 12/16/2008 12:00:00AM Resolution Date : 12/16/2008 12:00:00AM FA Status : Completed
Resolution : 111 Arsdale ct. irrigation in rear of property was broken causing flooding to 113 Glendale Dr.J.M.

Sub Division : 368 MR Route : F4S FA ID : 5066310750
Account # : 5066310000 Customer Name : LUCYK,ROSEMARIE Phone #: (407) 677-5016
Address : 1125 ROXBORO RD CSR: Ferrellyn Trovinger Operator : James Swegheimer
Entry Date : 7/28/2008 2:13:21PM SO Type : M-SIO Request Type: Mineral Amount in Water
Instructions : Customer want to know the hardness level, the ph and the iron level in the water. Please talk to customer or tag door
Due Date : 7/29/2008 12:00:00AM Resolution Date : 7/29/2008 1:00:00PM FA Status : Completed
Resolution : Hung door tag & gave customer the PH & hardness

Sub Division : 368 MR Route : F5F FA ID : 5082800847
Account # : 5082800000 Customer Name : GIAIMO,REINA Phone #: (847) 414-8712
Address : 217 COBLE DR CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 10/31/2008 9:38:37AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED FEELS THAT THERE IS A LEAK. PLEASE CHECK LEAK INDICATOR. THANKS, LORIE M.
Due Date : 10/31/2008 11:59:00PM Resolution Date : 10/31/2008 12:15:00PM FA Status : Completed
Resolution : No leaks found.... Hung Tag...
J. Pinder

Sub Division : 368 MR Route : F3Y FA ID : 5099010518
Account # : 5099010000 Customer Name : WISE,THOMAS G Phone #: (407) 862-7319
Address : 302 SWEETWATER CLUB CIR CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 8/8/2008 7:41:26AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : METER LINE BROKEN AND LEAKING ON OUR SIDE. DISPATCHED TO JEFF P. JMS 08/08

Due Date : 8/8/2008 12:00:00AM Resolution Date : 8/8/2008 9:45:00PM FA Status : Completed
Resolution : repaired 1" gasket.

Sub Division : 368 MR Route : F4S FA ID : 5163500557
Account # : 5163500000 Customer Name : GOCHNOUR,NANCY Phone #: (407) 332-6626
Address : 161 SHERIDAN AVE CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 9/25/2008 10:19:02AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST CALLED DUE TO LEAK BY FENCE BEHIND HER AND HER NEIGHBORS HOME. PAGED TO DALE W.
Due Date : 9/25/2008 12:00:00AM Resolution Date : 9/25/2008 12:00:00AM FA Status : Completed
Resolution : no leak on property.standing ground water in rear of property.r.g.

Sub Division : 368 MR Route : F4S FA ID : 5167200462
Account # : 5167200000 Customer Name : YOUNG,MELISSA Phone #: (407) 869-1592
Address : 102 POPLAR PL CSR: Elise Christian Operator : Jimmie Hollister
Entry Date : 7/16/2008 1:19:47PM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : Customer sent email that stated that the water meter cover in front of their home is cracked and broken. Please
Due Date : 7/17/2008 12:00:00AM Resolution Date : 7/17/2008 12:00:00AM FA Status : Completed
Resolution : reread meter replaced meter box lid r.g.

Sub Division : 368 MR Route : F5F FA ID : 5171410404
Account # : 5171410000 Customer Name : QUILIS,RISA Phone #:
Address : 116 CAMBRIDGE DR CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 12/12/2008 10:03:48AM SO Type : M-SIO Request Type: Sewer Service Line Break
Instructions : SEMINOLE COUNTY ROADS DIVISON CALLED IN A HOLE IN THE ROAD AT THIS ADDRESS DUE TO A FAILED
Due Date : 12/12/2008 6:00:00PM Resolution Date : 12/12/2008 2:30:00PM FA Status : Completed
Resolution : Camera line... Found no problem with our line... Upon further inveatigation we found a county storm line going right through the area of the hole in the road. Contacted the county... J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 5281410922
Account # : 4572826735 Customer Name : HOOPER,KEVIN Phone #: (407) 772-2418
Address : 117 STARLING LN CSR: Lyn Paulk Operator : Mark Leard
Entry Date : 9/4/2008 8:18:57AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK FOR LEAK AT THE METER. THANK YOU...LYN
Due Date : 9/5/2008 12:00:00AM Resolution Date : 9/5/2008 11:50:00AM FA Status : Completed
Resolution : leak on our side at pig tail. replaced 5/8 pig tail

Sub Division :	368	MR Route :	F4T	FA ID :	5307300066
Account # :	5307300000	Customer Name :	CRUZ,EVELYN	Phone #:	(407) 389-2078
Address :	88 WISTERIA DR	CSR:	Kimberly Bennett	Operator :	Jeff Pinder
Entry Date :	12/2/2008 3:11:57PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	***A.M. REQUEST** JEFF PLEASE CHECK METER TO SEE IF LEAK. CUSTOMER WANTS TO BE PRESENT				
Due Date :	12/3/2008 6:00:00PM	Resolution Date :	12/3/2008 10:00:00AM	FA Status :	Completed
Resolution :	Met customer... Explained to him he had a leak in his line that it was not the new meter malfunctioning... Old meter hadn't registered since March/08 Customer will arrange for repair.. J. Pinder				

Sub Division :	368	MR Route :	F4G	FA ID :	5334600267
Account # :	5334600000	Customer Name :	PETERSON,DAVID	Phone #:	(407) 772-0768
Address :	202 N SWEETWATER COVE BLVD	CSR:	Lyn Paulk	Operator :	Mark Leard
Entry Date :	10/2/2008 11:07:13AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	CUSTOMER CALLED THE ANSWERING SERVICE ON 9/27/08 SAYING THERE IS STANDING WATER IN YARD.				
Due Date :	10/2/2008 12:00:00AM	Resolution Date :	9/29/2008 8:00:00AM	FA Status :	Completed
Resolution :	Leak in pigtail on outside. Replaced pigtail and meter gaskets. ML.				

Sub Division :	368	MR Route :	F4S	FA ID :	5382400156
Account # :	5382400000	Customer Name :	HALL,WARREN	Phone #:	(407) 332-6250
Address :	122 SLADE DR	CSR:	Kimberly Bennett	Operator :	Jimmie Hollister
Entry Date :	8/4/2008 1:31:21PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	PLEASE OBTAIN READING AND CHECK FOR LEAKS TAG WITH FINDINGS. KIM				
Due Date :	8/5/2008 12:00:00AM	Resolution Date :	8/5/2008 12:00:00AM	FA Status :	Completed
Resolution :	Read meter,no leaks,taged door.j.p.				

Sub Division :	368	MR Route :	F4G	FA ID :	5391510466
Account # :	5391510000	Customer Name :	ROMERO,JORGE E	Phone #:	(407) 754-9559
Address :	703 N SWEETWATER BLVD	CSR:	Leanne Loeffel	Operator :	Mark Leard
Entry Date :	10/21/2008 3:44:25PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	Customer called and said water was bubbling out of the ground near the meter. Paged to Matt M. Thanks *LML*				
Due Date :	10/21/2008 6:00:00PM	Resolution Date :	10/22/2008 7:30:00AM	FA Status :	Completed
Resolution :	repaired 3/4 poly leak				

Sub Division :	368	MR Route :	F4S	FA ID :	5409410506
Account # :	5409410000	Customer Name :	WELSH,MARY L	Phone #:	(407) 332-6018
Address :	103 MEADOWCREEK CV	CSR:	Jacqueline Sillitoe	Operator :	Jimmie Hollister
Entry Date :	9/22/2008 2:03:50PM	SO Type :	M-SIO	Request Type:	Water Service Line Break
Instructions :	CUSTOMER SAYS THAT WATER METER IS LEAKING. ON 09/08 WE FOUND THE CAUSE TO BE GROUND				
Due Date :	9/23/2008 12:00:00AM	Resolution Date :	9/24/2008 12:00:00AM	FA Status :	Completed
Resolution :	Repaired 1 inch service line on our side.Read meter				

Sub Division : 368 MR Route : F4S FA ID : 5409410620
Account # : 5409410000 Customer Name : WELSH,MARY L Phone #: (407) 332-6018
Address : 103 MEADOWCREEK CV CSR: Lyn Paulk Operator : Jimmie Hollister
Entry Date : 9/5/2008 2:31:17PM SO Type : M-SIO Request Type: General Investigation
Instructions : CHECK FOR LEAK AT METER BOX. REPAIR AS NECESSARY. THANK YOU...LYN
Due Date : 9/8/2008 12:00:00AM Resolution Date : 9/8/2008 12:00:00AM FA Status : Completed
Resolution : No leaks.Ground water.R.G.

Sub Division : 368 MR Route : F4T FA ID : 5412400925
Account # : 5412400000 Customer Name : KEINER,MICHELE K Phone #:
Address : 2203 SPRINGS LANDING BLVD CSR: Lorie Mayeski Operator : Jimmie Hollister
Entry Date : 10/6/2008 7:24:32AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called there is a leak between the meter and the street. Please investigate. Homeowner will be home today.
Due Date : 10/6/2008 8:17:00AM Resolution Date : 10/6/2008 8:45:00AM FA Status : Completed
Resolution : Leak is on the customer's p.v.c. line. Spoke with them and they are having repairs done. read meter J.H.

Sub Division : 368 MR Route : F5G FA ID : 5429500560
Account # : 5429500000 Customer Name : COLLEY,ALEC Phone #: (407) 497-4887
Address : 116 E BERKSHIRE CIR CSR: Lorie Mayeski Operator : Mark Leard
Entry Date : 10/13/2008 9:46:21AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED WATER IS BUBBLING OUT OF METER. PLEASE INVESTIATE. THANKS, LORIE 10-13-08
Due Date : 10/13/2008 10:40:00AM Resolution Date : 10/13/2008 11:00:00AM FA Status : Completed
Resolution : Replaced meter coupling on our side of the meter....
M. Leard

Sub Division : 368 MR Route : F4S FA ID : 5445410024
Account # : 5445410000 Customer Name : DURST,ALICIA E Phone #: (407) 754-1050
Address : 605 CHELSEA RD CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 10/6/2008 12:41:00PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND CHECK FOR LEAK BEFORE THE METER. REPAIR IF OUT LEAK OR INFORM
Due Date : 10/6/2008 12:00:00AM Resolution Date : 10/6/2008 12:00:00AM FA Status : Completed
Resolution : meter nipple gasket is leaking.replaced gasket.r.g.

Sub Division : 368 MR Route : F5G FA ID : 5452100459
Account # : 5452100000 Customer Name : HILTON,DONNA J Phone #: (407) 788-2956
Address : 3911 VILLAS GREEN CIR CSR: Ann Raponi Operator :
Entry Date : 6/24/2008 12:29:12PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please re-read meter- customer is stated no way this condo has used this much water. Check for leaks.

Due Date : 6/25/2008 12:00:00AM Resolution Date : 6/25/2008 8:40:00AM FA Status : Completed
Resolution : meter is good. No leaks found, or any signs of leaks. ML

Sub Division : 368 MR Route : F4S FA ID : 5465400660
Account # : 5465400000 Customer Name : JOYCE,HEATHER Phone #: (407) 699-6224
Address : 110 DES PINAR LN CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 6/19/2008 12:10:20PM SO Type : M-SIO Request Type: Mineral Amount in Water
Instructions : Cust complaining about high chlorine. Please chk out and contact customer.
Due Date : 6/19/2008 12:00:00AM Resolution Date : 6/19/2008 12:00:00AM FA Status : Completed
Resolution : Read meter.Water ok.j.p.

Sub Division : 368 MR Route : F4S FA ID : 5560510595
Account # : 5560510000 Customer Name : ORRANGE,AMALIE Phone #: (407) 830-1706
Address : 630 CAMBRIDGE CT CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 7/11/2008 12:22:09PM SO Type : M-SIO Request Type: Lawn Repair for Water Breaks
Instructions : Cust wants the dirt removed from her lawn that was left there due to repairs we are working on. paged to jeff P
Due Date : 7/11/2008 12:00:00AM Resolution Date : 7/14/2008 10:00:00AM FA Status : Completed
Resolution : removed the dirt & repaired sod where new service was installed 7/14/08 removed the dirt & replaced sod

Sub Division : 368 MR Route : F5G FA ID : 5588700250
Account # : 5588700000 Customer Name : HALL,DANIEL Phone #: (407) 865-9468
Address : 118 E CUMBERLAND CIR CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 8/22/2008 9:11:27AM SO Type : M-SIO Request Type: Lift Station Problems
Instructions : CUSTOMER CALLED AND REPORTED SEWER BACKING UP IN BOTH BATHROOMS. DISPATCHED TO JEFF
Due Date : 8/22/2008 12:00:00AM Resolution Date : 8/22/2008 10:30:00AM FA Status : Completed
Resolution : Sewer back up due to storm... Neighbor removed customer's clean out... Lift station was infiltrated with storm run off.. but working fine... J. Pinder

Sub Division : 368 MR Route : F5G FA ID : 5588700599
Account # : 5588700000 Customer Name : HALL,DANIEL Phone #: (407) 865-9468
Address : 118 E CUMBERLAND CIR CSR: Matthew Chandler Operator : LeRoy Grainger
Entry Date : 9/25/2008 12:44:46PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : PLEASE LUBRICATE AND EXERCISE THE VALVE. CUST THINKS MTR MAY ALSO HAVE A LEAK. PLEASE
Due Date : 9/26/2008 12:00:00AM Resolution Date : 9/26/2008 8:41:00AM FA Status : Completed
Resolution : read meter/lubricated and exercised curb stop/also informed a person at the house they had a leak on thier side.

Sub Division :	368	MR Route :	F3Z	FA ID :	5647210817
Account # :	5647210000	Customer Name :	RODRIGUEZ,ALMA	Phone #:	(407) 682-1888
Address :	1687 RUTLEDGE RD	CSR:	Jacqueline Sillitoe	Operator :	Richard Galarza
Entry Date :	11/7/2008 8:54:20AM	SO Type :	M-SIO	Request Type:	Water Service Line Break
Instructions :	LEAK AT CURB STOP. JMS 11/07 (PER CUSTOMER)				
Due Date :	11/7/2008 12:00:00AM	Resolution Date :	11/7/2008 12:00:00AM	FA Status :	Completed
Resolution :	leak is on customers side of meter.informed customer to call plumber for repairs.r.g.				

Sub Division :	368	MR Route :	F4F	FA ID :	5661110291
Account # :	5661110000	Customer Name :	MANION,LISA A	Phone #:	(407) 862-5151
Address :	195 WEKIVA SPRINGS RD	CSR:	Matthew Chandler	Operator :	Jeff Pinder
Entry Date :	8/5/2008 8:31:10AM	SO Type :	M-SIO	Request Type:	Sewer Service Line Break
Instructions :	CUSTCALLED IN A SEWER LINE BREAK IN THE PARKING LOT OF THIS OFFICE. PLEASE CHK OUT AND				
Due Date :	8/5/2008 12:00:00AM	Resolution Date :	8/5/2008 10:00:00AM	FA Status :	Completed
Resolution :	4" Force Main had a pin hole leak. Installed a 12" X 4" repair clamp. HTH area.. approx. 50 gal. on asphalt!!!				

Sub Division :	368	MR Route :	F4T	FA ID :	5696548319
Account # :	3771088408	Customer Name :	Fox,Robert	Phone #:	(407) 383-4969
Address :	125 Wisteria Dr	CSR:	Loretta Abbott	Operator :	Matthew Morrell
Entry Date :	12/8/2008 9:28:39AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	CUST ROBT.FOX CAME INTO OFFICE SAYING YOU ALL NEED TO MOVE THE MTR.OVER 3 FT. HE HAD ASK				
Due Date :	12/8/2008 12:00:00PM	Resolution Date :	12/24/2008 8:00:00AM	FA Status :	Completed
Resolution :	Relocated meter for customer.....				

Sub Division :	368	MR Route :	F5G	FA ID :	5840700519
Account # :	5840700000	Customer Name :	EMERSON,BRUCE R	Phone #:	(407) 808-3557
Address :	201 W CUMBERLAND CIR	CSR:	Ann Raponi	Operator :	
Entry Date :	6/25/2008 1:24:49PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	Customer called water leaks at the meter/ Shut off valve is sitting on it side. please check out for customer.				
Due Date :	6/25/2008 12:00:00AM	Resolution Date :	6/25/2008 2:30:00PM	FA Status :	Completed
Resolution :	Gasket leak at meter. Replaced meter gaskets. ML.				

Sub Division :	368	MR Route :	F4S	FA ID :	5870610758
Account # :	5870610000	Customer Name :	SILVERSTEIN,PAUL	Phone #:	(407) 767-5201
Address :	1 SLEEPY HOLLOW CV	CSR:	Lyn Paulk	Operator :	James Swegheimer
Entry Date :	8/4/2008 10:10:48AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	***AM APPOINTMENT*** (AS EARLY AS POSSIBLE) MR. WANTS SOMEONE TO CHECK HIS WATER				
Due Date :	8/6/2008 12:00:00AM	Resolution Date :	8/6/2008 12:00:00AM	FA Status :	Completed
Resolution :	Found bad filter under customer's sink. Not Utilities problem. J.S.				

Sub Division : 368 MR Route : F5G FA ID : 5875000329
Account # : 5875000000 Customer Name : FILE, APRIL B Phone #: (407) 774-6216
Address : 185 GOLFCLUB DR CSR: Kimberly Bennett Operator : Mark Leard
Entry Date : 10/10/2008 11:10:38AM SO Type : M-SIO Request Type: General Investigation
Instructions : 10/7/08 - CUST CALLED AFTER HRD DUE TO WATER COMING OUT OF METER BOX. PAGED TO ONCALL -
Due Date : 10/13/2008 12:00:00AM Resolution Date : 10/8/2008 8:30:00AM FA Status : Completed
Resolution : repaired 1" polly leak

Sub Division : 368 MR Route : F5F FA ID : 5885810642
Account # : 8188256333 Customer Name : WOOD, CHAD Phone #: (407) 595-3337
Address : 114 DUNCAN TRL CSR: Ferrellyn Trovinger Operator :
Entry Date : 7/1/2008 9:19:10AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check to see if meter is installed backward. consumption is going the wrong way for last 3 reads. Thanks, FLT
Due Date : 7/1/2008 12:00:00AM Resolution Date : 7/1/2008 2:43:00PM FA Status : Completed
Resolution : METER IS STICKING NEEDS TO BE CHANGE.ML

Sub Division : 368 MR Route : F4F FA ID : 5918300102
Account # : 5918300000 Customer Name : SACKMAN, BEVERLEY Phone #:
Address : 431 TIMBER RIDGE DR CSR: Matthew Chandler Operator :
Entry Date : 6/18/2008 1:19:27PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : Cust called in a leak at mtr. please chk out and repair if needed. please call cust if needed. #321-663-9016.MC
Due Date : 6/18/2008 12:00:00AM Resolution Date : 6/18/2008 3:00:00PM FA Status : Completed
Resolution : Leak in 1" svc line. Replaced line from wye to curbstop. Installed a new curb stop as well. Mark.

Sub Division : 368 MR Route : F4F FA ID : 5921310704
Account # : 2329209998 Customer Name : Shore, Amanda S Phone #: (407) 257-7438
Address : 2750 CATTAIL CT CSR: Debora Baranska Operator :
Entry Date : 6/2/2008 7:23:09AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : all areas clogged and plumber said clear to street gave to Jeff P in office directly; 8:20 am
Due Date : 6/2/2008 12:00:00AM Resolution Date : 6/2/2008 10:30:00AM FA Status : Completed
Resolution : Checked up and downstream manholes and found No problem. Advised the customer of company policy regarding sewer back-ups. Matt Morrell

Sub Division : 368 MR Route : F4S FA ID : 5930610262
Account # : 5930610000 Customer Name : TOTH, CHRIS Phone #: (407) 619-0668
Address : 5 HORSEMAN CV CSR: Lyn Paulk Operator : James Sweghelmer
Entry Date : 7/21/2008 8:13:00AM SO Type : M-SIO Request Type: General Investigation
Instructions : AM APPOINTMENT. MR. CALLED BECAUSE THERE IS DARK PARTICLES IN HIS WATER. HE HAD THE

Due Date : 7/25/2008 12:00:00AM Resolution Date : 7/25/2008 12:00:00AM FA Status : Completed
Resolution : Tested water;1.9 residual told customer to check water softner.j.s.

Sub Division : 368 MR Route : F5G FA ID : 5952900312
Account # : 5952900000 Customer Name : GRASSIAN,HARVEY Phone #: (407) 774-0039
Address : 122 SHELLIE CT CSR: Kimberly Bennett Operator :
Entry Date : 8/22/2008 2:09:23PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED DUE TO LEAK IN SERVICE LINE BEFORE METER IN SAME PLACE LAST REPAIRED.
Due Date : 8/22/2008 12:00:00AM Resolution Date : 8/27/2008 10:00:00AM FA Status : Completed
Resolution : Removed sidewalk and dug up our service line and found no leaks... Allot of ground water in the area from the storm.... Not Ours.... J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 6009310091
Account # : 6009310000 Customer Name : KUHNS,JOHN Phone #: (407) 862-4157
Address : 235 N MOUNTS BAY CT CSR: Ferrellyn Trovinger Operator : Mark Leard
Entry Date : 7/28/2008 9:36:01AM SO Type : M-SIO Request Type: General Investigation
Instructions : Is this property vacant or is meter slow?
Due Date : 7/28/2008 12:00:00AM Resolution Date : 7/28/2008 3:22:00PM FA Status : Completed
Resolution : meter is sticking needs to be changed.

Sub Division : 368 MR Route : F4S FA ID : 6045510055
Account # : 6045510000 Customer Name : GONZALEZ,LILLIAN Phone #: (407) 491-2854
Address : 1336 N MARCY DR CSR: Lyn Paulk Operator : Richard Galarza
Entry Date : 11/11/2008 7:38:01AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED DUE TO LEAK. SHE SAID THE PLU MBER TOLD HER THE LEAK IS IN OUR LINE. PAGED TO
Due Date : 11/11/2008 12:00:00AM Resolution Date : 11/11/2008 12:00:00AM FA Status : Completed
Resolution : checked yard for leaks?customer has an under drain installed in the front yard cause off flooding on side walk and yard.r.g.

Sub Division : 368 MR Route : F4S FA ID : 6045510979
Account # : 6045510000 Customer Name : GONZALEZ,LILLIAN Phone #: (407) 491-2854
Address : 1336 N MARCY DR CSR: Lyn Paulk Operator : Richard Galarza
Entry Date : 11/13/2008 3:37:53PM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. WANTS MANAGER TO CALL HER REGARDING STOPPED UP DRAIN. PAGED TO JOHN M. AND HE WILL
Due Date : 11/14/2008 6:00:00PM Resolution Date : 11/14/2008 12:00:00AM FA Status : Completed
Resolution : repaiird 1-1/2 Inch poly line with a 1-1/2 Inch clamp.r.g.

Sub Division :	368	MR Route :	F4F	FA ID :	6048300664
Account # :	6048300000	Customer Name :	HOSIE,RICHARD	Phone #:	(681) 621-1303
Address :	439 TIMBER RIDGE DR	CSR:	Jacqueline Sillitoe	Operator :	Jeff Pinder
Entry Date :	8/8/2008 7:36:47AM	SO Type :	M-SIO	Request Type:	Water Main Break
Instructions :	MAIN BROKEN BETWEEN THIS HOUSE AND 435 TIMBERIDGE. DISPATCHED TO JEFF P 08/08/08 JMS				
Due Date :	8/8/2008 12:00:00AM	Resolution Date :	8/8/2008 9:30:00AM	FA Status :	Completed
Resolution :	Repaired our 1"poly line that was leaking between the meter with a 1" X 3" repair clamp... J. Pinder				

Sub Division :	368	MR Route :	F4S	FA ID :	6073400717
Account # :	0694259469	Customer Name :	SAULGOGIS,JOSH	Phone #:	(407) 325-1566
Address :	125 ROCK LAKE CT	CSR:	Matthew Chandler	Operator :	James Swegheimer
Entry Date :	7/18/2008 8:48:41AM	SO Type :	M-SIO	Request Type:	Taste or Odor in the Water
Instructions :	Cust called in a complaint that the water has a high chlorine smell 2-3 times a week in the morning hours. Please chk				
Due Date :	7/18/2008 12:00:00AM	Resolution Date :	7/18/2008 2:30:00PM	FA Status :	Completed
Resolution :	flushed the area & spoke with the customer - had problems at the plant flushed the hydrants & spoke with the customer - problems at the plant				

Sub Division :	368	MR Route :	F4G	FA ID :	6077210678
Account # :	6077210000	Customer Name :	BAIR,KEITH	Phone #:	(407) 788-8634
Address :	118 WAYLAND CIR	CSR:	Leanne Loeffel	Operator :	Matthew Morrell
Entry Date :	10/27/2008 1:14:36PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	Possible meter failure, customer says usage in the home is the same but what they are being charged for and shown				
Due Date :	10/28/2008 6:00:00PM	Resolution Date :	10/28/2008 10:00:00AM	FA Status :	Completed
Resolution :	Checked meter. Ran 10 gal test and meter seems to be registering correctly. Matt				

Sub Division :	368	MR Route :	F4F	FA ID :	6114600390
Account # :	6114600000	Customer Name :	LAIBLE,WILLIAM A	Phone #:	(407) 772-3450
Address :	481 TIMBER RIDGE DR	CSR:	Leanne Loeffel	Operator :	Matthew Morrell
Entry Date :	10/3/2008 9:04:05AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	Please check whose responsibility clean out pipe near street at edge of cust. property is. Cap is snapped off and				
Due Date :	10/6/2008 12:00:00AM	Resolution Date :	10/6/2008 9:30:00AM	FA Status :	Completed
Resolution :	Pipe is not ours. It either belongs to Seminole Co. as part of there underdrain system or an H.O.A. owned pipe. Tagged door with info. Matt.				

Sub Division :	368	MR Route :	F4F	FA ID :	6114600495
Account # :	6114600000	Customer Name :	LAIBLE,WILLIAM A	Phone #:	(407) 772-3450
Address :	481 TIMBER RIDGE DR	CSR:	Matthew Chandler	Operator :	LeRoy Grainger
Entry Date :	9/5/2008 2:55:21PM	SO Type :	M-SIO	Request Type:	Sewer Miscellaneous
Instructions :	CUST CALLED TO HAVE THE CLEAN OUT PIPE BETWEEN THE SIDEWALK AND THE CURB CHECKED OUT.				

Due Date : 9/8/2008 12:00:00AM Resolution Date : 9/8/2008 11:25:00AM FA Status : Completed
Resolution : this pipe is a countyunderdrain/will call county and inform.

Sub Division : 368 MR Route : F5F FA ID : 6151400618
Account # : 6151400000 Customer Name : CHASE,ROGERS L Phone #: (407) 869-1919
Address : 130 LEDBURY DR CSR: Isabel Ceballos Operator : Jeff Pinder
Entry Date : 8/5/2008 8:06:56AM SO Type : M-SIO Request Type: General Investigation
Instructions : Re-read meter and check for leaks. Customer complaining of high bill. He said his bills were never that high. Tag
Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/6/2008 7:00:00AM FA Status : Completed
Resolution : Fa for 8/5/08 was for this same thing. Read was 2254380. No leaks found tagged house... J.Pinder

Sub Division : 368 MR Route : F4F FA ID : 6161600840
Account # : 6161600000 Customer Name : WALKER,BRUCE Phone #: (407) 788-0321
Address : 486 SABAL TRAIL CIR CSR: Isabel Ceballos Operator : Shawn Ebert
Entry Date : 10/31/2008 10:50:15AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer says there's an awful smell of sewer in this area, smell is worse at night and she would like to know why. It
Due Date : 10/31/2008 6:00:00PM Resolution Date : 11/3/2008 11:00:00AM FA Status : Completed
Resolution : Installed a deoderant block at the L/S...
J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 6165810926
Account # : 6165810000 Customer Name : SCHULTZ,TERRY W Phone #:
Address : 291 HAVERCLUB CT CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 7/28/2008 2:55:16PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK TO SEE IF CUSTOMER IS AWAY. 20 GALLONS WAS BILLED TO THE CUSTOMER THIS
Due Date : 7/28/2008 12:00:00AM Resolution Date : 7/29/2008 11:35:00AM FA Status : Completed
Resolution : Meter not registering properly. Please provide FA to replace meter.

Sub Division : 368 MR Route : F4G FA ID : 6190600990
Account # : 6190600000 Customer Name : HAYES,BYRON Phone #: (407) 399-4481
Address : 101 S SWEETWATER COVE BLVD CSR: Lorie Mayeski Operator : Shawn Ebert
Entry Date : 12/22/2008 9:38:56AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED HE STATED THAT THERE IS WATER IN THE METER BOX AND PONDAGE AROUND
Due Date : 12/22/2008 6:00:00PM Resolution Date : 12/22/2008 11:15:00AM FA Status : Completed
Resolution : Leak in our poly line repaired with 1" X 6" repair clamp

Sub Division : 368 MR Route : F3Y FA ID : 6204000446
Account # : 6204000000 Customer Name : GREIVELL,JEFF Phone #: (407) 754-0823
Address : 2960 BRANTLEY HILLS CT CSR: Loretta Abbott Operator : Jeff Pinder
Entry Date : 10/8/2008 1:26:19PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST.CALLED ASKING TO CK.MTR.FOR LEAK,ETC.USAGE 9,240 FOR 32 DAYS (08/25 READ) TO USAGE OF
Due Date : 10/9/2008 12:00:00AM Resolution Date : 10/9/2008 9:40:00AM FA Status : Completed
Resolution : No leaks, tagged door, meter is new and working fine!!!!
J. Pinder

Sub Division : 368 MR Route : F3Z FA ID : 6282700724
Account # : 6282700000 Customer Name : JONAS,VIDA Phone #: (407) 786-1231
Address : 1335 MYRTLE DR CSR: Kimberly Bennett Operator : Jonathan
Entry Date : 12/9/2008 7:28:35AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING EXERCISE AND LUBRICATE VALVE NOT TURNING ALL THE WAY OFF. CHECK TO
Due Date : 12/10/2008 6:00:00PM Resolution Date : 12/10/2008 12:00:00AM FA Status : Completed
Resolution : Read meter,exercised curb stop.Meter lid ok.j.p.

Sub Division : 368 MR Route : F4T FA ID : 6326210762
Account # : 6326210000 Customer Name : DURNING,MARY ANN Phone #: (407) 682-4691
Address : 107 PRIMROSE DR CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 12/3/2008 10:45:25AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please lubricate and exercise valve. Customer needs vavle turned off for WH repair. Thank You *LML* Paged to Jeff
Due Date : 12/3/2008 6:00:00PM Resolution Date : 12/3/2008 11:30:00AM FA Status : Completed
Resolution : Lubricated and exercised valve for customer....
Leroy Grainger

Sub Division : 368 MR Route : F3Z FA ID : 6346210735
Account # : 6346210000 Customer Name : MCNEILL,EDWARD V Phone #: (407) 772-1681
Address : 1086 EDMISTON PL CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 6/20/2008 8:50:56AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED DUE TO LEAK @ METER. PAGED TO MARINELLI. KIM
Due Date : 6/20/2008 12:00:00AM Resolution Date : 6/20/2008 12:00:00AM FA Status : Completed
Resolution : meter nipple was leaking -replaced meter nipple gasket r.g. 6-20=2008

Sub Division : 368 MR Route : F4F FA ID : 6351210085
Account # : 6351210000 Customer Name : MULLEN,AMY D Phone #: (704) 231-5086
Address : 430 SWEET BAY DR CSR: Lyn Paulk Operator : Matthew Morrell
Entry Date : 12/11/2008 7:52:21AM SO Type : M-SIO Request Type: General Investigation
Instructions : CHECK FOR LEAK IN FRONT RIGHT OF PROPERTY. PAGED TO JEFF PINDER. LYN

Due Date : 12/11/2008 6:00:00PM Resolution Date : 12/11/2008 8:45:00AM FA Status : Completed
Resolution : Leak was in HOA irrigation line..... Shut off HOA well

Sub Division : 368 MR Route : F5F FA ID : 6383500636
Account # : 5247709778 Customer Name : ANGELO,SHERYL Phone #: (407) 455-1062
Address : 101 BEDALE CT CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 12/5/2008 2:59:40PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBAIN READING CHECK FOR LEAK @ METER. CUSTOMER CALLED IN , PAGED TO PINDER. KIM
Due Date : 12/5/2008 6:00:00PM Resolution Date : 12/5/2008 4:00:00PM FA Status : Completed
Resolution : No leak found on our side.... Spoke with customer

Sub Division : 368 MR Route : F5F FA ID : 6409800445
Account # : 6409800000 Customer Name : MILLER,JAMES Phone #: (407) 862-6463
Address : 106 STEVENAGE CT CSR: Leanne Loeffel Operator : Matthew Morrell
Entry Date : 11/4/2008 7:30:52AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : Customer has sewer backing up into bathroom. Paged to Jeff P. Thank You *LML*
Due Date : 11/4/2008 6:00:00PM Resolution Date : 11/4/2008 8:45:00AM FA Status : Completed
Resolution : Checked up and down stream manholes. Good flow. Spoke with cust and advised of company policy and to call a plumber. Matt

Sub Division : 368 MR Route : F4G FA ID : 6453200950
Account # : 6453200000 Customer Name : CHINA 28 Phone #: (407) 869-9898
Address : 895 FOX VALLEY DR CSR: Isabel Ceballos Operator : LeRoy Grainger
Entry Date : 11/14/2008 3:25:38PM SO Type : M-SIO Request Type: General Investigation
Instructions : Re-read meter and check for leaks. High cons. Tag door w/findings. /ic
Due Date : 11/17/2008 6:00:00PM Resolution Date : 11/17/2008 9:50:00AM FA Status : Completed
Resolution : read meter/meter indicated possible leak on customer side/no one answered the door /tagged door with findings.lrg.

Sub Division : 368 MR Route : F4S FA ID : 6467210560
Account # : 6467210000 Customer Name : PASQUALE,NICK J Phone #: (407) 702-2019
Address : 324 PRESSVIEW AVE CSR: Leanne Loeffel Operator : Jimmie Hollister
Entry Date : 11/24/2008 9:36:00AM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : customer has low water pressure, please check it out. Paged to Dale W. Thank You *LML*
Due Date : 11/24/2008 6:00:00PM Resolution Date : 11/25/2008 8:15:00AM FA Status : Completed
Resolution : Checked flow at main 3/4" hose b/b feed, flow normal and 60 p.s.i. pressure good. Customer stated: pressure came back up at 8:00 AM. told them about 2 peak times of usage and many people irrigating. O.K. at this time J.H.

Sub Division : 368 MR Route : F4S FA ID : 6467210953
Account # : 6467210000 Customer Name : PASQUALE,NICK J Phone #: (407) 702-2019
Address : 324 PRESSVIEW AVE CSR: Lyn Paulk Operator : Jimmie Hollister
Entry Date : 12/8/2008 12:01:55PM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED AGAIN DUE TO LOW PRESSURE. PAGED TO JOHN M. & HE WILL SEND SOMEONE OUT. MR.
Due Date : 12/8/2008 6:00:00PM Resolution Date : 12/8/2008 12:00:00AM FA Status : Completed
Resolution : meter changed out,need a work order for a meter change out.water softner cause of customers low pressure
problem.changed meter,hard to read .r.g.new badge #08301614-old #021064637

Sub Division : 368 MR Route : F4G FA ID : 6471300447
Account # : 6471300000 Customer Name : SALIVIA,FREDDY Phone #: (407) 772-0909
Address : 306 N SWEETWATER BLVD CSR: Loretta Abbott Operator : Jeff Pinder
Entry Date : 7/28/2008 11:16:28AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST.INTERESTED IN IRRG.MTR.WANTS TO PURCHASE ON INTERNET..SINCE CUST.WOULD NEED TO USE
Due Date : 8/5/2008 12:00:00AM Resolution Date : 8/11/2008 2:00:00PM FA Status : Completed
Resolution : Left message for customer to call me on 8/5/08 to clarify his needs... Have not heard back from customer as of
8/11/08
J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 6485300926
Account # : 6485300000 Customer Name : WILLIAMS,LAUREN J Phone #: (407) 619-8014
Address : 103 LEDBURY DR CSR: Kimberly Bennett Operator : Mark Leard
Entry Date : 9/3/2008 8:20:49AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : TENANT CALLED DUE TO SEWER BACK UP PLEASE CHECK OUR SIDE TO SEE IF CLEAR. PAGED TO
Due Date : 9/3/2008 12:00:00AM Resolution Date : 9/3/2008 9:45:00AM FA Status : Completed
Resolution : Checked up and downstream manholes; no problems found....
Explained company policy to customer... M. Leard

Sub Division : 368 MR Route : F3Z FA ID : 6491400673
Account # : 5193182889 Customer Name : ANDERSON,FRANCINE Phone #: (407) 260-6546
Address : 2171 DEER HOLLOW CIR CSR: Lyn Paulk Operator :
Entry Date : 12/2/2008 11:22:58AM SO Type : M-SIO Request Type: General Investigation
Instructions : MRS. CALLED DUE TO LEAK AT METER. PLEASE CALL HER 407-702-5955 & ADVISE IF IT IS HER LEAK.
Due Date : 12/3/2008 6:00:00PM Resolution Date : 12/3/2008 12:00:00AM FA Status : Completed
Resolution : Replaced curbstop.

Sub Division : 368 MR Route : F3Z FA ID : 6491400213
Account # : 5193182889 Customer Name : ANDERSON,FRANCINE Phone #: (407) 260-6546
Address : 2171 DEER HOLLOW CIR CSR: Leanne Loeffel Operator : Jonathan
Entry Date : 11/5/2008 2:25:58PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer stated when meter was turned on for service, there was a leak at the meter, please check out the leak and

Due Date : 11/6/2008 6:00:00PM Resolution Date : 11/6/2008 12:00:00AM FA Status : Completed
Resolution : Read meter.Curb stop leaking.Replaced curb stop.j.p.

Sub Division : 368 MR Route : F3Y FA ID : 6553210279
Account # : 6553210000 Customer Name : ZIMMERMAN,PETER W Phone #: (407) 880-6060
Address : 632 EAST CLUB CIR CSR: Lyn Paulk Operator : LeRoy Grainger
Entry Date : 11/14/2008 11:38:25AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CLEAN OUT METER BOX AND REPLACE BROKEN METER LID. THANK YOU...LYN
Due Date : 11/17/2008 6:00:00PM Resolution Date : 11/17/2008 8:15:00AM FA Status : Completed
Resolution : cleaned out meter box and replaced lid.lrg.

Sub Division : 368 MR Route : F4F FA ID : 6553310545
Account # : 6553310000 Customer Name : PATEL,NILA Phone #:
Address : 569 S LONGVIEW PL CSR: Kimberly Bennett Operator :
Entry Date : 6/17/2008 7:46:36AM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : CUSTOMER CALLED DUE TO LOW WATER PRESSURE - PLEASE CHECK PRESSURE GOING TO HOME. TAG
Due Date : 6/18/2008 12:00:00AM Resolution Date : 6/18/2008 8:50:00AM FA Status : Completed
Resolution : Checked pressure at house. They have 80PSI, and are getting 15 GPM. Tagged door with findings. Coach.

Sub Division : 368 MR Route : F4T FA ID : 6556300523
Account # : 6556300000 Customer Name : BAZEMORE,CHERIE Phone #: (407) 462-6734
Address : 102 WAX MYRTLE LN CSR: Elise Christian Operator : Richard Galarza
Entry Date : 12/10/2008 9:03:36AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST CALLED ANS SERV 12/7/08 TO REPORT CANNOT TURN THE MAIN WATER VALVES OFF THAT ARE
Due Date : 12/11/2008 12:00:00AM Resolution Date : 12/7/2008 12:00:00AM FA Status : Completed
Resolution : Shut water off for customer

Sub Division : 368 MR Route : F5G FA ID : 6559600956
Account # : 6559600000 Customer Name : SNYDER,CHARLES Phone #: (407) 788-2055
Address : 225 W CUMBERLAND CIR CSR: Kimberly Bennett Operator : Shawn Ebert
Entry Date : 8/8/2008 3:55:42PM SO Type : M-SIO Request Type: General Investigation
Instructions : 7/27/08 - CUSTOMER CALLED AFTER HOURS TO THE ANSWERING SERVICE DUE TO LEAK @ METER.
Due Date : 8/11/2008 12:00:00AM Resolution Date : 7/27/2008 7:20:00PM FA Status : Completed
Resolution : Customer had broken PVC line... Went out and shut water off at meter for customer to make repair....

Sub Division : 368 MR Route : F4F FA ID : 6573310229
Account # : 6573310000 Customer Name : GERRY,WANDA Phone #: (407) 774-4240
Address : 400 WOODVIEW DR CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 8/15/2008 9:16:00AM SO Type : M-SIO Request Type: General Investigation
Instructions : 8 15 2008 Customer called to report leak at meter please check contact phone number 407-772-0708 paged to the

Due Date : 8/15/2008 12:00:00AM Resolution Date : 8/15/2008 11:30:00AM FA Status : Completed
Resolution : Leak in customer's PVC..... Shut water off for customer to make repair Leak in customers PVC.. Shut off for customer....
J. Pinder

Sub Division : 368 MR Route : F4S FA ID : 6574610622
Account # : 3978289345 Customer Name : CITY OF LONGWOOD Phone #: (407) 260-3479
Address : 210 TARRYTOWN TRL IRRIG CSR: Florida Temp 2 Operator : Jimmie Hollister
Entry Date : 9/26/2008 9:51:01AM SO Type : M-SIO Request Type: Locate Line/Valve
Instructions : PLEASE LOCATE LINE AND READ METER FOR BILLING. ACCESS GATE CODE# 7432 THANKS HP 9/26/08
Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/29/2008 12:00:00AM FA Status : Completed
Resolution : reread meter and locate line. r.g.

Sub Division : 368 MR Route : F5F FA ID : 6620300330
Account # : 6620300000 Customer Name : FIRST BAPTIST Phone #: (407) 862-3893
Address : 3800 WEKIVA SPRINGS RD CSR: Elise Christian Operator : Jeff Pinder
Entry Date : 8/19/2008 12:20:25PM SO Type : M-SIO Request Type: General Investigation
Instructions : Ed from the church called to say that a line is leaking bad at the church. Needs water t/off and repaired. Please
Due Date : 8/19/2008 12:00:00AM Resolution Date : 9/8/2008 7:30:00AM FA Status : Completed
Resolution : Found the valve on our side of meter leaking.... Replaced entire service and installed 2 3" gate valves into line..... J. Pinder

Sub Division : 368 MR Route : F4S FA ID : 6629210327
Account # : 6629210000 Customer Name : BERMAN, MARIE Phone #: (407) 831-2108
Address : 1770 W CARLTON ST CSR: Matthew Chandler Operator :
Entry Date : 12/8/2008 7:57:32AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN DUE TO A LARGE PUDDLE OF WATER IN HER BACKYARD. PLEASE CHK IF WE HAVE
Due Date : 12/8/2008 6:00:00PM Resolution Date : 12/8/2008 12:00:00AM FA Status : Completed
Resolution : leak on customers irrigation- spoke with the customer JAM

Sub Division : 368 MR Route : F4S FA ID : 6676510913
Account # : 0974421469 Customer Name : CITY OF LONGWOOD Phone #: (407) 260-3479
Address : TARRYTOWN TRL IRRIG (NEAR HYDRANT) CSR: Florida Temp 2 Operator : Jimmie Hollister
Entry Date : 9/26/2008 10:06:14AM SO Type : M-SIO Request Type: Locate Line/Valve
Instructions : PLEASE LOCATE LINE AND READ METER. THANKS HP 9/26/08
Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/29/2008 12:00:00AM FA Status : Completed
Resolution : reread meter r.g.

Sub Division : 368 MR Route : F4T FA ID : 6711800265
Account # : 6711800000 Customer Name : SEEDARNEE,KEN Phone #: (407) 788-6805
Address : 2025 VANDERBILT PL CSR: Kimberly Bennett Operator : Eddie Roberts
Entry Date : 6/11/2008 11:10:55AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED DUE TO BLACK WATER. CUSTOMER LIVES IN CUL DE SAC AND WOULD LIKE FOR
Due Date : 6/11/2008 12:00:00AM Resolution Date : 6/11/2008 12:00:00AM FA Status : Completed
Resolution : Flushed back flow at end of street.Flushed customers faucets and checked chlorine residual.Got a trace after charcoal filter.Black water due to charcoal filter on customers house.Water test good recommended plumber.E.R.6-11-2008

Sub Division : 368 MR Route : FA ID : 6798300179
Account # : 2458090054 Customer Name : BRUCE MORSE Phone #: (407) 869-4200
Address : 1000 Wekiva Springs Rd CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 10/13/2008 2:57:59PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CALL RON THESIN WITH WIGGINGTON FIRE SYSTEMS TO SET UP A TIME TO MET HIM AT THIS
Due Date : 10/14/2008 12:00:00AM Resolution Date : 10/14/2008 9:00:00AM FA Status : Completed
Resolution : Called Ron Thesin and left him a message to call me on my cell when he is ready to meet. J. Pinder

Sub Division : 368 MR Route : F3Z FA ID : 6821410410
Account # : 6821410000 Customer Name : CLIFTON,GARRY Phone #: (407) 804-9188
Address : 1943 LONG POND DR CSR: Isabel Ceballos Operator : Jimmie Hollister
Entry Date : 12/22/2008 10:06:28AM SO Type : M-SIO Request Type: General Investigation
Instructions : Kids next door broke a water line. Needs water turned off. Paged John M. /ic
Due Date : 12/23/2008 6:00:00PM Resolution Date : 12/22/2008 12:00:00AM FA Status : Completed
Resolution : Shut customer's water off to do repairs. R-8376630.j.h.

Sub Division : 368 MR Route : F5F FA ID : 6854110990
Account # : 6854110000 Customer Name : NAYLOR,JAMES Phone #: (407) 788-6948
Address : 540 ALBANY PL CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 11/25/2008 10:17:01AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : Please check the condition of the customer's meter box and repair/replace as necessary. Thank You *LML*
Due Date : 12/1/2008 6:00:00PM Resolution Date : 12/1/2008 2:00:00PM FA Status : Completed
Resolution : replaced meter box lid.lrg.

Sub Division : 368 MR Route : F4G FA ID : 6912200680
Account # : 6912200000 Customer Name : KHAN,BEATRICE Phone #: (407) 862-0302
Address : 706 FOX VALLEY DR CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 12/15/2008 8:35:51AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : customer called dispatch last night, and again this morning, please check out their clogged sewer. Paged to Jon P.

Due Date : 12/15/2008 6:00:00PM Resolution Date : 12/15/2008 10:30:00AM FA Status : Completed
Resolution : Checked up and downstream manholes... No problems found. Spoke with customer advised them of company policy and they will contact a plumber

Sub Division : 368 MR Route : F4F FA ID : 6921310111
Account # : 6921310000 Customer Name : BOWLES,KEN Phone #: (770) 541-7640
Address : 657 N LONGVIEW PL CSR: Isabel Ceballos Operator :
Entry Date : 6/11/2008 3:56:37PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : Customer has leak by meter running into street. Please check. Called Richard G
Due Date : 6/11/2008 12:00:00AM Resolution Date : 6/12/2008 11:00:00AM FA Status : Completed
Resolution : Leak in 1 1/2" poly line. Replaced 4' of 1 1/2" poly from corp stop to wye. Matt, ML.

Sub Division : 368 MR Route : F4F FA ID : 6956600880
Account # : 6956600000 Customer Name : HUNICKE,WAYNE J Phone #: (407) 774-6942
Address : 547 TIMBER RIDGE DR CSR: Jacqueline Sillitoe Operator : Matthew Morrell
Entry Date : 10/6/2008 10:23:56AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : WATER SRVC LINE IS BROKEN AT CURB ON STREET SIDE OF METER. DISP.CALL TO MATT M
Due Date : 10/6/2008 12:00:00AM Resolution Date : 10/6/2008 1:30:00PM FA Status : Completed
Resolution : Leak in 1 1/2" poly line. Dug up line. Installed a 1 1/2" x 3" repair clamp to fix leak. Matt and Mark.

Sub Division : 368 MR Route : F4F FA ID : 7001510312
Account # : 4052674170 Customer Name : EVANS,SHAUN Phone #: (321) 303-1954
Address : 295 W SABAL PALM PL CSR: Ann Raponi Operator : Jeff Pinder
Entry Date : 10/16/2008 7:37:07AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer at 291 W Sabal Palm came in the office to report a line leaking at 295 W Sabal Palm. Please check this
Due Date : 10/16/2008 8:32:00AM Resolution Date : 10/16/2008 9:30:00AM FA Status : Completed
Resolution : Called out by Ann at office.... Found backflow preventer from well was leaking shut off BP and Well..... J. Pinder

Sub Division : 368 MR Route : F5G FA ID : 7017110923
Account # : 7017110000 Customer Name : MILLETT,JAMES M Phone #: (407) 788-3794
Address : 3983 LANCASHIRE LN CSR: Kimberly Bennett Operator :
Entry Date : 8/25/2008 10:59:05AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : PLEASE OBTAIN READING AND RAISE METER BOX TO GRADE - METER HAS SUNKEN DOWN IN GROUND,
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 10:00:00AM FA Status : Completed
Resolution :

Sub Division : 368 MR Route : F5G FA ID : 7017110875
Account # : 7017110000 Customer Name : MILLETT,JAMES M Phone #: (407) 788-3794
Address : 3983 LANCASHIRE LN CSR: Ann Raponi Operator : Jeff Pinder
Entry Date : 9/15/2008 3:12:10PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer came in office 9/15 asking to p/u meter box? Cust stated that someone has been out there 4 times; still not
Due Date : 9/16/2008 12:00:00AM Resolution Date : 9/17/2008 2:30:00PM FA Status : Completed
Resolution : Spoke w/ Mr. Millett... Customer is very blunt.... We cannot satisfy this customers demands no matter what we try... I supplied customer with new box riser and he will complete the work himself.... J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 7029110292
Account # : 7029110000 Customer Name : ROUNTREE,DOROTHY Phone #: (407) 862-7604
Address : 257 E HORNBEAM DR CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 7/30/2008 7:38:06AM SO Type : M-SIO Request Type: Lawn Repair for Water Breaks
Instructions : SIDE WATER WAS BROKEN UP TO REPAIR A LEAK A MONTH AGO. CUSTOMER WOULD LIKE TO KNOW
Due Date : 7/31/2008 12:00:00AM Resolution Date : 7/31/2008 7:00:00AM FA Status : Completed
Resolution : On schedule to be replaced Aug. 1....

Sub Division : 368 MR Route : F4F FA ID : 7029110843
Account # : 7029110000 Customer Name : ROUNTREE,DOROTHY Phone #: (407) 862-7604
Address : 257 E HORNBEAM DR CSR: Isabel Ceballos Operator : Jeff Pinder
Entry Date : 7/8/2008 1:39:55PM SO Type : M-SIO Request Type: Water Main Break
Instructions : Customer reported a water break in front of this address. Paged Jeff P
Due Date : 7/8/2008 12:00:00AM Resolution Date : 7/8/2008 3:30:00PM FA Status : Completed
Resolution : REPAIRED 1" POLY LEAK UNDER THE SIDE WALK WITH A 1' x 3" REPAIR CLAMP

Sub Division : 368 MR Route : F5G FA ID : 7072000258
Account # : 7072000000 Customer Name : PROFFITT,TAMMY Phone #: (407) 786-0632
Address : 121 GOLFCLUB DR CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 9/10/2008 9:04:33AM SO Type : M-SIO Request Type: General Investigation
Instructions : RECEIVED CALL FROM TONY MORTON (WEKIVA COUNTRY CLUB VILLAS MANAGER 407-774-7262 EXT. 110)
Due Date : 9/10/2008 12:00:00AM Resolution Date : 9/10/2008 10:45:00AM FA Status : Completed
Resolution : Checked depression... No evidance of any leak on our side... possible broken sewer line on customers side or maybe irrigation.... J. pinder

Sub Division : 368 MR Route : F5G FA ID : 7075600885
Account # : 7075600000 Customer Name : BURKE,VICKI Phone #: (407) 251-8500
Address : 100 E COTTESMORE CIR CSR: Isabel Ceballos Operator : LeRoy Grainger
Entry Date : 9/3/2008 1:42:50PM SO Type : M-SIO Request Type: General Investigation
Instructions : Exercise and lubricate valve at meter. Cannot be turned, or replace. Call owner at 321-439-3774 Ed. after you are

Due Date : 9/4/2008 12:00:00AM Resolution Date : 9/4/2008 11:10:00AM FA Status : Completed
Resolution : lubricated and exercised curb stop/called customer and left message/also tagged door.

Sub Division : 368 MR Route : F4G FA ID : 7110610459
Account # : 7110610000 Customer Name : GRAY,DONNA J Phone #: (407) 875-1614
Address : 118 COVERIDGE LN CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 9/22/2008 7:53:32AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED DUE TO POSSIBLE LEAK - MUDDY WATER COMING INTO HOME. CUSTOMER ALREADY
Due Date : 9/22/2008 12:00:00AM Resolution Date : 9/22/2008 9:30:00AM FA Status : Completed
Resolution : No leak found... Dirty water was caused by customer's water softner... By-passed system and his problem cleared up.... J. Pinder

Sub Division : 368 MR Route : F4S FA ID : 7204600008
Account # : 7204600000 Customer Name : WILK,TOMASZ F Phone #: (919) 274-9776
Address : 122 LEA AVE CSR: Florida Temp 2 Operator : Jimmie Hollister
Entry Date : 8/8/2008 11:26:18AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : CUSTOMER SAYS METER COVER IS MISSING/BROKEN PLEASE REPLACE. HP 8/8/08
Due Date : 8/8/2008 12:00:00AM Resolution Date : 8/15/2008 12:00:00AM FA Status : Completed
Resolution : Replaced meter box cover and read meter.j.p.

Sub Division : 368 MR Route : F4S FA ID : 7229410257
Account # : 3613165787 Customer Name : ROMANIELLO,KERRY Phone #: (407) 834-7401
Address : 640 COVENTRY CT CSR: Lorie Mayeski Operator : Jonathan
Entry Date : 12/16/2008 10:45:59AM SO Type : M-SIO Request Type: General Investigation
Instructions : WHILE REVIEWING BILLING. DISCOVERED LAST TWO VERIFIED READS OF 10/08 AND 12/08 WERE THE
Due Date : 12/16/2008 6:00:00PM Resolution Date : 12/16/2008 12:00:00AM FA Status : Completed
Resolution : Meter not registering.Stuck.j.p.

Sub Division : 368 MR Route : F4S FA ID : 7365610197
Account # : 7365610000 Customer Name : PATCHETT,ROBERT Phone #: (407) 332-7568
Address : 129 TARRYTOWN TRL CSR: Jacqueline Sillitoe Operator : Jimmie Hollister
Entry Date : 6/9/2008 9:32:06AM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : Customer says he has "terrible" water pressure throughout the home lasting all day. Dispatched call to John M.
Due Date : 6/9/2008 12:00:00AM Resolution Date : 6/9/2008 12:00:00AM FA Status : Completed
Resolution : 60-70 psi.Customer has bad gate valve at house,plumber will do repair.J.H.6-9-2008

Sub Division : 368 MR Route : F5F FA ID : 7379710868
Account # : 7379710000 Customer Name : OSBORN,JACK Phone #: (407) 774-4219
Address : 303 PICKERING CT CSR: Florida Temp 2 Operator : LeRoy Grainger
Entry Date : 10/3/2008 9:59:24AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer called and needs water off for repairs. cust request afternoon turn off. unable to turn valve at all. thanks hp
Due Date : 10/6/2008 12:00:00AM Resolution Date : 10/6/2008 1:35:00PM FA Status : Completed
Resolution :

Sub Division : 368 MR Route : F4G FA ID : 7380500941
Account # : 4595700000 Customer Name : BONNOUGH,BRUCE Phone #: (321) 354-3762
Address : 656 SMOKERISE BLVD CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 10/29/2008 11:26:59AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called and said there was water leaking out of the yard, he is not sure who's responsibility it is. Paged to Jeff
Due Date : 10/29/2008 6:00:00PM Resolution Date : 10/29/2008 1:15:00PM FA Status : Completed
Resolution : Leak was in customer's PVC line... Per J. Pinder Hang tag informing customer to call a plumber and shut the water off at the meter...
Leroy Grainger

Sub Division : 368 MR Route : F4T FA ID : 7398310461
Account # : 7398310000 Customer Name : KENNEY,RONALD L Phone #: (407) 788-6300
Address : 113 WILD HOLLY LN CSR: Matthew Chandler Operator : Matthew Morrell
Entry Date : 12/15/2008 8:11:26AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : CUST HAS A SEWER CLOG. PLEASE CHK OUT OUR LINES. PAGED TO JEFF P
Due Date : 12/15/2008 6:00:00PM Resolution Date : 12/15/2008 10:00:00AM FA Status : Completed
Resolution : Checked up and downstream manholes...no problem found. Advised customer of company policy and to contact a plumber...

Sub Division : 368 MR Route : F4T FA ID : 7402400355
Account # : 7402400000 Customer Name : HUNTER,ROBERT Phone #: (407) 786-1690
Address : 2209 SPRINGS LANDING BLVD CSR: Ferrellyn Trovinger Operator : Jimmie Hollister
Entry Date : 7/17/2008 11:54:26AM SO Type : M-SIO Request Type: General Investigation
Instructions : zero consumption for past 2 months, Is meter stuck.
Due Date : 7/19/2008 12:00:00AM Resolution Date : 7/19/2008 12:00:00AM FA Status : Completed
Resolution : meter is stuck not registering.meter will need replaced r.g.

Sub Division : 368 MR Route : F3Z FA ID : 7468210979
Account # : 7468210000 Customer Name : MADY,DAVID Phone #:
Address : 1025 DUNHURST CT CSR: Jacqueline Sillitoe Operator : Jimmie Hollister
Entry Date : 9/19/2008 1:50:43PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUSTOMER SAYS WATER LINE IS BROKEN.

Due Date : 9/19/2008 12:00:00AM Resolution Date : 9/24/2008 12:00:00AM FA Status : Completed
Resolution : Customer's leak.Lubed and exercised curb stop and left off for plumber to do repairs.j.p.

Sub Division : 368 MR Route : F4G FA ID : 7477500722
Account # : 7477500000 Customer Name : RUSSELL,CHRISTINE Phone #: (407) 788-4375
Address : 665 SMOKERISE BLVD CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 11/7/2008 9:04:02AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER SAYS VALVE NEEDS LUBRICATION AND EXERCISE OR TO BE REPLACED.
Due Date : 11/10/2008 12:00:00AM Resolution Date : 11/10/2008 11:14:00AM FA Status : Completed
Resolution : read meter/lubricated and exercised curb stop valve/works fine.lrg.

Sub Division : 368 MR Route : F4F FA ID : 7478600715
Account # : 7478600000 Customer Name : KRIST,LISA M Phone #: (407) 834-3386
Address : 500 TIMBER RIDGE DR CSR: Lyn Paulk Operator : Matthew Morrell
Entry Date : 8/1/2008 7:50:37AM SO Type : M-SIO Request Type: General Investigation
Instructions : CHECK FOR LEAK BETWEEN THE TWO DRIVEWAYS. SAME LEAK AS YOU REPAIRED BEFORE. THANK YOU.
Due Date : 8/1/2008 12:00:00AM Resolution Date : 8/5/2008 1:00:00PM FA Status : Completed
Resolution : Found previous repair clamp leaking..., Tightend clamp down.

Sub Division : 368 MR Route : F4S FA ID : 7502510821
Account # : 7502510000 Customer Name : BECHTOLD,KENNETH Phone #: (407) 332-7724
Address : 640 SWEETBRIAR BR CSR: Leanne Loeffel Operator : Jonathan
Entry Date : 11/13/2008 10:03:36AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called and said tha manhole cover in front of this address is loose and making noise when she drives over
Due Date : 11/13/2008 6:00:00PM Resolution Date : 11/13/2008 12:00:00AM FA Status : Completed
Resolution : Removed dirt away from rim of manhole.Now level.j.p.

Sub Division : 368 MR Route : F5F FA ID : 7514810682
Account # : 7514810000 Customer Name : LARGER,RONALD J Phone #: (407) 788-2166
Address : 250 MOUNTS BAY CT CSR: Matthew Chandler Operator : Matthew Morrell
Entry Date : 10/21/2008 9:41:16AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : PLEASE REPLACE MTR BOX AND LID. PER CUST THE BOX IS ALL CRACKED AND CAVING IN.
Due Date : 10/22/2008 6:00:00PM Resolution Date : 10/22/2008 9:30:00AM FA Status : Completed
Resolution : Replaced meter box lid. Matt.

Sub Division : 368 MR Route : F4S FA ID : 7548300348
Account # : 7548300000 Customer Name : MARMOLEJOS,JACKIE Phone #: (407) 557-3632
Address : 242 TOLLGATE TRL CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 7/29/2008 12:22:10PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING CHECK FOR LEAK AND TAG CUSTOMER WITH FINDINGS. KIM

Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/30/2008 12:00:00AM FA Status : Completed
Resolution : Read meter no leaks tagged door.j.p.

Sub Division : 368 MR Route : F5F FA ID : 7553810960
Account # : 7553810000 Customer Name : SCHERER JR,WALTER Phone #:
Address : 343 COBLE DR CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 11/26/2008 10:56:36AM SO Type : M-SIO Request Type: General Investigation
Instructions : 11/23/08 CUST CALLED AFTER HRS TO ANSWERING SERVICE HAS BROKEN PIPE NEED H2O OFF.
Due Date : 12/1/2008 6:00:00PM Resolution Date : 12/1/2008 8:00:00AM FA Status : Completed
Resolution : Jimmie advised customer there would be an after hours charge and went out to shut water off.....

Sub Division : 368 MR Route : F4G FA ID : 7592310487
Account # : 7592310000 Customer Name : MEYER,STEVE Phone #: (407) 865-7785
Address : 600 CROOKED OAK CT CSR: Isabel Ceballos Operator : Jeff Pinder
Entry Date : 8/6/2008 2:53:19PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer would like to install a second meter for irrigation. Please call customer at 407-865-7785 if it's possible. /ic
Due Date : 8/7/2008 12:00:00AM Resolution Date : 8/11/2008 2:22:00PM FA Status : Completed
Resolution : Left message for customer, Due to the size of water main in his area, we cannot accomodate another meter at this time. Also his cunsumtion doesnt justify the cost of another meter.... J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 7614210093
Account # : 7614210000 Customer Name : KOLOSKY,FRANK Phone #: (407) 682-3993
Address : 209 S SHADOWBAY BLVD CSR: Lyn Paulk Operator :
Entry Date : 6/13/2008 1:42:07PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED THE ANSWERING SERVICE ON 6/12/08 SAYING THERE IS A WATER LEAK THE WATER
Due Date : 6/16/2008 12:00:00AM Resolution Date : 6/13/2008 10:00:00AM FA Status : Completed
Resolution : REPAIRED 1 1/4" POLY LEAK IN OUR LINE WITH A 6" REPAIR CLAMP.
MARK LEARD

Sub Division : 368 MR Route : F4S FA ID : 7640500843
Account # : 7640500000 Customer Name : SHILSON,WILLIAM Phone #: (407) 830-0420
Address : 224 SLADE DR CSR: Elise Christian Operator : Jimmie Hollister
Entry Date : 8/6/2008 6:03:11PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer sent email that water pressure goes up and down. Please check pressure and advise customer. (ec)
Due Date : 8/7/2008 12:00:00AM Resolution Date : 8/7/2008 2:30:00PM FA Status : Completed
Resolution : Water plant high service pumps down 8/06/2008 and 1 week or so before. 68 p.s.i. and 30 G.P.M. no problem found.

Sub Division : 368 MR Route : F4S FA ID : 7677600987
Account # : 7677600000 Customer Name : BROWN,WILLIAM T Phone #:
Address : 110 SHEPHERD TRL CSR: Lorie Mayeski Operator : Jimmie Hollister
Entry Date : 9/25/2008 9:36:38AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : CUSTOMER CALLED TO LET US KNOW THAT HE WAS INFORMED BY FIELD TECHNICIAN THAT HIS METER
Due Date : 9/26/2008 12:00:00AM Resolution Date : 9/26/2008 12:00:00AM FA Status : Completed
Resolution : replaced meter lid per customer request.r.g.

Sub Division : 368 MR Route : F4S FA ID : 7677600515
Account # : 7677600000 Customer Name : BROWN,WILLIAM T Phone #:
Address : 110 SHEPHERD TRL CSR: Jacqueline Sillitoe Operator : Jimmie Hollister
Entry Date : 9/25/2008 9:17:28AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE TURN OFF AT METER FOR CUSTOMER TO MAKE REPAIRS. JMS 09/25
Due Date : 9/26/2008 12:00:00AM Resolution Date : 9/26/2008 12:00:00AM FA Status : Completed
Resolution : reread meter turned water off for repairs.replaced meter box lid r.g.

Sub Division : 368 MR Route : F4S FA ID : 7677600382
Account # : 7677600000 Customer Name : BROWN,WILLIAM T Phone #:
Address : 110 SHEPHERD TRL CSR: Isabel Ceballos Operator : Jimmie Hollister
Entry Date : 9/15/2008 7:26:58AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer has leak and needs water turned off. Paged John M. /ic
Due Date : 9/15/2008 12:00:00AM Resolution Date : 9/15/2008 12:00:00AM FA Status : Completed
Resolution : Turned off customers water due to leak.

Sub Division : 368 MR Route : F4F FA ID : 7744110504
Account # : 7744110000 Customer Name : Stafford,Pamela Phone #: (407) 774-0396
Address : 313 W HORNBEAM DR CSR: Jacqueline Sillitoe Operator :
Entry Date : 7/10/2008 12:37:06PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check for leaks. Customer thinks that this is too high (usage) for a one person household. JMS 07/10/08
Due Date : 7/11/2008 12:00:00AM Resolution Date : 7/11/2008 12:24:00PM FA Status : Completed
Resolution : read meter/could not check for leaks due to sprinklers being on and meter running.tagged door and suggested for customer to adjust sprinklers and also adjust timers for sprinklers.lrg

Sub Division : 368 MR Route : F5F FA ID : 7855000499
Account # : 7855000000 Customer Name : SHIBLES,LARRY Phone #: (407) 788-2033
Address : 213 JONESBURY CT CSR: Matthew Chandler Operator : Mark Leard
Entry Date : 9/29/2008 12:50:03PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A LEAK AT THE MTR. SHE SAYS THE WATER IS BOILING OUT OF IT. PAGED JEFF P
Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/29/2008 3:00:00PM FA Status : Completed

Resolution : Found our 1" poly service line leaking... Repaired with a 3" repair clamp...
M. Leard

Sub Division : 368 MR Route : F4F FA ID : 7862310146
Account # : 7862310000 Customer Name : GABROVIC,JOHN Phone #: (407) 788-3175
Address : 324 CYPRESS LANDING DR CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/24/2008 9:11:17AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : Customer says that there might be a clog in line on our end-please check sewer (ours) for blockage. He has not had a
Due Date : 6/25/2008 12:00:00AM Resolution Date : 6/25/2008 9:57:00AM FA Status : Completed
Resolution : Checked up and down stream manholes and we have good flow. Called customer and left message of findings and company policy. ML

Sub Division : 368 MR Route : F4T FA ID : 7872410012
Account # : 7872410000 Customer Name : GOODMAN,BILL Phone #:
Address : 103 SAND PINE LN CSR: Ferrellyn Trovinger Operator : Jeff Pinder
Entry Date : 8/21/2008 8:27:49AM SO Type : M-SIO Request Type: Check Status of Premise
Instructions : Please check to see if property is vacant or if meter is slow. Thanks, FLT
Due Date : 8/25/2008 12:00:00AM Resolution Date : 8/25/2008 12:20:00PM FA Status : Completed
Resolution : Water is off and house appears vacant....
J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 7911410391
Account # : 7911410000 Customer Name : PLD INC Phone #: (888) 903-8935
Address : 104 STARLING LN CSR: Kimberly Bennett Operator : Mark Leard
Entry Date : 9/30/2008 12:11:28PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND CHECK FOR LEAK. CUST CALLED DUE TO HIGH USAGE BILLED. INFORM
Due Date : 9/30/2008 12:00:00AM Resolution Date : 9/30/2008 3:00:00PM FA Status : Completed
Resolution : meter is good on our side but meter is showing a leak on customers side talked to her and told her to call plumber

Sub Division : 368 MR Route : F4F FA ID : 7956300978
Account # : 7956300000 Customer Name : HERMANN,DAVID Phone #: (407) 774-8388
Address : 538 BIRD SONG CT CSR: Lyn Paulk Operator :
Entry Date : 6/24/2008 10:56:07AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called the answering service saying the sewer drainage lid is off. Someone tried putting it back on but it is
Due Date : 6/25/2008 12:00:00AM Resolution Date : 6/25/2008 9:50:00AM FA Status : Completed
Resolution : checked sewer MH lid ok. talked to customer . ML

Sub Division : 368 MR Route : F3Y FA ID : 8016000582
Account # : 8016000000 Customer Name : MONTE,ANTHONY J Phone #: (407) 772-1424
Address : 3520 VESTAVIA WAY CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 12/3/2008 2:22:22PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER IS CERTAIN THAT CUSTOMER IS TAMPERING WITH OUR WATER LINES AT NIGHT USING
Due Date : 12/4/2008 12:00:00AM Resolution Date : 12/4/2008 11:15:00AM FA Status : Completed
Resolution : Spoke with customer and assured him his neighbor is not stealing water, he is working on his irrigation.... J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 8035410758
Account # : 8035410000 Customer Name : KENNEY,ROBERT L Phone #: (407) 774-8481
Address : 112 CEDAR POINT LN CSR: Lorie Mayeski Operator : Mark Leard
Entry Date : 12/19/2008 7:35:28AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : CUSTOMER CALLED STATED THAT "THERE IS WATER BUBBLING UP AND OUT OF METER BOX AND
Due Date : 12/19/2008 6:00:00PM Resolution Date : 12/19/2008 1:00:00PM FA Status : Completed
Resolution : Replaced 2' of 1" poly... Leak was on our side...

Sub Division : 368 MR Route : F5G FA ID : 8078700886
Account # : 8078700000 Customer Name : BRUCE,LOUIS R Phone #: (407) 862-4416
Address : 120 E CUMBERLAND CIR CSR: Kimberly Bennett Operator : Matthew Morrell
Entry Date : 8/25/2008 10:45:25AM SO Type : M-SIO Request Type: Lift Station Problems
Instructions : 08/22/2008 - CUSTOMER CALLED THE ANSWERING SERVICE DUE TO L/S ALARM GOING OFF, PAGED TO
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/22/2008 10:00:00AM FA Status : Completed
Resolution : Alarm going off due to high volume of infiltration due to storm!!!!
No overflow.... M. Morrell

Sub Division : 368 MR Route : F3Y FA ID : 8100810898
Account # : 8100810000 Customer Name : BRUCE,LOUISE T Phone #: (407) 682-4120
Address : 2661 JENNIFER HOPE BLVD CSR: Ann Raponi Operator : Mark Leard
Entry Date : 10/8/2008 10:49:02AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer came in office requesting someone to look at her meter box.-there's a hole near the box & that someone
Due Date : 10/9/2008 12:00:00AM Resolution Date : 10/10/2008 11:00:00AM FA Status : Completed
Resolution : replaced meter box

Sub Division : 368 MR Route : F4G FA ID : 8102910631
Account # : 9908459659 Customer Name : MCLENNAN,GINA Phone #: (407) 462-3003
Address : 505 FOX VALLEY DR CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/19/2008 8:20:00AM SO Type : M-SIO Request Type: General Investigation
Instructions : Kathy Wiseman @ 407-340-4068 called Seminole County Enviornmental Protection to report a three foot wide/deep

Due Date : 6/19/2008 9:18:00AM Resolution Date : 6/19/2008 9:30:00AM FA Status : Completed

Resolution : John M and I looked at depressions in yard and spoke with customer. They are not due to our lines but a county storm pipe. Spoke the cust and advised her to call Seminole county about it. Matt.

Sub Division : 368 MR Route : F3Z FA ID : 8118600394
Account # : 8118600000 Customer Name : FELD,LINDA Phone #: (407) 339-9499
Address : 1331 MYRTLE DR CSR: Debora Baranska Operator : Jimmie Hollister

Entry Date : 6/4/2008 9:03:38AM SO Type : M-SIO Request Type: General Investigation

Instructions : phone or speak to customer on the issue of our line that collapsed per s.o. prior 5/29/08-she was told we would come

Due Date : 6/5/2008 12:00:00AM Resolution Date : 6/4/2008 12:00:00AM FA Status : Completed

Resolution : Spoke with customer,pressure/flow good.J.M.P.

Sub Division : 368 MR Route : F5F FA ID : 8179700122
Account # : 8179700000 Customer Name : OSBIRN,JIMMY D Phone #: (407) 389-0676
Address : 1211 DUNCAN CT CSR: Lyn Paulk Operator :

Entry Date : 6/9/2008 11:57:24AM SO Type : M-SIO Request Type: General Investigation

Instructions : Mr. called due to sewage backing up into the house.

Due Date : 6/9/2008 12:00:00AM Resolution Date : 6/9/2008 12:50:00AM FA Status : Completed

Resolution : CHECKED UP AND DOWNSTREAM MANHOLES FOUND NO PROBLEM. HUNG TAG INFORMING CUSTOMER TO CALL A PLUMBER. J. PINDER

Sub Division : 368 MR Route : F5F FA ID : 8271500234
Account # : 8271500000 Customer Name : POOLE,MARK Phone #: (407) 695-4593
Address : 239 CAMBRIDGE DR CSR: Jacqueline Sillitoe Operator : Matthew Morrell

Entry Date : 9/2/2008 12:46:47PM SO Type : M-SIO Request Type: Sewer Main Break

Instructions : VICKI WITH SEMINOLE COUNTY CALLED TO REPORT THAT A HOLE HAS OPENED UP IN THE SEWER LINE

Due Date : 9/2/2008 12:00:00AM Resolution Date : 9/3/2008 1:00:00PM FA Status : Completed

Resolution : Dug up and inspected sewer line... No problems found just allot of ground water that may have cause the ground to settle... Not ours... J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 8271500809
Account # : 8271500000 Customer Name : POOLE,MARK Phone #: (407) 695-4593
Address : 239 CAMBRIDGE DR CSR: Kimberly Bennett Operator : Shawn Ebert

Entry Date : 12/15/2008 10:06:34AM SO Type : M-SIO Request Type: General Investigation

Instructions : 12/13/08 - CUST CALLED THE ANSWERING SERVICE DUE TO LEAK IN STREET. PAGED TO ONCALL PLEASE

Due Date : 12/16/2008 6:00:00PM Resolution Date : 12/16/2008 8:00:00AM FA Status : Completed

Resolution : Removed Road and replaced 2' of 3/4" poly and comp fitting at corp stop... comp tp comp new to exalting...

Sub Division :	368	MR Route :	F5G	FA ID :	8272710837
Account # :	8272710000	Customer Name :	KRAFT,FRANK P	Phone #:	(407) 788-3958
Address :	103 ROCKINGHAM CT	CSR:	Matthew Chandler	Operator :	Jeff Pinder
Entry Date :	12/3/2008 1:24:51PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	CUST NEEDS MTR SHUTOFF TO DO A LEAK REPAIR. PAGED TO JEFF P.				
Due Date :	12/3/2008 6:00:00PM	Resolution Date :	12/3/2008 2:00:00PM	FA Status :	Completed
Resolution :	Lubricated and exercised valve for customer J. Pinder				

Sub Division :	368	MR Route :	F4S	FA ID :	8283400834
Account # :	8283400000	Customer Name :	KANTARJIAN,JERRY	Phone #:	(407) 332-7032
Address :	99 HICKORY TREE RD	CSR:	Jacqueline Sillitoe	Operator :	
Entry Date :	9/8/2008 12:37:10PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	PLEASE SEE EASMENT-THE CUSTOMER SAYS THAT THERE WAS A NEW LINE PUT IN AND THE AREA WAS				
Due Date :	9/9/2008 12:00:00AM	Resolution Date :	9/9/2008 12:00:00AM	FA Status :	Completed
Resolution :					

Sub Division :	368	MR Route :	F4G	FA ID :	8307200130
Account # :	8307200000	Customer Name :	WEISMAN,CATHY	Phone #:	
Address :	201 HICKORY DR	CSR:	Matthew Chandler	Operator :	
Entry Date :	6/19/2008 8:15:58AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	Cust called in 3 large impressions in the backyard of the vacant house next door. She would like it chkd out. She has				
Due Date :	6/19/2008 12:00:00AM	Resolution Date :	6/19/2008 9:30:00AM	FA Status :	Completed
Resolution :	John M and I looked at depressions in yard and spoke with customer. They are not due to our lines but a county storm pipe. Spoke the cust and advised her to call Seminole county about it. Matt.				

Sub Division :	368	MR Route :	F4S	FA ID :	8311510174
Account # :	8311510000	Customer Name :	KRYC,PAUL S	Phone #:	(407) 332-0158
Address :	635 CAMBRIDGE CT	CSR:	Kimberly Bennett	Operator :	Jimmie Hollister
Entry Date :	7/10/2008 10:21:31AM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	CUSTOMER CALLED DUE TO LEAK IN FRONT OF NEIGHBORS HOUSE ACROSS STREET FROM HIM.				
Due Date :	7/11/2008 12:00:00AM	Resolution Date :	7/10/2008 12:00:00AM	FA Status :	Completed
Resolution :	Long side service line leaking.Going to be fixed by Jon Bushs' crew.j.h.				

Sub Division :	368	MR Route :	F4S	FA ID :	8311510624
Account # :	8311510000	Customer Name :	KRYC,PAUL S	Phone #:	(407) 332-0158
Address :	635 CAMBRIDGE CT	CSR:	Matthew Chandler	Operator :	Jimmie Hollister
Entry Date :	8/27/2008 9:11:49AM	SO Type :	M-SIO	Request Type:	Lawn Repair for Water Breaks
Instructions :	CUSTOEMR HAS A LARGE DEPRESSION/HOLE IN HIS FRONT YARD FROM WERE A WATERLINE BREAK HAD				

Due Date : 8/27/2008 12:00:00AM Resolution Date : 9/4/2008 12:00:00AM FA Status : Completed
Resolution : Damage done by rain from tropical storm fay. There's nothing we can do for the dirt being washed away from the rain. Has nothing to do with our repair we made or the grass we layed down. Jon Marinelli spoke with the customer.

Sub Division : 368 MR Route : F4S FA ID : 8311510055
Account # : 8311510000 Customer Name : KRYC, PAUL S Phone #: (407) 332-0158
Address : 635 CAMBRIDGE CT CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 7/22/2008 2:11:36PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK ON LAWN REPAIR CUSTOMER STATED THAT PATCH WORK IS NOT PLEASEABLE.

Due Date : 7/23/2008 12:00:00AM Resolution Date : 7/23/2008 12:00:00AM FA Status : Completed
Resolution : lawn repair complete r.g.

Sub Division : 368 MR Route : F4S FA ID : 8332700543
Account # : 8332700000 Customer Name : BICKEL JR, ERNEST W Phone #: (407) 332-8551
Address : 200 BROM BONES LN CSR: Lorie Mayeski Operator : Jonathan
Entry Date : 12/10/2008 9:21:35AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUSTOMER CALLED STATED THAT "WATER IS BUBBLING UP OVER AND OUT OF METER BOX", PLEASE
Due Date : 12/10/2008 6:00:00PM Resolution Date : 12/10/2008 12:00:00AM FA Status : Completed
Resolution : Read meter. Customers leak. Taged door, advised customer to call plumber.j.p.

Sub Division : 368 MR Route : F5F FA ID : 8337000456
Account # : 8337000000 Customer Name : FORTE, THOMAS Phone #: (407) 869-0832
Address : 205 REGIS CT CSR: Lyn Paulk Operator : Mark Leard
Entry Date : 12/1/2008 10:01:04AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED WANTING THE SOD IN HER YARD REPLACED. SHE SAID YOU REMOVED THE SOD WHILE
Due Date : 12/2/2008 6:00:00PM Resolution Date : 12/9/2008 1:30:00PM FA Status : Completed
Resolution : Replaced sod and yard looks good.....

Sub Division : 368 MR Route : F5F FA ID : 8352500082
Account # : 8352500000 Customer Name : SILER, CHARLES E Phone #: (321) 214-1902
Address : 109 W WYNDHAM CT CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 12/16/2008 8:45:53AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHECK OUR SEWER LINE. SIDEWALK IS BROKEN. CUSTOMER HAS HAD PLUMBER OUT EVERY
Due Date : 12/17/2008 12:00:00AM Resolution Date : 1/16/2009 3:00:00PM FA Status : Completed
Resolution : Camera sewer line and found bell and roots in customers line. Hung tag informing customer problem is in there line....

Sub Division : 368 MR Route : F3Z FA ID : 8366200953
Account # : 8366200000 Customer Name : EID,MARIE Phone #: (407) 332-7641
Address : 1338 GRACE VIEW CT CSR: Lorie Mayeski Operator : Dale White
Entry Date : 11/24/2008 8:33:29AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED "OUT OF COUNTRY", PLEASE CHECK METER, CHECK LEAK . CUSTOMER IS AFRAID
Due Date : 11/24/2008 12:00:00AM Resolution Date : 11/24/2008 12:00:00AM FA Status : Completed
Resolution : read 2712830 house is fine

Sub Division : 368 MR Route : F5F FA ID : 8369510115
Account # : 8369510000 Customer Name : KWAN,WESLEY Phone #: (407) 889-9275
Address : 304 CAMBRIDGE DR CSR: Lyn Paulk Operator :
Entry Date : 7/10/2008 3:03:04PM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. CALLED AND WANTS SOMEONE REREAD AND TAG HIS DOOR WITH THE READING. HE SAID WE DID
Due Date : 7/11/2008 12:00:00AM Resolution Date : 7/11/2008 8:22:00AM FA Status : Completed
Resolution : reread meter/tagged door with correct read.lrg

Sub Division : 368 MR Route : F4G FA ID : 8388500210
Account # : 8388500000 Customer Name : TIFT,LAWRENCE Phone #: (407) 353-7062
Address : 203 SMOKERISE BLVD CSR: Elise Christian Operator : Jeff Pinder
Entry Date : 8/21/2008 12:39:02PM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : Cust said that he has been dealing with the sewer backup from our problem in the street.(23 years)He wants
Due Date : 8/22/2008 12:00:00AM Resolution Date : 8/26/2008 3:00:00PM FA Status : Completed
Resolution : Turned over to John M. on 8/22/08 for resolution... Per John and Bryan; This customer is on a quarterly cleaning schedule and we will monitor situation...

Sub Division : 368 MR Route : F4S FA ID : 8410610289
Account # : 8410610000 Customer Name : SMART,BARBARA Phone #: (407) 331-8814
Address : 2 HORSEMAN CV CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 7/31/2008 1:38:22PM SO Type : M-SIO Request Type: General Investigation
Instructions : LOW WATER PRESSURE CALL FROM CUSTOMER. HAS BEEN HAVING LOW PRESSURE FOR THE PAST 2
Due Date : 8/1/2008 12:00:00AM Resolution Date : 8/1/2008 12:00:00AM FA Status : Completed
Resolution : Pressure tested water 60 psi.Taged door to inform customer that three pumps out of five are down at plant.j.p.

Sub Division : 368 MR Route : F5G FA ID : 8447110798
Account # : 8447110000 Customer Name : GAST,SHARON Phone #: (407) 862-2221
Address : 3979 LANCASHIRE LN CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 8/25/2008 10:57:48AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : PLEASE OBTAIN READING AND RAISE METER BOX TO GRADE - METER HAS SUNKEN DOWN IN GROUND,
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 1:00:00PM FA Status : Completed
Resolution : Customer service didn't get a contact # for the HOA. Boxes don't need to be raised... J. Pinder

Sub Division : 368 MR Route : F3Y FA ID : 8498810911
Account # : 8498810000 Customer Name : GOLDSTEIN,JASON A Phone #: (407) 657-0252
Address : 2860 CITRON DR CSR: Ferrellyn Trovinger Operator : Matthew Morrell
Entry Date : 7/15/2008 8:05:31AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : Sewer is backing up into shower and bathtub. His neighbor is also having problem. He thinks there is a "Y". Please
Due Date : 7/15/2008 12:00:00AM Resolution Date : 7/15/2008 9:30:00AM FA Status : Completed
Resolution : checked up and down stream MH's. Good flow. Plumber cleared line and got homeowners flowing again. Told cust that we could camera line at a later date.

Sub Division : 368 MR Route : F3Y FA ID : 8498810347
Account # : 8498810000 Customer Name : GOLDSTEIN,JASON A Phone #: (407) 657-0252
Address : 2860 CITRON DR CSR: Lyn Paulk Operator : Jeff Pinder
Entry Date : 8/19/2008 3:53:46PM SO Type : M-SIO Request Type: General Investigation
Instructions : MR. WANTS YOU TO CALL HIM AT 407-497-6139 (HIS CELL) ABOUT THE SEWER BACK UP IN HIS HOUSE. HE
Due Date : 8/20/2008 12:00:00AM Resolution Date : 8/20/2008 10:00:00AM FA Status : Completed
Resolution : left message for customer... video was incunclusive... we will be out on 8/21/08 to dig up sewer line and investigate further... J. Pinder

Sub Division : 368 MR Route : F4G FA ID : 8508300064
Account # : 8508300000 Customer Name : RICHARDS,MICHAEL Phone #: (407) 774-0006
Address : 607 BLUE LAKE DR CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 7/30/2008 7:42:26AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND CHECK FOR LEAKS. LAST READ TAKEN SHOWING NEGATIVE READING
Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/30/2008 9:15:00AM FA Status : Completed
Resolution : Mis read wrong meter yesterday! spoke with customer, still not happy with the correct read today... systemestamate has caused his bill to be higher than normal... Customer feels meter is wrong!! Set up a meter test for 8/6/08 at 8 a.m. read wrong meter y

Sub Division : 368 MR Route : F3Z FA ID : 8537300498
Account # : 8603322289 Customer Name : Cox,Brian J Phone #: (407) 878-4428
Address : 2249 PEACHLEAF CT CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 7/31/2008 7:06:15AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST THINKS HE HAS A BROKEN WATER LINE. PLEASE CHK OUT AND LET HIM KNOW IF HE NEEDS A
Due Date : 7/31/2008 12:00:00AM Resolution Date : 7/31/2008 12:00:00AM FA Status : Completed
Resolution : Customers under ground drianage system was leaking.Going to be fixed.j.h.

Sub Division : 368 MR Route : F5F FA ID : 8543700426
Account # : 8543700000 Customer Name : ROMINE,TED A Phone #: (407) 389-9911
Address : 104 BEAUFORT DR CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 9/29/2008 3:57:27PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER SAYS THAT THERE IS A SOFT PART OF ROAD NEXT TO MANHOLE COVER IS SINKING

Due Date : 9/29/2008 12:00:00AM Resolution Date : 9/30/2008 1:30:00PM FA Status : Completed
Resolution : Met with John Marinelli... We found infiltration coming into the manhole... It has been put on schedule to be repaired..... J. pinder

Sub Division : 368 MR Route : F4S FA ID : 8547310765
Account # : 0535355115 Customer Name : PYTEL,STEVEN Phone #: (407) 405-8127
Address : 94 SWEETBRIAR BR CSR: Lorie Mayeski Operator : Jonathan
Entry Date : 10/21/2008 8:46:05AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED STATED THAT WATER IS LEAKING "BETWEEN THE METER AND THE STREET" PLEASE
Due Date : 10/21/2008 9:45:00AM Resolution Date : 10/21/2008 12:00:00AM FA Status : Completed
Resolution : Leak on our side of service line.Repaired 3/4 inch poly.j.p.

Sub Division : 368 MR Route : F4S FA ID : 8549410184
Account # : 8549410000 Customer Name : WRIGHT,CECIL Phone #: (407) 647-1800
Address : 97 TOLLGATE TRL CSR: Kimberly Bennett Operator : Jimmie Hollister
Entry Date : 8/12/2008 2:21:41PM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : CUSTOMER CALLED OFFICE DUE TO METER LID HAS METAL STICKING OUT IT. PAGED TO DALE W. KIM
Due Date : 8/12/2008 12:00:00AM Resolution Date : 8/12/2008 12:00:00AM FA Status : Completed
Resolution : meter lid is installed properly r.g.

Sub Division : 368 MR Route : F4T FA ID : 8570500376
Account # : 8570500000 Customer Name : HUDGENS,THAD Phone #: (407) 701-1247
Address : 1951 LOST SPRING CT CSR: Kimberly Bennett Operator :
Entry Date : 6/17/2008 1:15:04PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING IRRIGATION COMPANY HIT WATER SERVICE LINE BEFORE METER BY POWER
Due Date : 6/17/2008 12:00:00AM Resolution Date : 6/17/2008 3:10:00PM FA Status : Completed
Resolution : INSTALLED 1" X 3" REPAIR CLAMP ON POLY LEAK.
J. PINDER

Sub Division : 368 MR Route : F5G FA ID : 8574710636
Account # : 8574710000 Customer Name : WATHEN,ELIZABETH Phone #: (407) 921-7153
Address : 1862 ST ANDREWS PL CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 12/12/2008 12:33:38PM SO Type : M-SIO Request Type: Water Main Break
Instructions : AS SOON AS YOU MAKE A RIGHT INTO THE SUBV. IN FRONT OF THIS HOUSE WATER IS COMING UP FROM
Due Date : 12/12/2008 12:00:00AM Resolution Date : 12/12/2008 2:00:00PM FA Status : Completed
Resolution : Leak in HOA Irrigation system... They had it shut off upon arrival....
J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 8655210739
Account # : 8655210000 Customer Name : COEN,NANCY E Phone #: (407) 420-4381
Address : 210 SWEET GUM WAY CSR: Lyn Paulk Operator : Mark Leard
Entry Date : 8/6/2008 11:05:08AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED DUE TO SEWER BACK UP, IT IS RUNNING OUT AND ONTO HER DRIVEWAY. PAGED TO JEFF
Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/6/2008 2:00:00PM FA Status : Completed
Resolution : IT WAS NOT SEWER WATER.IT WAS A GASKET LEAK ON OUR SIDE SO I REPLACED IT.

Sub Division : 368 MR Route : F4T FA ID : 8657400796
Account # : 8657400000 Customer Name : MITCHELL,RUSSELL Phone #: (740) 704-1389
Address : 2170 WOODBRIDGE RD CSR: Lorie Mayeski Operator : Matthew Morrell
Entry Date : 9/24/2008 2:04:03PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : PROPERTY MANAGER CALLED. THERE IS A LEAK AT METER FOR THIS ADDRESS. PAM YOUNG, PROP.
Due Date : 9/24/2008 3:00:00PM Resolution Date : 9/25/2008 7:30:00AM FA Status : Completed
Resolution : Repaired leak in 2" water main going to meters with a 2" X 3" Repair clamp...
Matt Morrell

Sub Division : 368 MR Route : F5F FA ID : 8661810495
Account # : 8661810000 Customer Name : DAGER,RONALD Phone #: (407) 869-9088
Address : 303 WICKHAM CT CSR: Ferrellyn Trovinger Operator : LeRoy Grainger
Entry Date : 8/25/2008 8:40:20AM SO Type : M-SIO Request Type: Check Status of Premise
Instructions : Is this meter stuck or is property vacant? Thanks, FLT
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 2:46:00PM FA Status : Completed
Resolution : read meter/meter working properly/looks vacant.

Sub Division : 368 MR Route : F5G FA ID : 8662900702
Account # : 8662900000 Customer Name : NIBLACK,GREG Phone #: (407) 682-7660
Address : 118 SHELLIE CT CSR: Kimberly Bennett Operator : John Marinelli
Entry Date : 6/6/2008 12:34:40PM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : CUSTOMER CALLED DUE TO LOW PERSSURE, PLEASE SPEAK WITH CUSTOMER. MC/KIM
Due Date : 6/2/2008 12:00:00AM Resolution Date : 6/12/2008 12:00:00AM FA Status : Completed
Resolution : 64 PSI No Problems. 6/12/2008 Jeff P/FLT Read 5744710

Sub Division : 368 MR Route : F3Y FA ID : 8663100899
Account # : 8663100000 Customer Name : HUFF,MONA Phone #: (407) 869-5870
Address : 1550 W LAKE BRANTLEY RD CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 8/11/2008 12:43:28PM SO Type : M-SIO Request Type: General Investigation
Instructions : PER CUSTOMER'S REQ. PLEASE CLEAN DIRT OUT OF METER BOX.JMS 08/11
Due Date : 8/12/2008 12:00:00AM Resolution Date : 8/12/2008 10:45:00AM FA Status : Completed
Resolution : took read and cleaned meter box.

Sub Division : 368 MR Route : F5F FA ID : 8694810928
Account # : 8694810000 Customer Name : LIDFELDT,SHERRY Phone #: (407) 774-0285
Address : 303 COBLE DR CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 12/3/2008 7:59:50AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED CONCERNED METER IS NOT REGISTERING FLOW PROPERLY. HAD EXTENSIVE
Due Date : 12/4/2008 7:00:00PM Resolution Date : 12/9/2008 11:00:00AM FA Status : Completed
Resolution : Ran 10 gal. field test on meter and it is working properly... Hung tag informing customer....

Sub Division : 368 MR Route : F5G FA ID : 8725900073
Account # : 8725900000 Customer Name : MARQUEZ,CARLOS A Phone #: (407) 389-6125
Address : 393 FOREST PARK CIR CSR: Jacqueline Sillitoe Operator : Alex Lorenzo
Entry Date : 12/23/2008 12:07:20PM SO Type : M-SIO Request Type: Taste or Odor in the Water
Instructions : CUSTOMER SAYS CHLORINE IS "TOO" HIGH AND SHE CAN SMELL IT AS WELL AS IT HAS KILLED HER POND
Due Date : 12/23/2008 12:00:00AM Resolution Date : 1/9/2008 10:00:00AM FA Status : Completed
Resolution : Customer not home. CL2 was 1.7ppm.

Sub Division : 368 MR Route : F4S FA ID : 8751510081
Account # : 8751510000 Customer Name : WILLIAMS,JOSEPH H Phone #: (407) 332-6544
Address : 605 CAMBRIDGE CT CSR: Jacqueline Sillitoe Operator : Jimmie Hollister
Entry Date : 9/17/2008 1:55:07PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER SAYS THAT OUR LINE IS BROKEN. DISP TO JOHN M.
Due Date : 9/17/2008 12:00:00AM Resolution Date : 9/17/2008 12:00:00AM FA Status : Completed
Resolution : no leaks detected at meter or on property.r.g.badge # at house meter is-12676480 badge#is diffrent in system. r.g.

Sub Division : 368 MR Route : F4S FA ID : 8751510168
Account # : 8751510000 Customer Name : WILLIAMS,JOSEPH H Phone #: (407) 332-6544
Address : 605 CAMBRIDGE CT CSR: Lorie Mayeski Operator : Jimmie Hollister
Entry Date : 11/25/2008 2:29:54PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED STATED WATER IS RISING UP AND OVER THE METER BOX. PLEASE INVESTIGATE.
Due Date : 11/25/2008 6:00:00PM Resolution Date : 11/26/2008 12:00:00AM FA Status : Completed
Resolution : Leak on utilities inc. 3/4" poly very slow. on our side of meter. Install repair clamp to stop leak first in the A.M. J.H.

Sub Division : 368 MR Route : F4S FA ID : 8751510913
Account # : 8751510000 Customer Name : WILLIAMS,JOSEPH H Phone #: (407) 332-6544
Address : 605 CAMBRIDGE CT CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 11/11/2008 3:57:00PM SO Type : M-SIO Request Type: General Investigation
Instructions : CITY OF LONGWOOD CALLED PER CUSTOMER THE FIRE HYDRANT IS ON AND WATER IS RUNNING. DISP

Due Date : 11/11/2008 12:00:00AM Resolution Date : 11/11/2008 4:57:00PM FA Status : Completed
Resolution : Shut hydrant off and replaced cap.....
Leroy Grainger

Sub Division : 368 MR Route : F4S FA ID : 8751510464
Account # : 8751510000 Customer Name : WILLIAMS,JOSEPH H Phone #: (407) 332-6544
Address : 605 CAMBRIDGE CT CSR: Lyn Paulk Operator : Jimmie Hollister
Entry Date : 6/17/2008 4:01:19PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check for leak at the meter. Thanks....Lyn
Due Date : 6/18/2008 12:00:00AM Resolution Date : 6/18/2008 12:00:00AM FA Status : Completed
Resolution : reread meter no leaks found at meter r.g 6-18-2008

Sub Division : 368 MR Route : F4G FA ID : 8755410677
Account # : 8755410000 Customer Name : LEADHOLM,RONALD J Phone #:
Address : 119 COUNTRYSIDE DR CSR: Leanne Loeffel Operator : Mark Leard
Entry Date : 9/5/2008 2:29:58PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check yard for possible sewer leak, customer has a knee deep soggy depression and is concerned. Thank
Due Date : 9/5/2008 12:00:00AM Resolution Date : 9/9/2008 11:00:00AM FA Status : Completed
Resolution : dug up sewer nothing wrong just a lot of ground water tagged door

Sub Division : 368 MR Route : F4S FA ID : 8771300538
Account # : 8771300000 Customer Name : CRAMER,ALLENN Phone #:
Address : 109 EASTERN FORK CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 7/18/2008 7:22:11AM SO Type : M-SIO Request Type: No Water
Instructions : Cust called in with no water. They have checked the mtr box and the bottom seems to be blown off the mtr. paged to
Due Date : 7/18/2008 12:00:00AM Resolution Date : 7/18/2008 12:00:00AM FA Status : Completed
Resolution : bottom of meter blew out.replaced 5/8in. meter new read-10 new badge#08064638

Sub Division : 368 MR Route : F5G FA ID : 8797110884
Account # : 8797110000 Customer Name : RAMOS,LUIS A Phone #: (407) 788-6768
Address : 264 LIVERPOOL CV CSR: Kimberly Bennett Operator : Jeff Pinder
Entry Date : 11/10/2008 2:33:24PM SO Type : M-SIO Request Type: General Investigation
Instructions : 11/9/08 - LEAK @ MTR. CUSTOMER CALLED AFTER HRS TO ANSWERING SERVICE.
Due Date : 11/12/2008 6:00:00PM Resolution Date : 11/12/2008 7:00:00AM FA Status : Completed
Resolution : I went out on 11/10/08 to check for leak.. No leak found....
J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 8806800825
Account # : 8765433449 Customer Name : GB Longwood Phone #: (502) 429-9888
Address : 300 GOLFBROOK CIR CSR: Lyn Paulk Operator : Thomas Keys
Entry Date : 8/29/2008 8:44:55AM SO Type : M-SIO Request Type: Taste or Odor in the Water
Instructions : PLEASE CALL MICHELLE AT 407-682-7888 DUE TO ODOR AND TASTE COMPLAINTS FROM TENANTS.
Due Date : 8/29/2008 12:00:00AM Resolution Date : 9/3/2008 12:00:00AM FA Status : Completed
Resolution : Met Property manager went to apt. 205 and checked residual... 1.4 mg/l. Suggested customer flush hot water heater once a year and also mentioned some people are more sensitive to chlorine than others....

Sub Division : 368 MR Route : F4T FA ID : 8833410661
Account # : 8833410000 Customer Name : HYNICK,DR JAMES Phone #: (407) 869-0547
Address : 102 SAND PINE LN CSR: Isabel Ceballos Operator : Jeff Pinder
Entry Date : 7/15/2008 10:40:51AM SO Type : M-SIO Request Type: Water Main Break
Instructions : Customer says there are some landscapers cutting trees and broke a water main. Paged Jeff P
Due Date : 7/15/2008 12:00:00AM Resolution Date : 7/15/2008 11:45:00AM FA Status : Completed
Resolution : TEMP TURN OFF FOR CUSTOMER TO MAKE REPAIRS.

Sub Division : 368 MR Route : F4T FA ID : 8846500254
Account # : 8846500000 Customer Name : FEINER,P M Phone #: (407) 865-7758
Address : 245 SPRINGSIDE RD CSR: Ferrellyn Trovinger Operator : Jeff Pinder
Entry Date : 8/21/2008 8:51:44AM SO Type : M-SIO Request Type: Check Status of Premise
Instructions : Is this property vacant or is meter slow? Thanks, FLT
Due Date : 8/25/2008 12:00:00AM Resolution Date : 8/25/2008 12:15:00PM FA Status : Completed
Resolution : Water is off at hopuse valve; unable to determine if house is vacant...
J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 8860400299
Account # : 8860400000 Customer Name : BOYLE,JOHN F Phone #: (407) 682-5344
Address : 434 TIMBER RIDGE DR CSR: Kimberly Bennett Operator :
Entry Date : 7/7/2008 7:53:41AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE READ AND CHECK FOR LEAK - CUSTOMER CALLED DUE TO LEAK AT METER - PLEASE INFORM
Due Date : 7/7/2008 12:00:00AM Resolution Date : 7/7/2008 10:08:00AM FA Status : Completed
Resolution : NO LEAKS. METER IS GOOD.ML

Sub Division : 368 MR Route : F3Z FA ID : 8872210942
Account # : 8872210000 Customer Name : WHYTE,THOMAS Phone #: (407) 331-7953
Address : 1539 GRACE LAKE CIR CSR: Loretta Abbott Operator : Jimmie Hollister
Entry Date : 12/29/2008 1:56:40PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUST. WOULD LIKE HIS MTR. CHECKED AS THE READINGS ARE HIGHER THESE LAST THREE MONTHS.HE

Due Date : 12/29/2008 5:00:00PM Resolution Date : 1/5/2009 12:00:00AM FA Status : Completed
Resolution : Flowed and measured 5 gallons through meter. Meter registering properly, no leaks. Note: Has Pool.

Sub Division : 368 MR Route : F4F FA ID : 8874210179
Account # : 8874210000 Customer Name : MAYFIELD,CINDY Phone #: (407) 774-4645
Address : 219 S SHADOWBAY BLVD CSR: Jacqueline Sillitoe Operator : John Marinelli
Entry Date : 11/25/2008 8:37:45AM SO Type : M-SIO Request Type: No Water
Instructions : CUSTOMER HAS NO WATER. NIETHER DO HER NEIGHBORS. DISP TO JOHN M @ 9:37AM JMS 11/25
Due Date : 11/25/2008 12:00:00AM Resolution Date : 11/25/2008 9:30:00AM FA Status : Completed
Resolution : Neighbors water was fine... Customer water softner was causing her to have very low pressure.. Advised customer to bypass softner... J. Marinelli

Sub Division : 368 MR Route : F4F FA ID : 8894500191
Account # : 8894500000 Customer Name : SERRANO,JUAN Phone #: (407) 862-2566
Address : 550 TWISTING PINE CT CSR: Matthew Chandler Operator : Matthew Morrell
Entry Date : 12/8/2008 1:02:48PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A BROKEN WATER LINE IN FRONT OF HER HOUSE NEAR THE STREET. PAGED TO JOHN
Due Date : 12/8/2008 6:00:00PM Resolution Date : 12/8/2008 2:00:00PM FA Status : Completed
Resolution : Leak was in customer's irrigation line... Not ours... Spoke with customer M. Morrell

Sub Division : 368 MR Route : F5F FA ID : 8900100573
Account # : 8900100000 Customer Name : JOHNSON,DAVE Phone #: (407) 810-1024
Address : 147 DUNCAN TRL CSR: Ferrellyn Trovinger Operator : LeRoy Grainger
Entry Date : 8/25/2008 8:43:23AM SO Type : M-SIO Request Type: Check Status of Premise
Instructions : Is the meter stuck or is property vacant. Thanks, FLT
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 2:34:00PM FA Status : Completed
Resolution : read meter/meter stuck/needs replaced.

Sub Division : 368 MR Route : F5G FA ID : 8909110395
Account # : 8909110000 Customer Name : FABRE,MANUEL Phone #: (407) 463-3842
Address : 245 LIVERPOOL CV CSR: Ferrellyn Trovinger Operator : LeRoy Grainger
Entry Date : 8/25/2008 8:47:33AM SO Type : M-SIO Request Type: Check Status of Premise
Instructions : Is this property vacant or is meter stuck?
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 3:06:00PM FA Status : Completed
Resolution : read meter/meter stuck/needs to be replaced.

Sub Division : 368 MR Route : F4G FA ID : 8980300504
Account # : 8980300000 Customer Name : COLON,DORIS Phone #: (407) 786-4228
Address : 103 FOX VALLEY CT CSR: Lyn Paulk Operator :
Entry Date : 6/30/2008 7:33:36AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called to report our valve is stuck and will not turn off. Customer said when they tried to turn it off water
Due Date : 7/1/2008 12:00:00AM Resolution Date : 7/1/2008 10:51:00AM FA Status : Completed
Resolution : LUBRICATED AND EXERCISE.VALVE IS GOOD AND WORKING.ML

Sub Division : 368 MR Route : F4G FA ID : 8995410604
Account # : 8995410000 Customer Name : MOEDINGER,HARRY Phone #: (407) 682-7830
Address : 107 COUNTRYSIDE DR CSR: Kimberly Bennett Operator : Mark Leard
Entry Date : 7/11/2008 10:45:46AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE OBTAIN READING AND CHECK TO SEE IF METER GLASS NEED TO BE REPLACED, CUSTOMER
Due Date : 7/14/2008 12:00:00AM Resolution Date : 7/14/2008 12:05:00PM FA Status : Completed
Resolution : METER IS OK I CAN READ IT GOOD NO NEED TO CHANGE OUT. ML

Sub Division : 368 MR Route : F4T FA ID : 9001700200
Account # : 9001700000 Customer Name : BOUKAL,RICHARD Phone #: (407) 637-4202
Address : 220 MARKHAM WOODS RD CSR: Ferrellyn Trovinger Operator : Jimmie Hollister
Entry Date : 6/7/2008 10:31:42AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : Customer called stating his has water bubbling out of ground and needs water turned off to make repair. Paged to
Due Date : 6/7/2008 12:00:00AM Resolution Date : 6/9/2008 12:00:00AM FA Status : Completed
Resolution : Turned off at meter JHH.

Sub Division : 368 MR Route : F5F FA ID : 9028400464
Account # : 9028400000 Customer Name : HEINRITH,BRADLEY Phone #: (407) 754-0988
Address : 100 DONNINGTON CT CSR: Jacqueline Sillitoe Operator :
Entry Date : 6/4/2008 9:38:10AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : Neighbor called to report this home is vacant and there is a water line broken in front. Please t/off meter and/or repair
Due Date : 6/4/2008 12:00:00AM Resolution Date : 6/4/2008 10:30:00AM FA Status : Completed
Resolution : Leak in 3/4 poly line. Replaced 4ft of 3/4in poly and new 3/4 curb stop. Also used a 3/4 comp to comp and 3/4 pigtail.
ML, Coach. Matt. 6/4/08

Sub Division : 368 MR Route : F4F FA ID : 9044300491
Account # : 9044300000 Customer Name : ST PIERRE,JOSEPH Phone #: (407) 774-3383
Address : 411 WILDERNESS DR CSR: Matthew Chandler Operator : Matthew Morrell
Entry Date : 8/25/2008 7:09:11AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : NEIGHBHBOR CALLED IN A BROKEN SERVICE PIPE BOILING WATER OUT AT THIS ADDRESS. PLEASE CHK
Due Date : 8/25/2008 12:00:00AM Resolution Date : 8/26/2008 9:00:00AM FA Status : Completed

Resolution : Dug up and installed a 1.5 X 3" repair clamp to our service line.....
M. Morrell

Sub Division : 368 MR Route : F4F FA ID : 9051310752
Account # : 4516113938 Customer Name : Ray,Harold Phone #: (407) 682-5483
Address : 2758 CATTAIL CT CSR: Karen Sasic Operator : Jeff Pinder
Entry Date : 9/7/2008 8:23:47AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE CHANGE OUT STUCK METER. KS
Due Date : 9/8/2008 12:00:00AM Resolution Date : 9/12/2008 9:55:00AM FA Status : Completed
Resolution : Ran 20 gal. through meter and it registered fine... This house is vacant....
Thank you for the change KS.... J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 9106800928
Account # : 9106800000 Customer Name : CAMDEN USA INC Phone #: (407) 774-5707
Address : 525 SABAL LK/CLUBHOUSE CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 11/17/2008 9:19:10AM SO Type : M-SIO Request Type: General Investigation
Instructions : customer needs valve shut all the way off to make repairs, it is stuck, please lubricate and exercise. Building 569
Due Date : 11/17/2008 6:00:00PM Resolution Date : 11/17/2008 11:15:00AM FA Status : Completed
Resolution : lubricated and exercised valve for cust.and turned off water for repairs and turned back on after repairs were made.lrg.m.l.

Sub Division : 368 MR Route : F4S FA ID : 9116110943
Account # : 9116110000 Customer Name : SHANNON,KEN C Phone #: (407) 461-0371
Address : 224 ADAIR AVE CSR: Lorie Mayeski Operator : Richard Galarza
Entry Date : 11/19/2008 7:41:40AM SO Type : M-SIO Request Type: Turn on Service
Instructions : CUSTOMER CALLED PLUMBING REPAIRS ARE DONE. PLEASE TURN METER BACK ON. THANKS, LORIE M.
Due Date : 11/19/2008 8:40:00AM Resolution Date : 11/19/2008 12:00:00AM FA Status : Completed
Resolution : meter turned on.r.g.

Sub Division : 368 MR Route : F4S FA ID : 9116110436
Account # : 9116110000 Customer Name : SHANNON,KEN C Phone #: (407) 461-0371
Address : 224 ADAIR AVE CSR: Leanne Loeffel Operator : Richard Galarza
Entry Date : 11/18/2008 10:49:32AM SO Type : M-SIO Request Type: General Investigation
Instructions : Please repair/replace valve. Customer is having extensive renovation done and valve is not working for the plumber
Due Date : 11/19/2008 6:00:00PM Resolution Date : 11/19/2008 12:00:00AM FA Status : Completed
Resolution : meter off for repairs.r.g

Sub Division : 368 MR Route : F3Z FA ID : 9119110110
Account # : 9119110000 Customer Name : LAX,JAMES R Phone #: (407) 332-0397
Address : 1514 GRACE LAKE CIR CSR: Isabel Ceballos Operator :
Entry Date : 8/5/2008 8:49:27AM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : Customer has been having intermitting high/low water pressure for the last 3 months. Please check.

Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/5/2008 1:00:00PM FA Status : Completed
Resolution : water pressure at house is 65psi.meter flow at meter is 70 gallons a minute.r.g.

Sub Division : 368 MR Route : F3Z FA ID : 9119110934
Account # : 9119110000 Customer Name : LAX,JAMES R Phone #: (407) 332-0397
Address : 1514 GRACE LAKE CIR CSR: Isabel Ceballos Operator :
Entry Date : 8/5/2008 8:46:59AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : Customer said he has a clogged sewer, and someone was out and told him to call office to determine if it's on our
Due Date : 8/5/2008 12:00:00AM Resolution Date : 8/5/2008 1:00:00PM FA Status : Completed
Resolution : customers sewer lateral is cracked due to root intrusion on customers side of lateral.camared sewer in customer presence,to varify problem,is on his side. informed customer to call plumber for repairs to sewer line.r.g.

Sub Division : 368 MR Route : F3Y FA ID : 9131110662
Account # : 9131110000 Customer Name : STEVENS,ARTHUR Phone #: (407) 509-7860
Address : 400 BEECH TREE LN CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 12/9/2008 7:53:13AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED CLAIMS TO HAVE CALLED IN NOV.'08' (NOTHING ON FILE) HOWEVER, CUSTOMER
Due Date : 12/10/2008 6:00:00PM Resolution Date : 12/17/2008 3:30:00PM FA Status : Completed
Resolution : Meter not registering correctly. I will produce a field activity to exchange meter. No need for you to do so. Hung tag informing customer... J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 9164210858
Account # : 4654263074 Customer Name : LEVINE,CAROL Phone #: (407) 920-2762
Address : 211 SWEET GUM WAY CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 10/15/2008 11:06:56AM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE RE-READ METER. LAST READ HIGH EXCESSIVE HIGH USAGE. PLEASE CHECK FOR LEAKS IN AND
Due Date : 10/15/2008 12:00:00PM Resolution Date : 10/15/2008 10:00:00AM FA Status : Completed
Resolution : Meter spinning like a top... appears someone was home but because of high consumption there must be something leaking on customers side.... J. Pinder

Sub Division : 368 MR Route : F4T FA ID : 9164210219
Account # : 4654263074 Customer Name : LEVINE,CAROL Phone #: (407) 920-2762
Address : 211 SWEET GUM WAY CSR: Lorie Mayeski Operator : Mark Leard
Entry Date : 10/24/2008 8:35:10AM SO Type : M-SIO Request Type: General Investigation
Instructions : ***THIS IS A FOLLOW-UP. PLEASE RE-READ METER, CHECK LEAK INDICATOR. PLEASE RE-TAG DOOR
Due Date : 10/24/2008 11:59:00PM Resolution Date : 10/24/2008 10:20:00AM FA Status : Completed
Resolution : no leaks found meter is good tagged door

Sub Division : 368 MR Route : F4T FA ID : 9178200188
Account # : 9178200000 Customer Name : DELGADO,MICHAEL A Phone #: (407) 862-6669
Address : 211 JASMINE LN CSR: Leanne Loeffel Operator : LeRoy Grainger
Entry Date : 11/24/2008 2:16:01PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please lube and exercise stuck valve for customer. Thank You *LML*
Due Date : 11/25/2008 6:00:00AM Resolution Date : 11/25/2008 8:00:00AM FA Status : Completed
Resolution : lubricated and exercised valve.works fine .lrg.

Sub Division : 368 MR Route : F3Z FA ID : 9200400260
Account # : 9200400000 Customer Name : JACONETTI,GEORGE Phone #: (407) 333-9670
Address : 2228 EARLEAF CT CSR: Lorie Mayeski Operator :
Entry Date : 12/10/2008 8:39:45AM SO Type : M-SIO Request Type: Water Main Break
Instructions : CUSTOMER CALLED STATED THAT THERE IS A "WATER MAIN BREAK" BETWEEN THIS ADDRESS 2228 AND
Due Date : 12/10/2008 6:00:00PM Resolution Date : 12/10/2008 12:00:00AM FA Status : Completed
Resolution : Replaced 1" service line under road.j.p.

Sub Division : 368 MR Route : F4F FA ID : 9250600888
Account # : 9250600000 Customer Name : GIAMBRONE,GUS Phone #: (407) 788-0463
Address : 526 SABAL TRAIL CIR CSR: Jacqueline Sillitoe Operator : LeRoy Grainger
Entry Date : 9/29/2008 1:47:32PM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : CUSTOMER SAYS THAT METER BOX LID NEEDS TO BE REPLACED.JMS 09/29
Due Date : 9/30/2008 12:00:00AM Resolution Date : 9/30/2008 10:39:00AM FA Status : Completed
Resolution : no need to replace lid it is good

Sub Division : 368 MR Route : F4T FA ID : 9364200352
Account # : 9364200000 Customer Name : RUSS,J M Phone #: (407) 869-0093
Address : 205 RIVERBEND CT CSR: Ferrellyn Trovinger Operator :
Entry Date : 7/8/2008 12:25:15PM SO Type : M-SIO Request Type: General Investigation
Instructions : Main valve is stuck and she needs to have her irrigation system serviced. Please exercise the valve and replace if
Due Date : 7/9/2008 12:00:00AM Resolution Date : 7/9/2008 9:42:00AM FA Status : Completed
Resolution : read meter/lubricated valve/exercised/works fine now/talked to customer about results.lrg

Sub Division : 368 MR Route : F4F FA ID : 9372300426
Account # : 9372300000 Customer Name : LOEB,LYNDA R Phone #: (407) 862-2793
Address : 500 SUGAR RIDGE CT CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 12/9/2008 7:40:06AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER WOULD LIKE TO KNOW WHEN THE WORK WILL BE COMPLETED RE: TREES , GRASS , ETC.
Due Date : 12/10/2008 12:00:00AM Resolution Date : 12/10/2008 9:45:00AM FA Status : Completed
Resolution : Hung tag informing customer that area will be cleaned up and new sod layed by the end of next week.. 12/19/08 J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 9374610717
Account # : 9374610000 Customer Name : FERRAZZANO,GERALD Phone #: (407) 682-8400
Address : 125 HARROGATE PLACE CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 11/20/2008 11:59:39AM SO Type : M-SIO Request Type: General Investigation
Instructions : METER READS FROM JULY '08' THRU NOV '08' REFLECT NO USAGE. LORIE ESTIMATED USAGE FOR BILL.
Due Date : 11/21/2008 6:00:00PM Resolution Date : 11/21/2008 8:25:00AM FA Status : Completed
Resolution : Meter is not registering.... Why did it take so long and so many estimates before this came to the field????
J. Pinder

Sub Division : 368 MR Route : F4S FA ID : 9424400672
Account # : 9655942606 Customer Name : SPANIER,DAVID Phone #: (407) 468-9156
Address : 104 DELLWOOD DR CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 9/3/2008 12:04:01PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A WATER LINE BREAK BY HER MAILBOX. PLEASE GO AND CHK OUT. IF CUST
Due Date : 9/3/2008 12:00:00AM Resolution Date : 9/4/2008 12:00:00AM FA Status : Completed
Resolution : Read meter.Repaired longside service to neighbors' house.j.p.

Sub Division : 368 MR Route : F4S FA ID : 9436610366
Account # : 9436610000 Customer Name : SONKSEN,JEFF Phone #: (407) 619-8393
Address : 560 THAMES CIR CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 8/1/2008 7:45:18AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A LEAK AT THE MTR. PLEASE CHK OUT AND REPAIR IF NEEDED.TAG DOOR WITH INFO.
Due Date : 8/1/2008 12:00:00AM Resolution Date : 8/1/2008 12:00:00AM FA Status : Completed
Resolution : reread meter.leak at customers irrigation head left side of property.customer needs plumber to repair leak.r.g.

Sub Division : 368 MR Route : F4T FA ID : 9485310741
Account # : 9485310000 Customer Name : REYNOLDS,BARBARA Phone #: (407) 786-5152
Address : 204 WEEPING ELM LN CSR: Isabel Ceballos Operator : Jeff Pinder
Entry Date : 8/21/2008 9:03:40AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : Customer's sewer is backed up. Has plumber there. Paged Jeff P.
Due Date : 8/21/2008 12:00:00AM Resolution Date : 8/21/2008 1:30:00PM FA Status : Completed
Resolution : Spoke with customer... Our lines were clear... Advised customer to get plumber back out to clear line and then call us back and we would camera the line for him... J. Pinder

Sub Division : 368 MR Route : F3Y FA ID : 9485810186
Account # : 9485810000 Customer Name : YOSSFON,NURIT Phone #: (407) 682-4841
Address : 2821 CITRON DR CSR: Ann Raponi Operator : LeRoy Grainger
Entry Date : 11/21/2008 1:25:12PM SO Type : M-SIO Request Type: General Investigation
Instructions : Please check out meter- leaking and box needs to be level per customer. Thank you.AMR

Due Date : 11/19/2008 2:25:00PM Resolution Date : 11/25/2008 10:40:00AM FA Status : Completed
Resolution : read meter/no leaks detected/meter box is level.lrg.

Sub Division : 368 MR Route : F4T FA ID : 9489510226
Account # : 9489510000 Customer Name : CAPUTO,SANDY Phone #: (407) 788-7796
Address : 173 RAINTREE DR CSR: Kimberly Bennett Operator : LeRoy Grainger
Entry Date : 8/5/2008 10:37:17AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER IS REQUESTING INFORMATION HOW HER METER IS BEING READ - WHEN HER GATE IS
Due Date : 8/6/2008 12:00:00AM Resolution Date : 8/7/2008 9:54:00AM FA Status : Completed
Resolution : read meter/water meter is in front yard and no need to go in back yard/tagged door with findings.

Sub Division : 368 MR Route : F5F FA ID : 9501510816
Account # : 9501510000 Customer Name : KLEIBER,STEPHEN Phone #: (407) 788-3346
Address : 112 INGRAM CIR CSR: Matthew Chandler Operator :
Entry Date : 6/9/2008 1:03:09PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : Cust called in a leak in front of the house. leaking in to the road. please chk out and repair.MC
Due Date : 6/9/2008 12:00:00AM Resolution Date : 6/10/2008 4:00:00PM FA Status : Completed
Resolution : rEPLACED 60' OF 3/4" POLY UNDER THE ROAD. PARTS USED WERE 60' OF 3/4" POLY, 1 EA. 3/4" COMP. CURB STOP, 1 EA. 3/4" METER COUPLING, 1 EA. 3/4" COMP. NUT AND 1 EA. SINGLE METER BOX. MATT, SHAWN & COACH

Sub Division : 368 MR Route : F5F FA ID : 9501510942
Account # : 9501510000 Customer Name : KLEIBER,STEPHEN Phone #: (407) 788-3346
Address : 112 INGRAM CIR CSR: Matthew Chandler Operator : Jeff Pinder
Entry Date : 8/26/2008 9:32:17AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUST CALLED IN A LEAK IN FRONT OF HOUSE. LEAK WAS REPAIRED IN JUNE BUT IT SEEMS TO BE
Due Date : 8/26/2008 12:00:00AM Resolution Date : 8/26/2008 9:00:00AM FA Status : Completed
Resolution : Installed new service in June... No leak found... Allot of ground water in area from storm.... J. Pinder

Sub Division : 368 MR Route : F4G FA ID : 9503410741
Account # : 9503410000 Customer Name : RILES,CLIFFORD L Phone #:
Address : 108 SWEETWATER HILLS DR CSR: Lyn Paulk Operator :
Entry Date : 7/2/2008 1:34:05PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE EXERCISE AND LUBRICATE THE SHUT OFF VALVE. IRRIGATION STAFF COULD NOT GET IT TO
Due Date : 7/3/2008 12:00:00AM Resolution Date : 7/3/2008 11:26:00AM FA Status : Completed
Resolution : read meter/lubricated and exercised valve.lrg

Sub Division : 368 MR Route : F4T FA ID : 9544410430
Account # : 9544410000 Customer Name : MOSS,ALAN Phone #: (407) 834-5033
Address : 115 AUTUMN DR CSR: Ann Raponi Operator : Mark Leard
Entry Date : 8/14/2008 2:31:30PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer came in office-, back in Feb we painted around meter box blue- customer thinks it's very tacky please
Due Date : 8/15/2008 12:00:00AM Resolution Date : 8/15/2008 9:50:00AM FA Status : Completed
Resolution : replaced meter box lids

Sub Division : 368 MR Route : F4F FA ID : 9561310197
Account # : 9561310000 Customer Name : KORFAGE,JULIE C Phone #:
Address : 2867 SPY GLASS CV CSR: Lyn Paulk Operator : Matthew Morrell
Entry Date : 10/17/2008 9:58:28AM SO Type : M-SIO Request Type: General Investigation
Instructions : MS. CALLED TO REPORT A LEAK AT THE METER. PAGED TO MATT M. LYN
Due Date : 10/17/2008 6:00:00PM Resolution Date : 10/17/2008 11:00:00AM FA Status : Completed
Resolution : Leak in cust's pvc. There water line is broken. Turned off at meter and tagged door to call a plumber to fix. Matt.

Sub Division : 368 MR Route : F5F FA ID : 9580810200
Account # : 9580810000 Customer Name : DUSHEK,ROBERT E Phone #: (407) 788-3870
Address : 310 COBLE DR CSR: Kimberly Bennett Operator : Alex Lorenzo
Entry Date : 9/24/2008 3:58:38PM SO Type : M-SIO Request Type: Water Quality
Instructions : PLEASE CALL CUSTOMER WITH HARDNESS OF WATER. KIM
Due Date : 9/25/2008 12:00:00AM Resolution Date : 9/25/2008 9:00:00AM FA Status : Completed
Resolution : 8.1 grains per gallon... Called customer and left message....

Sub Division : 368 MR Route : F4G FA ID : 9581300644
Account # : 9581300000 Customer Name : TAYLOR,JOHN R Phone #: (407) 862-4640
Address : 308 N SWEETWATER BLVD CSR: Loretta Abbott Operator : LeRoy Grainger
Entry Date : 10/6/2008 1:31:01PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE SEE IF THIS ADDRESS HAS A LEAK AT OUR METER. THANK YOU. lea
Due Date : 10/7/2008 12:00:00AM Resolution Date : 10/7/2008 8:12:00AM FA Status : Completed
Resolution : read meter/no leaks at this meter or at 310 n sweetwater blvd meter.

Sub Division : 368 MR Route : F4T FA ID : 9596510163
Account # : 9596510000 Customer Name : CASTO,RICHARD Phone #: (407) 774-9291
Address : 150 BRIDLEWOOD LN CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 8/12/2008 8:16:42AM SO Type : M-SIO Request Type: High or Low Pressure In the
Instructions : PLEASE CHECK PRESSURE-CUSTOMER SAYS THAT SINCE NEW METER HAD BEEN INSTALLED THE
Due Date : 8/12/2008 12:00:00AM Resolution Date : 8/12/2008 12:15:00PM FA Status : Completed
Resolution : meter is good no leaks and pressure is at 80 psi.

Sub Division : 368 MR Route : F3Z FA ID : 9620400430
Account # : 9620400000 Customer Name : CONNOR,WENDY J Phone #: (407) 332-1322
Address : 2225 EARLEAF CT CSR: Leanne Loeffel Operator : Jonathan
Entry Date : 12/16/2008 1:16:37PM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer's neighbor called in per her pest control man, they noticed water bubbling up out of the ground. Please
Due Date : 12/16/2008 6:00:00PM Resolution Date : 12/16/2008 12:00:00AM FA Status : Completed
Resolution : Leak under road between 2225 and 2223 Earleaf ct.Longside service or water main.Repairing either 12/17/08 or 12/18/08.j.p.

Sub Division : 368 MR Route : F4G FA ID : 9642800293
Account # : 9642800000 Customer Name : AZZARA,SUSAN A Phone #: (407) 682-1329
Address : 204 THISTLEWOOD CIR CSR: Jacqueline Sillitoe Operator : Mark Leard
Entry Date : 11/19/2008 10:55:15AM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : CUSTOMERS WAS LEFT A NOTE FROM THE TREE SERVC CO. THAT THE METER IS LEAKING.
Due Date : 11/19/2008 12:00:00AM Resolution Date : 11/19/2008 11:45:00AM FA Status : Completed
Resolution : Checked for leak and found a broken sprinkler head... Informed customer.....
J. Pinder

Sub Division : 368 MR Route : F3Z FA ID : 9665010079
Account # : 9665010000 Customer Name : BRAND,NICK Phone #: (407) 754-1997
Address : 1201 POMELO CT CSR: Florida Temp 2 Operator : Jimmie Hollister
Entry Date : 7/10/2008 3:21:21PM SO Type : M-SIO Request Type: High or Low Pressure in the
Instructions : CUSTOMER STATES NO WATER PRESSURRE CAN BARELY FLUSH TOILETS. PLEASE TAG DOOR IF
Due Date : 7/11/2008 12:00:00AM Resolution Date : 7/11/2008 12:00:00AM FA Status : Completed
Resolution : pressure tested hose bibb house has 78 pounds of street pressure. no leaks detected at meter.possible softner or plumbing problem in house.tagged door with findigs.r.g.7-11-08

Sub Division : 368 MR Route : F4G FA ID : 9670410093
Account # : 9670410000 Customer Name : FORGUE,LARRY Phone #: (407) 788-6799
Address : 203 W SWEETWATER CREEK DR CSR: Kimberly Bennett Operator : Mark Leard
Entry Date : 7/29/2008 12:11:25PM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CAME INTO OFFICE DUE TO VALVE AT METER NEEDS REPAIR. CUSTOMER WILL BE HAVING
Due Date : 7/30/2008 12:00:00AM Resolution Date : 7/31/2008 8:20:00AM FA Status : Completed
Resolution : lubed and exercised valve it is working good now.

Sub Division : 368 MR Route : F4T FA ID : 9681610126
Account # : 9681610000 Customer Name : ARTHURS,ALAN Phone #: (407) 432-1523
Address : 280 HUMMINGBIRD LN CSR: Ferrellyn Trovinger Operator : Jeff Plnder
Entry Date : 7/23/2008 4:17:03PM SO Type : M-SIO Request Type: General Investigation
Instructions : Is this property vacant or is meter Slow?

Due Date : 7/24/2008 12:00:00AM Resolution Date : 7/24/2008 7:00:00AM FA Status : Completed
Resolution : House is vacant

Sub Division : 368 MR Route : F5F FA ID : 9684410043
Account # : 9684410000 Customer Name : KLINGER,BENJAMIN P Phone #: (407) 496-0781
Address : 112 DEVON CT CSR: Lorie Mayeski Operator : Jeff Pinder
Entry Date : 10/29/2008 2:27:48PM SO Type : M-SIO Request Type: Sewer Miscellaneous
Instructions : **CALLED IN BY SEMINOLE CO. DEPT. OF TRANSPORTATION** SINKHOLE AT THIS ADDRESS PRELIMINARY
Due Date : 10/29/2008 3:23:00PM Resolution Date : 10/31/2008 4:00:00PM FA Status : Completed
Resolution : Replaced 2' of 6" Sewer line....
J. Pinder

Sub Division : 368 MR Route : F5F FA ID : 9713400086
Account # : 9713400000 Customer Name : AMBROSIUS,MICHAEL Phone #: (407) 493-5262
Address : 103 ALBRIGHTON DR CSR: Kimberly Bennett Operator :
Entry Date : 6/23/2008 3:03:17PM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : 6/23/08 - CUSTOMER CALLED 6/18/08 DUE TO SEWAGE BACK UP PLEASE RESOLVE. KIM
Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/18/2008 7:00:00PM FA Status : Completed
Resolution : Checked Up and down stream manholes. Good flow. Advised Cust of Co Policy. Jonathan P.

Sub Division : 368 MR Route : F5F FA ID : 9724300305
Account # : 9724300000 Customer Name : GARFINKEL,SUZANNE Phone #: (407) 754-2703
Address : 101 WHEATLAND CT CSR: Jacqueline Sillitoe Operator : Jeff Pinder
Entry Date : 12/3/2008 12:23:41PM SO Type : M-SIO Request Type: Water Service Line Break
Instructions : WATER IS RUNNING DOWN THE STREET AT THIS LOCATION...NEIGHBOR REPORTED IT AND THINKS IT
Due Date : 12/3/2008 12:00:00AM Resolution Date : 12/5/2008 8:00:00AM FA Status : Completed
Resolution : Main coupling leaking on 14" water line... ordered parts to be repaired on 12/19/08
J. Pinder

Sub Division : 368 MR Route : F4F FA ID : 9804310547
Account # : 4073993256 Customer Name : BENNETT,KIM Phone #: (407) 718-2411
Address : 416 WOODVIEW DR CSR: Isabel Ceballos Operator : LeRoy Grainger
Entry Date : 11/10/2008 9:59:41AM SO Type : M-SIO Request Type: Repair/Replace Meter Box
Instructions : Customer says lid around meter box is broken. Please check. /ic
Due Date : 11/11/2008 6:00:00PM Resolution Date : 11/11/2008 9:48:00AM FA Status : Completed
Resolution : Replaced meter box lid.....

Sub Division : 368 MR Route : F4T FA ID : 9854310456
Account # : 9854310000 Customer Name : DURNING,JOHN J Phone #: (407) 869-4372
Address : 209 WEEPING ELM LN CSR: Elise Christian Operator :
Entry Date : 6/24/2008 10:55:23AM SO Type : M-SIO Request Type: General Investigation
Instructions : Customer called to say that water is overflowing out of the meter box. Paged to JM. (ec)
Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/24/2008 1:15:00PM FA Status : Completed
Resolution : Leak coming from meter. Replaced meter. Matt

Sub Division : 368 MR Route : F4T FA ID : 9890400925
Account # : 9890400000 Customer Name : FRIEDMAN,MICHAEL Phone #: (407) 754-0742
Address : 515 WOODSTEAD CT CSR: Matthew Chandler Operator : Jimmie Hollister
Entry Date : 10/8/2008 8:33:07AM SO Type : M-SIO Request Type: Clogged Sewer
Instructions : CUST CALLED IN WITH SEWER BACKING UP IN HOUSE. PLEASE CHK LINES. PAGED TO DALE W.
Due Date : 10/8/2008 12:00:00AM Resolution Date : 10/8/2008 10:00:00AM FA Status : Completed
Resolution : Customer was not home. I checked all 3 manholes, no problem with 8". Tagged door and left message on phone recorder for the customer to call a plumber and have their sewer line/lateral snaked ; routed out. J.H.

Sub Division : 368 MR Route : F5F FA ID : 9904900598
Account # : 9904900000 Customer Name : SAMPSON,SCOTT Phone #: (407) 389-3254
Address : 523 STANTON PL CSR: Lorie Mayeski Operator : LeRoy Grainger
Entry Date : 12/29/2008 10:11:55AM SO Type : M-SIO Request Type: General Investigation
Instructions : CUSTOMER CALLED STATED THAT "VALVE UNIT IN FRONT LEFT PORTION OF DRIVEWAY COVER HAS
Due Date : 12/29/2008 6:00:00PM Resolution Date : 12/29/2008 11:33:00AM FA Status : Completed
Resolution : replaced meter box lid.lrg.

Sub Division : 368 MR Route : F4G FA ID : 9906800768
Account # : 9906800000 Customer Name : SWEETWATER Phone #:
Address : IRRG OAK LEAF LN CSR: Karen Sasic Operator : Jeff Pinder
Entry Date : 9/7/2008 9:27:50AM SO Type : M-SIO Request Type: Check Status of Premise
Instructions : PLEASE REPLACE STUCK METER. KS
Due Date : 9/8/2008 12:00:00AM Resolution Date : 9/8/2008 12:00:00AM FA Status : Completed
Resolution : METER IS NOT STUCK. IRRG SYSTEM IS TURNED OFF. JP/KS

Sub Division : 368 MR Route : F4S FA ID : 9956410202
Account # : 9956410000 Customer Name : GAMBLE,MARY Phone #: (407) 451-9892
Address : 565 PRESTON RD CSR: Jacqueline Sillitoe Operator : Jonathan
Entry Date : 11/13/2008 1:57:45PM SO Type : M-SIO Request Type: General Investigation
Instructions : PLEASE READ AND TURN ON - CUSTOMER SAYS THIS IS OFF. OBTAIN SIG. 8AM-12 Check with office to verify
Due Date : 11/14/2008 12:00:00AM Resolution Date : 11/14/2008 12:00:00AM FA Status : Completed
Resolution : Read meter.Meter still off.Checked with Kim, payment not recieved .Tagged door for customer to sign.j.p.

Sub Division :	368	MR Route :	F4S	FA ID :	9956410413
Account # :	9956410000	Customer Name :	GAMBLE,MARY	Phone #:	(407) 451-9892
Address :	565 PRESTON RD	CSR:	Jacqueline Sillitoe	Operator :	Jonathan
Entry Date :	11/19/2008 1:25:42PM	SO Type :	M-SIO	Request Type:	General Investigation
Instructions :	PLEASE READ AND TURN ON FOR CUSTOMER-TAG SIGNED ON DOOR.PLEASE P/UP. CUSTOMER HAS				
Due Date :	11/20/2008 12:00:00AM	Resolution Date :	11/20/2008 12:00:00AM	FA Status :	Completed
Resolution :	Read meter and turned on.j.p.				

419 Field Activities listed.